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# Elevate help guide Setting up a one-off payment from an Elevate ISA or Elevate GIA

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# Step 1. Select wrapper/Payment out type

Set up a one-off payment from wrapper cash to a client's account by BACS.

## What you will see

The screenshot shows the 'New Work' menu with 'Payments out' highlighted. Below it, the 'Step 1 Select wrapper / Payment out type' form is displayed. The form has four steps: 1. Select wrapper / Payment out type, 2. Regular withdrawal setup, 3. Income payment strategy, and 4. Review and submit. The form fields are: 'Please select which product wrapper you wish to make payment from:' (Elevate ISA), 'Please select payment out type:' (Regular Payment Out), and 'Destination Account:' (605152-00332211). There are 'Next' buttons at the end of each step.

## What you will need to do

Your client's bank account must be verified before the payment out can be completed.

1. In the client's account, go to **New work > Payments out.**

2. Select **Elevate ISA** or **Elevate GIA.**

3. Select **One-Off Payment Out.**

4. Select the **Destination Account.**

5. Click **Next.**

## Notes

If there is not enough money in wrapper cash, you can sell investments during the payment out process.

4. If Elevate Cash is the only option available this means that the client's bank account has not been verified.

# Step 2. Payment out instruction

## What you will see

The screenshot shows the 'Step 2 Payment out instruction' form. It includes a progress bar at the top with three steps: '1 Select wrapper / Payment out type', '2 Payment out instruction', and '3 Review and submit'. The form is titled 'Step 2 Payment out instruction' and has navigation buttons: 'Exit without saving', 'Save and exit', 'Back', and 'Next'.

Key sections and callouts:

- 1.** Points to the 'Payment Out' header.
- 2a.** Points to the 'Total Sell Value' input field.
- 2b.** Points to the 'Order Value' input field.
- 2c.** Points to the 'Order Quantity' input field.
- 2d.** Points to the 'Cap Payment' section, specifically the 'Yes' radio button.
- 3.** Points to the 'Cap Amount (£)' input field.

Investment	Available Units	Market Value	Sell All	Order Value	Order Quantity	Order Type
Cash		£3.53	<input type="checkbox"/>			
AXA Distribution R Acc	401.4420	£708.55	<input type="checkbox"/>			% At Market
AXA Distribution 2 Acc	2,289.3680	£4,324.61	<input type="checkbox"/>			% At Market
AXA Framlington Biotech R Acc	2,150.6150	£2,511.92	<input type="checkbox"/>			% At Market
AXA Framlington American Div R Acc	648.0790	£2,219.93	<input type="checkbox"/>			% At Market
<b>Total (estimated)</b>		<b>£9,773.54</b>	<input type="checkbox"/>	<b>£0.00</b>		

## What you will need to do

- If there is enough wrapper cash, enter the payment amount required in the **Cash** line.
- If there is not enough wrapper cash, you can sell investments by using any of the below methods:
  - Enter a value in **Total Sell Value** and click **Allocate Amount (£)** to sell proportionately across investments (including cash).
  - Click **Sell All** to sell the entire investment.
  - Enter £ amount in **Order Value**.
  - Enter number of Units or a % in **Order Quantity**.
- You can **Cap Payment** by selecting **Yes** and entering a value. If more cash is raised by the sale only the set maximum value will be paid out.

## Notes

If your client is invested in a model portfolio, you will also need to enter the percentage amount of the portfolio to disinvest.

Any treasured assets will be highlighted.

2. If the amount raised after settling any trades is less than expected, a reduced amount will be paid out.

3. If you cap an amount, any excess that may be received from the sale of investments will be held in wrapper cash.

# Step 3. Review and submit

## What you will see

Step 3 Review and submit

Payment out type: One-Off | Cap Amount: £500 | Destination account: Anon Client 100022 (00100022-067524)

Investment Description	Sell Value (GBP)	Sell Quantity	Status
AD67.LN - AXA Distribution R Acc	500	263.2642	Created

Estimated Total Sell Trade Value: 500.00

Estimated Value: 500

Submit

## What you will need to do

1. Review the information you have entered.
2. Click **Submit**.

## Notes

1. You can click **Back** to go through the steps to make any changes.
2. This records a **Batch ID** when investments are sold, which can be viewed in the client's account under **Transactions > Deals**.

The pending payment out will display in **Transaction > Deposits & Withdrawals** until it clears.

## Hints and tips

- The minimum payment out allowed is £25.00.
- If the payment out is funded entirely by product wrapper cash, payments are made by BACS and will take up to 5 working days to reach your client's bank account.
- If any units are being sold to fund the payment out, payments are made once confirmation of the sale has been received.
- If there is a negative cash balance in wrapper cash, the money raised from selling investments will first offset the negative balance. The amount remaining will then be paid out.
- When selling securities, securities trading charges will apply.
- If you want to set an exact value for the payment out, you will need to either fund the payment solely from wrapper cash or ensure that investments are sold as a set £ amount (rather than units or a %).

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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