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# Elevate help guide Manage cash to pay fees and view reports

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# Check cash balances for all your clients

You can monitor available cash balances at firm level for all your clients in a single report or at an individual account level.

## What you will see

1. Business Mgmt > Mgmt Reports

2. Reports: Cash Balances Report

3. Adviser: Andy Adviser

4. Create

5. Complete

Report	Criteria	Request Time	Status
Cash Balances Report	Advisor: Andy Adviser, As at: 20-Jan-2014, Company: Demo Financial Planning	20-Jan-14 3:28 pm	Pending...
Cash Balances Report	Advisor: Andy Adviser, As at: 20-Jan-2014, Company: Demo Financial Planning	20-Jan-14 3:23 pm	Pending...
Cash Balances Report	Advisor: Andy Adviser, As at: 14-Nov-2013, Company: Demo Financial Planning	14-Nov-13 1:00 pm	Complete
Cash Balances Report	Advisor: Andy Adviser, As at: 14-Nov-2013, Company: Demo Financial Planning	14-Nov-13 12:56 pm	Complete

Total Portfolio			
Transaction account balance	Product value	Percentage of product held as cash	
£1,827.81	£151,508.52	1.21%	
£5,679.15	£287,160.07	1.98%	
£11,339.40	£283,423.59	4.00%	

## What you will need to do

### Firm level reports

- Go to **Business Mgmt > Mgmt Reports**.
- In **Request a new report** select **Cash Balances Report**.
- You can run the report for **All** advisers (showing account details for all your clients) in your firm or you can select a specific adviser.
- Click **Create** to generate a report.
- Click **Complete** to open the report in Excel.

## Notes

- You can run reports for a past date by clicking on the calendar.
  - When it's generated, the status will change to **Complete**.
- On the report each product wrapper has three columns:
- Transaction account balance – this shows the amount in wrapper cash.
  - Product value – this is the overall value of the wrapper.
  - Percentage of product held as cash – this is the percentage amount of the product wrapper held as cash.

# Check cash balances for individual clients

## What you will see

4 CLIENTS					
Account Name	Account Number	Account Type	Status	Net Value *	Reports and Documents
Adrian Customer	EL2009585	Indvid	Active	249,808.54	View

1.

Investments									
As At	20-Jan-2014	Go	Select view:	Elevate View	Generate portfolio scan				
Asset Class Consolidated Product Wrapper									
Elevate PIA									
Investment	Quantity	Location	Portfolio %	Avg Cost	Price	Total Cost	Value	Product %	
Cash	71,454.9200	Elevate	28.61%	1.0000	1.0000	£71,454.92	£71,454.92	28.61%	
Architas MA Blended Moderate R Acc	98,446.5640	Elevate	67.39%	1.6471	1.7190	£162,152.33	£168,343.62	67.39%	
8 Dampgate Street	9,900.9901	Elevate	4.00%	1.0100	1.0100	£10,000.00	£10,000.00	4.00%	
<b>Total</b>			<b>100.00%</b>			<b>£243,617.25</b>	<b>£249,808.54</b>	<b>100.00%</b>	

2.

Cash Account							
Product wrapper	% of Portfolio Cash	Currently Available	Cash Commitments	Balance	Uncollected Cash	Accrued Interest	Reserve*
Elevate PIA - Sdc 1	100.00%	71,454.92	0.00	71,454.92	0.00	18.61	0.00
<b>Total</b>	<b>100.00%</b>			<b>£71,454.92</b>		<b>£0.00</b>	

3.

## What you will need to do

### Client level

1. Go into the account of the client you're checking.

2. Go to **Portfolio > Investments** and click on the **Product Wrapper** tab.

3. You can also check current cash levels by going to **Cash Account > Summary**.

## Notes

2. You'll see cash levels for each wrapper and investment held.

3. Here you can see the available cash balances (which excludes pending transactions, like fund sales awaiting settlement) and pending cash commitments for each product wrapper.

# Helpful hints

- You can also run the **Investments and Charges Report** in **Business Mgmt > Reports**, which breaks down cash levels into sub accounts.
- The Elevate Portfolio Charge and Ongoing Adviser Charges are accrued and deducted separately for each product wrapper – and also separately for multiple arrangements in the Elevate PIA. It is important therefore to keep enough money available in each of your client’s wrapper cash balances and, where applicable, multiple pension arrangements to manage charges and withdrawal commitments.
- If your client has multiple drawdown arrangements in the Elevate PIA you can view the cash balance of each individual arrangement in **Cash Account > Statement** and selecting from the appropriate drop down menu. You can also view available cash (and other drawdown details) for each drawdown arrangement by selecting **New Work > Change pension payments**.
- If you’re using a model portfolio and have chosen to include cash as part of the investment allocation, the cash portion cannot be used directly for the purpose of managing charges.
- The purpose of cash in a model portfolio is to form part of an investment strategy and is not designed to be a liquid part of the portfolio for the purpose of managing charges.
- If a client had both an Elevate GIA and Elevate ISA, you can choose to take ISA charges from the GIA to maximise your client’s ISA allowance.
- We’ll send you an alert if there is insufficient cash available, giving you the opportunity to sell assets and raise product wrapper cash. Another alert is sent if the automatic disinvestment strategy is triggered.

If there is anything more you want to know, please contact us.

**Call us on 0345 600 2399**

Our lines are open 9am to 5pm, Monday to Friday. As part of our commitment to quality service and security, telephone calls may be recorded.

**Email us at [Elevate\\_Enquiries@aberdeenplc.com](mailto:Elevate_Enquiries@aberdeenplc.com)**

Please be aware that emails are not secure as they can be intercepted, so think carefully before sharing personal or confidential information in this way.

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For more information visit [aberdeenadviser.com](http://aberdeenadviser.com)

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