Automatic data downloads EPI format

About the Auto EPI data download facility
AdviserNET's EPI download facility allows you to download data using the 'Auto' or ' Custom ' method.

The Auto EPI download facility allows you to automatically download your clients' account data (transactions, account balances, income and expenses) to third party software providers, streamlining your administration.

Data downloads are scheduled to run overnight every night. The initial data file will include all historical data for the selected client accounts. Subsequent data files will only include transactions processed since the last data file was sent.

AdviserNET currently provides auto data downloads to the following software providers:

- AdviserLogic
- BGL - Simple Fund 360
- Class Super
- Coin
- InvestmentLink
- Smartsuper
- VisiPlan – compatible with version 7.1 onwards
- XPlan – compatible with version 1.26.0 onwards

File format used for the EPI downloads
The format of the EPI data files conforms to the open standard adopted by many industry participants - External Platform Interface (EPI) v3.2.

Application for Auto data downloads (Dealer only)
The Auto EPI download facility is available once your dealer has completed the Application for Auto Downloads and accepted the Confidentiality and Conditions of Service Agreement for the third party software providers. The application can only be made at dealer level access .

1. From Tools > Data downloads click Application for EPI auto downloads.
2. Nominate the third party software provider(s) by checking the relevant tick box(es).
3. Select the 'I accept' option.
4. Click Submit.

Accessing the Auto EPI download facility
Before you begin:

1. Ensure your dealer has completed the Application for Auto Downloads for the third party software providers
2. Register each adviser who wants to receive the data feeds with the nominated third party software provider and ensure their adviser (BA) codes are set up in the software.
3. Notify the third party software provider that you intend to start using AdviserNET's Auto data download facility. As part of this notification you will need to ensure:
   a. you provide the third party provider with a list of adviser (BA) codes to be setup for auto data downloads
   b. the third party provider configures the adviser (BA) codes for auto downloads into their network
   c. you have configured third party software to support the adviser (BA) codes.
4. Once you start using the Auto EPI downloads facility you must stop using the manual facility (if applicable).

Setting up your Auto EPI download files
Once your dealer has completed the Application for Auto Downloads, auto data download files can be setup at dealer, office or adviser access levels . To ensure no duplication of data is sent to a third party provider, a warning will be displayed if there is an existing auto data download request.

1. From Tools > Data downloads click EPI downloads.
2. Click Add.
3. Enter a download name (maximum of 50 characters).
4. Select the download type 'Third party' (Auto download) and then select the relevant third party software provider.
5. Choose the data you want to include in the download. All the following are pre-selected by default:
   - All products (listed individually). Transaction types are already pre-selected based on the third party's requirements
   - 'Include new products'
   - All offices (listed individually)
   - All advisers (listed individually). To expand the list of advisers under each office code, click the '+' icon. Each adviser must be a registered user of the third party software and using the same third party software installation. Client data sent for unregistered advisers will be rejected and lost.
   - 'Include new offices'
6. Nominate to 'Include insurance products'. This is unselected by default.
7. If you don't want to include any of the selected options, untick the applicable box(es).
8. Click Save. The Auto download screen will display your new download request.

Once you have completed the setup requirements, the auto download data files will be sent to the nominated third party each night. To arrange an entire data refresh for one or more advisers, remove the existing data download and add a new EPI data download.

Transferring the Auto EPI download data to your third party software
To transfer the Auto download file to your desktop, you must follow the implementation instructions in the migration guides provided by the third party software.

- AdviserLogic - phone (02) 8216 0992 or email support@adviserlogic.com
- BGL – phone 1300 654 401 or email bglsupport@bglcorp.com.au
- Class Super – phone 1300 851 057
- Coin – phone 1300 783 603 or email support@rubik.com.au
- InvestmentLink - phone 1300 555 113 or email helpdesk@investmentlink.com.au
- Smartsuper - phone 1300 138 348
- IRESS/VisiPlan/XPlan – phone 1300 135 753.

Information included in an Auto EPI download file
The initial data file will include all historical data for the selected client accounts. Subsequent data files will only include transactions processed since the last data file was sent.

We only send data for open accounts. Whilst we provide closing transactions when an account is closed, we don't provide historical data for closed accounts. To keep closed account data when transitioning to the auto data download facility or uploading a data refresh, ensure you retain your closed accounts data held in your third party software provider database and only upload/replace the data for open accounts.

The following information is included in the file:

- Investor details (including account name, account number, date of birth)
- Adviser details
- Account type

- Assets held (including managed funds, shares and cash)
- Asset pricing and valuation
- Asset allocation
- Transaction details including:
  - Cash deposits and withdrawals
  - Managed fund buys, sells and transfers
  - Share buys, sells and transfers
  - Corporate actions (eWRAP Investment Account only)
  - Fees and expenses
  - Interest, income and dividends
- Gearing balance
- Tax provision
- Insurance details (where selected except PPPI)
- Income and distribution details.

Running, viewing and maintaining your Auto EPI downloads
The EPI download screen allows you to view, amend, delete and setup new Auto EPI download files to third party software providers.

To view or change your auto download file:

1. From Tools > Data downloads click EPI downloads.
2. Click the applicable download file name.
3. The 'Refresh data' option will be available if the download status is 'active' and has previously been run (ie. there is a last run date). You can request a data refresh from inception or from a selected date up to 18 months prior. Once selected the data refresh will be scheduled to be run on the next available weekend. There is also an option to cancel the refresh data request.
4. Change your product or adviser selections – no other details can be changed. If you add new advisers to your download file, data will be extracted since inception or the last date data was extracted for them.
5. Click Save.

Auto EPI download screen information and links

Download name	Click download name to view the underlying details of your download file.
Type	Displays as either Third Party (for Auto downloads) or Custom.
Format	File format is External Platform Interface (EPI) v3.2, an open standard format adopted by many industry participants.
First run	Date that the data file first ran.
Last run	Date that the data file last ran successfully.
Status	Download status will display as active. If the latest file is currently being processed it will display a status of processing or queued. If a download displays a status of failed, you will need to call our Online Services team on 1800 060 802.
Delete	Click the delete icon to close down the auto download. Once deleted, you will not be able to access the download and it will be removed from the Auto downloads (EPI) screen.
Download	Third party download files are automatically sent to the third party software provider overnight so no Download button is displayed and there is no file for retrieval.
Refresh	Click Refresh to view the latest status of files being processed.
Add	Click Add to setup new downloads.

Requesting a data refresh for advisers in an existing auto EPI download
To arrange an entire data refresh for advisers selected in the EPI download, use the online 'Refresh data' option where the download status is 'active' and has previously been run (ie. there is a last run date). You can request a data refresh from inception or from a selected date up to 18 months prior. Alternatively, you can remove the existing data download and add a new EPI data download which will send all data from inception.

To arrange a data refresh for one account or adviser only contact your third party software provider.

Who to contact when experiencing download or upload issues
If you need help setting up the auto download facility or encounter any difficulties with the data downloading from AdviserNET, please call our Online Services team on 1800 060 802.

If you encounter any difficulties uploading the data file into third party software, please call the third party software providers directly:

- AdviserLogic - phone (02) 8216 0992 or email support@adviserlogic.com
- BGL – phone 1300 654 401 or email bglsupport@bglcorp.com.au
- Class Super – phone 1300 851 057
- Coin – phone 1300 783 603 or email support@rubik.com.au
- InvestmentLink - phone 1300 555 113 or email helpdesk@investmentlink.com.au
- Smartsuper - phone 1300 138 348
- IRESS/VisiPlan/XPlan – phone 1300 135 753.

Auto EPI download – FAQ

Which accounts are supported in an EPI download file?
All account types are supported.

Do I need to enter into any legal agreements with AdviserNET or the third party software provider prior to using the Auto EPI download facility?

Your dealer must execute a Confidentiality and Conditions of Service agreement with the third party software provider.

By ticking the box on the Auto Download Application screen, the dealer authorises AdviserNET to send to the nominated third party software provider client data for all clients attached to financial advisers in their dealer group, other than financial advisers they exclude. By ticking the box, the dealer confirms that:

- authorisation is permitted under their privacy policy and privacy law and they agree to notify all financial advisers whose client data is being sent to the third party software provider of the action they have taken;
- they have a current agreement in place with the relevant third party software provider;
- all selected financial advisers are registered with the third party software provider; and
- they will immediately terminate the download of information to the nominated third party provider if the agreement expires or is terminated.

Why must the dealer complete the Application for Auto Downloads?
Only your dealer can execute a Confidentiality and Conditions of Service agreement for the third party software provider. For this reason, access to setup and maintain auto downloads via AdviserNET is only available once the dealer has completed the Application for Auto Downloads agreement.

Do we pay a fee to use the Auto EPI download facility?
There are no fees to use the auto download facility but third party software providers may charge a fee to use their data feed services.

Who can setup auto data downloads?
Auto data downloads can be setup at Dealer, Office or Adviser level. The following warning will be displayed where there is an existing auto data download request:

'The data you have requested to send to the third party provider for <Dealer/Office/Adviser name> is included in the download request <download name> setup at access level <Dealer/Office/Adviser access level>. This will result in duplicate data being sent. Please amend your request or contact your dealer in relation to the duplicate download request.'

Why can't specific clients be included in the Auto EPI download file?
You can only nominate specific advisers to be included in the auto download file and data for all clients (including new ones) attached to those advisers will be automatically included. To download data for specific clients you'll need to use the relevant filters (if available) within the third party software.

Why can't I specify a date range for the EPI download file?
The auto data download facility provides incremental data downloads so there's no need to specify a date range. The initial download file includes all historical data for the accounts included. Subsequent files will only include transactions processed since the last file was sent.

How will I know if my Auto EPI downloads work each day?
Check the Last Run Date and Status columns on the Auto download (EPI) screen. If there was a problem with the overnight download, the file will display a status of processing, queued or failed.

We have many practices operating within our dealer group. What's the best way for us to set up the Auto EPI download files?
Set up your initial auto download file by nominating the respective products and advisers to be included. As you receive new requests from advisers to be included or excluded from the auto data download facility, simply open your download file and check/uncheck the relevant tick boxes.

If you add new advisers to your download file, data will be extracted since inception or the last date data was extracted for them. See Running, viewing and maintaining your Auto EPI downloads for more information.

Each adviser for whom data will be downloaded must be registered with the nominated third party software provider to receive the data feeds and their adviser (BA) codes must be set up in the software. Client data sent for unregistered advisers will be rejected and lost and will need to be re-sent when they have been registered.

What format is used for the EPI download files?
The format of the auto download files complies with the open standard file format adopted by many industry participants - External Platform Interface (EPI) v3.2. This format is fully supported in VisiPlan version 7.1 onwards, XPlan version 1.26.0 onwards, AdviserLogic, BGL Simple Fund 360, Coin, InvestmentLink, Smartsuper and Class Super.

Which third party software providers can accept Auto EPI dowload files?

- AdviserLogic
- BGL - Simple Fund 360
- Class Super
- Coin
- InvestmentLink
- Smartsuper
- VisiPlan/XPlan - compatible with version 7.1 onwards
- XPlan – compatible with version 1.26.0 onwards.

Other leading third party software providers can accept the EPI format but must test and data map to ensure integrity in the way the data is displayed in their software. AdviserNET is working to extend the auto download facility to other leading software providers using the same EPI format interface.

What details can I amend in an existing Auto EPI download file?
Click the download file name hyperlink to change the product and adviser selections. You can also request a data refresh where the download has a status of active and has previously been run.

What do I do if the data isn't provided for a particular adviser in an Auto EPI download and I need to have client data sent again?
If data doesn't arrive for a specific adviser or client in the daily auto data feeds, request a data refresh.

What happens if an adviser isn't registered with the third party software provider at the time of setting up the Auto EPI download file?
If an adviser has been manually or automatically selected for inclusion but isn't registered with the third party software provider at the time of setting up an auto data download file, their client data will be rejected and lost. In this case you can request a data refresh after the adviser is registered.

Can an adviser be listed in two different Auto EPI download files?
An adviser can't be listed in different auto download files. To ensure no duplication of data is sent to a third party provider a warning will be displayed where there is an existing auto data download request.

How do I know if my clients' data is secure during and after Auto EPI download transmission?
To ensure your clients' data is secure during the transmission process, Asgard sends the files via a secure file transfer protocol (SFTP). A separate file will be created for each adviser, zipped using WinZip.

Once I move to the Auto EPI download facility, can I still use the manual download process via AdviserNET?
Once you start using the Auto downloads (EPI) facility you must stop using the manual facilities ie BGL Simple Fund Desktop download, VisiPlan download, Generic download.

Is there an implementation process users need to follow once they decide to move to the Auto EPI download facility?
It's very important advisers follow the implementation process outlined in the third party software provider's AdviserNET Migration Guide to ensure their old data is deleted, closed accounts data is retained and the new data is uploaded correctly. If using Class Super you will need to call them on 1300 851 057 for implementation instructions.

Which help desk do I phone if I'm having problems with the auto downloads?
If you need help setting up the auto download facility call our Online Services team on 1800 060 802. For all other queries, contact the third party software providers directly:

- AdviserLogic – phone (02) 8216 0992 or email support@adviserlogic.com
- BGL – phone 1300 654 401 or email bglsupport@bglcorp.com.au
- Class Super - phone 1300 851 057
- Coin – phone 1300 783 603 or email support@rubik.com.au
- Smartsuper – phone 1300 138 348
- InvestmentLink - phone 1300 555 113 or email helpdesk@investmentlink.com.au
- VisiPlan/XPlan (IRESS) – phone 1300 135 753