

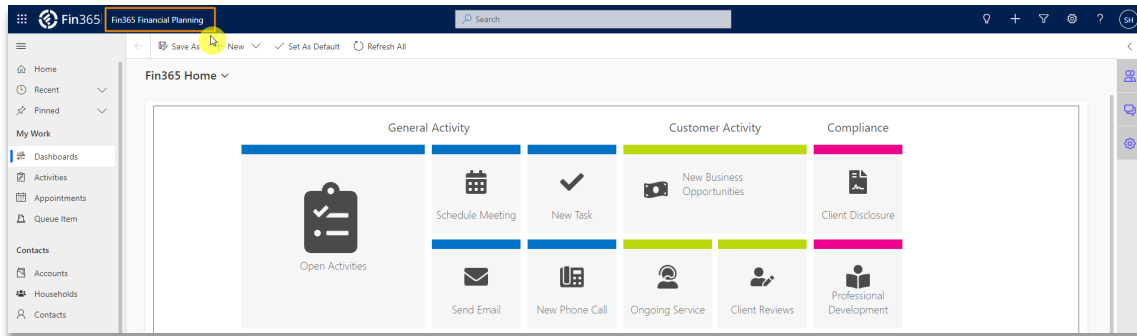


## CRM Version 9.0 Release Notes

June 2023

Welcome to Fin365 CRM v9.0. This release is a major release packed with new features and improvements to existing features.

Just a reminder that all **new features can be found in the Fin365 standard applications**. Any customers with customised applications may not see them without further customisation work.

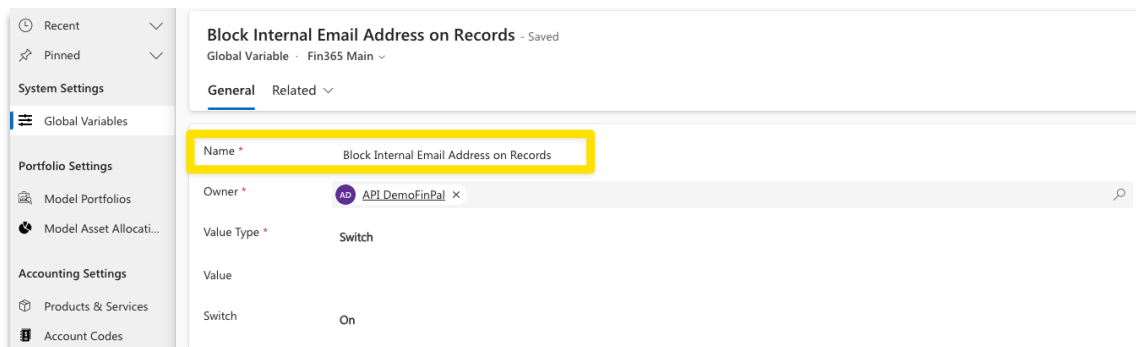


### New Features

#### Blocking Internal Email Addresses

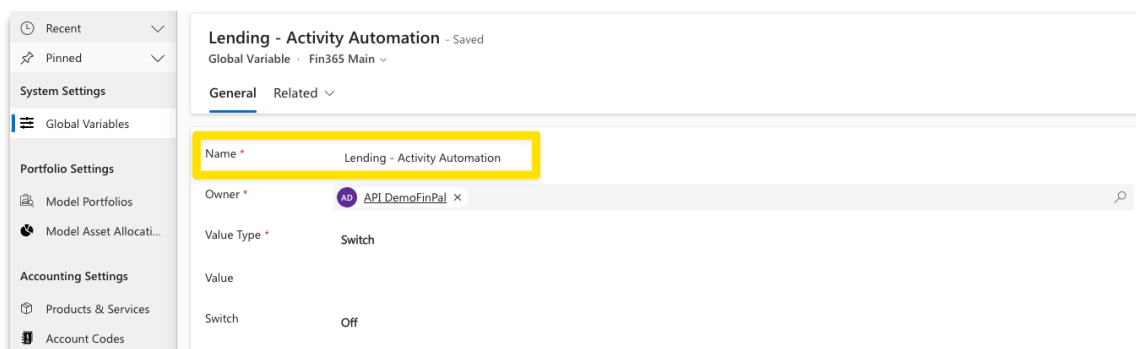
We've added a new Global Variable called ***Block internal Email Address on records***. This prevents users from creating a contact, lead or company record using an internal email address.

This feature prevents accidental or deliberate tracking of sensitive internal emails between staff members as well as issues when accessing the Fin365 Portal.



#### Lending Process Automation

Within the Fin365 Lending application we have added a Global Variable to turn off the automation on the Lending process flow. The Global Variable is off by default.



## New Dashboards

We've added the following dashboards to help you gain a better overall picture of the activities within your CRM.

- Appointment Activities
- Completed Tasks and Time Entries
- Open Review Cases
- Phone Call Activities
- Resolved Review Cases
- Service Period
- Task Activities



## New Calculated Fields

We've added two new calculated fields to both the Household and Contact forms.

### Retirement Income Stream

- The sum total of *Client Income* records with an income type set to *Investment Income* and the *Investment Income Type* is set to one of the following:
  - Account Based Pension
  - Annuity Income
  - Defined Benefit Pension
  - Transition to Retirement Pension

## Salary Sacrifice

- The sum total of *Contributions – Taxed* on all *Client Assets* where the primary client matches.

General	Aggregated Activities	Household Specific Activities	Financial Information
Household Income			
🔒	Gross Salary	\$152,000.00	
🔒	Investment Income	\$128,340.00	
🔒	Government Benefits Income	\$0.00	
🔒	Retirement Income Streams	\$300,000.02	
🔒	Business Income	\$0.00	
🔒	Other Income	\$100.00	
🔒	Salary Packaging	\$0.00	
🔒	Salary Sacrifice	\$14,600.00	
🔒	Income Tax	\$55,338.00	
🔒	Total Household Income (Gross)	\$280,440.00	

## New Fields

### Client Asset

- Added *Taxable Amount* & *Tax-Free Amount* fields, which will show when Asset is of type Superannuation/Retirement Income Stream.
- Added *Minimum Pension Payment* field, which will show when Asset is of type Retirement Income Stream.
- Business Rule to hide/show above fields.

General		Asset Details	Portfolio Summary	Portfolio Holdings	Beneficiaries	Administration & Fees	Asset History	Notes	Related	
Current Balance		* \$343,242.00	Currency		Australian Dollar		Current Balance (Local Currency)			\$343,242.00
Taxable Balance		\$300,000.00	Tax Free Balance		\$43,242.00		Tax on gains (%)			---
Investment Style		Balanced	Estimated Net Returns (%)		6.0000		Contributions Tax (%)			---
Contribution Frequency		---	Contributions - Untaxed		---		Contributions - Taxed			---
Income Payments		\$100,000.01	Income Frequency		Yearly		Minimum Pension Payment			\$2,000.00
Annual Out Of Pocket Expenses		---								

## Personal Insurance

- Added *Payment Expiry* field.
- Added *Payment Details* text box (e.g. to store account details of payment method).

**Handley, S - AMP - Life Insurance** - Saved

Policy Summary Insurance Benefits Admin and Commissions Beneficiaries Activity & Notes Related

Policy Number: [Redacted] Friendly Name: Life Insurance  
Managed by Business: Yes Policy Status: Active  
Product Provider: AMP Policy Type: Retail  
Financial Product: --- Ownership Type: Company  
Household: Handley, Stephen & Claudia Owning entity: ---  
Primary Client: Stephen R. Handley

Premium Details  
Premium Frequency: Yearly Annual Premium: \$2,161.92  
Policy Fee: \$73.68 Payment Method: Credit Card  
Stamp Duty: \$0.00 Payment Expiry: ---  
Total Benefits Premium: \$2,088.24  
Total Premium: \$2,161.92 Currency: Australian Dollar

Payment Details  
Enter text...

Quick Notes  
Enter text...

## (SMSF) Member Accounts

- Added *Taxable Amount* & *Tax Free Amount* fields.
- Added *Minimum Pension Payment*, *Pension Payment* & *Pension Frequency* fields, which will show when Asset is of type Pension.
- Business rule to show/hide above fields.
- Added a *Quick Notes* field to capture additional comments.

**Pension - Member Account** - Saved

General Related

Account Details  
Member: Stephen Handley Account Type: Pension Account Balance: \$45,303.40 Balance Updated: ---  
Pension Payment: --- Payment Frequency: --- Minimum Pension Payment: ---  
Tax Free Amount: --- Taxable Amount: ---

Quick Notes  
Enter text...

Beneficiary Details  
Beneficiary Type: ---  
Beneficiary Expiration: ---  
Beneficiary Details: ---  
No data available.

## Accounting Process Flow

We've created an Annual Tax Planning process flow found within the **Fin365 Accounting** application. This process was based on the feedback of our accounting customers. The process flow can be found within the **Case** entity as the Annual Tax Planning process is designed to review existing clients.

In a future release, we will develop Accounting specific process flows for Opportunity/New client onboarding.

The screenshot shows the 'Test Tax Planning Process' case summary. At the top, there's a progress bar with four stages: 01 - Planning (< 1 Min), 02 - Strategy Preparation, 03 - Implementation, and 04 - Completion. The current stage is 01 - Planning. Below the progress bar, there are tabs for 'Details', 'Activities', 'Case History', and 'Related'. The 'Details' tab is active, showing a 'Case Summary' section with fields for 'Current Stage' (Tax Planning), 'Topic' (Test Tax Planning Process), 'Type' (Tax Planning), 'Household' (Handley, Stephen & Claudia), and 'Customer' (Stephen R. Handley). There's also a field for 'Annual Revenue' (\$1,931.92). To the right, there's a 'Stakeholders' section listing roles and users: Client Adviser (Barney Ellis (Offline)), Advice Preparation Manager (Barney Ellis (Offline)), Practice Manager (Barney Ellis (Offline)), and Compliance (Barney Ellis (Offline)).

## Estate Planning and Client ID Records

We've added the ability to add notes directly to an Estate Planning and Client ID record. This allows users to add an attachment of the Estate Planning document or ID directly to the CRM record.

The screenshot shows the 'Stephen R. Handley - Will' estate planning document record. At the top, there's a header with the document name and a status 'Unsaved'. Below the header, there are tabs for 'Document Details' and 'Related'. The 'Document Details' tab is active, showing a table with fields for 'Client' (Stephen R. Handley), 'Household' (Handley, Stephen & Claudia), 'Executor name(s)', 'Relationship to client', 'Testamentary Trust Included?' (No), 'Document Type' (Will), 'Document Status' (Current), 'Document Date', 'Document Location', 'Jurisdiction', and 'Quick Notes'. Below the table, there's a 'Notes' section with a search bar and a text area for entering notes. The 'Notes' section is highlighted with a yellow border. At the bottom, there's a 'Get started' button and a message: 'Capture and manage all records in your timeline.'

# Enhanced Features

## Fin365 Dashboard

The Fin365 Home tiled dashboard is now responsive to screen resolution and will scale as you increase or decrease the screen size.

## Task Sequences

When you cancel a task within a task sequence the flow will be stopped and no more tasks will be created in the sequence.

## Account Transaction Types

Added Concessional Contribution and Regular Pension Payment transaction types to the account transactions found under the client asset.

## Client ID Types

Added *Accountant Certificate* and *W8-BEN* to the option set found under the Client Identification entity.

## Phone Call Quick Create

Added all the fields on the Phone Call form to the quick create form to allow for easier entries.

## New Standard Product Providers

We've added GIO Insurance and Integrity Life to the list of product providers that ship as standard with the CRM.

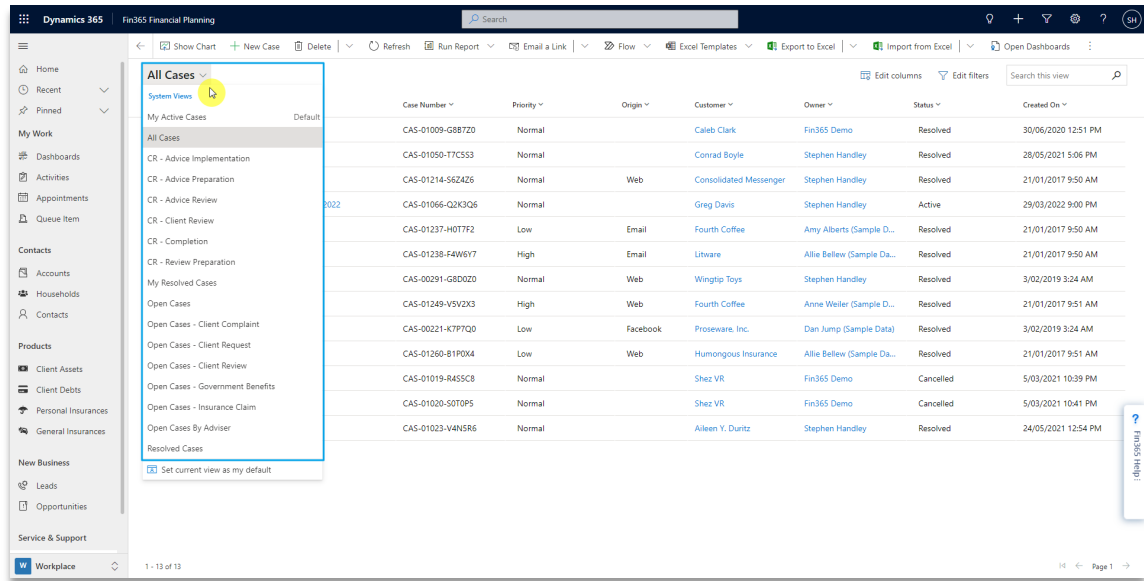
## Improvement to the Client Request Case

We've added an option under the client request that now asks whether or not there is implementation required for the process flow. Selecting yes now reveals a Request Execution

The screenshot displays the 'Client Request Case' interface. At the top, the case is titled 'Client Request Case - Unsaved' with a dropdown menu showing 'Case · Fin365 Client Request'. Below this, a progress bar shows the current stage as 'Request Execution', which is highlighted with a yellow box. The left sidebar contains tabs for 'Details', 'Activities', 'Case History', and 'Related'. The 'Details' tab is active, showing a 'Case Summary' section with 'Current Stage' as 'Client Request' and 'Topic' as 'Client Request Case'. A modal window titled 'Client Request (1 Min)' is open, showing 'Active for 1 minute' and a 'File Note Only' section. In this section, the 'Implementation Required' field is set to 'Yes' and is highlighted with a yellow box. Below this, there is a 'Next Stage >' button. The right sidebar shows 'Stakeholders' with two entries: 'Client Adviser' and 'Advice Preparation Manager', both associated with 'Barney Ellis (Offline)'.

## Updated Views

System & personal **Views** provide a convenient way to quickly filter/segment CRM records.



## CRM Entity Views

The following Fin365 system views have been improved based on customer feedback:

Entity	Old View Name		New View Name
Household	Active Households		
Household	Compliance and Review Dates		
Household	Fin365 Data Integrity – Households		
Household	Inactive Households		
Household	My Active Households		
Household	Overdue Reviews		
Household	Reviews Next Month		
Household	Reviews This Month		
Household	Upcoming Reviews By Adviser		
Contact	Active Customers		Active Clients
Contact	Active Non-Customers		Active Non-Clients
Contact	All Active Contacts		All Active Contacts (Client and Non-Client)
Contact	All Active Primary Clients		
Contact	All Active Spouse Clients		
Contact	All Contacts		All Contacts (Active and Inactive)
Contact	Client Birthdays – This Month		Client Birthday – Upcoming
Contact	Fin365 Data Integrity – Contacts		
Contact	Inactive Contacts		
Companies	Active Accounts		Active Client Entities
Companies	Active Customers		All Active Companies (Customer and Non-Customer)
Companies	All Accounts		All Companies (Active and Inactive)
Companies	Fin365 Data Integrity – Client Entities		
Companies	My Active Accounts		My Active Client Entities
Companies	Product Providers		
Companies	Referral Partners		
Companies	Service Providers		

## Bug Fixes

### Xero Account Codes

- We identified a bug where the CRM limited the number of characters you could have on the account code field. This has now increased to 30 characters to match Xero's limit.

### Service Periods

- When using 'write-in' service items on a Service Period there was an error which prevented the system from completing the Service Period. This has now been resolved.

### Authority to implement field locked in the Client Review Process

- A business rule prevented some businesses from moving past the Authority to Implement step in the Client Review Process due to a field being hidden. This only impacted users who complete their Record of Advice prior to the appointment.

### Emails set regarding a Service Period

- A bug with the task time tracking that was implemented in the last release prevented users from setting an email regarding a Service Period. This has now been resolved.