Elevate help guide Checking money has been received

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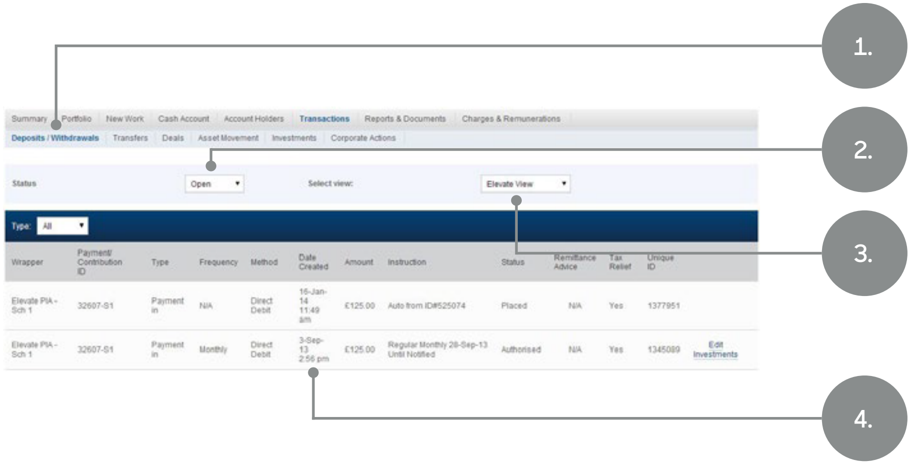
Checking Transactions

Check that payments in or out have completed and ensure money is invested, or disinvested, at the right time.

What you will see



What you will need to do

To view in-progress transactions:

1. Go to **Transactions > Deposits/ Withdrawals**.
2. Use **Status** to filter by Open and Cancelled transactions.
3. Use **Select View** to filter by product wrapper.
4. Hover over an entry to show:

For a regular payment in:

- the bank account details
- the next payment is due

For a regular withdrawal

- the bank account details
- the first withdrawal date
- the next withdrawal date.

Notes

In progress withdrawals display here until the funds have been received by your client. Payments in are displayed here until we have received the payment.

Once the payments have cleared they are displayed in **Cash Account > Statement**.

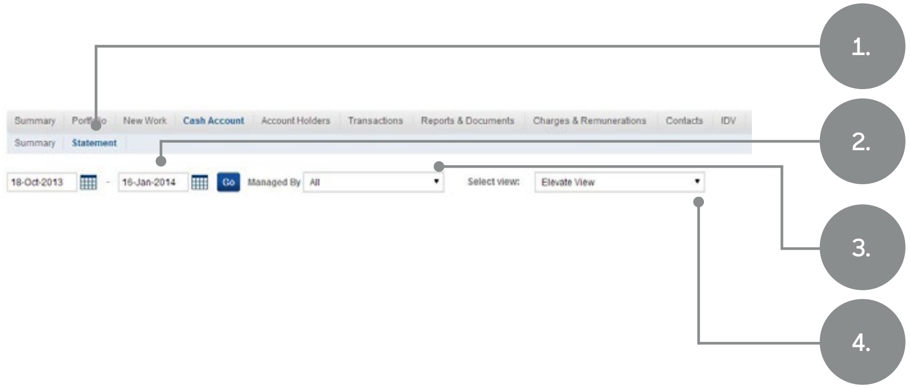
You can find full details of any transfer on the **Transfers** tab.

Regular payment in

Eight days before the regular due date, the platform will create an additional payment line confirming the in-progress payment.

Checking the Cash Account

What you will see



What you will need to do

To view completed cash transactions:

1. Go to the **Cash Account > Statement**.
2. You can change the date fields to view payments for a specific date range.
3. Use **Managed By** to filter by cash managed by adviser or a Discretionary Manager.
4. Use **Select View** to filter by product wrapper.

Notes

One-off payments will show as Cheque, Direct Credit or single Direct Debit.

Regular payments will show as an **Auto Direct Debit**.

This screen also shows all cash transactions made within the account - for example where cash held in a product wrapper is used to buy investments and any withdrawals.

You can print a Client Transaction Listing by navigating to **Reports & Documents > Request Report**.

Get to know us better

We hope you've got a good insight into our platform and the potential benefits it can bring to you and your firm. 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@abrdn.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 abrdn.com/adviser

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