



FACT

Fee and Commission Tracker

Starter Guide

When you have installed your software, this document will guide you, with use of an example, through the business process and the basic functionality of fact

Opening the software

Double click fact Icon on your desktop

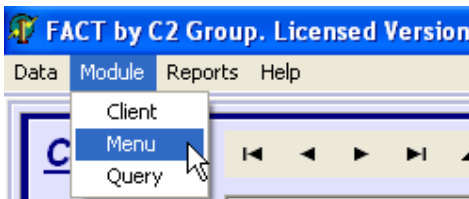
Enter password when prompted (Default is “**fact**”) then click OK to proceed.

Main Screen

When the software opens, you will be looking at the main client screen.

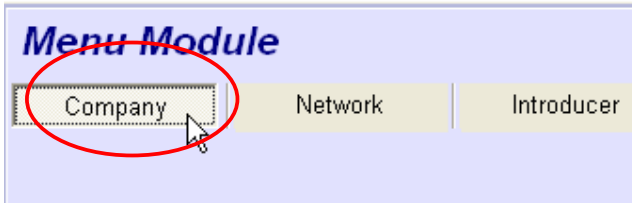
First, you will need to set up the system defaults

Go to “Module” menu at the top left of the screen
Select “Menu” to take you to the Menu Module



Menu Module

1. Select “**Company**” Tab.



Click the triangle on the Control Bar to open a new window.



“Edit Company Details” – When you have typed all requested fields about your company, click OK to continue.

2. Select “**Network**” Tab

The network tab is found on the top bar next to the company tab.
If you are authorised through a network, you will need to enter these details.
Click the + on the Control Bar to open a new window



“Add Network Record” – Enter all requested details about your network.

NB Important fields

Indemnity Commission % - Percentage of initial commission your network takes before the money reaches your company

Renewal Commission % - Percentage of Renewal, Trail commission your network takes before the money reaches your company

Network pay split is calculated from the gross commission amount (See Appendix 1)

[example case

Network First Name ABC Network

Indemnity 10%

Renewal 10%

No further details are required]

3. Select “Introducer” Tab.

In this section, enter details of any introducers that refer business to you and input any agreed commission pay splits.

Click the + on the Control Bar to open a new window.

“Add Introducer Record” – When you have typed all requested fields about your company, click OK to continue.

NB Important fields

Indemnity Commission % - Agreed Percentage of Initial commission paid to introducer

Renewal Commission % - Agreed Percentage of renewal & trail commission paid to introducer

Introducer pay splits are calculated on the net amount after Network pay split (See Appendix 1).

Indemnity Commission:	20.0%
Renewal Commission:	0.0%

[example case Introducer

Last Name	Abacus Accountants
Indemnity	20%
Renewal	0%

No further details are required]

4. Select “IFA” Tab.

In this section, you can enter IFA’s working for the company on either employed or self-employed basis. As above, FACT can calculate commission & fee splits for both Initial and renewal commissions.

Click the + on the Control Bar to open a new window.

“Add IFA Record” – Enter all requested fields about the IFA

Click OK to continue

You can click + on the Control Bar to enter details of More IFA’s

NB Important fields

Self employed - If the IFA works on a self employed basis, make sure the “self employed” box is checked. This will affect how the system generates reports.

Indemnity Commission % - Agreed Percentage of Initial commission paid to IFA

Renewal Commission % - Agreed Percentage of renewal & trail commission paid to IFA

IFA pay splits are calculated on the net amount after Network and Introducer pay splits.

[example case IFA

Last Name	Smith
First Name	James
Indemnity	40%
Renewal	15%

No further details are required]

You can use “**Provider**” & “**Product & Type**” Tabs to add and adjust the terminology FACT uses to that used in your practice.

Go to “Module” menu at the top left of the screen

Select “Client” to return to the main client screen.

Add New Client

You will be returned to the main screen.

On the main screen, to the right of where it says "Client" - Click the "+" on the Control Bar to open a new window. (See appendix 2 for a more complete description of the tool bar)



"Add Client Record"

Type the appropriate details into each box using the TAB key (third down on left hand side of your keyboard) to move from box to box.

Last Name:	<input type="text" value="Apple"/>	First Name(s):	<input type="text" value="Adam"/>
Street:	<input type="text"/>	Tel:	<input type="text"/>
Area:	<input type="text"/>	Fax:	<input type="text"/>
Town:	<input type="text"/>	Mobile:	<input type="text"/>

Client Associations

To associate a network, click the 'hand' button to the right of the network box. From the list that appears, double click the network associated with this client. If there is no network or you are directly authorised select "NONE"

To associate an Introducer, click the 'hand' button to the right of the introducer box. From the list that appears, double click the Introducer associated with this client. If there is no introducer, select "NONE"

To associate an IFA, click the 'hand' button to the right of the IFA box. From the list that appears, double click the IFA associated with this client. Cases process for this client will then show up the in associated IFA's KPI reports.

Network:	<input type="text" value="A0035"/>	Introducer:	<input type="text" value="A0036"/>	IFA:	<input type="text" value="S0072"/>
Indemnity:	<input type="text" value="10.0"/> %	Indemnity:	<input type="text" value="20.0"/> %	Indemnity:	<input type="text" value="20.0"/> %
Renewal:	<input type="text" value="10.0"/> %	Renewal:	<input type="text" value="0.0"/> %	Renewal:	<input type="text" value="15.0"/> %

NB – All Clients MUST be associated with a Network, an Introducer and an IFA. If there is no Network or Introducer "NONE" must be entered.

[example case New Client

Last Name

First Name

Network

Introducer

IFA

No further details are required

NB – Note the pay splits for the associated Network, Introducer and IFA have been carried through]

Apple

Adam

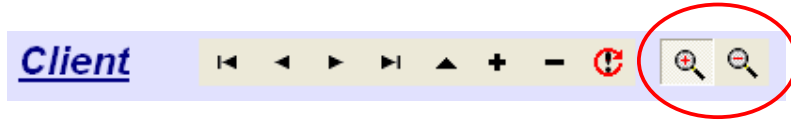
ABC Network

Abacus Accountants

James Smith

Add New Policy

You can switch between the main “client” screen and the “policy” screen by using the magnifying glass on the “*Client*” Control Bar.



Switch to the “**Policy**” screen (which will be blank if there are no policies)
Click the “+” on the Policy control bar to open a new window.

Select the Commission or fee type that applies to the type of business written [please see further help sheets on entering specific policy types]

[example case New Policy Indemnity and / or Renewal]



Having made the selection, you will carry through to the “Add Policy” screen.

Notice the client associations have been carried through to the new policy – **associations and percentage splits can be altered here if the case has been written on different terms to those set up in the default section.**

<u>Indemnity and/or Renewal</u>												
Client	Network	Ind%	Ren%		Intro.	Ind%	Ren%		IFA	Ind%	Ren%	
A0037	A0035	10.0	10.0		A0036	20.0	0.0		S0072	40.0	15.0	

There will be no policy number at this stage as the policy has been sold, but is not on risk. Leave the policy number field

To select a provider use the ‘hand’ button to the right of the provider box. A list appears above. Search using the “find” box in the top right, or scroll through to locate the appropriate provider. To select, double click and the provider will be carried through.

Product Type and Product work in exactly the same way.

[example case New Policy

Provider Friends Provident
Policy Type Protection – Term (Death Only)]

Provider	Product Type	Product
Friends Provident	Protection	Term (Death Only)

The Date Submitted is normally set to the date applications are signed. At this stage, this will be the only date box populated.

From a policy illustration, you will be able to take the total amount of expected initial commission. This figure is entered into the [Indemnity Expected](#) box.

[Example case
Date Submitted 1st August 2007
Expected Initial £1000

Date Submitted	Date Live	Policy	
01/08/2007			
Indemnity			
Expected	Balance	Acc	Policy Status
1000	0.00	<input type="checkbox"/>	Proposed

Having entered these basic policy details, click OK to proceed.

You will be returned to a policy screen with the client details displayed at the top, main policy details in the centre and a blank payment section at the bottom

Pipeline Report

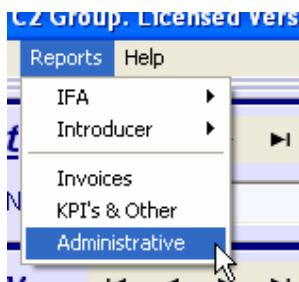
The business process is now at the stage where the application form has been submitted, but is not yet on risk and no commission or fee has been received.

Such cases can now be reviewed in the pipeline report

Go to the Reports menu at the top of the screen.

Select "Administrative"

A new window "Management" will open

A screenshot of a 'Management' window. At the top, there is a 'Date' dropdown set to '01/09/2007' and a checked checkbox for 'Include Suppressed'. Below this is a list of radio button options: 'Late Renewal/Trail/Retainer', 'Late Regular', 'Pipeline' (which is selected), 'Renewal/Trail/Retainer Anom.', 'Regular Anomaly', 'Unaccepted Indem./Comm.', and 'Policies Expiring'. At the bottom of the list is a 'Within:' dropdown set to '1' and the word 'Months'. At the very bottom of the window are three buttons: 'Print', 'Preview', and 'Close'.

Reports are generated from here.

Select a date at the top. The report will search all records submitted up to this date.

Report type is selected from the middle section.

The report is generated using the preview button at the bottom of the screen.

[Example case
Date 01/09/2007
Report Pipeline]

Financial Independents Limited

Pipeline Report

Report Date: 01/09/2007

Suppressed: Included

<u>Client Ref.</u>	<u>Client Name</u>	<u>Provider</u>	<u>Policy No.</u>	<u>Date Submitted</u>	<u>Total Expected</u>	<u>Amount Outstanding</u>	<u>Sup.</u>
A0037	Adam Apple	Friends Provident		01/08/2007	£1,000.00	£1,000.00	

The report tells you that a Friends Provident policy was submitted for Mr Adam Apple on 1st August 2007. The policy is not on risk as there is no policy number displayed. The policy should generate £1000 of initial commission, of which the full amount is still outstanding.

The report is closed using the "Close" button found at the top of the screen.

This will return you to the "Management" report selection screen, which you can close using the button at the bottom of the window.

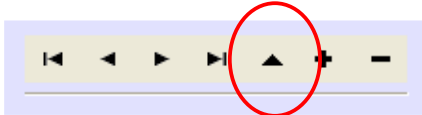
You will then be returned to your new policy screen

Make the Policy Live

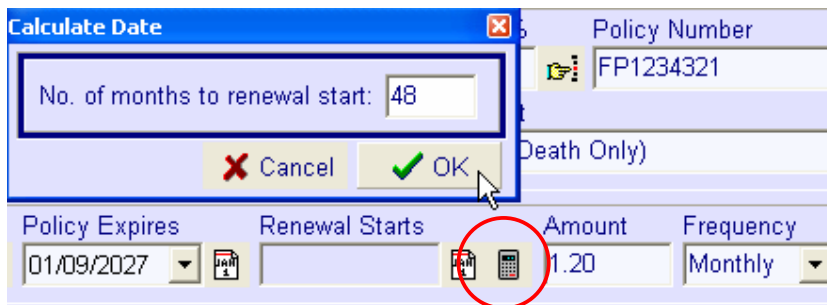
When you have confirmation that the policy is live (e.g. You receive policy docs or investment confirmation).

The client and policy can be located from the main client screen using the search facility found at the top right.

On the policy screen click on the triangle to edit the policy and the “Edit Policy” window will open



- Enter a policy number [Example FP1234321]
- Enter a Date Live (this will automatically change policy status to “Live” [Example 01/09/2007]
- Enter the date the Policy Expires [Example 01/09/2027]
- Renewal Starts



Policy Expires	Renewal Starts	Amount	Frequency
01/09/2027		1.20	Monthly

Click on the calculator icon to the left of the Renewal Starts box. Enter the number of months that you expect the first renewal commission to be received. When you click OK, the system will automatically calculate this date from the Date Live.

Finally, enter the amount and frequency of the renewal commission expected

[Example, enter 48 months. You will see the date expected entered as 01/09/2011

Commission amount £1.20
Frequency Monthly]

Click OK to return to the main policy screen.

Pipeline Report

Re-run the pipeline report exactly as described in the previous section.

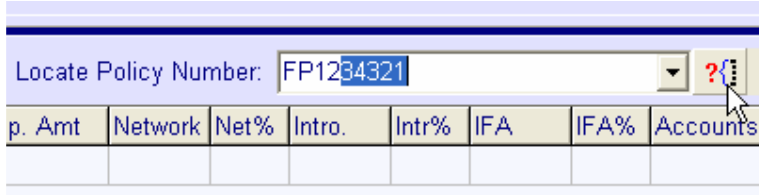
When generated, you will see that there is now a policy number displayed which indicates that the policy is live. This would also indicate that a payment of initial commission should now be expected from the product provider.

NB This report can be used to quickly tell you what initial commissions are outstanding and who requires chasing.

Payment Received

A commission statement should arrive from the product provider. This will give details of the payment with reference to the client name and policy number.

When processing payments, the policy is located from the policy screen using the policy number.



Locate Policy Number: ?

p. Amt	Network	Net%	Intro.	Intr%	IFA	IFA%	Accounts

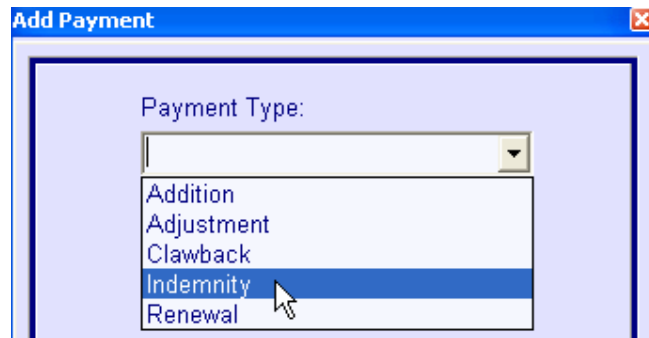
The policy number is typed into the “Locate Policy Number” box. The system will recognise and complete the number (or use the drop-down arrow to find the correct policy). Then click on the “?” button next to the search box. The software will open the client and the specific policy ready for you to enter the new payment (Commission or Fee received).

Click the “+” on the Payment control bar.



From the “Add Payment” window, select the appropriate type of commission that has been paid by the provider.

[Example - Indemnity]



Add Payment

Payment Type:

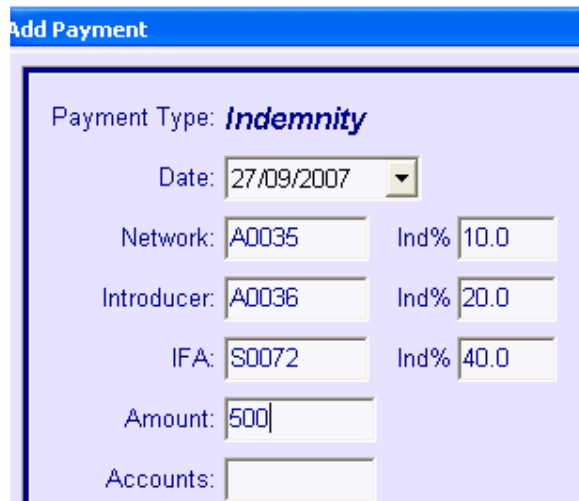
- Addition
- Adjustment
- Clawback
- Indemnity
- Renewal

A new “Add Payment” window appears, Pay splits can be checked and changed if required.

The full amount of expected commission is displayed in the Amount box. Change to the amount on the commission statement.

Click OK to continue

[Example - £500]



Add Payment

Payment Type: **Indemnity**

Date:

Network: Ind%

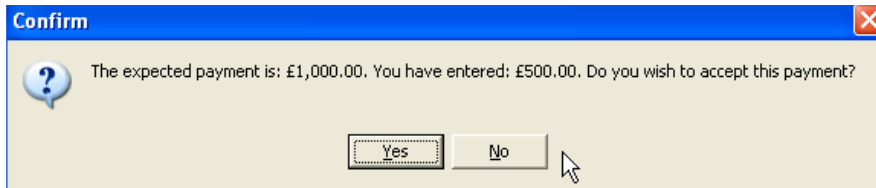
Introducer: Ind%

IFA: Ind%

Amount:

Accounts:

The following question is then displayed



In this example we have only received 50% of the initial commission we were expecting. This would suggest that there may be more to come.

Answering “Yes” – the amount received is accepted and reconciled as £500 with £0 expected.

Answering “No” – the amount received is recorded as £500 but with a balance of -£500 still expected. The main policy screen will display an outstanding balance on the expected initial commission

[\[Example – Select NO\]](#)

Pipeline Report

Again, Rerun the pipeline report exactly as described in the previous section.

When generated, you will see that there is now a policy number displayed which indicates that the policy is live. A payment of £500 initial commission has been received but there is still an outstanding balance of £500.

Financial Independents Limited Pipeline Report

Report Date: 01/09/2007

Suppressed: Included

<i>Client Ref.</i>	<i>Client Name</i>	<i>Provider</i>	<i>Policy No.</i>	<i>Date Submitted</i>	<i>Total Expected</i>	<i>Amount Outstanding</i>	<i>Sup.</i>
A0037	Adam Apple	Friends Provident	FP1234321	01/08/2007	£1,000.00	£500.00	

Additional Payment Received

Re-run the payment process exactly as described in the previous section.

You will see the outstanding balance displayed in the “Amount” box.

Again, enter the actual amount received.

[\[Example - £500\]](#)

You will be asked again if you wish to accept payment. Again, you can answer yes or no depending on the amount received.

[\[Example - Yes\]](#)

Having accepted the payment – **initial payment for this policy will no longer be displayed in the pipeline report.**

Payment		Locate Policy Number: <input type="text"/>										
Date	Payment Type	Gross	Net. Amt	Intro. Amt	IFA Amt	Comp. Amt	Network	Net%	Intro.	Intr%	IFA	IFA%
27/09/2007	indemnity	£500.00	£50.00	£90.00	£144.00	£216.00	A0035	10.0	A0036	20.0	S0072	40.0
27/09/2007	Indemnity	£500.00	£50.00	£90.00	£144.00	£216.00	A0035	10.0	A0036	20.0	S0072	40.0

All received payments, regardless of type are displayed in the list against the policy. In the example above, two indemnity payments of £500 have been received. You are also able to see how each payment has been split.

As you look along a payment line, you can see how the payments are distributed. For example, the first payment has been split as follows:

<u>Gross payment</u>	<u>From Friends Provident</u>	-	<u>£500</u>
Network amount	ABC Network	-	£50
Introducer amount	Abacus Accountants	-	£90
IFA amount	James Smith	-	£144
Company amount	(Your company)	-	£216

At the bottom of the screen you will see a summary of the total payments on this policy -

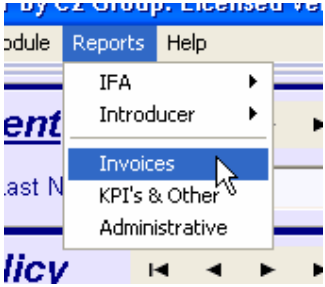
Renewal	Indemnity	Addition	Adjustment	Clawback	Gross	Network	Introducer	IFA	Company
0.00	1,000.00	0.00	0.00	0.00	1,000.00	100.00	180.00	288.00	432.00

See appendix 1 for an explanation of how FACT calculates payaways.

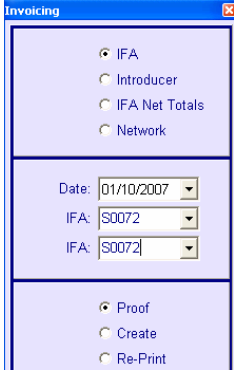
Invoicing

You have seen how FACT calculates pay splits and how they are displayed in the program. These figures are carried forward into invoice reports, which can be generated and printed.

Drop down "Reports" menu and select "Invoices"



From the Invoicing window that appears select IFA from the top section



Select the date to which the invoice should run (payments received)

Choose IFA to invoice (By reference number)

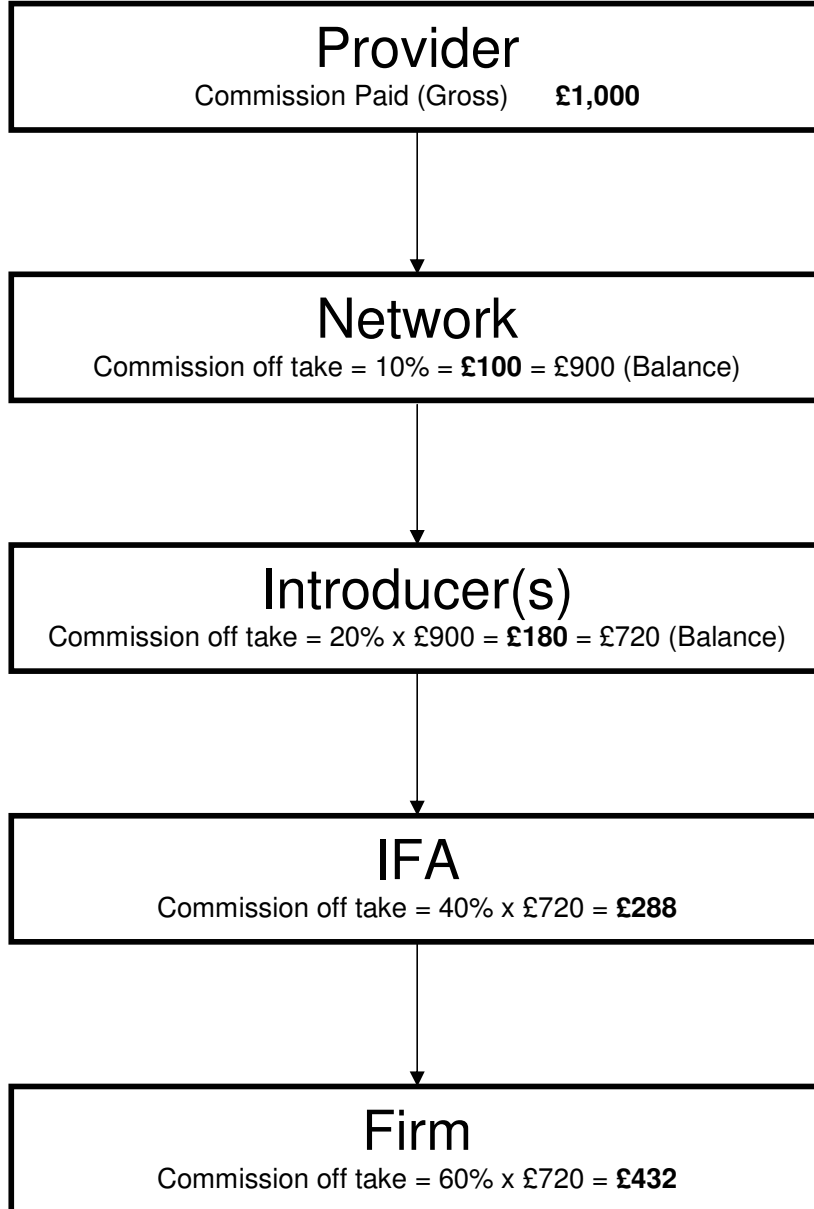
Click Preview

Example Date 01/10/2007
IFA Sxxxx to Sxxxx
Ref for James Smith, numbers vary

NB Always do a 'proof' first and double check the invoice before you 'create' the final invoice. Once 'created' and printed, the system zero's the balance in preparation for the next statement period.

Both IFA and Introducer Invoices, generated from the test data used in the examples can be found in Appendix 2

Commission Split



Appendix 2

The Control bar

The control bar pictured below is a tool for adding, deleting, editing and displaying records. You will see it on all the screens in the software.



1. Scroll to 1st record (records are arranged alphabetically)
2. Scroll back one record
3. Scroll forward one record
4. Scroll to Last record
5. Edit record
6. Add new record
7. Delete record
8. Refresh Data (Main Client Screen Only)
9. Display Detailed Client records (Main Client Screen Only)
10. Switch to Policy screen

Appendix 3

Example Invoices

1. IFA Invoice

Financial Independents Limited Main Street Elvington York North Yorkshire YO45 5DF							James Smith 14 The Lane Elvington York North Yorkshire YO34 4DD
Invoice Date: 27/09/2007							
Invoice No: PROOF							
Referral Fees Due:							
<u>Client Name</u>	<u>Payment Type</u>	<u>Provider</u>	<u>Product</u>	<u>Policy Number</u>	<u>Accounts</u>	<u>Amount</u>	
Adam Apple	indemnity	Friends Provident	Term (Death Only)	FP1234321		£144.00	
Adam Apple	Indemnity	Friends Provident	Term (Death Only)	FP1234321		£144.00	
						Total: £288.00	

2. Introducer Invoice

Financial Independents Limited Main Street Elvington York North Yorkshire YO45 5DF							Abacus Accountants
Invoice Date: 27/09/2007							
Invoice No: PROOF							
Referral Fees Due:							
<u>Client Name</u>	<u>Payment Type</u>	<u>Provider</u>	<u>Product</u>	<u>Policy Number</u>	<u>Accounts</u>	<u>Amount</u>	
Adam Apple	indemnity	Friends Provident	Term (Death Only)	FP1234321		£90.00	
Adam Apple	Indemnity	Friends Provident	Term (Death Only)	FP1234321		£90.00	
						Total: £180.00	