CAPITA
FINANCIAL SOFTWARE

quaysoftware

Client Care Desktop v4.0

Features and Modifications

Version 1

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Contents

1 Introduction

This document briefly identifies and explains the main changes to existing functionality, the new features and any 'Known Issues' to be aware of. It does not detail all of the 'tweaks' made to the system to improve the overall product where functionality is the same as previous versions of the software.

If you are upgrading from a previous version of CCD then all of this document will be of interest to you. If you are a new user of the software you may only be interested in the new features section of this document.

2 New Features

This section details the significant new features that are included in CCD v4.0.

2.1 Vista Support

CCD v4.0 is built on the latest version of the Filemaker Pro software, which is fully Vista® compatible, ensuring firms can plan for the future with confidence that their systems remain compatible and they will be able to take advantage of new features offered by Vista®.

2.2 Improved Security

Centralised management of individual logins plus enforced password changes mean added data security. CCD v4.0 masks passwords when entering them into the login screen. It is mandatory for every new staff member added to the system to set a password.

The file menu available at the top of the screen has been reduced to improve the security throughout the system. The main options such as modifying finds, deleting and sorting records can be found under the Data section.

The privilege levels are now set centrally by your designated staff member. The privilege levels are as follows:

Privilege Level	Printing	Exporting	Modify Records	Deletions
Supervisor	Yes	Yes	Yes - All	Yes
Operator	Yes	Yes	Yes - All	No
Consultant	Yes	Yes	Yes - Partial	No
User	Yes	Yes	No - None	No

2.3 Electronic Valuations

Electronic Valuations in CCD v4.0 have been designed to allow the addition of new Contract Enquiry provider feeds without the need for a new release of CCD. To utilise this providers need to comply with the appropriate Origo Contract Enquiry standard, then an update to CCD can be released via our online Updater technology, which updates your system with access to the new provider.

2.4 Integrations

2.4.1 Portavista

CCD 4.0 integrates with the Bankhall trading platform, Portavista. Portavista provides tools for portfolio balancing along with online trading and valuations from supported product providers.

Portavista can be populated with client and asset information from CCD v4.0 to avoid re-entering data when using the tools available on the platform. Documents generated by Portavista (e.g. a modelling report) are saved in the supported document management system, currently available with Quay Document Management, Virtual Cabinet and INVU.

2.4.2 Portal Builder

CCD v4.0 includes integrations with CFSL's new Portal Builder product. Portal Builder is the successor to Quay Web Builder product.

Portal Builder has been designed to enable you to build and maintain a website which can be used by all levels of employee's within a business. It is easy to use and keep updated with all relevant information.

It allows information to be pulled in from CCD, so that your advisers are able to view information that is of use to them and their businesses.

This integration allows:

- New Business Submissions made on the Portal Builder to be automatically imported into CCD

- Allow data upload of commissions, pipeline, contacts and enquiries data from CCD into Portal Builder

2.5 Extract Enhancements

The extract wizard, found under Setup > Technical > Extracts tab, has been significantly enhanced under CCD v4.0 to offer a comprehensive XML data extract facility. The user will need a detailed technical understanding of the XML format to manipulate the data.

Extract data is taken from various areas of CCD, which include Client, Fact Find, Holding and Commission data (and exclude all calculated and summary items). This includes the facility to extract data for a specific adviser or location.

2.6 Commission Splits

The commission split functionality has been enhanced and now enables you to record payaway amounts (commission splits) to members of staff. You also have the ability to record commission splits for up to 5 advisers against each commission item.

In addition, we have added greater flexibility for specifying the commission splits according to the type of commission. This facility allows you to record commission splits due against the type of commission, i.e. you could specify an introducer to receive a split of the 'initial' commission due and specify nil commission for any future renewal commission payments received.

2.7 MiFID

A number of changes have been made in CCD v4.0 to support MiFID, including new client classifications and the additional Control Function (CF30). You may need to review the Control Function for each adviser to ensure they are flagged correctly. The current adviser status is held under the Control Functions tab within the individual staff record under the Setup area.

Compatibility with new MiFID requirements ensures that firm's data capture and regulatory reporting requirements can be met from the system.

2.8 Fact find

A shortened Fact find has been included to respond to user demand for easier and quicker collection of essential financial planning data. The existing Fact find continues to be available.

2.9 PDF Reports

CCD v4.0 uses the native PDF report generation capability within Filemaker 9.0. This means that any report can now be generated in a PDF format, which can then be emailed to a client.

2.10 Charts

CCD v4.0 uses new charting software which provides greater flexibility to the end user, allowing charts to be rotated to present the information to clients in the most effective way.

2.11 Improved Virtual Private Network (VPN) capability

The latest version of the Filemaker Pro software allows CCD to take advantage of improved VPN capability. A VPN allows remote users, whether individuals in the field or based at another site, to access the system as if they were on the office's Local Area Network (LAN), replacing the normal cable or wireless connections within the office with a connection via the Internet.

Although speed is dependent on the bandwidth available, this offers users exactly the same experience of use as if they were in the office, removing the need for additional training or complex procedures. As users are accessing the same system there is no need for synchronisation of data, and any changes are presented immediately to all users. Unlike an 'online system' however, the full range of features including the graphically rich environment and simple, fast navigation is maintained for all.

Please refer to an IT specialist company for advice on setting up a VPN.

2.12 Support Remote Login

CCD v4.0 provides a more secure and integrated method of allowing us to access your system for support. Our Customer Support Team will guide you through the procedure when required.

3 Detail of Changes in CCD v4.0

3.1   General changes

Path	Detail	Development code
Charts	Pie charts now scale depending on number of segments and can be rotated to give best fit for narratives. To rotate the charts, click on the chart, right click on your mouse and select the rotate option, which should allow you to move the chart with your mouse.	A0001168
Contract Enquiry	Contract Enquiry automatically loads as part of system start up.	A0000989
Desktop Icon for CCD	The desktop icon has been changed for CCD.	A0001178
Enforms	Extended the number of fields used to match submitted Enforms against client entries in CCD. Matching fields now include surname, initial, post code and date of birth.	A0000806
Quay Image	Quay image now closes automatically as part of normal close down procedures.	A0000038
PDF	A PDF printer in included within Filemaker 9, therefore the Schubec printer is no longer required.	A0000892
Remote Support Assistance	CFSL Quay Support can now only access CCD if a client is logged in and enables remote support. Remote support is managed from the main manager screen. a) Hold the ALT key and click help. b) click enable/disable c) if enabling remote support, you are asked for your password to proceed d) Click OK.	A0001493
Spell check	The spell check facility within Filemaker has been enabled.	A0002045
Upgrade Issue	All FSA commission flags are carried through to the new version as part of the automatic upgrade routine.	A0000853
Upgrade Issue	CCD retains the information on SIB numbers and the live flag for the providers who support EDI commissions.	A0000818
Upgrade Issue	Resolved a problem with the Upgrade Process that was impacting data related to Transact Downloads (accessed via Updates > Valuations > Bulk tab > Transact sub tab).	A0000840
Vista Compatibility	Upgrade to Filemaker 9 allows VISTA compatibility.	A0000708

3.2   Administration

Path	Detail	Development code
Admin > Diary today/all	Print diary option available for Location Administrator and Adviser.	A0002014
Admin > Enquiries	'Print outstanding enquiry list' now only shows outstanding enquiries.	A0000950
Admin > Reports > Commissions	New Aged Debt schedule reporting available, ordered by Product provider, detailing 30, 60 and 90 day debts.	A0000316
Admin > Reports > Compliance	'New business book entries for cases written within date range' report now picks up 'n/a' as a valid response when entered under the administration checklist.	A0001082
Admin > Reports > Commissions > Branch/Location	Added the ability to select one or all Branch/Location for reporting.	A0000314
Admin > Reports > Commissions > Fund based tab	'Summary of contracts with a current trail income, by provider' has been corrected to go to the correct report.	A0000825
Admin > Reports > Commissions > Introducer tab	You can now produce reports for one introducer or all introducers.	A0000311
Admin > Reports > New Business	Sub contracts under SIPP's now report as separate contracts on the New Business reports.	A0000037
Admin > Reviews > Maturities tab	'Contract Type' field has been changed to a drop down list of Contract Types.	A0000839
Admin > Reviews > Renewals > Schemes	'Print renewal review list' now previews correctly.	A0001895
Admin > Reviews > Renewals tab	'Contract Type' field has been changed to a drop down list of Contract Types.	A0000839
Admin > Reviews > Valuations > Schemes	'Print valuation review list' now previews correctly.	A0001895
Admin > Time Recorded > Time records Open tasks tab	Corrected the navigation within the time recorded report.	A0000858

3.3 Advanced Security

Path	Detail	Development code
Admin	Branch administrators can now be set for multiple branches. You will need to be set up as the Branch Administrator under the staff list, then you can access a dropdown of the branches is available within the Admin section. This allows you to select which branch you wish to process work for.	A0001275
Admin > Marketing	Marketing functionality is now available under the Location Administrator function.	A0002013
Clients > Personal	If you do not have a Fact find licence, you can no longer access the Fact find module via the 'Switch to the client's fact find' link.	A0001565
Admin > Reviews	Service Managers can now access reviews due.	A0001007
Setup > Staff list > Security	New user access rights are restricted until a manager signs in and grants access.	A0001265
Setup > Staff list > Security	Updated Advanced Security so that user's passwords are not visible and are replaced with stars when being changed under staff list.	A0000502
Setup > Staff list > Security	Added the ability to limit or grant access to Setup and Administration Reports on an individual basis.	A0001264

3.4 Clients

Path	Detail	Development code
Clients	When the Current status is set to 'Deceased', the client is no longer included in mail shots generated from the system.	A0000810
Clients	The note icon at the top right of the screen only shows when you have added notes under the Personal > Notes section.	A0000693
Clients	You can now record more than one consultant on a client file.	A0000407
Clients > Account > Fees tab	Changed printing of invoices to default to just the current record.	A0000847
Clients > Account> Fees tab	Full company name and address now prints on an invoice.	A0000099
Clients > Account > Fees tab	If the amount is a positive value the printable shows 'Invoice' and if the amount is a negative value the printable shows 'Credit Note'.	A0001479
Clients > Account > Fees tab > Fee set-up tab	Within an invoice there is a 'debtor' box at the bottom left. To select this debtor box, you will need to be set as Category 'Finance' under your Staff Member record.	A0001955
Clients > Account > Fees tab > fee set-up tab and complete set up of fees	The RMAR reporting requirements now show for completion when setting up regular client fees.	A0001031
Clients > Account > Fees tab > Invoices due	When creating a client invoice, the 'Transaction' field now populates correctly.	A0001029
Clients > Calculators > Protection > Life Assurance Calculator	The life assurance now shows correctly for both individual and joint cases.	A0001139
Clients > Documents	There is no longer a limit to the files that you can store against this Document area, as your documents are stored wherever your databases are installed to. Please ensure that you have sufficient free space to store your documents. This is intended for occasional use and we would recommend a dedicated document management system if you are looking to create a paperless office.	A0001388
Clients > Documents > Identity tab	Customer Verification of Identity Certificate now shows the correct Regulatory text as detailed within the Setup area.	A0000980
Clients > Documents > Identity	Corrected Verification of Identity form to ensure all fields are available for data entry.	A0000797
Clients > Documents > Identity tab	Updated the link to the HM Treasury listings for suspected terrorists.	A0001369
Clients > Holdings (SIPP only)	The Current value field under the overview screen of a SIPP contract now shows the correct value of the plan.	A0001535
Clients > Holdings > Details > Assets > Reports tab	'Print historical performance chart' now works correctly.	A0000827
Clients > List records	'Create a printable client list' can now be filtered by client status.	A0000318
Clients > Marketing > Meetings tab	Corrected the scripting so that Meeting preparation notes under the Arrangement tab work independently of the Meeting debrief / actions notes under the Debrief tab.	A0000644

3.4   Clients (continued)

Path	Detail	Development code
Clients > Personal	The State of health field is now a dropdown list of the following four options: Good Poor Poor (See Notes) See Notes You can free type into the field, but the details will not be added to the list. This is to ensure that you have a controlled list that does not become unusable.	A0000882
Clients > Personal	Adjusted the search routine for client facing reports to reduce the amount of time taken to compile in large data bases.	A0002297
Clients > Reports	'Create an analysis of client's protection contracts, by reason corrected to display which scenario is being looked at.	A0000705
Clients > Reports	'Create a schedule of the client's investment contracts' now contains the annualised return calculation.	A0000961
Clients > Reports > Investment tab	Credit card and loan balances now show on the report 'Create a schedule of the client's current debt (mortgages, loans and credit cards)'.	A0000820
Clients > Reports > Mortgage tab	Corrected the navigation in the Clients > Tasks so that you return to the current client and not first client in the list.	A0001395
Clients > Work	When the Current status is set to 'Deceased', the client is no longer included in mailshots generated from the system.	A0000954

3.5   Clients - Corporate

Path	Detail	Development code
Corporate Clients > Scheme > Membership	'Create a batch increment' link now takes you through to the correct layout.	A0001455
Corporate Clients > Scheme > Membership	'Create a batch increment' now inserts a Compliance checklist complete date, to save completing the detail on each individual compliance checklist.	A0001203
Setup > Technical > Data tab	The Client data de-duplication tool now has the ability to de-duplicate corporate clients. This moves employees, holdings and schemes.	A0001457

3.6 Commissions

Path	Detail	Development code
Admin > Commission > Receipts > Receipt > Reconcile > Commission/fee	When adding a sundry or renewal item to a receipt, you now have the ability to allocate the item to an individual client record. Click on the 'Select' button beside the Client field, you can then perform a filtered search for your client.	A0000836
Admin > Reports > Commissions > Company tab > Commissions sub tab	'Schedule of clawbacks recorded within date range' now includes the policy number in the extract.	A0000991
Admin > Reports > New business	Non-Indemnity commission type now reports on the new business register.	A0000903
Admin > Reports > Commissions > Statements tab	'PDF commission statement – all adviser splits' allows you to create report in a PDF format which combines all adviser split commission statements to give total commission due to an adviser. These are created in a directory called 'Adviser Statements' and can be navigated to via c:\Link\My PDFs\Adviser Statements. Please note if there is no data contained in the search criteria the system will not create a PDF.	A0000726
Clients > Account > Ancillary fee	The Commission basis now populates correctly when creating a fee from this area.	A0001026
Clients > Account > Fee tab	If a fee is generated from this area, the 'Income type' field under the notes section automatically defaults to 'Fee' for RMAR reporting.	A0001519
Clients > Account > Fee tab	The FSA fields on the commission items are now highlighted in red if they have not been completed.	A0000835
Clients > Account > Fees tab	Added button to allow VAT on a commission item, which prints on the invoice. The VAT amount only shows in the 'View VAT' box once it has been reconciled as paid.	A0001472
Clients > Holdings > Commission	You can now amend the Commission basis within an individual commission entry if the commission basis was set incorrectly at the time the expectation was created.	A0001027
Clients > Holdings > Commission	Renewal and Regular posting routines have been updated to allow for backdated commissions i.e. if last posted in February 2008, the new routine posts all items to bring it up to date, so if posting in June, it would post amounts due for March, April, May and June when you next post. A notice has been added to warn you that more than one payment will be posted. You then have the opportunity to create only one item or remove the holding from the renewal/regular posting process.	A0002353
Client > Holding > Commission > Regular	Corrected the calculation for next regular commission date to take account of 28 - 31 days	A0000881
Clients > Holding > Commission > Renewal tab	The calculation for next renewal expectation date has been amended to use the effective date as the first date and apply relevant renewal period as required.	A0000159
Clients > Holding > Commission > Renewal tab	Scripting has been corrected to pick up a commission administrator on a commission item on renewal as well as initial commissions.	A0000328

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3.4   Commissions (continued)

Path	Detail	Development code
Clients > Holding > Commission > Transaction > Notes tab	When you generate a commission item, the 'Income type' field under the notes section automatically defaults to 'Commission' for RMAR reporting.	A0001519
Clients > Holding > Commission > Transaction > Notes tab	The FSA fields on the commission items are now highlighted in red if they have not been completed.	A0000835
Commission Payaway to staff and branches	CCD now has the ability to record a commission split due for any staff member and any branch, as recorded in the Setup area of the system.	A0000728
Commission reconciliation	VAT calculation now based on amount paid rather than amount expected, so VAT adjusts in line with reducing balance.	A0001464
Contacts > Contact > Activity > Remuneration tab > Set-up tab	Added option to record different levels of commission pay away to introducer depending on type of commission	A0001475
Set Up > Technical > Commissions tab > General sub	The 'more' button beside the 'Commission split basis' displays how each of the four options are calculated.	A0001376
Setup > Staff list > Staff Member > Financial tab > Commission splits tab	You now have the ability to set default commission splits by commission type for each adviser.	A0001283
Updates > Commissions	All of the following commission types now show in the Electronic commission area: RSP Level – indem. Fund based Net rates levy Phased payment Nil Commission Fee Procuration fee Adjustment	A0001026
Updates > Commissions	When reconciling commission using electronic commission facility, the effective date is no longer automatically populated with the Commission Due date.	A0002246
Updates > Commissions	When reconciling commission using electronic commission facility, the button to create a holding now works correctly.	A0001226

3.7   Compliance

Path	Detail	Development code
Clients > Overview tab	Changes have been made to FSA Client type to comply with MiFID.	A0000921
Compliance	The option to 'Print adviser contact schedule' now displays all of the telephone numbers correctly.	A0002309
Compliance > Adviser > Adviser T&C > Qualifications tab	Changes have been made to the adviser qualifications to comply with MiFID.	A0000921
Compliance > File checks > Case checks	You can select or deselect the case check as required.	A0000859
Compliance > File checks > File reviews > Review forms tab (within a File check)	'Print a File monitoring review sheet for this case' now has two lines available for your comments.	A0001477
Compliance > KPIs	Printed KPI reports now include Product spread and Product categories.	A0000691
Compliance > Registers > Complaints	To populate the Client reference field you can use the button 'Select from list of clients', which can be filtered by letter or name.	A0000692
Compliance > Registers > Complaints	'Print complaints register' now shows the end date of the search period rather than the start date.	A0000823
Compliance > Reports > Management	'Schedule of Mortgage plans arranged with evidence of earnings:' now works correctly.	A0001853
Compliance > Reports > Management > Development tab	'Create a 13 month analysis of CPD, by Adviser' now previews correctly.	A0001858
Compliance > Reports > Management > Monitoring	New report 'Schedule of Mortgage plans with special borrowing requirements:' allowing you to produce reports on mortgage products such as Self Certification and Guarantors. The detail would need to be completed on the Mortgage Holding under Details > Special Requirements field.	A0000824
Compliance > Reports > Management > Monitoring tab	'Current adviser status (all advisers)' check boxes are now marked where adviser has status or qualification.	A0001851
Compliance > Reports > Management > Registers tab	'Complaints that were outstanding as at the period beginning dd/mm/yyyy', now works correctly.	A0001859
Compliance > Reports > Management > Registers tab	'Register of disciplines recorded within date range' now previews correctly.	A0001861

3.8   Fact find

Path	Detail	Development code
Fact find > Analysis > Reports > Holistic > Cash flow tab	The 'Cash flow Forecaster' has been renamed to the 'Cash flow Indicator'. The Cash flow Indicator report is highly simplistic and is not intended as an investment planning tool. Please note, where an end date has been specified on an items of expenditure, such as a mortgage or pension plan, the system will not take this into account and the expenditure will continue as an outflow.	A0002257
Fact find > Analysis > Reports > Holistic > Cash flow tab > Print options sub tab	The system has been amended so that you return to the correct area after printing the Cash flow indicator report.	A0002284
Fact find > Analysis > Reports > Specific > Taxation tab > Inheritance Tax Calculator	The Inheritance Tax Calculator has been completed reviewed.	A0001416
Fact find > Analysis > Reports > Specific > Taxation tab > Inheritance Tax Calculator	Caution has been added regarding the new 10% starting rate for savings income with a limit of £2,320.	A0002160
Fact find > Fact find > Personal > Affordability > Expenditure > Regular Savings	Allocation tab under the holding for 'regular savings' now carries over to Fact find module.	A0000080
Fact find > Fact find > Personal > Affordability > Income tab > Pension Income link	Link to The Pension Service website and printable BR19 State Pension Forecast available.	A0000842
Fact find > Fact find > Personal > Borrowing > Mortgages tab	Borrowing screens now reflect current debt and valuation and not original debt and valuation.	A0001258
Fact find > Fact find > Personal > Net worth > Assets tab	Total assets now report net figure and not gross figure	A0000912
Fact find > Fact find > Planning	The Budget statement at the bottom of the page now totals correctly.	A0001261
Fact find > Fact find > Planning > Inheritance > Will tab	EPA has been amended to Lasting power of Attorney.	A0001268
Fact find > Fact find > Print options tab	Where you have an 'X' in the boxes within the fact find the definition has been increased to enable better viewing when printing or scanning.	A0001334
Fact find > Fact find > Print options tab > Attitude to risk sub tab	Generic attitude to risk and investment objectives questionnaire has been included for you to complete and print.	A0001952
Fact find > Fact find > Print options tab > Short Factfind sub tab	Introduced a short version of the full Fact Find.	A0000709

3.9   Holdings

Path	Detail	Development code
Clients > Holdings	The policy number is now displayed at the top of the screen when viewing a holding.	A0000807
Clients > Holdings > Administration	Amended 'Business source' to a mandatory field. This will need to be entered for the new business checklist to be completed.	A0000822
Clients > Holdings > Administration > Contract No. tab	An arrow has been added to the policy number and effective date fields to enable you to update the commission record with these details.	A0000101
Clients > Holdings > Assets	Corrected the mapping of assets after a Financial Express Download.	A0000523
Clients > Holdings > Details	Commission administrator dropdown added to the SIPP contracts.	A0001165
Clients > Holdings > Details	Family Income Benefit plan now includes a weekly benefit payment frequency option.	A0000404
Clients > Holdings > Details	When changing the 'Valuation data' field from 'Snapshot' to 'Summary', you have to confirm that you wish to proceed to record the assets at 'Summary' level and clear the 'Snapshot' value. This ensures that the value on the Overview screen matches the total value of your assets.	A0001075
Clients > Holdings > Details	The 'Electronic valuation available?' flag automatically resets if the provider is changed to one that does not support Contract enquiry.	A0000829
Clients > Holdings > Details > Assets > Reports	Print schedule of acquisitions and disposals (for relevant holdings) now displays policy number in report.	A0001896
Clients > Holdings > Details > Assets > Reports	It is now possible to create a valuation report for a SSAS under this area.	A0001705
Clients > Holdings > Details > Contract details tab > Contract values sub tab	Additional fields have been added for Conventional With Profits Endowments to allow maturity forecast values to be added.	A0001484
Clients > Holdings > Other Assets tab	Within an asset, you now have the option to record the original investment amount and date. You can also record historical valuations by going to the History tab and entering a current valuation.	A0000719
Clients > Holdings > Overview > Add note	Allow search and look up on the policy reference number on the notes section.	A0000854
Clients > Holdings > Product	Corrected the order that the cursor automatically moves between fields when adding a new policy. The cursor no longer misses out the Product provider field, after the Product Details.	A0000837
Clients > Holdings > Product	Added 'transferred' to the policy status drop down.	A0000187
Clients > Holdings > Product	You do not have to enter an 'effective date' at the point of marking a policy 'in force', it can be skipped and added at a later time.	A0000838
Clients > Holdings > Product	If you change your Product Category, you will get a 'Broken link' icon appear next to the 'Product display name for reports'. Please click on the 'Broken link' to establish the plan correctly.	A0001684
Clients > Holdings > Reports	Reports that show surrender values now only include policies that have been selected within the Clients > Servicing area.	A0001821
Clients > Holdings > Reports > General	You can now produce combined reports which show wrapped (holdings) and unwrapped (other assets) assets. The reports are marked with a * where this facility is available.	A0001670

3.10 Setup

Path	Detail	Development code
Setup > Products > Overview tab > FSA Reporting sub tab	Changed FSA tagging for Home Reversion plans to Regulated Mortgage Contract.	A0000843
Setup > Products > Select contract basis > Investments	Additional products added under Personal Investments: Investment Bond Transfer OEIC Transfer Offshore Bond Transfer Offshore OEIC Unit Trust Transfer	A0000852
Setup > Products > Select contract basis > Protection	Additional products added under Personal Protection: Dental Plan Locum Cover	A0000456 A0000932
Setup > Staff List > Staff Member > Location Setup > Staff list > Staff member > location & into more button beside location name	The button "change all clients and holdings of Adviser to reflect Location as" now works correctly.	A0000535
Setup > Technical > Software tab	You can select your file checks to trigger on completion of the Admin checklist rather than Compliance checklist. To do this select from the dropdown list beside 'Compliance check trigger, Select file on'. If this is left blank, the system automatically defaults to Compliance checklist.	A0000845
Setup > User info.	Company Registration Number is now shown on all Invoice and Fax printouts.	A0000821
Setup > User info. > Regulatory tab > Regulatory text sub tab	You now have the ability to add Fax Footer regulatory text.	A0001221
Setup > User info. > System brand tab	You now have the ability to personalise your system with a System name, which will show on the main screen under the Client Care Desktop name.	A0002333
Setup > User licence	You no longer have to select the license code when entering new licenses into CCD. For future licenses, please copy each license and paste straight into the box and click on Activate Licence. Repeat this process for each licence.	A0002165

3.11 Third Party Integrations

Path	Detail	Development code
Barrie & Hibbert Fact find > Fact find > Print options tab > Attitude to risk sub tab	Barrie & Hibbert attitude to risk questionnaire is available for you to complete and print.	A0001053
Dynamic Planner Fact find > Fact find > Print options tab > Attitude to risk sub tab	Dynamic Planner attitude to risk questionnaire is available for you to complete and print.	A0001061
Electronic valuations Updates > Valuations > Bulk tab	7IM have been removed from the bulk valuation area. They are available under the Client > Holdings > Details section as an individual Contract Enquiry.	A0000530
Electronic valuations Contract Enquiry Utility box	Added a 'Supported providers' link under the 'Help' section of the Contract Enquiry Utility box (accessed via your bottom task tray).	A0000814
Electronic valuations Updates > Valuations > Bulk tab > Cofunds sub tab	**Improved the import process for MI information from Co-funds.** Incoming Cofunds records are matched with existing client/contract information either by a 'Predictive' or 'Deductive' association. **Predictive association** makes use of two new fields within the system Cofunds Portfolio reference (Clients > Holdings > Administration > Contract No. sub tab) and Cofunds Client Reference. An incoming record will first look for an existing Cofunds Portfolio Reference. If a match is obtained the record is updated. If no match is obtained CCD looks for a match against the Client using the Cofunds Client Reference. The Cofunds Client Reference cannot be updated by hand as it is populated during the Cofunds download. If the Cofunds Client Reference matching is successful one of the following happen; a) If no contract of a specific type (i.e. ISA) exists for the matched client a new contract is created b) If one contract of a specific type exists for the matched client it is updated c) If more than one contract exists for a specific type the user is prompted to choose the correct contract. **Deductive association** occurs when no references can be found. In this instance initially a combination of Title, Surname, DOB and Postcode is used to try to identify an existing client. If a client can be found then the three rules above are followed to add or update a contract. If no client can be found the user is presented with an interface to allow them to manually match against an existing client on their system or to create a new client using the information contained in download from Cofunds.	A0000832 A0001396

3.11 Third Party Integrations (continued)

Path	Detail	Development code
Electronic valuations Updates > Valuations > Bulk tab > Cofunds sub tab	**Important notes** Except when creating a client, no Client information is ever brought into the system. When you run the download from Cofunds, it removes the existing funds and puts the new funds and units into the Asset area of the holding. This ensures that if there are any funds that have a change of name or split into two funds, the funds will show correctly on your holding. There is a new setting under Setup > Technical > Advanced tab > Electronic Data sub tab to allow a user to specify the category for ISAs when importing from Cofunds, either Investment or Savings. The Product basis, category and type will only be set if the current values are empty or if it is a new policy. Amended the Cofunds import routine so that the effective date held in CCD is not overwritten by any date in the download. If there is no effective date held in CCD, the date supplied by Cofunds will be used.	A0000832 A0001396
Financial Express Analytics Fact find > Analysis > Research > Analytics	Amended the Financial Express Analytics integrations so that if you have an archived holding or if there are no units in a fund, the detail will not be included in the export to Analytics.	A0002100
Financial Express Analytics Fact find > Analysis > Research > Analytics	Additional integration has been set at client and need type levels. The system previously only integrated at individual contract level.	A0000819
Portavista Setup > Staff list > Staff member > Passwords tab	You need to enter your Portavista Username, Password and Number under this area to use the Portavista integration.	A0001954
Synaptic Fact find > Analysis > Research > Product features	Integration with Synaptic Clarity is now available. Basic client information can be passed from CCD to Clarity.	A0000811
Synaptic Fact find > Analysis > Research > Product features	Corrected the drop down on Synaptic to show single/joint quote options.	A0000856
Synaptic Fact find > Analysis > Research > Product features	Synaptic Product Manager is now available.	A0000872
Watermark Setup > Staff list > Staff member > Passwords tab	You need to enter your Watermark Username, Password and Installation Location under this area if you have the Watermark Document Manager system.	A0001060
Webline Fact find > Analysis > Research > Quotations tab > Webline sub tab	The Webline Number field now works correctly when connecting to Webline.	A0000793

3.12   Work

Path	Detail	Development code
Clients > Work > Diary	If you store documents locally or on your server, you can now link the documents to a specific work record. Click on the 'Select' link beside the Document Linked field and navigate to the document.	A0001385
Client > Work > Diary	The further action required is no longer a dropdown box. This has been enabled so that you can free type precise details of the follow up required specific to that work or task item.	A0001142
Clients > Work > Diary > Message	A date field has been added to show the created date of the document. The field changes according to the type of document, i.e. if the type of correspondence is 'E-mail' the field will show as 'E-mail date'.	A0000230