

Act4Advisors / dbCAMS+ Interface Products

By Custom Advisor Solutions, Inc.

Introduction

The dbCAMS+ system was originally conceived as a single database for managing all aspects of an advisor's office. Over the course of years, FCSI has continued to enhance the portfolio management functions of dbCAMS+. However, the contact management side of the system has remained fairly basic in nature. Some offices have found they need more power for their contact management than dbCAMS+ currently provides. These offices have decided that they would prefer to separate their contact management functions from dbCAMS+ to get the power they need.

Act4Advisors is a customized ACT! application designed specifically for contact management for the Financial Services industry. It represents an extremely attractive option for a separate contact management system. It is an "industrial strength" system that is both extremely powerful and flexible while remaining easy to learn and to use. It is designed specifically for contact management, but integrates with other office systems such as e-mail clients (e.g. Outlook), fax software and telephone systems.

Custom Advisor Solutions (CASI) has developed a number of products to help those dbCAMS+ users migrate their contact management function to Act4Advisors. The first product is a one-time conversion system to move their dbCAMS+ client intelligence to the Act4Advisors system. The second product is an interface system consisting of a synchronization module that will help keep certain basic synchronized between the two systems and a real-time query system that will display your dbCAMS+ portfolio information in an Act4Advisors "dbCAMS+" tab for each client. These CASI products can be used separately or together. They are described in more detail below.

Products

The Act4Advisors / dbCAMS+ Interface product line consists of 2 different systems:

Conversion System

The Conversion System is designed for a one-time conversion of your existing dbCAMS+ information into the Act4Advisors system. Its objective is to transfer all relevant intelligence stored in the dbCAMS+ contact system into your Act4Advisors. It saves hours or even

days of manual data entry and/or cleanup. It even converts your individual client coding contained in the fields like the dbCAMS+ key field so it is immediately usable in Act4Advisors.

The Conversion System is designed to convert dbCAMS+ into either a new Act4Advisor database or an existing one. Although some of the dbCAMS+ contact information COULD be imported into Act4Advisors without the conversion system, the underlying ACT! import process is not nearly robust enough to avoid extensive cleanup after the import. The CASI conversion process eliminates this problem. An extensive matching process was written into the system to avoid duplicating contacts. The conversion process will also allow you to synchronize some of the data that is in an existing Act4Advisors database, but different than that in the dbCAMS+ data. The table at the end of this document shows the fields that are synchronized between the two systems.

There are two levels of the conversion system. The Basic conversion system will convert the contact information from dbCAMS+ client and owner (More Client, Spouse and Children) records. It will also transfer any grouping code used in dbCAMS+ (e.g. geo, key and group fields) and recreate this group information within Act4Advisors. The Advanced Conversion system also converts dbCAMS+ Notes, To-Dos, Insurance and Vendor information. The table below shows the fields that are converted with both the Basic and Advanced conversion systems.

Interface System

The interface system consists of two separate modules. The first program is a synchronization module that synchronizes certain information between Act4Advisors and dbCAMS+. Only one synchronization module is needed in an office. The display module is used to display your dbCAMS+ information in your Act4Advisors window. A display module is needed for each user that needs this capability. Detailed descriptions of these modules are located below.

Synchronization module

Once the contact management and portfolio management functions are separated, there is little need to keep the two systems in synchronization. However, there are a number of areas where the systems should talk to each other. The synchronization module was designed with three main objectives:

- 1) Generate Act4Advisors contact records when a new owner appears in dbCAMS+. Accounts are transferred in through Broker/Dealers, sometimes without the knowledge of the advisor. When this happens, the new accounts will generate an Act4Advisors contact record.
- 2) Generate dbCAMS+ client and owner records from Act4Advisors. The synchronization system looks at the Act4Advisors records. When it finds one with Tax IDs that does not exist within dbCAMS+, it prompts you whether you want to add it to dbCAMS+. If you do, the system will generate the dbCAMS+ client record and appropriate owner records. When accounts are opened and downloaded into dbCAMS+, tax IDs will already exist so the accounts are downloaded into the correct dbCAMS+ client records.

- 3) Maintain the dbCAMS+ client number in the Act4Advisors database. This is important only if you are using the dbCAMS+ display module from Act4Advisors. The display system (the third module described below) keys on the client number in the Act4Advisors database to select the correct client in dbCAMS+. Although the client number can be maintained manually, running the synchronization module is a much easier process.

The fields that are synchronized are shown in the table below.

Display System

The display system is designed to show your dbCAMS+ client portfolio information within a tab (window) within Act4Advisors. This allows an advisor to review account information from within Act4Advisors without having to deal with using dbCAMS+. The displayed report can be printed for future reference, if desired. The current report displayed consists of a portfolio evaluation. Asset allocation reports, including graphs, are in design.

The Display system queries dbCAMS+ when the report is requested. This means that any changes made with dbCAMS+ can be immediately shown in Act4Advisors. DbCAMS+ does not need to be open at the time.

The display system selects the dbCAMS+ client to display based on the storage of the dbCAMS+ client number within the Act4Advisors database. This field is automatically populated from either the Conversion System or the Synchronization System above.

System Field Mapping between dbCAMS+ and Act4Advisors

<u>dbCAMS+ Source Field</u>	<u>Act4Advisors Field</u>	<u>Gen'l Notes</u>	<u>Conversion System</u>		<u>Synchronization System</u>		
			<u>Basic Conv. To A4A</u>	<u>Advanced Conv. to A4A</u>	<u>2 way Sync.</u>	<u>New dbCAMS+ Contact</u>	<u>New A4A Contact</u>
	<u>Popup Menus</u>						
System	Contact ID/Status Popup Menu		Y	Y			
System	Contact Alt Phone Desc. Popup Menu		Y	Y			
System	Insurance Premium Freq. Popup Menu			Y			
System	Insured Popup Menu			Y			
System	Insurance Type Popup Menu			Y			
System	Insurance Plan Popup Menu			Y			
	<u>Client Information</u>						
	<u>Contact Information</u>						
fna.corname	Contact		Y	Y		Y	Y
fna.cateogry description	Contact ID/Status		Y	Y			Y
fna.phoff	Contact Work Phone		Y	Y	Y	Y	Y
fna.phoffext	Contact Work Phone Extension		Y	Y	Y	Y	Y
fna.phfax	Contact Work Fax number		Y	Y	Y	Y	Y
fna.phfaxext	Contact Work Fax Extension	1	Y	Y	Y	Y	Y
fna.phhome	Contact Home Phone		Y	Y	Y	Y	Y
fna.phauto	Contact Mobile Phone		Y	Y	Y	Y	Y
fna.salute	Contact Salutation		Y	Y		Y	Y
fna.formalsal	Fomal Salutation		Y	Y		Y	Y
fna.salute	Informal Salutation		Y	Y		Y	Y
fna.refcltno (Corname)	Referred By		Y	Y			
fna.dobc	Contact Date of birth	2	Y	Y	Y	Y	Y
fna.fnamemi	Contact first name	2	Y	Y	Y	Y	Y
fna.lname	Contact last name	2	Y	Y	Y	Y	Y
fna.phother	Contact Alt Phone		Y	Y	Y	Y	Y

fna.oprcode Description	Contact Alt Phone Description		Y	Y			
fna.repno Name	Owner		Y	Y			
fcl.ssn (more client)	Contact SSN		Y	Y	Y	Y	Y
fna.email	Email Address		Y	Y			
fna.geo, fna.key, fna.group, fcl.key	Group Membership		Y	Y			
fna or fcl (more client) marked "H"	Home Address Line 1	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "H"	Home Address Line 2	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "H"	Home Address City	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "H"	Home Address State	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "H"	Home Address Zip	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "W"	Contact Work Address Line 1	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "W"	Contact Work Address Line 2	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "W"	Contact Work Address City	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "W"	Contact Work Address State	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "W"	Contact Work Address Zip	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "A"	Alternate Address Line 1	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "A"	Alternate Address Line 2	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "A"	Alternate Address City	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "A"	Alternate Address State	3	Y	Y	Y	Y	Y
fna or fcl (more client) marked "A"	Alternate Address Zip	3	Y	Y	Y	Y	Y
fna.cltno	dbCAMS_Sync		Y	Y		Y	Y
fna.flag	MailPreference		Y	Y			Y

Spouse Information

fcl (spouse) marked "W"	Spouse Work Address Line 1		Y	Y			
fcl (spouse) marked "W"	Spouse Work Address Line 2		Y	Y			
fcl (spouse) marked "W"	Spouse Work Address City		Y	Y			
fcl (spouse) marked "W"	Spouse Work Address State		Y	Y			
fcl (spouse) marked "W"	Spouse Work Address Zip		Y	Y			
fcl.ssn (Spouse)	Spouse SSN		Y	Y	Y	Y	Y
fcl.fnamemi (Spouse)	Spouse First Name		Y	Y	Y	Y	Y
fcl.lname (Spouse)	Spouse Last Name		Y	Y	Y	Y	Y
fcl.phoff (Spouse)	Spouse Work Phone		Y	Y	Y	Y	Y
fcl.phoffext (Spouse)	Spouse Work Extension	1	Y	Y	Y	Y	Y

fcl.dob (Spouse)	Spouse Date of Birth		Y	Y	Y	Y	Y
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Child Information

fcl.fnamemi(Child)	Child name	4	Y	Y	Y	Y	Y
fcl.ssn (Child)	Child SSN	4	Y	Y	Y	Y	Y
fcl.dob (Child)	Child Date of Birth	4	Y	Y	Y	Y	Y

Notes

fno.date	Notes Date			Y			
fno.person	Notes Regarding			Y			
fno.descr	Notes Regarding			Y			

ToDo's (Client and Owner)

ftd.startdate	Activities Scheduled Date			Y			
ftd.starttime	Activities Scheduled Time			Y			
ftd.stopdate	Activities End Date			Y			
ftd.stoptime	Activities End Time			Y			
ftd:startdate, starttime, stopdate, stoptime	Duration			Y			
ftd.Task	Activities Regarding, Activities Detail			Y			
ftd.type	Activities Type			Y			
ftd.priority	Activities Priority			Y			

Vendors

fnn.vendor	Contact Company			Y			
fnn.contact	Contact Name			Y			
fnn.category description	Contact Id/Status			Y			
fnn.phoff	Contact Work Phone			Y			
fnn.phoffext	Contact Work Phone Extension			Y			
fnn.phfax	Contact Work Fax number			Y			
fnn.phfaxext	Contact Work Fax Extension			Y			
fnn.phhome	Contact Home Phone			Y			
fnn.phauto	Contact Mobile Phone			Y			
fnn.salute	Contact Salutation			Y			

fzv.repno name	Referred By		Y
fzv.dobc	Contact Date of birth		Y
fzv.fnamemi	Contact first name		Y
fzv.lname	Contact last name		Y
fzv.phother	Contact Alt Phone		Y
fzv.add1	Contact Work Address Line 1		Y
fzv.add2	Contact Work Address Line 2		Y
fzv.city	Contact Work Address City		Y
fzv.state	Contact Work Address State		Y
fzv.city	Contact Work Address Zip		Y
fzv.email	E-Mail		Y
<u>Vendor Notes</u>			
fno.date	Notes Date		Y
fno.person	Notes Regarding		Y
fno.descr	Notes Regarding		Y
<u>Vendor ToDos</u>			
ftd.startdate	Activities Scheduled Date		Y
ftd.starttime	Activities Scheduled Time		Y
ftd.stopdate	Activities End Date		Y
ftd.stoptime	Activities End Time		Y
ftd:startdate, starttime, stopdate, stoptime	Duration		Y
ftd.Task	Activities Regarding, Activities Detail		Y
ftd.type	Activities Type		Y
ftd.priority	Activities Priority		Y
<u>Insurance</u>			
fin.itype	Insurance Type	5	Y
fin.plantype	Insurance Plan	5	Y
fin.planno	Insurance Policy Number	5	Y
fin.honame	Insurance Company	5	Y
fin.currvc	Insurance Cash Value	5	Y
fin.inscode	Insurance Insured	5	Y
fin.planamt	Insurance Policy Amount	5	Y

fin.dplan	Insurance Policy Date	5		Y	
fin.prmreg	Insurance Premium	5		Y	
fin.prmfreq description	Insurance Premium Frequency	5		Y	

Groups Information

fna:key, geo, group, fcl:key, fnv:key, group	Groups		Y	Y	
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Securities Held

fas.mktcode	Stocks held	6	Y	Y	Note 6
fas.mktcode	Mutual Funds	6	Y	Y	Note 6
fas.mktcode	Bonds	6	Y	Y	Note 6
fas.mktcode	Var. Annuities	6	Y	Y	Note 6
fas.mktcode	Other Sec. Held	6	Y	Y	Note 6

General Notes:

- 1) These fields are maintained in the Act4Advisors database, but do not appear on the default Act4Advisors screens.
- 2) These fields are synchronized between Act4Advisors and the Client (fna) record in dbCAMS+. The information also appears on the dbCAMS+ "More Client" (fcl) record. The Synchronization System does not update the "More Client" record. If you desire to also update the fcl record, you will have to do that manually.
- 3) The synchronization system will store the dbCAMS+ "Client" address in the appropriate Act4Advisors address field based on a user dialog box. The synchronization system only synchronizes the "Client" (fna) address.
- 4) Act4Advisors stores only six (6) children records.
- 5) Act4Advisors stores only eight (8) insurance records.
- 6) The Securities Held information can be refreshed in Act4Advisors via the synchronization system.