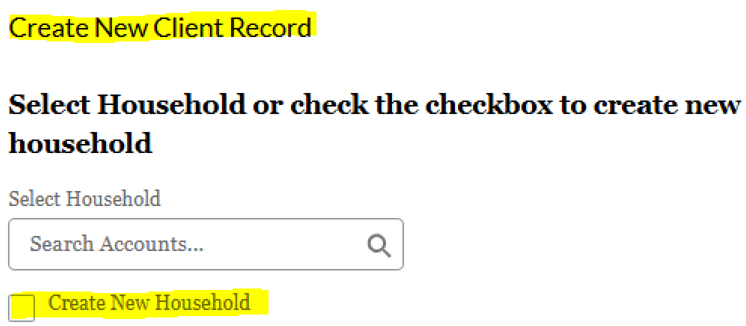
Atlas: Monday Session

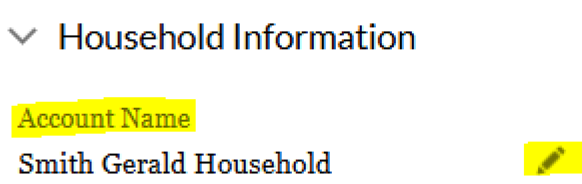
Households

- We began the Atlas session on Monday covering fundamentals. Ava walked through households and how to manage them. She walked through how to create a household, which is done via the "Create New Client Record" box on users' home pages. This area allows users to either attach new clients to existing households, or they can check the box to create a brand-new household.



- She then walked through how to manually add or remove clients from households. When adding/removing a client from a household, that is done on the client's profile through their "household" field. Click the pencil icon to remove or add the respective household.

- To update household names to accurately reflect its members, simply search or click on the household profile. Once in the household profile, click the pencil icon next to" Account Name" and update accordingly.



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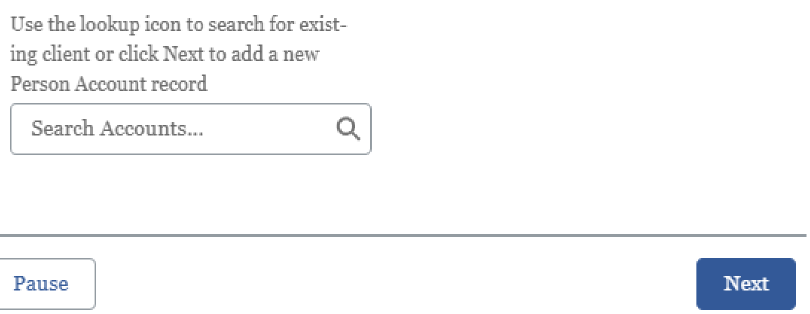
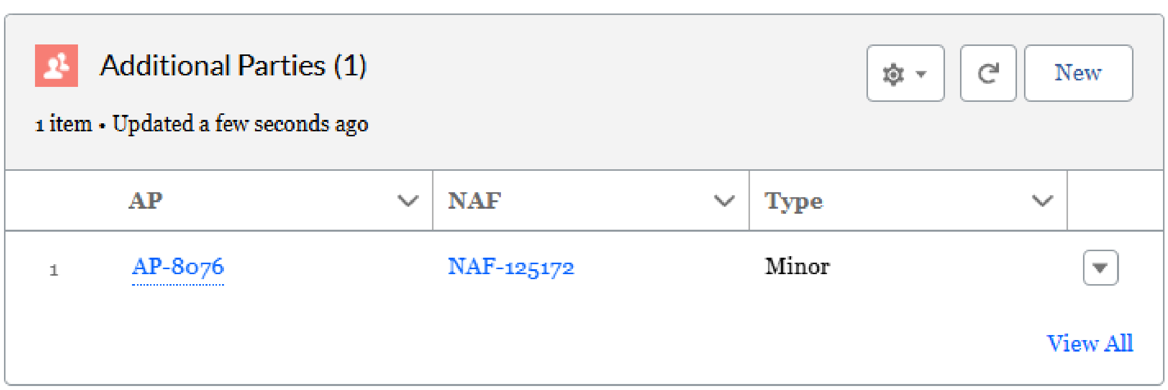
Minor NAFs

- Ava walked through how to input a NAF with a minor on it. We recently updated our NAF process to ask users if they have a minor to create/update during submission. This question is asked after all client's personal information (address, employment, etc) has been filled out.

- This allows users to select "Yes" or "No." If Yes is selected, it will first ask how many minors you have on your CIP. Then, you will be given a search bar that asks you to attach an existing minor to the NAF. Or you can click "Next" to get blank fields to create their profile.

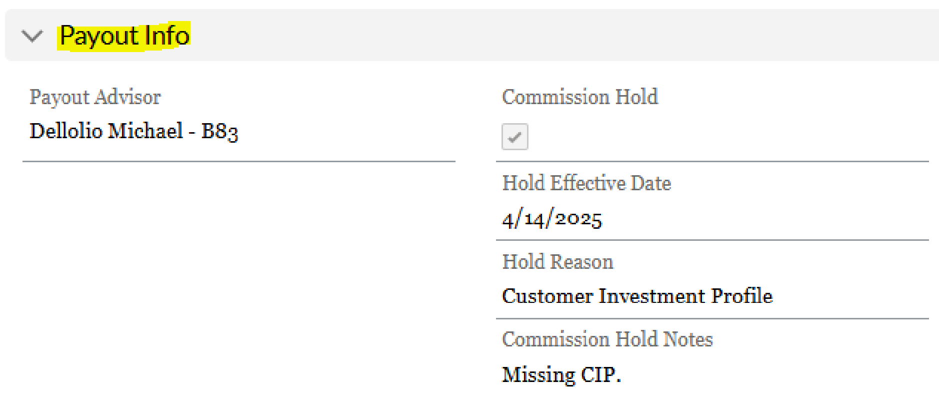


- From there, you will complete the NAF as normal. Once profiles are created/updated, the minor's profile will reflect the NAF as an "Additional Party." You will see this in the minor's Account Servicing tab, under "Additional Parties" since the guardians are typically listed as the main Investors on CIP forms.



NAFs for Commission Hold Release

- Previously, users did not have an easy way to notify Harbour if a submitted NAF was for a commission hold release. We recently added a check box during NAFs that will allow users to signify a NAF is submitted for a commission hold to be released. Once a commission hold is placed on a financial account, someone at Harbour typically chatters the advisor/assistant so they get notification of the hold via email. Users can also see *why* a financial account is on hold within the FA itself, inthe "Payout Info" section:

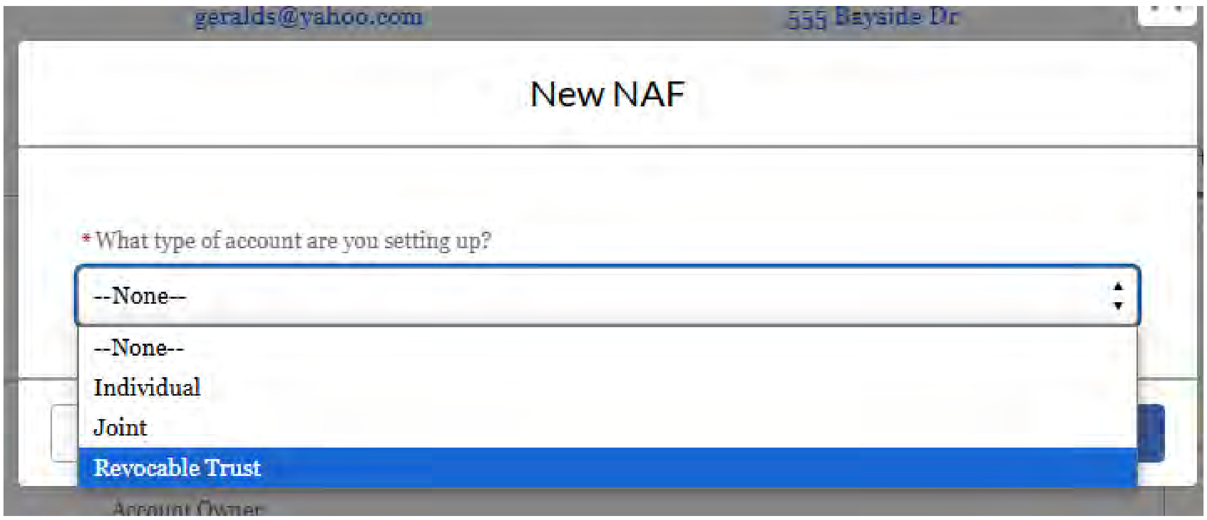


- Users can also see this information via their home page Status Tracking dashboard, via the Commission Holds chart.
- Once ready to input the NAF for commission hold release, click the New NAF button in your client's profile. Once on the financial screen, scroll to the bottom and click the "Is this NAF for commission hold release?" box:

- From there, it will ask you to input a financial account number or descriptor to ensure we know which FA to release the commission hold on. Then, finish the NAF as normal. We will typically notify the users via chatter the hold has been released. You can always confirm the hold has been released via the FA or Commission Holds chart.

Trusts

- Ava touched on how to input NAFs for trusts that share SSNs with clients, known as a “revocable” trust. When you have an Entity Investment Profile form for a trust whose TIN is the same as an actual person’s, the NAF and other Atlas submissions will all be submitted via the client’s personal profile. This is because the SSN will cause any financial account data to be downloaded through to that client's profile.
- To input a NAF for an entity that shares its TIN with a person- search for the client via that SSN. Once in that client’s personal profile, click the New NAF button and then click “Revocable Trust.” This will populate the client’s personal data- click through until you get to the upload files screen and upload your EIP.

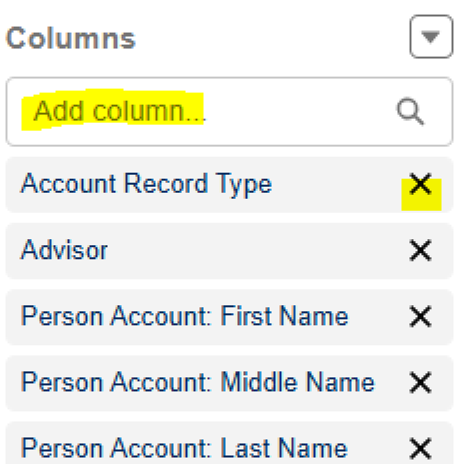


- You do not want to update much through the NAF since the client will ideally have a personal CIP in the future that will update that information. This Revocable Trust NAF option is simply the avenue for you to submit the EIP over to us in NAF form. This video walks through that process as well: https://youtu.be/bWruuEe7GfA?si=CgZxVT-cmjkVDLNi

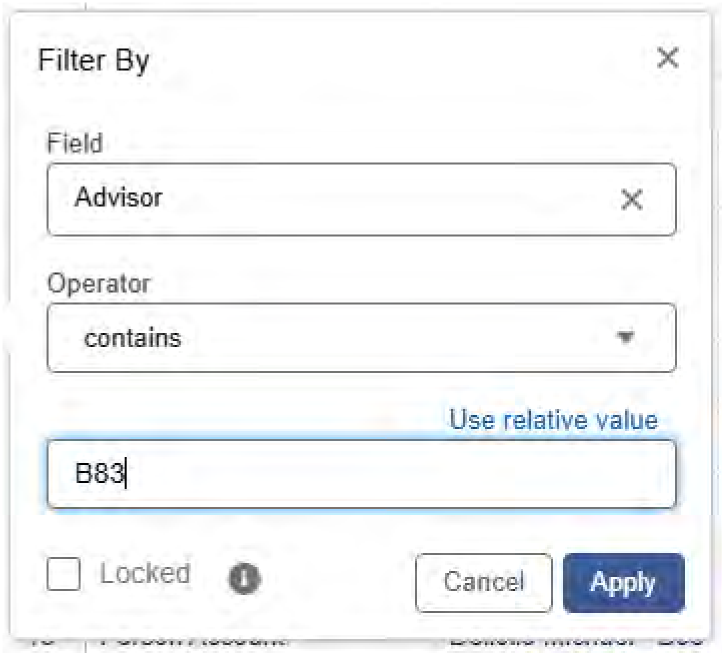
Reports

- Robbie then talked about reports in Atlas. You are used to seeing reports on your home pages as reports are what populate dashboard charts! You will notice all dashboard charts have a "View Report…" link for you to look at the source report of that chart.

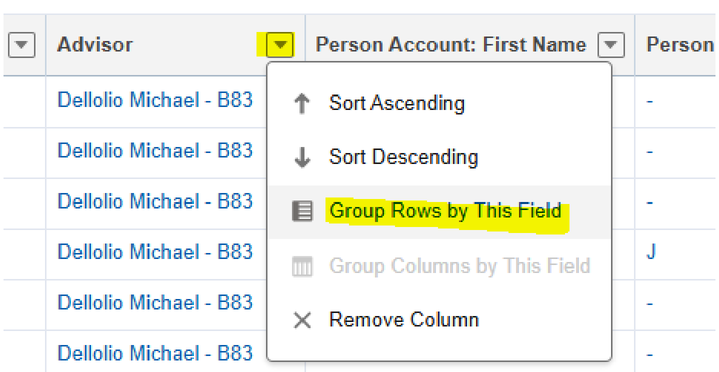
- We also have reports created preemptively for people under the "Reports" area of Atlas. This houses multiple folders for you to dive into! Some are for dashboard charts, and some are more specific to clients- such as the "Client Reports" folder.
- When clicking into any of the reports listed in those folders, you have the capability to "edit" them in order to drill down on data you're looking for. Once clicked in the report, click the "Edit" button. You will see the fields and columns populate on the left-hand side.
- To remove any of the fields currently on the report, you can simply click the "x" next to them. To add a field, search for it within the "Add Column" search bar:



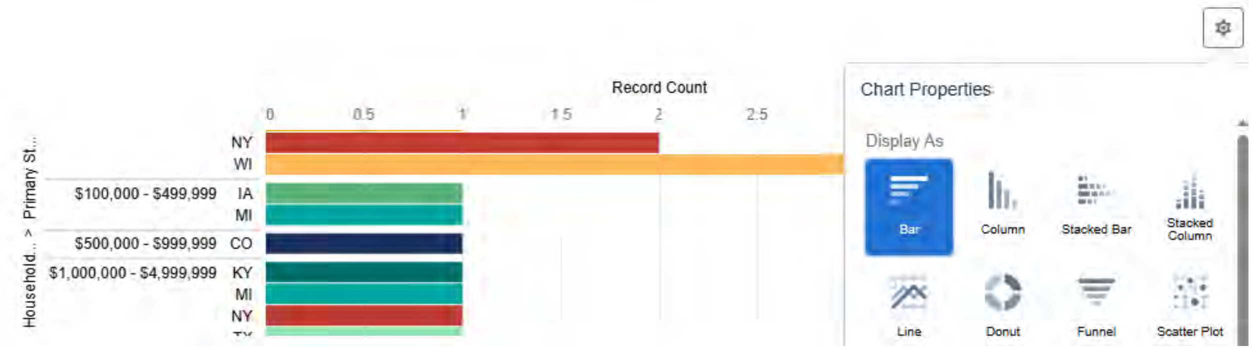
- To edit Filters to drill down what data you're looking at, click the Filters tab. From there, you can select a field that you want the report to "sort" on. In this example we'll filter for "Advisor." Search for and click on Advisor – it'll then ask you *how* to search the data. If you are wanting a report for a specific rep code, you can filter it like so:



- From there, clicking "Apply" and then "Run" will show you only accounts with the B83 advisor on their profile.
- You can also group a report by a specific field so you can see what advisors have what clients! Once the report is run, on the field you want to group by, click the small triangle in the header and click "Group Rows by this Field." This will then group the data based on which rep code they're under. Once grouped, you can also toggle the "Detail Rows" button to see a simplified view of the data.



- These groupings can be used to add charts to the top of the report, much like what can be seen in Dashboards. These can incorporate multiple groupings and be displayed with bar graphs, donut charts, or another preferred format.



- To export, click the small triangle button next to “Edit” and click “Export.” It will ask you what format you’d like in Excel. You can do a formatted version, which allows you to look at groups. Or you can do “Details Only” which will export a typical, tabular spreadsheet. Either way, you are able to edit/sort whatever is needed within those exported reports.