

FundsNetwork holdings updates for Adviser Office

User guide

Introduction

This guide is intended to assist Advisers using 1st Software's Adviser Office to set up and use FundsNetwork's holdings update services. The guide does go into some detail to help users avoid common problems, but once set up you should find these services are extremely quick and easy to operate.

Quick check list

Before you use this guide, you need to run through the following check list.

- **Which version of Adviser Office are you running?**
Some of the services referred to in this guide are only available in Adviser Office version 2.5 or above. If you're running an earlier version, you'll need to request an upgrade to the latest version from 1st Software.
- **Have you got your FundsNetwork login details?**
The FundsNetwork valuation service requires you to have a FundsNetwork User ID and PIN. If you have never been issued with a User ID or have forgotten your PIN, please contact 0800 99 55 11.
- **Decide how you want your tax-wrapped plans to be shown**
FundsNetwork now offers you a choice of either reporting tax wrappers by individual plan year or as a single consolidated plan. The set up process will differ depending on which option you chose

Next steps

If you would like your ISA holdings listed by individual plan years, **please go to section 1**.

If you would like your ISA holdings consolidated into one record, **please go straight to section 2**.

Further help

There is a help section at the back of this guide, but if you require any further assistance in setting up Adviser Office to use the FundsNetwork services please call our sales support team on **0800 99 55 11** or email **salessupport@fidelity.co.uk**

If you need help with a specific feature of Adviser Office, please contact **1st Software** on **08450 68 30 00** or via their Support Online service.

Section 1: Set up for individual plan year updates

This page explains how to set up Adviser Office to receive valuations from FundsNetwork with ISA plan years shown separately.

If you would like to have ISA plan years consolidated into one record, please go to section 2.

Step 1: Scheme set up for individual ISA plan years

Before the service from FundsNetwork can be set up and run for the first time, you must have the appropriate schemes set up correctly within Adviser Office. Follow the steps below to ensure your schemes are set up correctly.

1. Within Client Management, select **Schemes** from the **Maintenance** menu.
2. Select the **Product Type** for the appropriate scheme – for example, “Individual Savings Account”.



3. If you have a suitable scheme set up already, go to step 4. Otherwise, click on the **New Scheme** button and select a Manager name of “Fidelity”.
4. Select the **Scheme Type** and enter the External Scheme Name exactly as it appears in the table below. If these details are entered incorrectly, the valuation services will not work correctly.
5. Enter Sector/Plan category details and any commission information required under the appropriate tabs.
6. Follow the same process for each of the schemes shown below.

Scheme type	Scheme name	External scheme name (case sensitive)
Maxi ISA	FundsNetwork Maxi ISA	ISAMaxi
Stocks and Shares Mini ISA	FundsNetwork Mini ISA	ISAMini
Maxi ISA	FundsNetwork ISA transfer	ISAMaxiTransfer
PEP	FundsNetwork PEP	PEP
OEIC	Fidelity onshore funds	UKUT
OEIC	FundsNetwork funds	ISM
Offshore funds	Fidelity offshore funds (SICAV)	FIDF
Offshore funds	Fidelity currency funds (SICAV)	FIDM

7. As a result of the changes made to the ISA system in April 2008, PEPs no longer exist and ISAs have been rationalised into two options – Investment ISAs and Cash ISAs. Fidelity will continue to support existing plan external scheme names and will add support for new names.

The new ISA scheme names are shown in the table below.

Scheme name	External scheme name from April 2008
FundsNetwork ISA (formerly Maxi ISA)	ISAMaxi
FundsNetwork ISA (formerly Mini ISA)	ISAMini
FundsNetwork ISA transfer	ISAMaxiTransfer
FundsNetwork ISA (formerly PEP)	PEP
Fidelity unit trusts and OEICs	UKUT
FundsNetwork unit trusts and OEICs	ISM
FundsNetwork offshore funds (SICAVs)	FIDF
FundsNetwork offshore cash funds	FIDC
Fidelity offshore currency funds	FIDM
FundsNetwork self-invested personal pension	SIPP
FundsNetwork investment bond	INVBOND
FundsNetwork international bond	INTBOND

Step 2: Bulk holding update set up

You now need to set up Adviser Office for the bulk valuation service, which will enable you to update all of your clients' holdings.

1. From the Adviser Office taskbar, select **Outside Services**. Select **Fund Updates** from the menu strip on the left of the screen.
2. Click on the **New Service** button on the menu bar and select **Fidelity FundsNetwork Feed** from the Available Fund Services window. This will bring up the Fidelity Fund Holding Update window.



3. Enter "Fidelity FundsNetwork" in the **Description** box and "Fidelity Investments Services (UK) Ltd" in the **A/O Manager** box.
4. In the **UserName** and **Password**, enter your FundsNetwork User ID and PIN. If you don't already have these set up, please refer to the help section on the back page.
5. Select the update options you require. The last option will check the names in the update file and check whether you have your schemes set up correctly before importing the data.
6. **You must now call FundsNetwork Sales Support on 0800 99 55 11** or email salesupport@fidelity.co.uk quoting your Unique Adviser Number, to activate your bulk holding service.
7. Finally you must check that your FundsNetwork User ID has the necessary user permissions. If you are logging in with your own consultant-level User ID (which will be eight digits long), you will need to ask your company's FundsNetwork PIN administrator to update your user permissions in Client Management so that you can have access to reporting services.



Step 3: Individual holding update set up

If you would also like to run individual client holding updates from time to time, you will need to complete the following step as well.

1. Within the **Database Administration** module, the Adviser Office administrator must select each user from **User Monitor** and activate the **Update Link** service by entering the user's FundsNetwork User ID and PIN.

Step 4: Account Numbers

The final step is to ensure that you have the correct Fidelity Account Number stored in the **Policy Number** field against each Fidelity plan in Adviser Office. Fidelity Account Numbers consist of four letters followed by six numbers – for example, ABCD100123. As Fidelity records each ISA plan year separately, the Account Numbers must be appended with the plan year, separated by a forward slash. For example, the Account Number for a 2001 ISA might be ABCD100123/2001.

Using the holdings update services

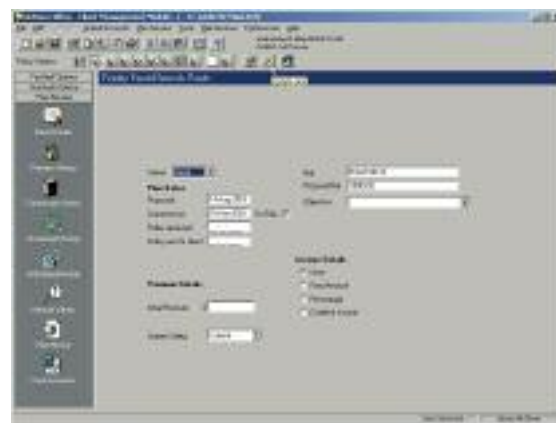
Using the bulk holdings update

1. From the Adviser Office taskbar, select **Outside Services**. Then select the FundsNetwork logo and click on the **Begin** button to run the download.
2. The service will now connect to FundsNetwork and you will see a message that the file is being downloaded. Once this is complete, you can click on the **Exception** button to generate a report which shows any clients on the FundsNetwork download that cannot be matched in Adviser Office and any duplicate records. These records can then be manually corrected.
3. The client data will now be updated within Client Management and any relevant fund history will be amended. The service will also update the client's account numbers in the **Policy Number** field, which assists in the matching up of these funds. Any cash held in a client's plan will be imported as a Plan Cash Account.
4. The bulk update service updates daily at FundsNetwork and can be run as frequently as required.



Using the individual holding update

1. To update an individual client's holding, simply open the relevant plan within Client Management and click the **Update Link** button on the tool bar.



Section 2: Set up for consolidated plan year holdings

This page explains how to set up Adviser Office to receive consolidated updates from FundsNetwork for more than one ISA plan year.

Step 1: Scheme set up for consolidated plan years

Before the service from FundsNetwork can be set up and run for the first time, you must have the appropriate schemes set up correctly within Adviser Office. Follow the steps below to ensure your schemes are set up correctly.

1. Within Client Management, select the **Schemes** from the **Maintenance** menu.
2. Select the **Product Type** for the appropriate scheme – for example, “Individual Savings Account”.



3. If you have a suitable scheme set up already, go to step 4. Otherwise, click on the **New Scheme** button and select a **Manager** name of “Fidelity”.
4. Select the **Scheme Type** and enter the **External Scheme Name** exactly as it appears in the table below. If these details are entered incorrectly the valuation services will not work correctly.
5. Enter **Plan Category** and **Sector** details and any commission information required under the appropriate tabs.
6. Follow the same process for each of the schemes shown below.

Scheme type	Scheme name	External scheme name (case sensitive)
Maxi ISA	FundsNetwork Maxi ISA	ConsolidatedMaxiISA
Stocks and Shares Mini ISA	FundsNetwork Mini ISA	ConsolidatedMiniISA
PEP	FundsNetwork PEP	ConsolidatedPEP
OEIC	FundsNetwork funds	Funds
Offshore funds	FundsNetwork offshore funds (SICAV)	Offshore

These scheme names will not be changed for at least six months after April 2008.

7. Fidelity will continue to support the existing plan external scheme names and will add a new name for 2008 ISAs.

When full consolidation is being used (in other words, plans are not listed by tax year), the consolidated product name will remain the same – for example, ConsolidatedMaxiISA.

All 2008/09 ISAs will be set up under a new scheme for the FundsNetwork ISA with the external scheme name of ISA.

When full consolidation is being used and a client has both a 2008/09 ISA and either a Maxi or Mini ISA from a previous year, the 2008/09 ISA will be included in the most recent type of ISA the client bought before 2008. For example, if a client has a Mini ISA from 2006, a Maxi ISA from 2007 and a 2008 ISA, the 2008 ISA will be consolidated within a ConsolidatedMaxiISA.

The updated scheme names are shown in the table below. A FundsNetwork ISA (post April 2008) will have to be set up as a new scheme within Client Management. (Go to **Schemes** within the **Maintenance** menu.)

Product type	External scheme name (non-consolidated)	External scheme name (full consolidation)	Full consolidation scheme name post April 2008
FundsNetwork Maxi ISA	ISAMaxi	ConsolidatedMaxiISA	ConsolidatedISA
FundsNetwork Mini ISA	ISAMini	ConsolidatedMiniISA	ConsolidatedISA
FundsNetwork ISA transfer	ISAMaxiTransfer	ConsolidatedMaxiISA	ConsolidatedISA
FundsNetwork PEP	PEP	ConsolidatedPEP	ConsolidatedISA
FundsNetwork ISA (post April 2008)*	ISA	–	ConsolidatedISA
Fidelity unit trusts and OEICs	UKUT	Funds	Funds
FundsNetwork unit trusts and OEICs	ISM	Funds	Funds
FundsNetwork offshore funds (SICAVs)	FIDF	Offshore	Offshore
FundsNetwork offshore cash funds	FIDC	Offshore	Offshore
Fidelity offshore currency funds	FIDM	Offshore	Offshore
FundsNetwork self-invested personal pension	SIPP	SIPP	SIPP
FundsNetwork investment bond	INVBOND	INVBOND	INVBOND
FundsNetwork international bond	INTBOND	INTBOND	INTBOND

For the non-consolidated feed, set up the ISA scheme separately, rather than updating the ISAMaxi scheme. Otherwise, duplicate plans may be created when you are running the feed.

Step 2: Bulk holdings update set up

You now need to set up Adviser Office for the bulk valuation service, which will enable you to update all of your clients' holdings.

1. From the Adviser Office taskbar, select **Outside Services**. Then select **Fund Updates** from the menu strip on the left of the screen.
2. Click on the **New Service** button on the menu bar and select **Fidelity FundsNetwork Feed** from the **Available Fund Services** window. This will bring up the **Fidelity Fund Holding Update** window.



3. Enter "Fidelity FundsNetwork" in the **Description** box and "Fidelity Investments Services (UK) Ltd" in the **A/O Manager** box.
4. In the **UserName** and **Password**, enter your FundsNetwork User ID and PIN. If you don't already have these set up, please refer to the help section on the back page.
5. Select the update options you require. The last option will check the names in the update file and check whether you have your schemes set up correctly before importing the data.
6. You must now call FundsNetwork Sales Support on **0800 99 55 11** or email salesupport@fidelity.co.uk quoting your Unique Adviser Number, to activate your bulk holdings service.
7. Finally you must check that your FundsNetwork User ID has the necessary user permissions. If you are logging in with your own consultant-level User ID (which will be eight digits long), you will need to ask your company's FundsNetwork PIN administrator to update your user permissions in Client Management so that you can have access to reporting services.



Section 3:

I don't have a FundsNetwork User ID or PIN set up.

The FundsNetwork valuation service requires you to have a FundsNetwork User ID and PIN. If you have never been issued with a User ID or have forgotten your PIN, please call **0800 99 55 11**.

When I try to run the bulk update service, I get a "report unavailable from provider at this time" message.

This error appears because the bulk holdings update service has not been activated for you at FundsNetwork. To activate the service please call FundsNetwork Sales Support on **0800 99 55 11** or email salesupport@fidelity.co.uk quoting your Unique Adviser Number.

I'm an existing user of your holdings update and I now want to consolidate my client's plan years.

If you are an existing user of the FundsNetwork valuation link and are receiving valuations by individual plan year, it is possible to switch to receiving consolidated valuations. Our Sales Support team on **0800 99 55 11** will be happy to help you with this transition.

I don't have access to the Database Administration module.

You should contact your Adviser Office Administrator who will be able to set this up for you.

I cannot get the update link to connect to Fidelity.

You should check your internet connection is working correctly. If it is, then it is probably your proxy server preventing Adviser Office from connecting to FundsNetwork. Please contact 1st Software for assistance.

What products can I get valuations on?

All FundsNetwork products are available via these holdings update services, with the exception of holdings in the Fidelity Investment Trust Savings Plan.

How up-to-date are the valuations I receive?

The individual holdings updates are taken from our live systems and are in real time. The bulk holdings update service provides valuations as at the close of business on the previous business day.

When I try to use the individual holdings update, I get an error message saying I'm not authorised to get a valuation for a client.

You are only able to receive valuations for accounts linked to your Adviser Number. If you have any further questions, please contact FundsNetwork on **0800 99 55 11**.

I have a number of Fidelity agencies. How can I get valuations on all my accounts?

Ensure you use your Head Adviser login and you will be able to see all your clients' accounts.