

A.S.A.P. HELP GUIDE

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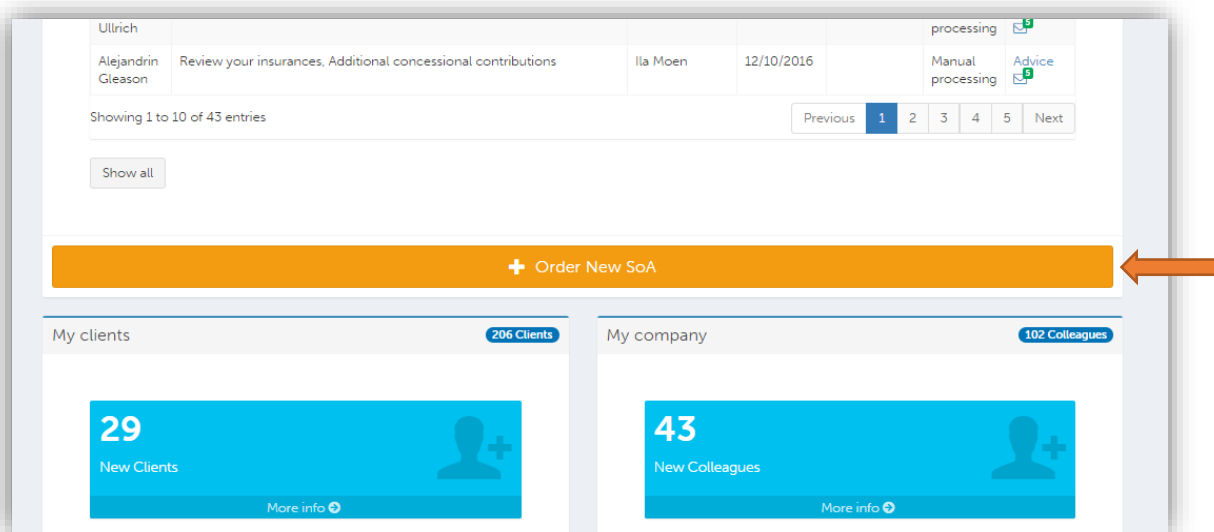
Please note that ASAP Advice Pty Ltd are in the final stages of applying for a patent for providing our advice platform for accountants.


Ordering a Statement of Advice

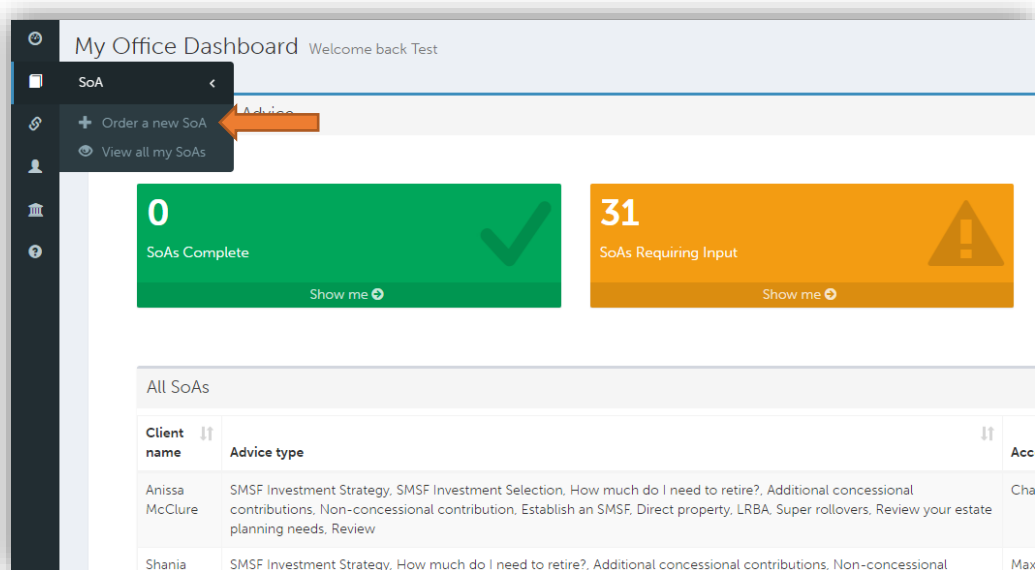
HOW DO I ORDER A STATEMENT OF ADVICE?


The SoA order process can be launched from a number of locations on the A.S.A.P. membership site, as follows.

Option 1: From your Dashboard (which is accessed using the  icon in the top-left of the screen), click the 'Order New SoA' button at the bottom of the table.

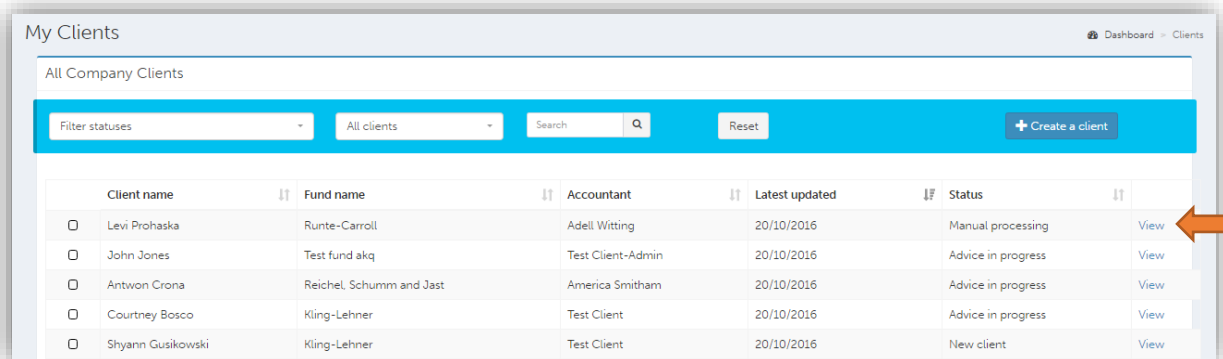


Option 2: From the black menu bar on the left of the screen, hover over 'SoA'  (icon) and click 'Order a new SoA'.



Option 3. From the menu bar on the left, hover over 'Clients'  (icon) and click 'View all my clients'.

➤ Then click the 'View' button for a particular client:



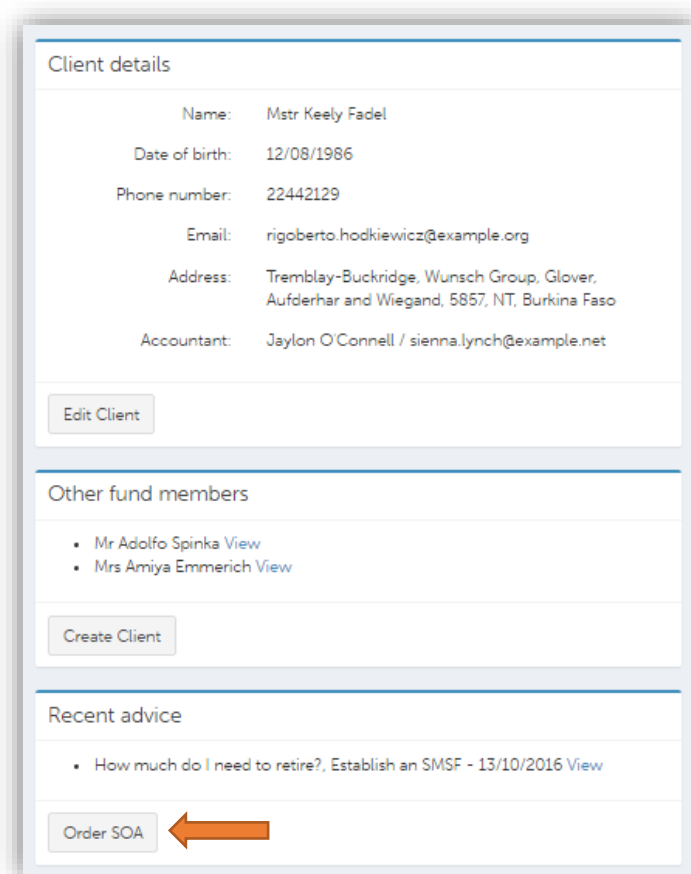
My Clients Dashboard > Clients

All Company Clients

Filter statuses All clients Search Reset

	Client name	Fund name	Accountant	Latest updated	Status	
<input type="checkbox"/>	Levi Prohaska	Runte-Carroll	Adell Witting	20/10/2016	Manual processing	View
<input type="checkbox"/>	John Jones	Test fund akq	Test Client-Admin	20/10/2016	Advice in progress	View
<input type="checkbox"/>	Antwon Crona	Reichel, Schumm and Jast	America Smitham	20/10/2016	Advice in progress	View
<input type="checkbox"/>	Courtney Bosco	Kling-Lehner	Test Client	20/10/2016	Advice in progress	View
<input type="checkbox"/>	Shyann Gusikowski	Kling-Lehner	Test Client	20/10/2016	New client	View

➤ Click the 'Order SoA' button at the bottom of the page:



Client details

Name: Mstr Keely Fadel

Date of birth: 12/08/1986

Phone number: 22442129

Email: rigoberto.hodkiewicz@example.org

Address: Tremblay-Buckridge, Wunsch Group, Glover, Aufderhar and Wiegand, 5857, NT, Burkina Faso

Accountant: Jaylon O'Connell / sienna.lynn@example.net

Other fund members

- [Mr Adolfo Spinka View](#)
- [Mrs Amiya Emmerich View](#)

Recent advice

- [How much do I need to retire?, Establish an SMSF - 13/10/2016 View](#)

The SoA order process

Step 1: Select a Client

The first step of the advice process is to choose which client requires the advice. If the client has not yet been loaded onto A.S.A.P., you can manually add them using the blue 'Add new SMSF/client' button at the bottom left of the screen.

Statement of Advice

Dashboard > SOA > Create

1. Select Client 2. Intro 3. Suitability 4. Life-stage 5. Confirm 6. Referral 7. Download 8. Upload 9. Payment 10. Advice

Select a client

Search clients / SMSF name / ABN

ABN	SMSF name	Client name	Email	Date registered	
N/A	N/A	Clifton Hauck	abayer@example.net	19/10/2016	<input type="checkbox"/>
2312868273	Herman and Sons	Kendra Mraz	abernathy.karli@example.net	14/10/2016	<input checked="" type="checkbox"/>
18289354651	Hegmann and Sons	Elliott Schumm	abraham21@example.net	14/10/2016	<input type="checkbox"/>
70158556408	Klocko-Gottlieb	Amelie Klocko	adalberto.stehr@example.net	14/10/2016	<input type="checkbox"/>
81043197607	O'Connell, Kuhn and Homenick	Daryl Roob	ahansen@example.net	14/10/2016	<input type="checkbox"/>
31166211089	Lockman-Klein	Will Blanda	akreiger@example.org	14/10/2016	<input type="checkbox"/>
N/A	N/A	Marietta Dickinson	alanna30@example.net	14/10/2016	<input type="checkbox"/>
N/A	N/A	Presley Champlin	alexandrea.johnson@example.org	14/10/2016	<input type="checkbox"/>
94130786006	Huel and Sons	Marcia Mayert	alexandria04@example.net	14/10/2016	<input type="checkbox"/>
N/A	N/A	Georgiana Hermiston	alisha.ferry@example.org	14/10/2016	<input type="checkbox"/>

Showing 1 to 10 of 218 entries 1 row selected

Previous 1 2 3 4 5 ... 22 Next

+ Add new SMSF / Client

Next >

Please note you can only select one client as the primary contact for the SoA. Once you are happy with your selection, click the 'Next' button to continue.

Then select a spouse status for your member. If the selected member's spouse is already a member of the same SMSF, you can select them using the 'Select Member' tab.

Please select a spouse status for John

Single Select Member Enter Spouse

Spouse details

First name:*
First name

Surname:*
Surname

Phone number:*
Phone number

Email address:*
Email address

Accountant:*
Test Cli...

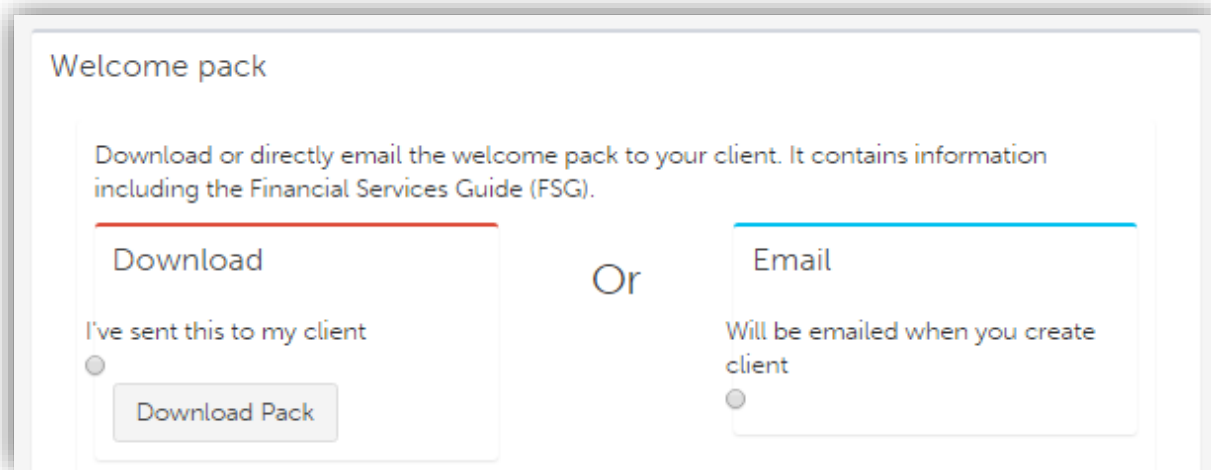
Date of birth:*
DD/MM/YYYY

Title:

Gender:

Otherwise, you can enter in the spouse's details manually under the 'Enter Spouse' tab.

As you scroll down the 'Enter Spouse' screen you will see a section to issue a Welcome Pack to this client, which can be downloaded and passed to your client directly or emailed to the client straight from our system. The Welcome Pack contains an introductory letter and A.S.A.P.'s Financial Services Guide which is an important regulatory advice document. It is important that your clients read the FSG carefully before implementing A.S.A.P.'s advice.



Welcome pack

Download or directly email the welcome pack to your client. It contains information including the Financial Services Guide (FSG).

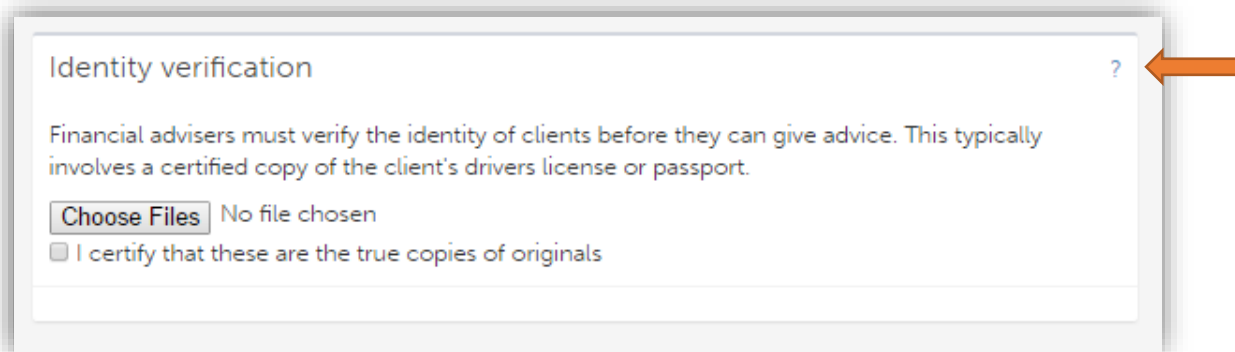
Download Or **Email**

I've sent this to my client Will be emailed when you create client

☒ ☐

Download Pack

You must upload documentary evidence of the identity of each client, including spouses, as this is another regulatory requirement before giving advice. The requisite number of ID points required can be accessed via the help icon.



Identity verification ?

Financial advisers must verify the identity of clients before they can give advice. This typically involves a certified copy of the client's drivers license or passport.

Choose Files No file chosen

☐ I certify that these are the true copies of originals

Step 2: Introduction

This page explains the meaning of 'scaled advice' and is designed to help clients understand the scope of A.S.A.P.'s service. It explains how A.S.A.P.'s scope integrates with scope of work from the accountant (assuming the accountant is a registered tax practitioner). It is important that both accountant and client read this section carefully before proceeding. Please refer to our Financial Services Guide and our Welcome Pack for Accountants for further information about A.S.A.P.'s advice service.

Step 3: Suitability

To meet ASIC's digital advice standards, it's important that A.S.A.P.'s process confirms that the client is suited to receiving scaled advice. It's equally important to identify clients who appear to need a more comprehensive advice service. Step 3 contains a series of questions that assess whether your client is a suitable candidate for scaled advice.

Ideally clients should, after they receive factual information, compliance advice and tax advice from their accountant, have confidence to decide the amounts they wish to contribute and withdraw from their superannuation.

Suitability of scaled advice

Do you require financial advice in any areas other than superannuation?

☐ Yes ☒ No

Do you seek professional advice about how to meet your longer term financial goals?(e.g. savings levels, sustainable lifestyle, target retirement income and timing)

☐ Yes ☒ No

Are you confident deciding the amounts of your superannuation transactions? YES / NO(e.g. contribution levels, pension amounts, lump sum withdrawals)

☒ Yes ☐ No

Do you have debts that may not be fully repaid by the time you retire?

☐ Yes ☒ No

Step 4: Life-Stage

The next step is to select which life-stage the client is in. These drive the superannuation decisions that your client is likely to need to make. The life-stages to choose from are Accumulating, Approaching retirement, Entering retirement and Retired.

Client stage (select):

Accumulating	Approaching retirement
Entering retirement	Retired

You will then be presented with a list of the typical superannuation decisions that households must decide upon during that life-stage. Your client must drag each Decision tile on the left of the page into one of the four boxes in the right side of the page.

The four destination boxes are:

1. Decisions that the client is happy to take full responsibility for without advice
2. SMSF transactions that are suited to receiving scaled advice from A.S.A.P.
 - Accountants need a Statement of Advice from a licensed adviser before assisting with the implementation of these transactions
3. Decision where a third party (e.g. specialist) adviser is sought
 - For advice types that A.S.A.P. doesn't currently offer such as Estate Planning.
 - If advice is sought, the client should consult a third party adviser.
4. Transactions that the client does not intend to implement or proceed further with
 - The Client doesn't plan to implement these transactions.

You will need to place all decision tiles into a box before you can continue to the next stage.

Step 5: Confirmation

Step 5 summarises the decisions that were made in Step 4, as a written document. This is an important feature, as the text will become a 'Confirmation of Advice' letter which will be e-signed by the client. This letter forms a record of exactly what the client agreed in terms of who would take responsibility for each decision. It can be used as a future reference point for both yourself and your client.

This page also gives a preliminary cost estimate for A.S.A.P.'s SoA. You need enter the number of rollovers from existing super funds and to check the box next to the initial fee estimate.

At the end of this process, your client will be emailed a copy of the 'Confirmation of Advice Needs' letter, the 'Fee and Scope Agreement' and an 'Authority to Access Information'. Your client will need to follow the email link and digitally sign this document package prior to receiving their SoA.



Step 6: Referral

This is where you, as the accountant, input the costs of establishing and running the SMSF according to your own providers and cost estimates.

You will need to provide your costings for:

- preparation of the trust deed
- establishing a company to act as a corporate trustee (if applicable)
- required ATO lodgements
- preparation of financial statements
- annual tax return
- annual audit
- statutory lodgement fees
- administration of funds with corporate trustees
- the trustee company statutory return fee
- ongoing strategic advice fees
- other related fees


You will also need to provide the name of your SMSF document provider and accounting platform. To do this select from the drop-downs or simply type into the box.

Step 7: Download the Client Questionnaire

The Client Questionnaire captures information on the client's objectives, personal details and preferences, as well as information about any existing superannuation funds they are thinking about rolling into an SMSF. The questionnaire forms the basis of A.S.A.P.'s advice to the client.

On this page you either select to download the Questionnaire (an Excel file) or to have our system email it directly to your client.

The screenshot shows a web interface titled "Download Documents". Below the title is a descriptive sentence: "The client questionnaire gathers important details about the clients financial situation. Either download it and send it on to the client, or send it directly in an email." The interface is split into two main sections by the word "Or". The left section, titled "Download", contains the text "Download the client questionnaire" and a large red button labeled "Download >". The right section, titled "Email", contains the text "Email the client questionnaire to:" followed by three radio button options: "Me (ca@example.com)", "Accountant (talon.kautzer@example.org)", and "Client (abernathy.karli@example.net)". Below these options is a large blue button labeled "Email >". At the bottom left of the interface is a button labeled "< Previous" and at the bottom right is a button labeled "Next >".


A.S.A.P.
© Accountants Scaled Advice Platform

Client: Kendra Mraz & Jason Mraz
Fund name:

CLIENT QUESTIONNAIRE

Contact information
 Title
 Surname
 Given names
 Date of Birth

Client 1	Client 2
Mrs	Mr
Mraz	Mraz
Kendra	Jason
06/07/1984	10/02/1960

The completed questionnaire will need to be returned to A.S.A.P. before the advice process can continue.

Step 8: Upload documents

Once you have received the completed questionnaire from your client, upload it using the drag and drop facility in Step 8. Alternatively, either you or your client can email the document to info@asap-advice.com.au by using a specific subject title. The correct subject title can be seen by clicking the link on this upload page.

Upload Documents

Once the client has completed the form, please upload it here to commence the advice process. Alternatively the form can be emailed to: asap-platform@app-mail.asap-advice.com.au?Subject=Message to ASAP
****441476329440****

Drag your documents here
 Or, if you prefer

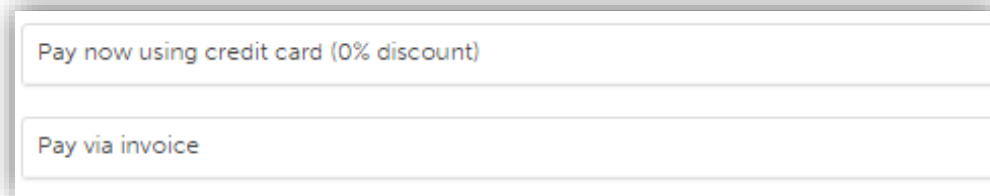
+ Add Document

< Previous

Next >

Step 9: Payment

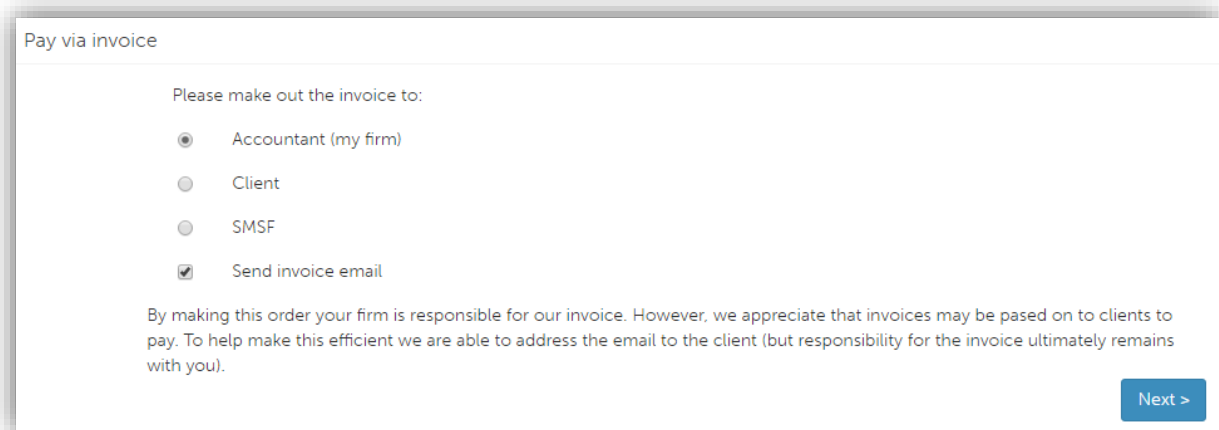
A.S.A.P. provides the option to pay with a credit card or via invoice. We are also integrated with the POLi payment system (a business of Australia Post), so clients can transfer their outstanding amounts securely using their own online banking facilities.



Pay now using credit card (0% discount)

Pay via invoice

Invoices can be addressed to either the accountant (your company), the clients' SMSF or the client themselves, and can be downloaded or emailed directly from the platform.



Pay via invoice

Please make out the invoice to:

- ☒ Accountant (my firm)
- ☐ Client
- ☐ SMSF
- ☒ Send invoice email

By making this order your firm is responsible for our invoice. However, we appreciate that invoices may be passed on to clients to pay. To help make this efficient we are able to address the email to the client (but responsibility for the invoice ultimately remains with you).

Next >

Step 10: Advice

This page shows a summary of the advice process. If the request requires manual input from A.S.A.P.'s advice team, the reason will be displayed here. There is also a checklist provided to ensure that all stages of the order process have been completed.

To complete the SoA ordering process all items in the checklist need to be marked green. Some items are dependent on others and cannot be started prior. Please feel free to contact the A.S.A.P. team to discuss any issues.

Using the platform

How do I become a member of A.S.A.P.'s platform?

Accountants who subscribed to receive updates from A.S.A.P. before October 2016 will be invited to take part in our Beta launch by email.

After our Beta, accountants will be able to sign up to be an A.S.A.P. member via our website at <https://www.asap-advice.com.au/>. Refer to the 'Register' link in the top right hand corner of the page and enter your company details to complete your registration.

What are the requirements to be an A.S.A.P. member?

The following requirements will have to be met for an A.S.A.P. registration:

- Accountant must be a registered tax agent,
- Accountant's firm must have 3 years of experience working with SMSFs,
- Accountant must provide their website URL (if applicable), and
- Accountant must have a valid ABN.

A.S.A.P. reserves the right to deny any membership application that we consider does not meet these criteria.

What does it cost to register?

A.S.A.P. registration is free of charge and there are no ongoing membership fees. This includes free use of our online tool to identify, confirm and document your clients' licensed advice needs.

You simply pay for any Statements of Advice you order from A.S.A.P.

How much does an SoA cost?

A.S.A.P.'s pricing structure consists of the following items:

Use of our online tool to use with your clients to confirm and document their licensed advice needs	Free
Statement of Advice ¹	\$250*
Rollover of monies from existing super fund	\$100* per fund

*plus GST

Note 1: In addition, there may be times where the data input into the client's fact find requires further attention from A.S.A.P. staff. If this is the case, an extra \$100 fee will be incurred. The scenarios where this extra charge could occur are set out in our 'A.S.A.P. Pricing Structure' document that you will receive as part of your welcome pack upon registering with A.S.A.P.

Can I apply for an SoA without becoming a member?

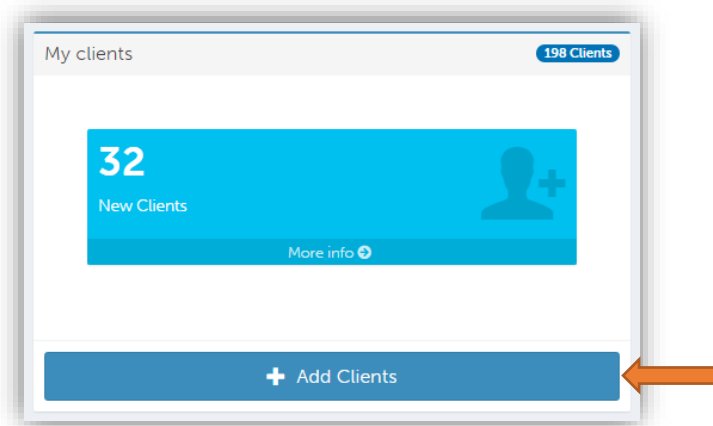
No, you need to register with A.S.A.P. before you can order an SoA.

How do I upload my client's details to the platform?

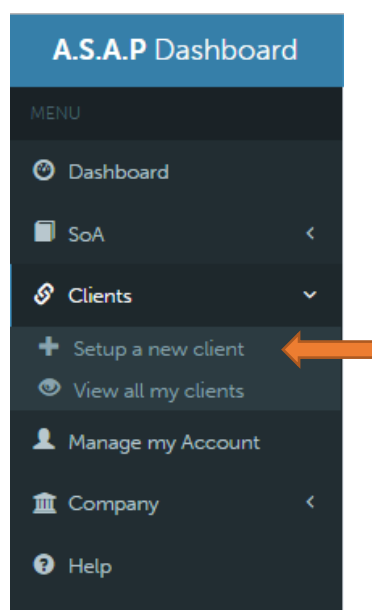
The platform is designed to store your clients' details securely, ready for when they come to your office for a meeting.

When you first register, you will be prompted to load clients into the A.S.A.P. system. Otherwise, you can enter further client details from the following locations:

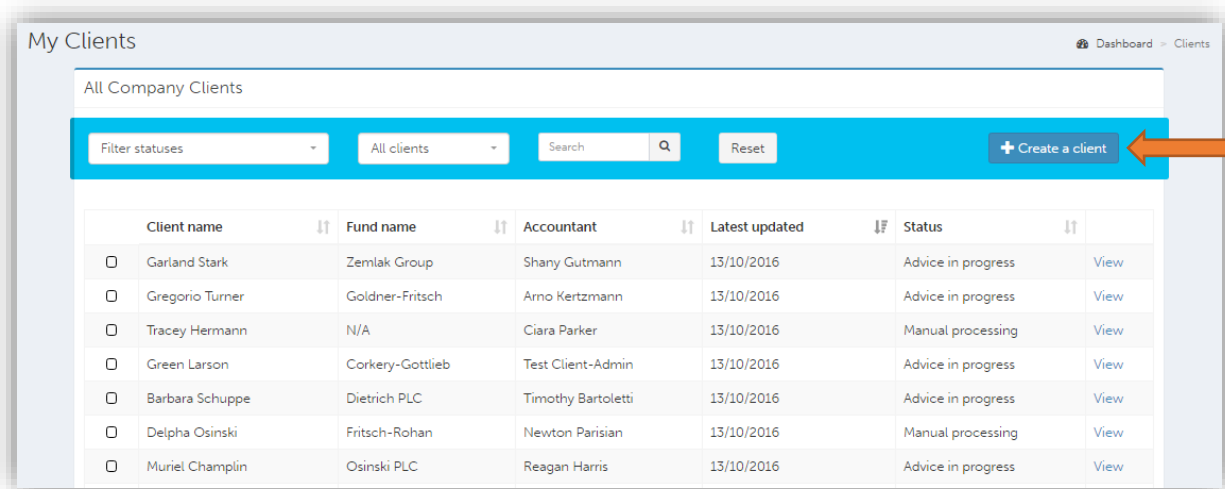
1. From your dashboard, using the 'Add Clients' button below.



2. From the 'Clients' dropdown in your menu bar



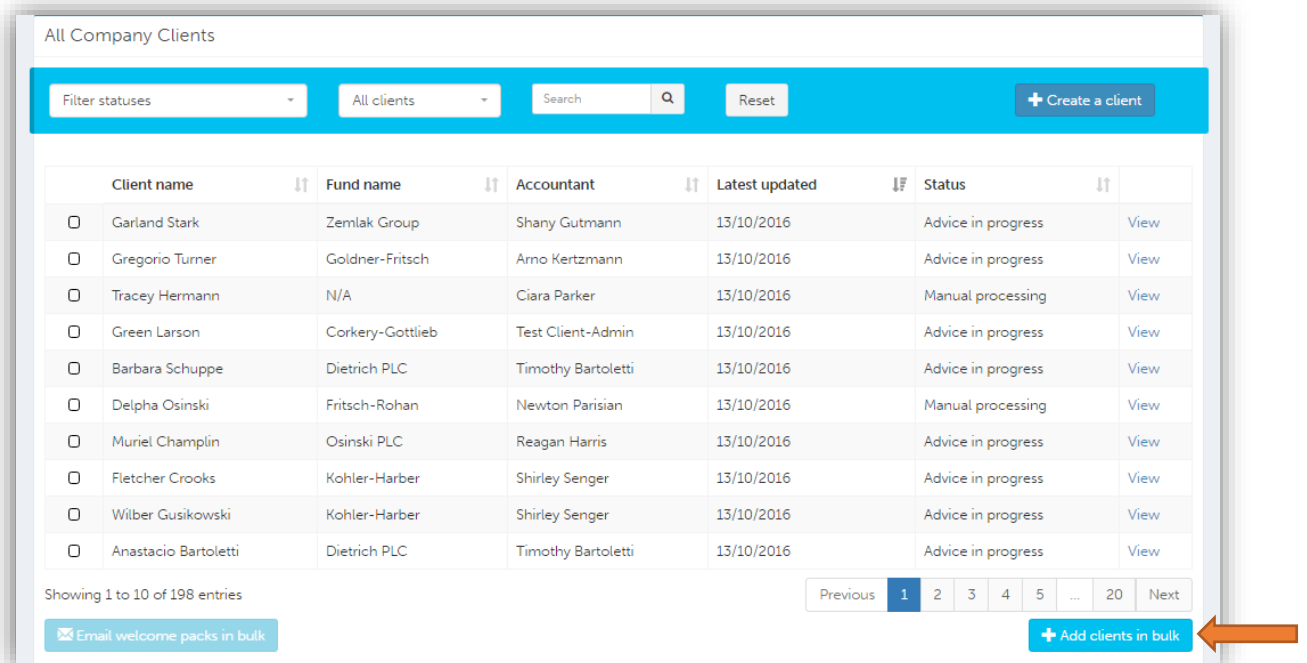
3. From the 'View all my clients' screen



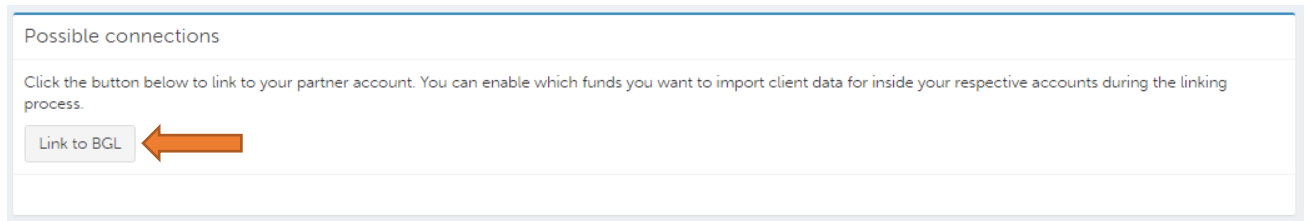
Can I import my clients' details from my accounting software?

Currently, BGL 360 clients are able to import clients directly into A.S.A.P. We are in discussions with other software providers too which will be added in due course.

To do so, navigate to the 'My Clients' page and click on the 'Add clients in bulk' button in the bottom right hand corner of the page.



A list of possible software platforms will be listed.



Click your preferred platform, log in to their system using your current provider credentials and follow the prompts to import the relevant client data into the A.S.A.P. system. When completed, the imported clients will be listed in your client list. They will now be available to select when ordering an SoA.

What extra activities can an administrator do?

Administrators have access to the following actions:

Manage users

View all users currently registered under your company. Update their details and reset their password as needed.

Update company details

Update the name, primary contact and offices under your main company profile.

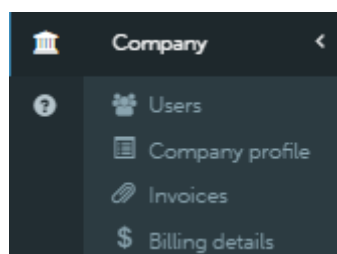
Manage invoices

All company invoices are listed in the table here. The table is searchable by date range, payment status or client name. Administrators can pay multiple invoices from this screen.

Billing

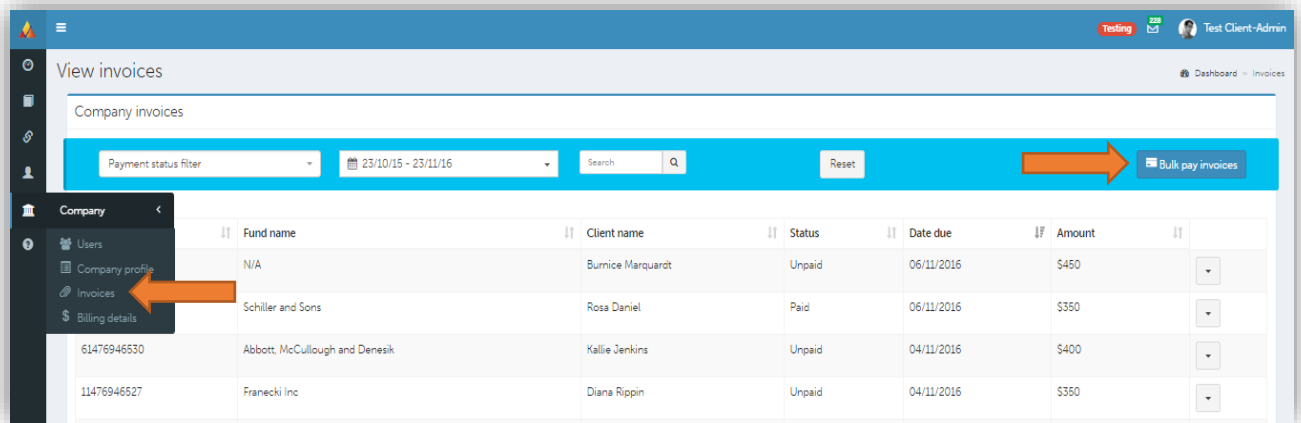
View and edit saved credit card details

To access these features, administrators can navigate to their 'company' tab located in their menu taskbar.



How do I view my SoAs that require payment?

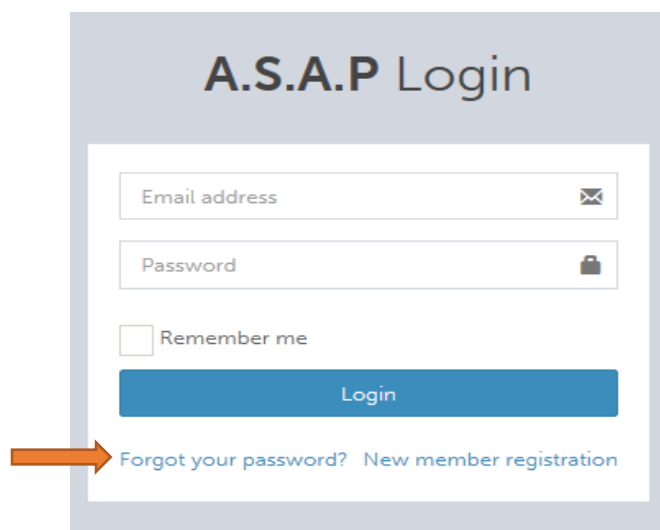
Users with administrator privileges have access to a table where they can view all their paid, unpaid, refunded and cancelled invoices over any period of time. Administrators also have the ability to pay several invoices in bulk from this screen.



Regular users (who don't have administrator privileges) can navigate to their 'View all my SoAs' tab and select an order to check on its payment status.

I forgot my password. What should I do?

Click the 'Forgot your password' link on the login page.



An email will be sent to the address you registered with containing a link. Following the link will allow you to input and save a new password.

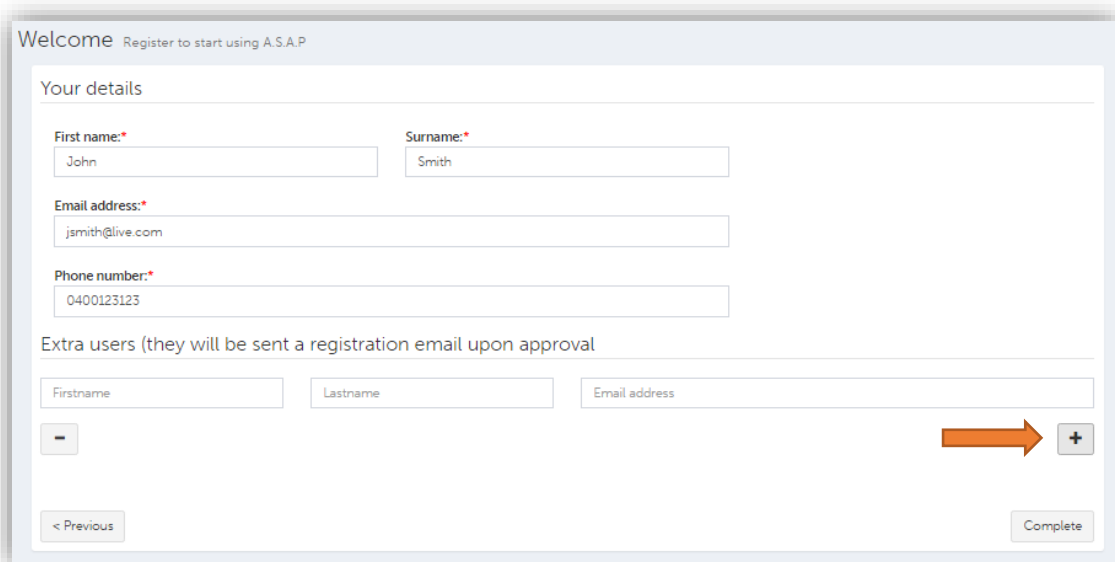
I forgot my username. What should I do?

Your username is the email address you initially signed up with. If for some reason you cannot log in, your account administrator can access all user details from their account and confirm the username. Otherwise, don't hesitate to get in contact with A.S.A.P. support staff either by email (info@asap-advice.com.au) or phone (03 6240 1575).

How do I invite a staff member to join my account?

There are a number of ways to invite additional staff members to join your account. Please note that you must have administrator privileges in order to invite a colleague.

Option 1. When an account is created, you will be prompted to add colleagues after entering your company and personal details. You can add up to 5 additional staff members at this stage.



Welcome Register to start using A.S.A.P

Your details

First name:* John Surname:* Smith

Email address:* jsmith@live.com

Phone number:* 0400123123

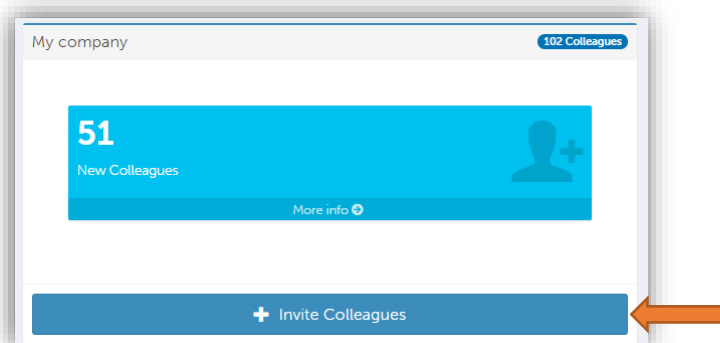
Extra users (they will be sent a registration email upon approval)

Firstname Lastname Email address

- +

< Previous Complete

Option 2. From the main dashboard, company administrators have the option to click the 'Invite Colleagues' button.



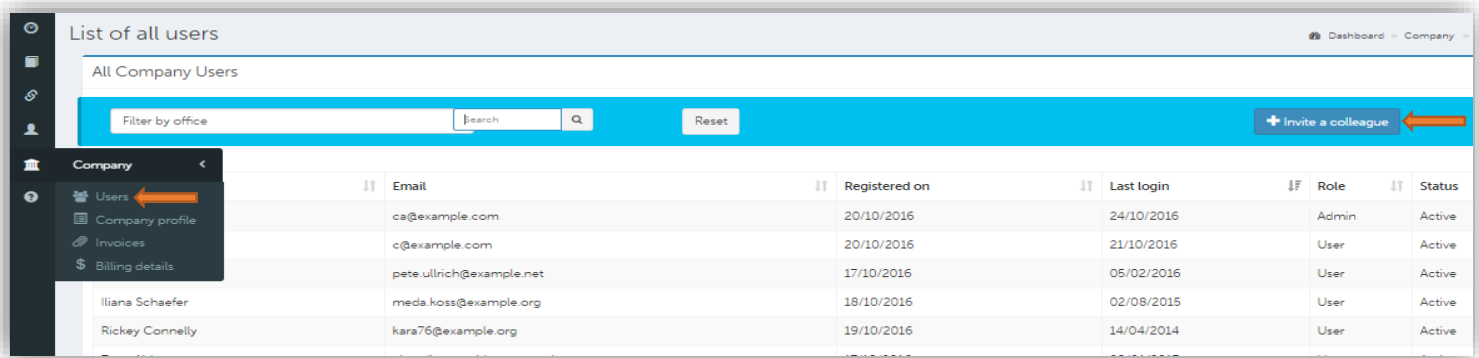
My company 102 Colleagues

51 New Colleagues

More info

+ Invite Colleagues

Option 3. By clicking 'users' in the menu bar on the left, company administrators can then click the 'invite a colleague' button on the table.



List of all users

All Company Users

Filter by office Search Reset

+ Invite a colleague

Email	Registered on	Last login	Role	Status
ca@example.com	20/10/2016	24/10/2016	Admin	Active
c@example.com	20/10/2016	21/10/2016	User	Active
pete.ulrich@example.net	17/10/2016	05/02/2016	User	Active
Iliana Schaefer	18/10/2016	02/08/2015	User	Active
Rickey Connelly	19/10/2016	14/04/2014	User	Active

How do I save my credit card details?

Credit card details can be saved during the SoA order process. When you reach the payment stage at Step 9, you will be able to enter in new card details and store them for later use.



Existing details New payment details

Name on card:*
Name on card

Card number:*
Card number

CVC:*
CVC

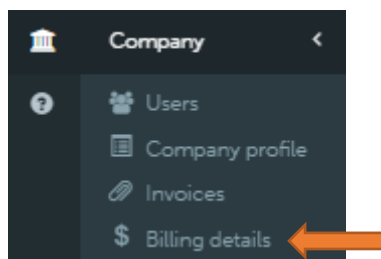
Expiration Date:*
10 Oct 2017

☐ Store this card for later use?

Pay \$585

Amounts displayed are exclusive of GST

Administrators can edit these card details from the 'billing details' page.



Can I amend an SoA I've already applied for?

Once an SoA has been issued, no further changes can be made to the data A.S.A.P.'s advice was based on. Please ensure that the information you enter is an accurate depiction of your client's financial situation.

Can I cancel my SoA request?

There is no function in our system to cancel an SoA request once after an invoice has been generated. However, if you consider your cancellation request to be urgent, feel free to get in contact with us and we will consider the circumstances of your request.

Payment

What is the cost?

Please refer to page 13 for details of our pricing.

What are the payment options?

Our preferred method of payment is via credit card at the time of ordering. However, we also offer a bank transfer option called POLi (a business of Australia Post). POLi is becoming more frequently used by major companies around the world such as Qantas and Skype. It hosts a popup where you can link directly to your online banking provider and facilitate a payment quickly, easily and most importantly, securely. POLi takes care of things like bank account numbers and payment reference details for you.

For more information on POLi, please refer to the following link.

<https://www.polipayments.com/Buy>

Can I pay multiple invoices at once?

Account administrators will be able to select multiple applications to pay at the same time using the 'Invoices' option under the 'Company' tab found in the menu bar.

A.S.A.P. refund policy

A.S.A.P. strives to maintain the highest standards of service in all areas of our business. We recognise the importance of having strong working relationships with our clients and consider feedback to be an invaluable tool to help improve our ongoing levels of service.

If there is anything you are concerned about or if, for some reason, you need to request a refund, please contact us directly to discuss your individual circumstances. Our goal is to make A.S.A.P. a valuable tool for your business and if there are any problems we will do what we can to resolve them to your satisfaction.