ISLE OF MAN
FINANCIAL SERVICES AUTHORITY

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Financial Reporting System

User Manual

Contents

1. Glossary of Terms used in this manual

Site Administration User

Members of your organisation whom you require to have access to the system for setting up Reporting, Reporting Funds, Signatory and Signatory Fund Users. This includes the setup of their appropriate roles.

Reporting User

Members of your organisation whom you require to have access to the system for inputting financial information into the system.

Reporting Funds User

The requirement is that the person inputting the form have the correct mandate to do so from the licenceholder.

Signatory User

Members of your organisation who have the Authority to sign off your financial returns as prescribed in the relevant regulatory codes.

Signatory Funds User

The requirement is that the person signing the form have the correct mandate to do so from the licenceholder.

Primary Contact Name

The main contact person in your organisation e.g. Compliance Manager, Resident Officer or Financial Controller.

2. Requirements / Specifications

Availability of Service

The system is available 24/7.

Technical Requirements

The application is supported on the following platforms:-

- Windows Vista
- Windows 7 and 8.

And the following browsers:

- IE9, IE10 and IE11.
- Firefox (versions 29 and above).

System Support

If you encounter difficulties with the system please contact our Internet Support Team on 01624 689306 or internetsupportteam@iomfsa.im. For completion of reports, contact your Relationship Manager on 01624 646000.

Minimum PC specification

- Intel P3 or P4 greater than 700Mhz
- 256 MB ram or more
- 20 MB of free disc space
- VGA colour display 800 * 600
- Internet explorer version 9 or later

Executive summary of functions

The system includes the following:

- An automated email is sent to licenceholders advising that the following reports/forms are due for completion (Basel II Inc Returns, Basel II Branch Returns, DCS, BIS Stage 2, Annual Compliance Declarations, Funds Statistics and Pricing Errors).

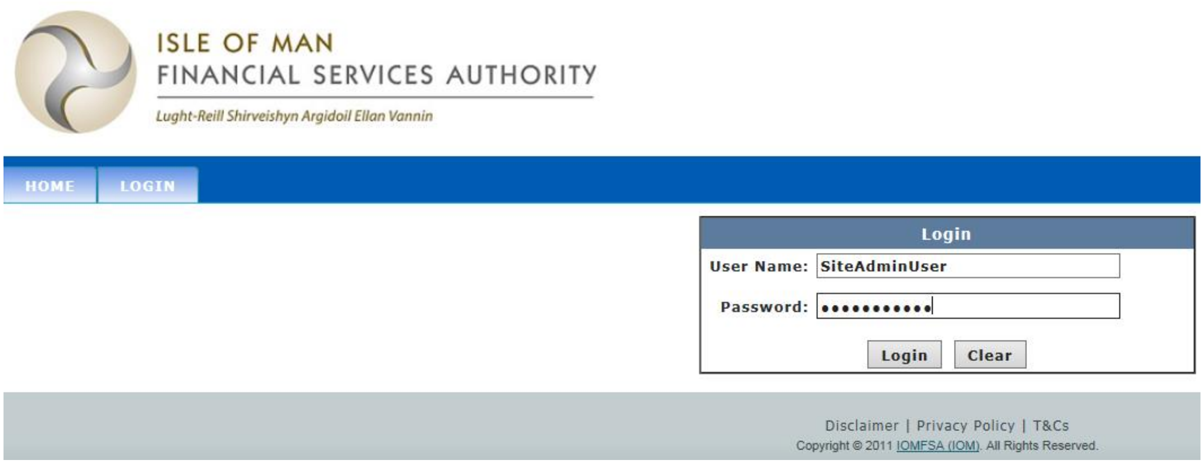
- The signatory user and signatory fund user can submit and sign reports/forms to the Authority.
- Within the history section, licenceholders can view which users and signatories have completed and submitted previous reports/forms.
- All users and signatories can add comments to the reports/forms.
- Once a report/form has been submitted to the Authority an automated email will be sent to signatory user and/or signatory fund user confirming that report(s) have been successfully received by the Authority.
- An automated email will be sent to licenceholders who have not submitted their returns (Basel II Inc Returns, Basel II Branch Returns, DCS, BIS Stage 2) by the required submission date, informing them that the return(s) is overdue.

3. Website User Administration

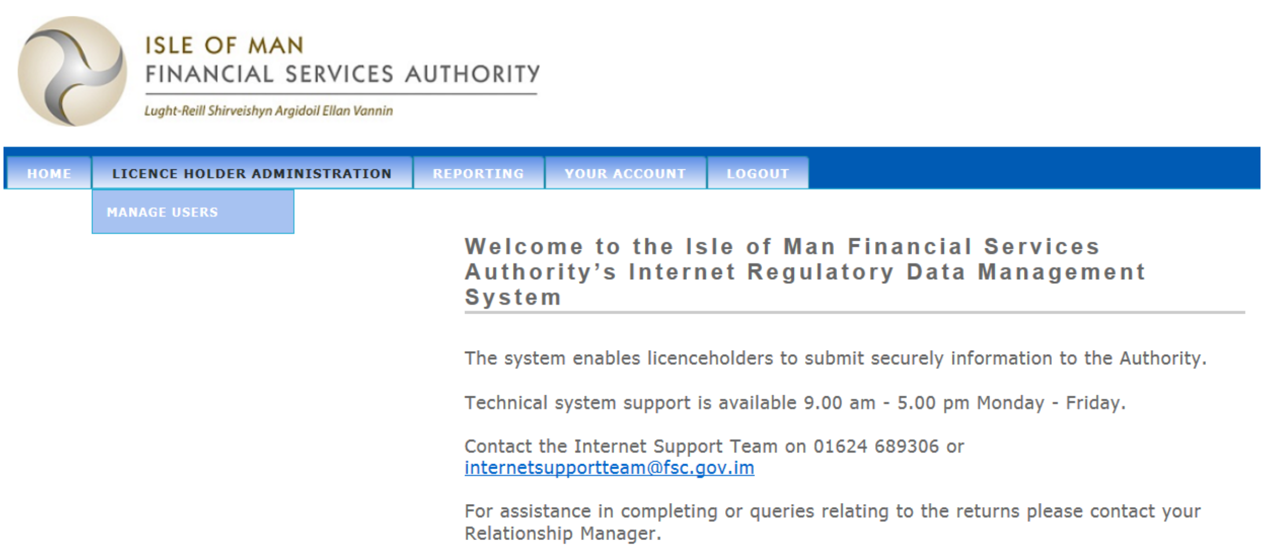
All administration and setup of Signatory and Reporting users will be done by licenceholders using a 'Site Administration User' login. The Site Administrator User for your licenceholder will be assigned in the first instance by the Authority Internet Support Team. When set up, you will receive an email informing you of the login details. If you have not received an email regarding this, then please contact the Authority Internet Support Team on 689306 or email internetsupportteam@iomfsa.im. Once set up, you will be able to create and administer other Site Administration Users as well as Reporting and Signatory Users as needed.

3.1 New User Creation

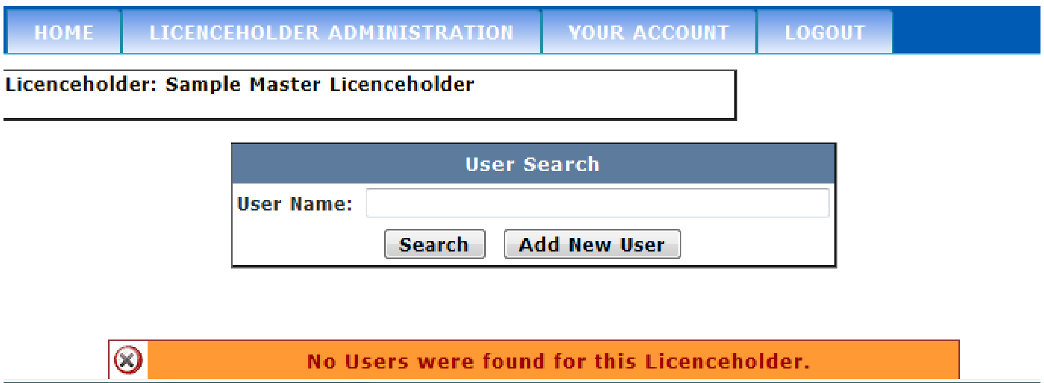
Step 1 – Log into the Website (https://www.fscreturns.co.im) as a Site Administration User



Step 2 – Select Manage Users under the Licenceholder Administration Tab



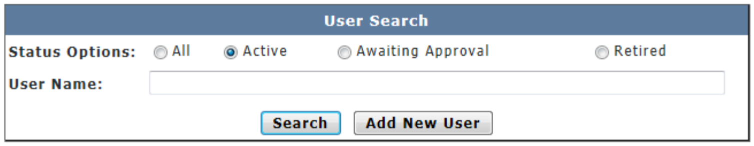
You will be presented with the screen below with the message "No Users were found for this Licenceholder". Your own Site Administration User login is excluded at this point. The system is set up so that you cannot view, modify or delete your own user Login in the Licenceholder User Administration section. Any changes to your own login are done under the "Your Account" section which is covered later in this document.

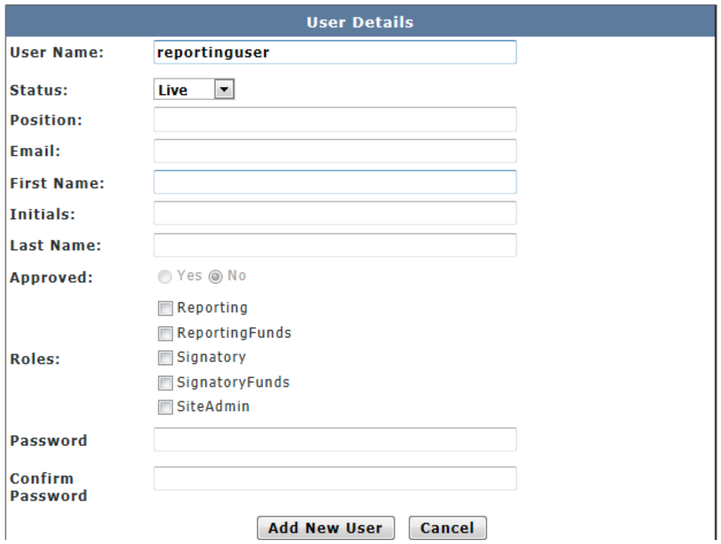


At this stage, you can either Search for existing users or add new users. In the next step, we will create a new "Reporting User".

Step 3 – Creating a User

Enter a user name and press the "add new user" button. In the sample that is shown below we are using "reportinguser". Enter the new user's name into the "User Name" field and then click on "Add New User". Please note that User Names are not case-sensitive. You will be presented with the screen below:





Begin by filling in all of the fields shown with relevant information. Specifically, the fields are:

User Status

There are currently only two statuses on the system – Live and Retired. If you set a user's status to "Retired", they will no longer be able to access the system. A status of "Live" is the default and allows access to the system (subject to approval by the Authority).

Position

This field has no functional effect. You can use it to record a user's position in the organisation, or any other information you would like to record here.

Email

This is the email address of the user. This is used by the Authority Internet Support team to inform the user regarding their access to the system. For signatory users, this email address will be used to inform them of when they have signed the financial returns.

First Name, Initials, Last Name

Name of the user.

Roles

Select role(s) to assign to the user. If this user is going to also be a Signatory or even a Site Administrator, then select those roles as well. Multiple roles per user are allowed.

Reporting – Will give you access to "Reporting → FRS – Submission" menu and enable you to input data to submit to Signatory.

Signatory – Will give you access to "Reporting → FRS – Submission" menu and enable you to submit data to the Authority.

ReportingFunds - Will give you access to "Reporting → Funds – Static" (for creating / amending funds and submitting to SignatoryFunds) and "Reporting → Funds – Regular" menu (for inputting data into ACDs, Pricing Errors and Fund Stats and submitting to signatoryFunds).

SignatoryFunds - Will give you access to "Reporting → Funds – Static" (for submitting fund information to the Authority) and "Reporting → Funds – Regular" menu (for submitting data in the ACDs, Pricing Errors and Fund Stats to the Authority).

Password

When choosing a password, please make sure it is at least 8 characters long with at least one upper-case letter, one lower-case letter, one numeric character and one symbol (., @,$, _, etc.).

Once all fields are completed, select the "Add New User" button to create the new user in the website database. If there are any errors shown when you try to add the user, then the new user will not have been created. Correct any errors and then select "Add New User" again to complete the creation of the user.

When you create a new user, an email is automatically sent to the Authority's Internet Support Team at internetsupportteam@iomfsa.im. They will review new user's details and, if ok, authorise the user's access to the system. When the new user has been approved by the Authority, they will be informed by an **email** to the address you have entered (above).

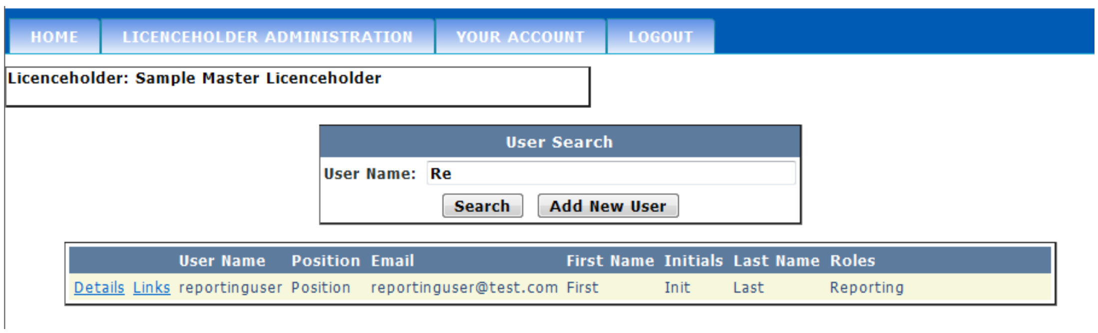
To set up a Reporting Fund User, Signatory, Signatory Fund User or Site Administration user, follow the same process as shown above, making sure you tick the relevant role or roles for the user being created. The same approvals process applies to all new users created in this way.

3.2 Access to reports

To enable users and signatories to view the report tree you will need to give them access to the relevant licenceholders. To do this, go to the "manage users" menu, select "links" and check the box under the relevant roles against the relevant licenceholders.

3.3 Modifying an Existing User

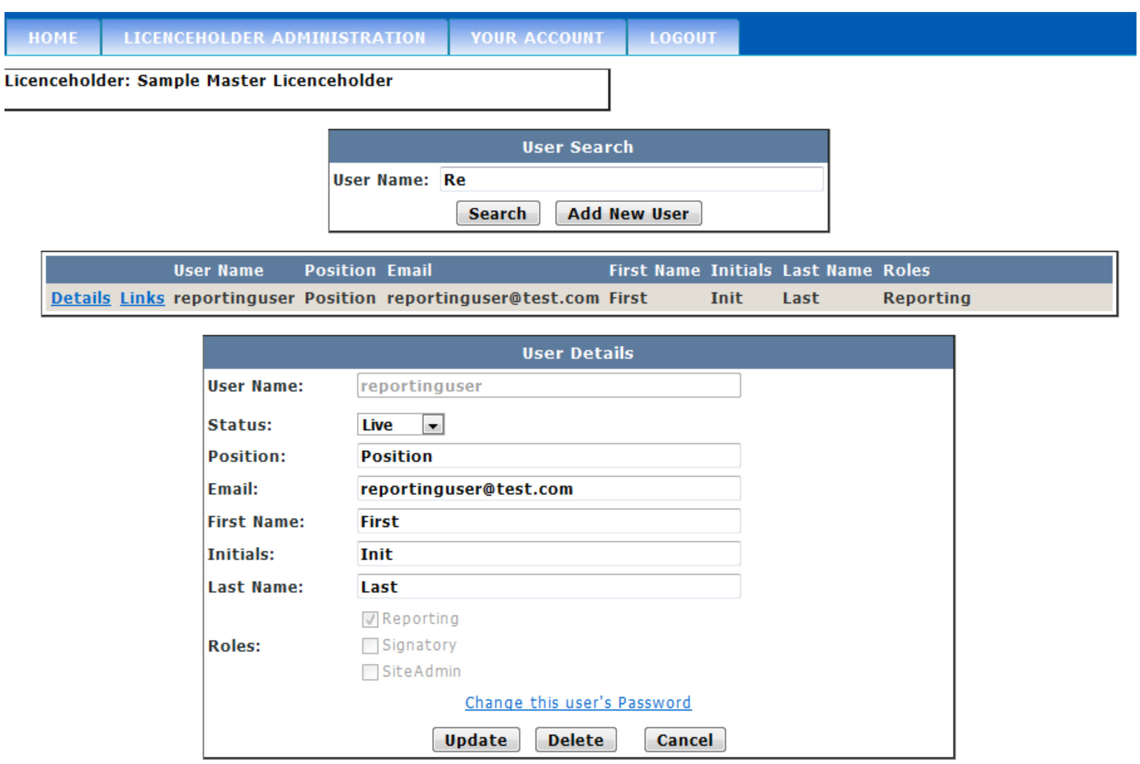
The process of modifying an existing user is very similar to the process used in creating new users, except that you must first search for the existing user. To do this, you press the “Search” button in the Licenceholder Administration screen. If you want to limit your search to a specified user, you can enter the first few letters of their name in the search box, and that will be used to limit the search. Please note again that this search is *not* case-sensitive, In my example, I am searching for my new “reportinguser” so I have entered “Re” and the screen returns the following:



From this screen you can either edit the details of the user, or change how the user is linked to Underlying Licenceholders of your Master Licenceholder.

Changing Existing User Details

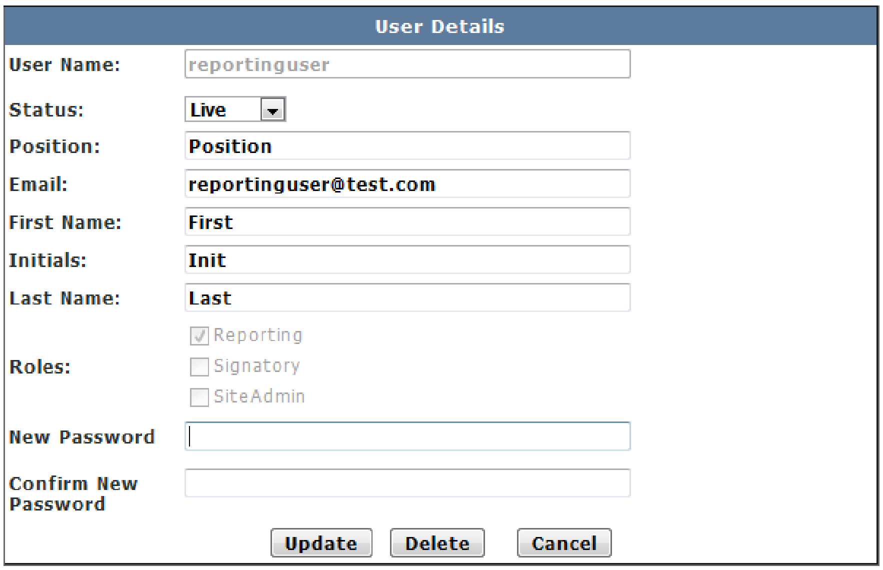
Select “Details” on the screen shown above. You will then be presented the details screen:



From this screen you may update the fields shown above in bold. You may not change the user name. Roles can be changed only if the user has not yet been approved by the Authority Internet Support team. **Once approved, a user's roles can only be changed by the Authority's Internet Support Team.**

Changing Password (Forgotten Password)

The same screen shown above can be used to change a user's password. This is useful if they forget their password. Click on the "Change this user's Password" link, and the screen will expand as shown below:



Enter a new password for the user and enter again to confirm.

To update the user's record with the new details, select "Update". If any errors are shown, correct the relevant fields and try again.

Deleting an Existing User

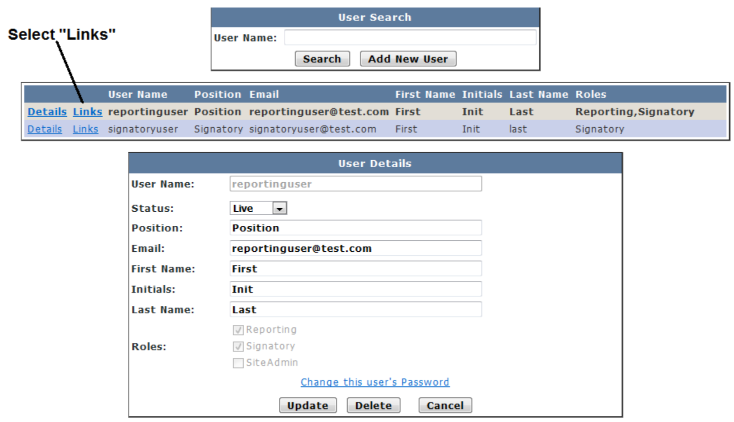
Deletion of a user will only be allowed if the user has not been approved by the Authority. Once a user has been approved, the only way to stop their access to the system is to set their status to "Retired".

If the "Delete" button is present as shown in the screen above, you may use it to delete the user from the system.

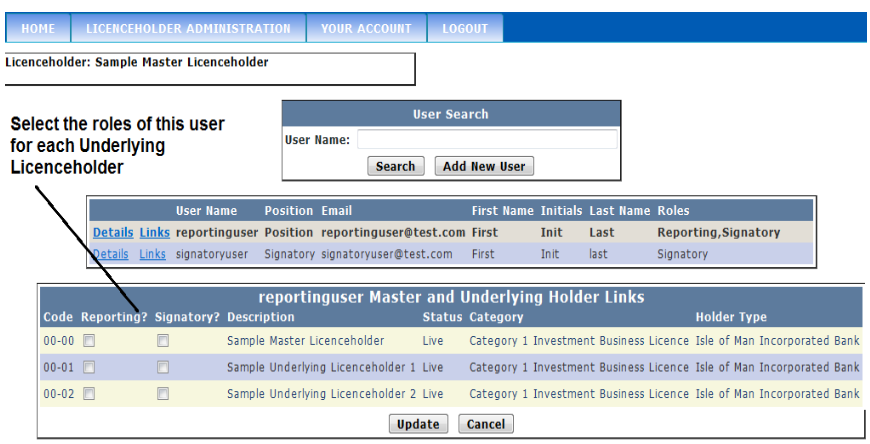
Changing User Links

Licenceholders are set up under a group entity to minimise system administration and to avoid the need to issue multiple logins and passwords to users within your organisation. This means that system administrators will need to control access permissions to the relevant data held on the system for each licenceholder to ensure that your information is kept secure.

The “Links” selection next to the “Details” link will allow you to change how this user is linked to each licenceholder(s). The only roles valid for linking are the “Reporting User”, “Reporting Funds”, “Signatory” or “Signatory Funds” roles. An individual user may have neither, one, two, or all roles assigned. The reportinguser being used has been updated to allow both Reporting and Signatory roles as follows:



Upon selecting “Links” as above, the screen is updated to show the Licenceholder links:



Here you can select the Reporting, Signatory, Reporting Funds or Signatory Funds roles as applicable for each licenceholder. Multiple roles can be selected.

If the user was only given a single role, then only that role will be available on this screen to assign.

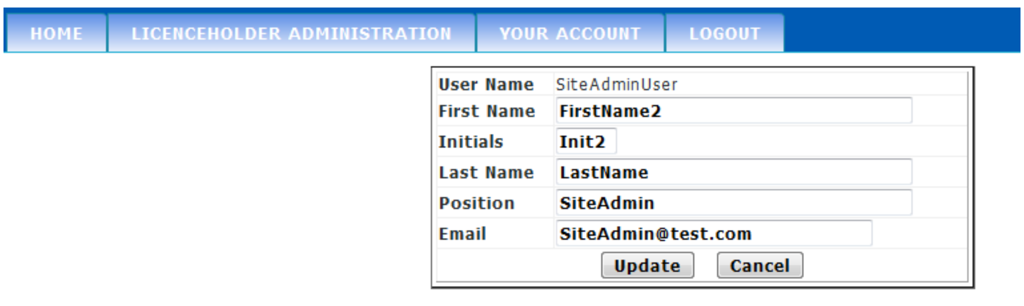
The roles assigned here will determine the user's permissions for creating, amending or signing reports in the FRS-submission and Funds-Static / Funds-Regular areas. Please see the relevant section for further details.

3.4 Your Account – Changing Your User's Details

You may modify some details of your own user by using the "Your Account" tab. From here you may change your profile, or change your password.

Your Profile – Changing details of your own user

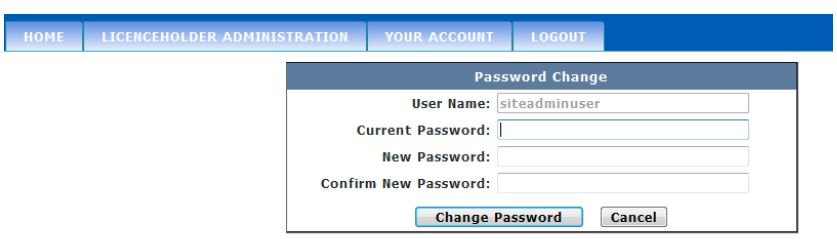
If you select "Your Account - Your Profile", you will be shown the details of your user profile that you may change. In the following example, our Site Administrator is changing some details of his/her profile.



The fields here are validated in the same way that they were on the "Manage Users" screen previously seen.

Change Password – Changing your own user password

If you select "Your Account – Change Password", you will be presented with the following screen where you can change your own user password.



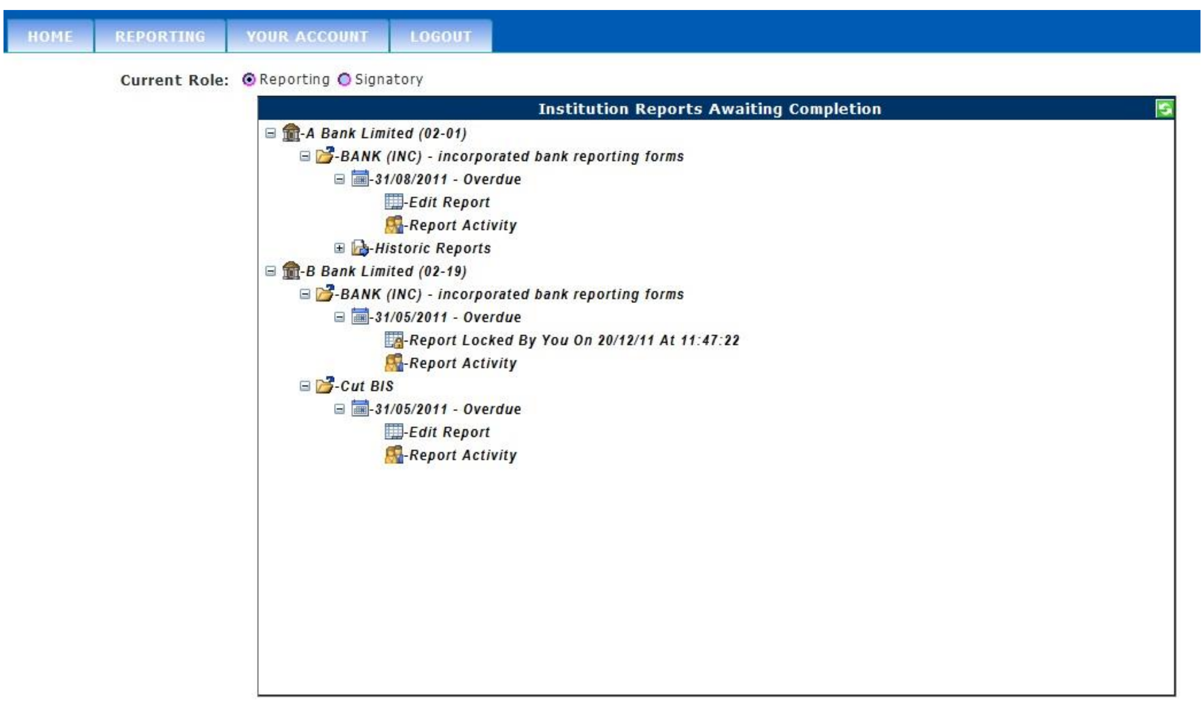
The same password rules apply here that apply to the "Manage Users" screen previously seen. Please also note that you will need to enter your current password in order to change it. If you have forgotten your password, you will need to inform either a Site Administrator at your institution or the Authority's Internet Support Team for them to reset it for you.

4. FRS Reporting

4.1 Process

- Go to https://www.fscreturns.co.im
- Log in with a user assigned to Reporting or Signatory roles
- Select "FRS – SUBMISSION" under "REPORTING" menu. If the user is a Signatory only then the entry will be "FRS – SIGNING"

On the Institution Reports Awaiting Completion/Signatories screen, if you have Reporting AND Signatory roles then select the role you are currently fulfilling with the radio buttons at the top of the screen.



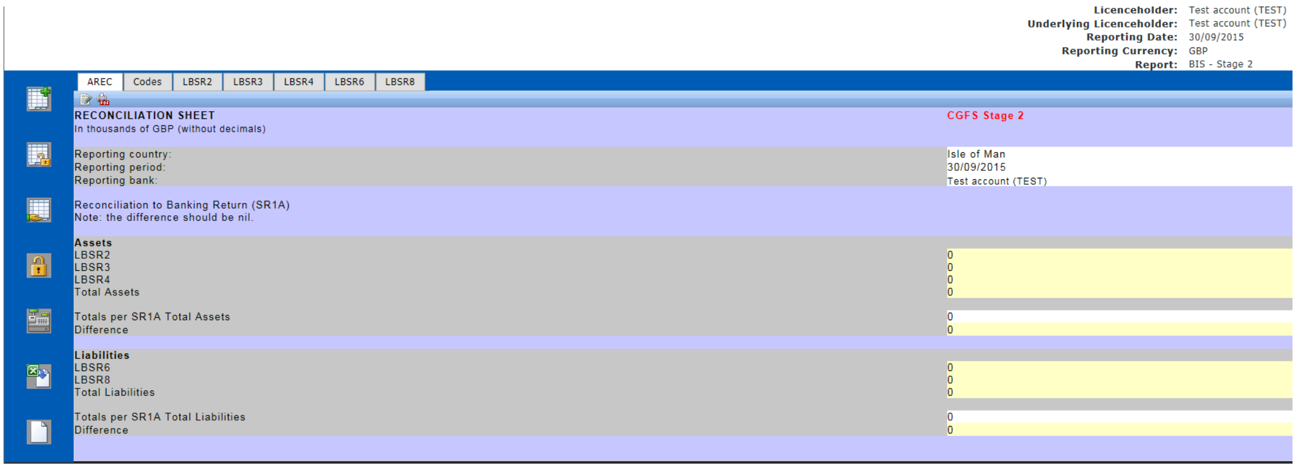
In Reporting mode, if a particular report is due for completion then the report entry will have underneath it Create Report or Edit Report (if data has already been saved to this report). In

Signatory mode if the report has been submitted for signing then there will be an entry of Sign Report. Click on the appropriate entry to go into the report screen.

If a report has a Report Activity entry then clicking that will display a list of the actions performed on that document (i.e. saving, submitting and signing) and who performed them.

Once a document has been signed off then it appears as an historic entry, which can be displayed by clicking on the View Report option. Historic reports up to a year old are displayed.

The report screen allows the user to enter, submit, sign and view data as appropriate:



There are a few important points to bear in mind when using the report screen:

When editing or signing a report it is actively locked in your name until you exit the screen using one of the command buttons on the left of the screen. Closing the browser window will not remove the lock. Should this happen, if you return to the Institution Reports Awaiting Completion/Signatories and click on the Report Locked By You On … you will be able to go back into the report. Other users will not be able to edit the report whilst it is locked. Additionally, each morning any locks that have existed for more than 24 hours will be automatically removed.

Any changes made to the screen will not be saved until you select an appropriate command, except in the case of an Excel import. Once data is changed a warning message to this effect will appear at the top of the screen and the appropriate buttons will be highlighted.

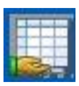
Due to the sheer size of some of the reports required by the Authority it is not possible to perform calculations in real time. Calculations are only performed on a save command or by selecting the Calculate option. Again, once data is changed on the screen a warning message to this effect will be displayed and the Calculate button will be highlighted.

Saving, calculating and importing are done by sending data back to the Authority's web server and processing it as required. Therefore there may be several seconds' delay between pressing the command and seeing the results appear in your browser, especially on larger reports. Please also note that these actions will apply to the entire report, not just the sheet currently displayed.

The following commands are available when editing a report for submission:

 Save – performs any calculations and saves the data, including any comments.

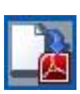
 Save and Exit – as above, unlocks the report and returns to the previous screen.

 Submit – As Save plus submits the report for signing, unlocks the report and returns to the previous screen. Once submitted the data cannot be altered unless it is rejected by a signatory.

 Exit – unlocks the report and returns to the previous screen. If data has been changed then you will be asked if you wish to save before exiting.

 Calculate – performs all calculations and displays the results, but does not save the data

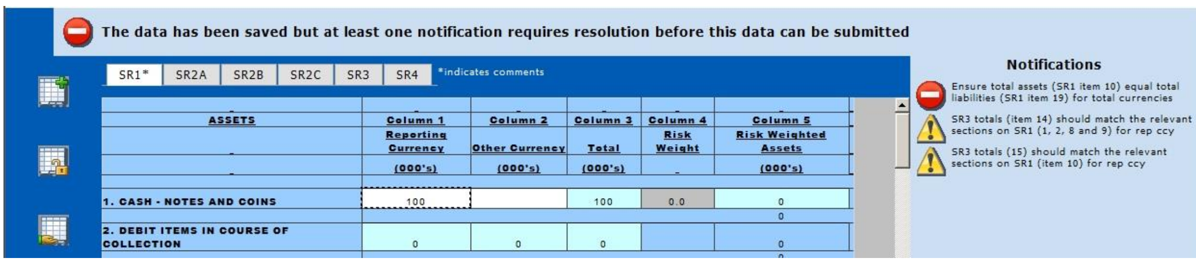
 Import Excel – loads data from a matching Excel document, performs any calculations and saves the data.

 Print to PDF – see below.

Comments – allows comments to be passed between users/signatories. The comments entered only apply to the sheet displayed. If a sheet has comments associated with it then the tab for that sheet is marked with * and when that sheet is displayed the Comments button will be highlighted.

Validations

Certain fields may have formatting rules applied to them which are checked upon saving or calculating. Additionally, reports may have validation rules which are checked on saving or submitting. In either of these cases the messages will be shown in a sidebar, thus allowing you to easily go through the list and correct errors:



There are 3 levels of notification in the following priority order, highest to lowest: error, prompt, message. If any error message is listed then the report cannot be submitted until the error is resolved.

If any prompt message is displayed on submission and there are no error messages then the choice is given to continue with the submission or return to edit the document.

If only messages are displayed then these are purely for information. If they appear on pressing submit the submission has been performed but the system hasn't returned to the previous screen so that you can review these messages. Note that the screen will now be in view mode and the lock has been removed.

The following commands are available when viewing a submitted report (note that data cannot be altered by a signatory):

Sign – approves the report, saves any changes to comments, unlocks the report and returns to the previous screen. If the report requires a single signatory or it requires multiple signatories and you are the final signatory then the report is submitted to the Authority for review.

Reject – unsubmits the report allowing it to be modified, saves any changes to comments, unlocks the report and returns to the previous screen. If multiple signatories are required and another signatory has approved the report, that approval is also deleted.

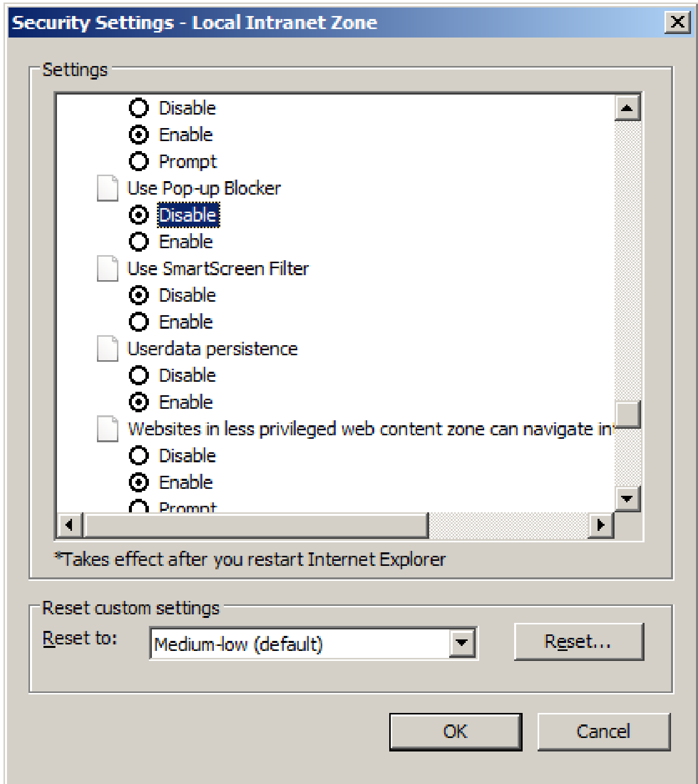
Exit – as defined above. Unlocks the report and returns to the previous screen.

Print to PDF – see below.

Comments – as defined above.

A note regarding Print To PDF:

This option generates a PDF document in a separate browser window for the sheet currently being displayed. If you wish to use this function then you must enable pop-ups. To do this go to the Security Settings in Internet Explorer and select the Internet zone, or the Trusted Site zone if you have assigned or left assigned the Authority's Returns website as a trusted site (see the section Internet Explorer Settings for instructions on how to find this screen). Select the Custom Level button. On the next screen scroll down to the entry entitled Use Pop-up Blocker and select Disable, then press OK.



Please note also that certain Internet Security products may block pop-ups and if this is the case that function will also need to be disabled.

4.2 Explanation of validations

Validations (checks comparing data in a single report and between reports) are set, such that certain criteria have to be met, or could be reviewed, before reports/data are submitted to the Authority.

Validations are either set within a single report only or between reports. There are two formats of validation in this regard, called “cross validations” and “non –cross validations”.

Stop Validations

These are set such that the submission of a report will be stopped until the data is correct. Stop validations are not set for “Non-cross Validations” as they could result in the user being unable to save data part way through completing a report.

Error/Prompt Validations

These are set to prompt the user that some data is not strictly correct and could be reviewed. However, the reports can still be saved and/or submitted. These can be set for “Cross” and “Non-cross” validations.

Message Validations

These are set to inform the user to check consistency of data. In some cases, a message may not be relevant for a licenceholder. They are for information purposes and are not deemed to be critical in completion of the reports. These validations can be set for “Cross” and “Non-cross” validations.

Note – If you do not see any validation messages then you have successfully adhered to all types of validations. Stop validations must be adhered to in order to submit data.

5. FUNDS REPORTING

5.1 Process

- Go to https://www.fscreturns.co.im
- Log in with a user assigned to Reporting Funds or Signatory Funds roles
- Select “Funds – Static” or “Funds – Regular” under “REPORTING” main menu.

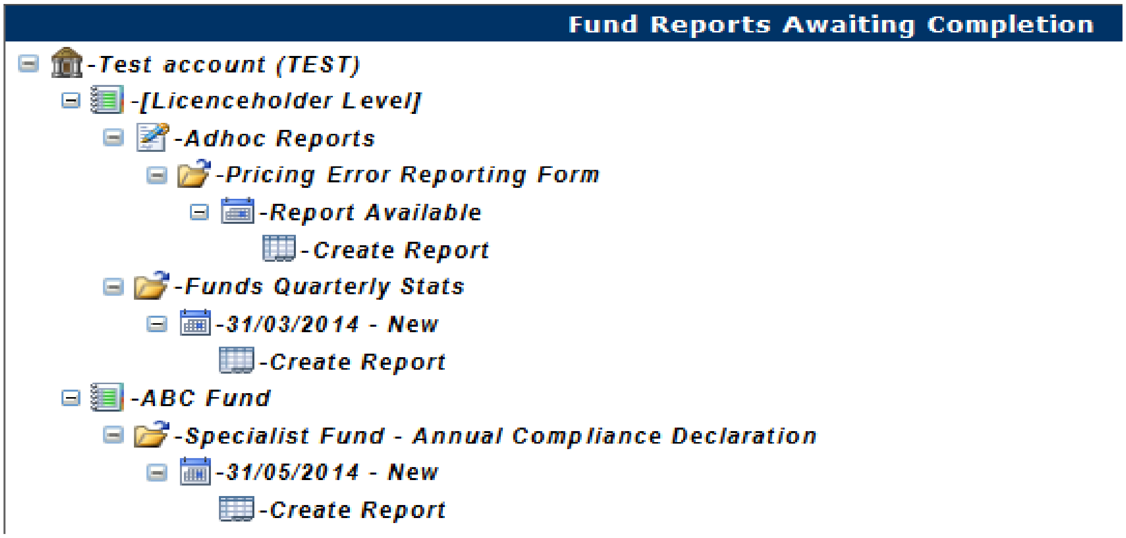
Reporting:

- **Funds – Static**

From here you can:

- Create a new form to be submitted
- Amend a current form to be submitted
- Add attachments to a form (when in the form)
- As the Reporting Fund User, submit a form to the Signatory Fund User
- As the Signatory Fund User, submit a form to the Authority for authorisation
- View previously submitted forms.

- **Funds – Regular**



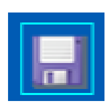
From here you can:

- Complete and submit an Annual Compliance Declaration form
- Complete and submit a Pricing Error Report form
- Complete and submit the Funds Quarterly Stats form
- View previously submitted forms.

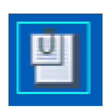
The following commands are available when editing a report for submission:

Previous Page

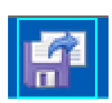
Save



Attachments



Save and Close
(on the attachments screen)

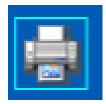


Submit
(to signatory)

Form Comments

Sign off the form
(submit to Authority)

Print layout (expands accordions. Then Select File → Print)



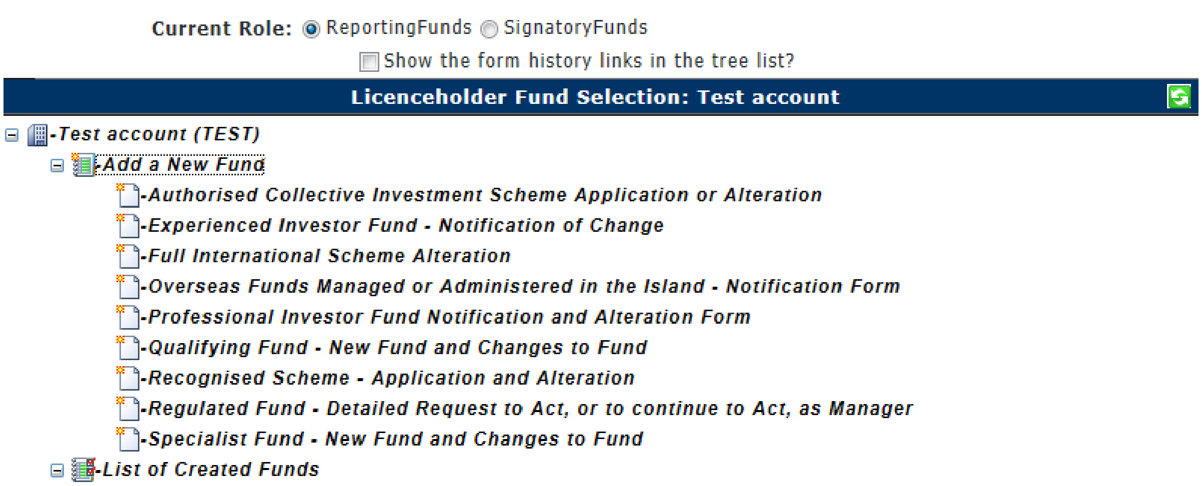
Reject the form
(Sends it back to Inputter. A comments box will be displayed before the form is rejected.)

Amendments Date
(opens the date of amendments screen)

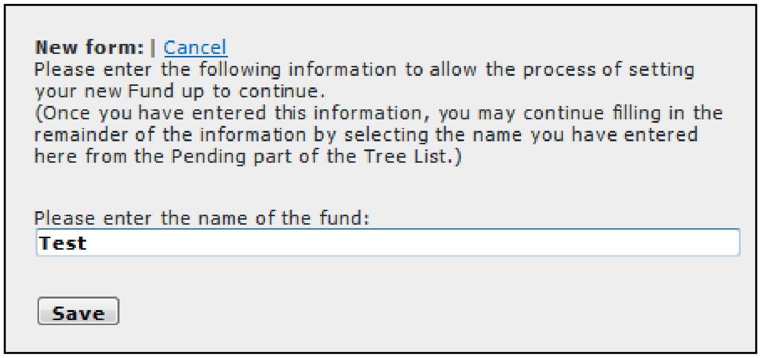
Delete the form (can only be used with new, unsigned forms)

5.2 Reporting Funds User - create a Fund form

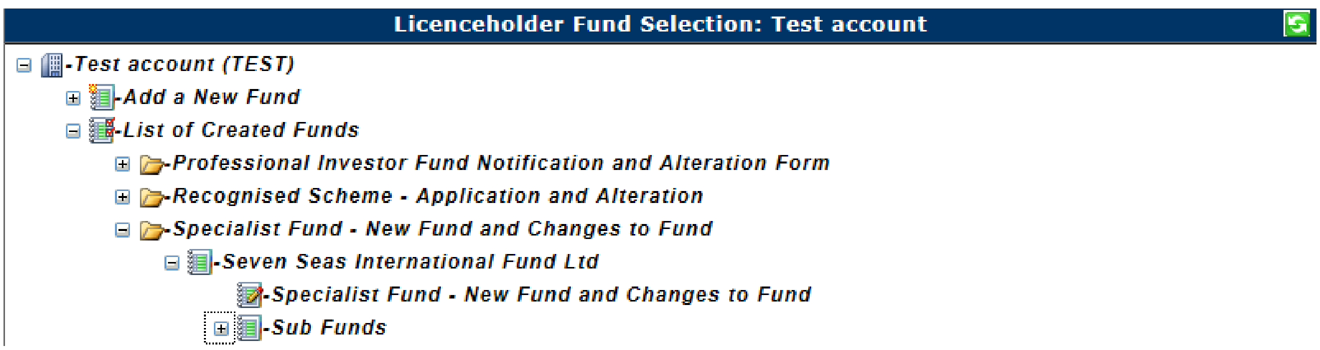
Under the licenceholder name, click on "Add a New Fund" and select the fund type.



Enter the name of the fund and click 'Save' (If you hit the enter key it will not populate as a new fund)



Expand the "List of Created Funds". Fund types that have been created will be listed.

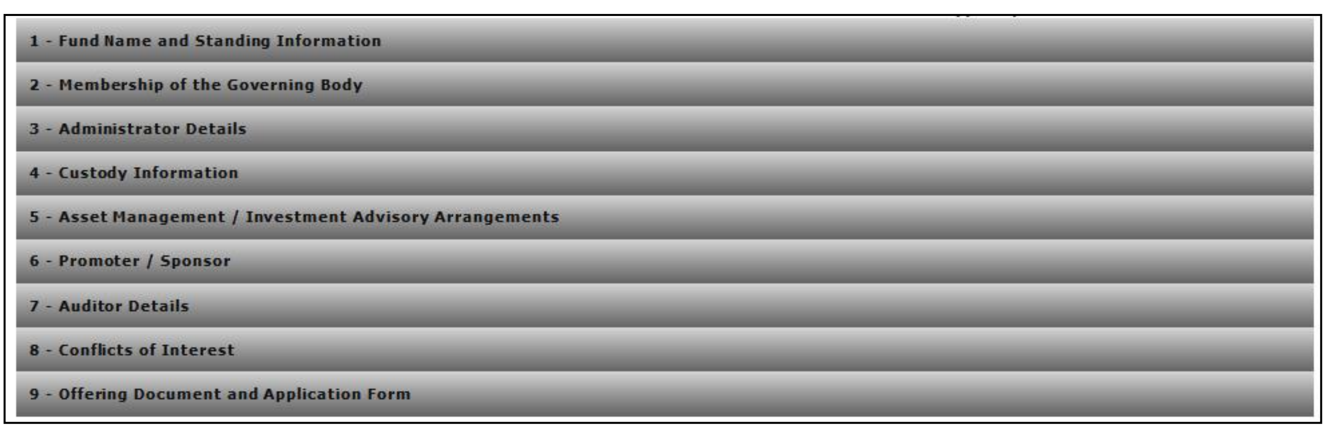


Expand the fund type and then expand the fund name. Click on a form to open.

5.3 Reporting Funds User - enter Form data

Click on each of the grey accordions to open and complete each of the form pages. You can use tab to move between boxes on a page.

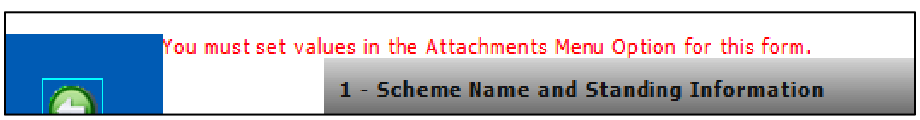
When you have finished the form, or if you have to leave the form but are not ready to submit, click the Save icon. Any new data will be lost if you do not save.



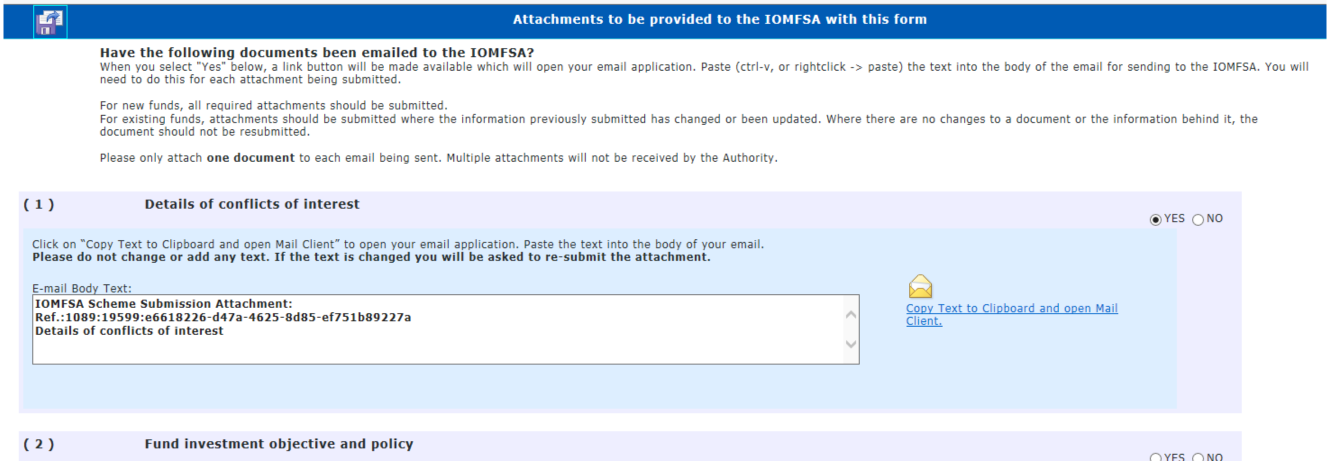
If you click the submit icon at this stage, any validation that have not been met will be displayed (shown below) and the relevant accordion will be highlighted in red.

You will not be able to submit the form until all validations have been met.

If you then click the Submit icon again, you will then be asked to set the attachment values:



To set the attachment value, click on the attachments icon. A list of required attachments to be submitted with the form will be shown:



You will then need to follow the onscreen instructions and attach the relevant information in an email to be sent to the Authority. **Please note - only attach one document to each email being sent to the Authority. If required, please scan multiple documents into one document. Please only attach the following types of document:**

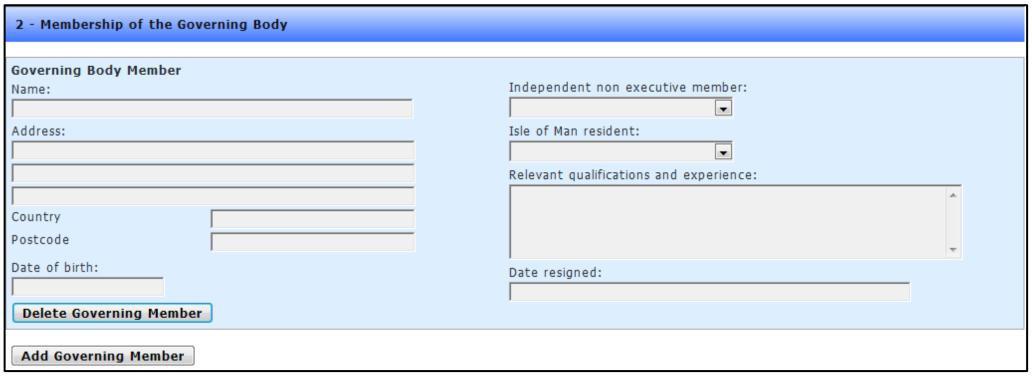
- **Word**
- **Excel**
- **PDF**

5.4 Reporting Funds User – amending Governing Body members

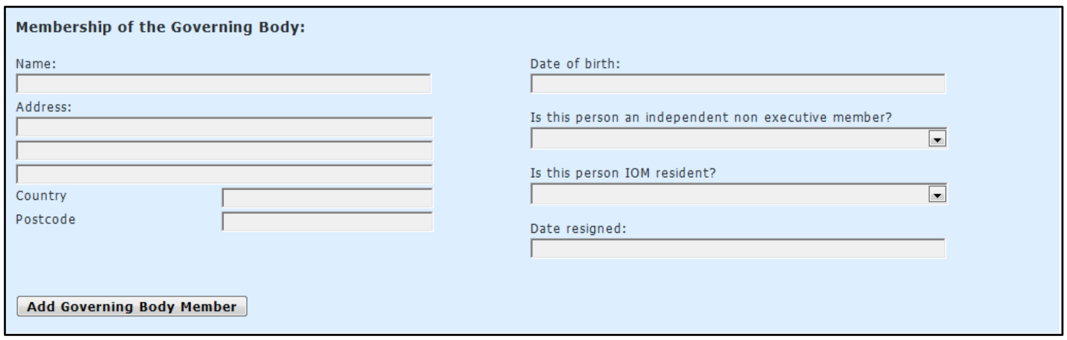
This section is fund specific.

For Authorised, Full International, Regulated

For EIF, PIF, Qualifying, Specialist



For Overseas



When a Governing Body Member is removed, resigns or is not reappointed at the end of their term, the date that they 'resign' must be recorded. A new Member can be added at this time by clicking Add Governing Body Member. The form must then be submitted via the Signatory to the Authority.

The next time the form is submitted the 'resigned' Governing Body Member can be deleted from the form. This allows for the member to be recorded correctly with a resignation date in the historic data of the forms.

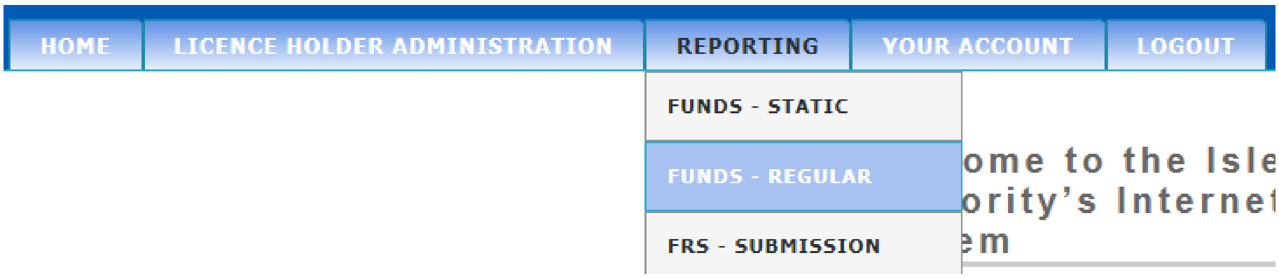
NOTE – for Regulated, Qualifying and EIF Section 6, and Specialist Funds Section 7 of the relevant Regulations state:

> **Ceasing to be a member of the governing body**
> (1) Where a member of the governing body is removed, resigns or is not reappointed at the end of their term of office, that member must notify the Commission without delay, stating the reasons for the change in the governing body's membership.
> (2) The notice in paragraph (1) can initially be made by any reasonable means however verbal notification must be followed up by letter or email within 5 working days.

5.5 Reporting Funds User – upload quarterly statistics spreadsheet

A new format spreadsheet is available on the website. Input your data and save it to an accessible area.

Go to ‘Funds - Regular’ menu



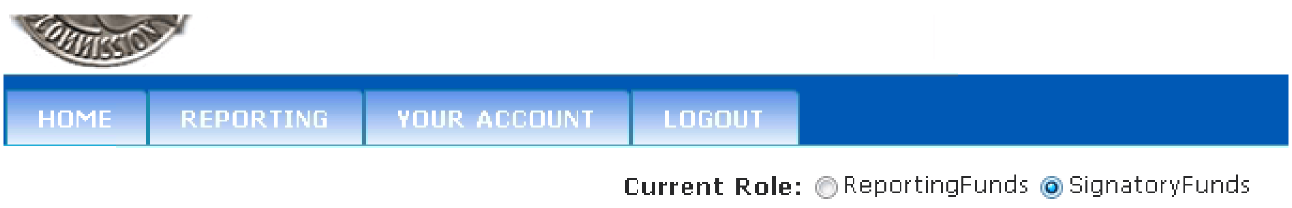
You will see the Fund Quarterly Statistics – expand this to open the tree view:

To send us your quarterly spreadsheet, click on “Create Report”. Then select the “upload” icon and upload your populated Excel spreadsheet. Once the data has been imported, click on the “submit” icon. This will send the report to the signatory for signoff.

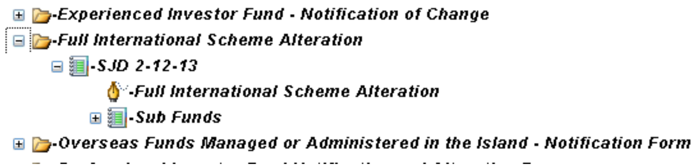
5.6 Signatory Funds User sign off – new Fund

Go to Reporting > ‘Funds – Static’ menu

If you have both the reporting funds and signatory funds role assigned you will need to select the signatory funds role:



Under the List of Created Funds you will see any funds to be signed off (the pen icon) and sent to the Authority.   Expand the fund name and click on the fund to be signed



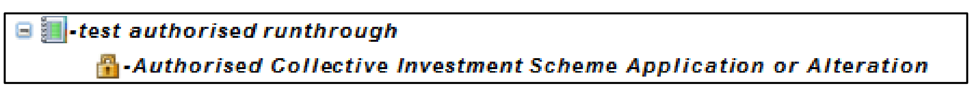
The Signatory cannot amend the data here. If there are amendments to be made before you sign the form, use the Form Comments icon to add any comments and then click the “Reject the Form” icon to send the form back to the reporting fund user.

If you wish to proceed with submitting the data to the Authority, click the Submit icon.

You will then be given the Manager’s Declaration (varies for each fund type).

You can Cancel to return to the form without submitting. If you are ready to submit the form to the Authority – click “Sign the Form”.

The Signatory will see a “lock” icon against forms that they have signed and submitted to the Authority:

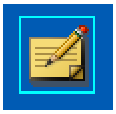


At this stage the Signatory can open the form to view the data only.

The Authority will then review the submitted data and either accept or reject it. An “Acception” or “Rejection” email will then be sent to the licenceholder.

5.7 Signatory Funds User – adding comments

The Signatory Fund User can add comments to the form at any time – even if the form is locked.

Click on the Form Comments icon: 

A comments box will be displayed. Add comments here and save. (Comments can be in any format.) Comments can be seen and updated by all users – reporting, signatory and the Authority.

5.8 Signatory Funds User – sign off Fund form after amendments

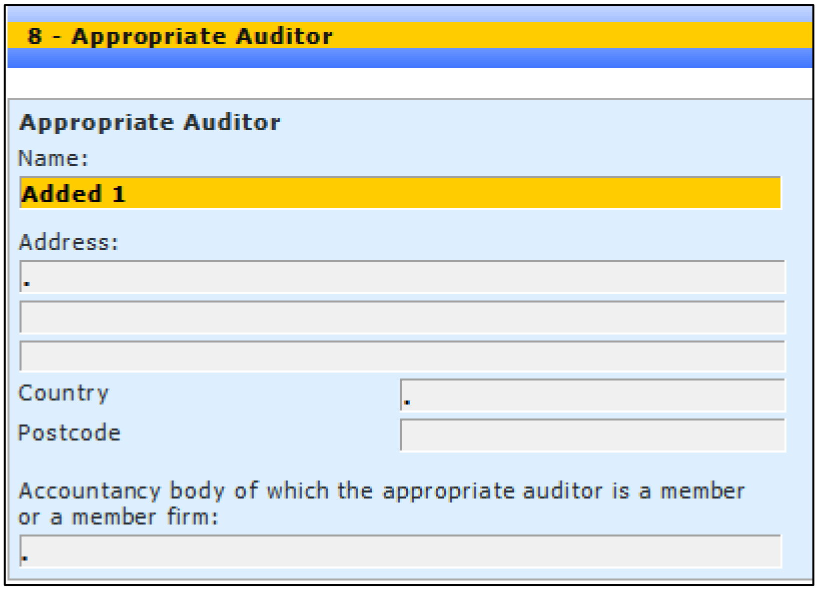
Go to Reporting > 'Funds – Static' menu

If you have both the reporting fund user and signatory fund user roles assigned you will need to select the signatory role.

Under the list of created Funds you will see any funds to be signed off (the pen icon) and sent to the Authority. Expand the fund name and click on the fund to be signed.

When the form opens, any amendments made will be highlighted in the accordion to show where these changes have been made:

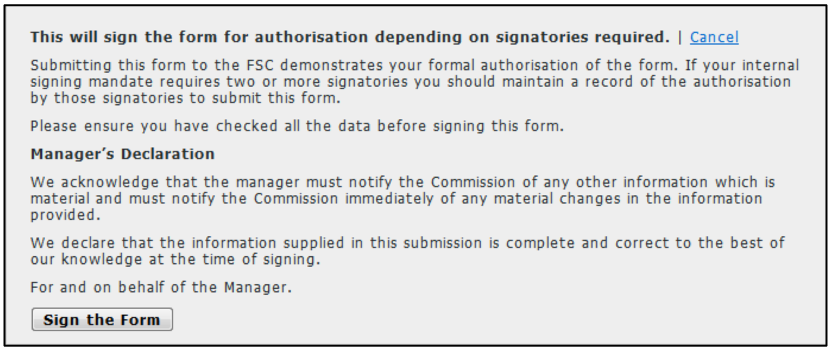
When you open a highlighted accordion page, the changes will be highlighted on that page.



The Signatory cannot amend the data here. Follow the Reject the Form process to send the form back to the Reporting Fund User if there are further amendments to be made.

If you wish to proceed in submitting the data to the Authority, click the Submit icon.

You will then be shown the Manager's Declaration (varies for each fund type).


This will sign the form for authorisation depending on signatories required. | Cancel

Submitting this form to the FSC demonstrates your formal authorisation of the form. If your internal signing mandate requires two or more signatories you should maintain a record of the authorisation by those signatories to submit this form.

Please ensure you have checked all the data before signing this form.

Manager's Declaration

We acknowledge that the manager must notify the Commission of any other information which is material and must notify the Commission immediately of any material changes in the information provided.

We declare that the information supplied in this submission is complete and correct to the best of our knowledge at the time of signing.

For and on behalf of the Manager.

Sign the Form

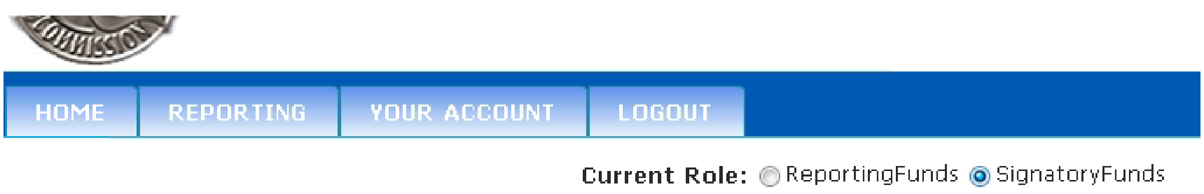
You can Cancel to return to the form without submitting. If you are ready to submit the form to the Authority – click "Sign the Form".

The Authority will then review the submitted data and either accept or reject it. An "Acception" or "Rejection" email will then be sent to the licenceholder.

5.9 Signatory Funds User – sign off quarterly statistics spreadsheet

Go to 'Funds - Regular' menu

If you have both the reporting fund user and signatory fund user roles assigned you will need to select the signatory role.

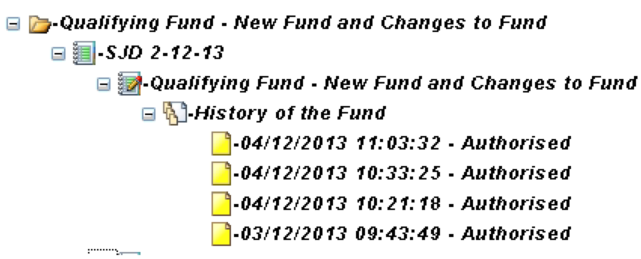


Under Funds quarterly Statistics, click on 'Sign Report' to open the stats spreadsheet.

You will then have the option to sign the report, which will send it to the Authority, or reject it back to the inputter for amendments.

5.10 Viewing history of form amendments

To view form history, select the tick box for “Show the form history links in the tree list” at the top of the page. This option is available for both the Reporting Fund User and Signatory Fund User.



Expand the fund type, fund name and History of the Fund – this will display previously authorised versions of the fund form. The current authorised submission (by the Authority) will be displayed at the top of the list.

You cannot make any changes to historical forms. Historical forms are read-only.

6. Q&As

1. How do I know what reports require completion?

- Only the returns relevant to your licences held will be displayed for completion.

2. How do I view my reports?

- To display your reports, double-click on your licenceholder name and then expand the box next to the reports due. You will then see the reports required for completion.
- You will see 'Create Report' – this will open all reports in one window.

3. Who can complete the reports?

- An Authorised Site User can complete the reports. An Authorised Signatory cannot edit reports. They can only sign or reject reports.
- If an Authorised site user has completed the reports, an Authorised signatory will need to sign off the reports in order to submit these to the Authority.

4. Which cells do I need to complete on my FRS submissions?

- The only cells that require completion by you are the white cells. These will be automatically completed when using the 'Import Excel' function.

5. How do I use the "Import Excel" function for FRS submissions?

- Once you have opened your returns, on the left-hand side of the report is an "import excel" icon. This will allow you to import the whole excel document provided by the Authority. **Do not** attempt to use any other excel document.
- You must only use the function once for importing. (eg. Import the Banking Excel Workbook – Submit returns to the signatory. If a validation stops the submission you must then manually change the figures on the website and use the "calculation" button to update the data. **Do not** "Import Excel" again, as the changes **will not** re-write over the existing data).

6. Can I save during completion of my reports?

- On the left hand side of the screen is a save button. This will save any work you have completed. It is recommended you save the contents of the report throughout the completion process and prior to submitting returns.
- It is not necessary to complete all the reports and submit it in one session. Provided you have saved the data entered you can return to edit this until the reports are submitted.

7. Can I print my work?

- Yes. Just click the Print to PDF icon (for Banking returns). For Fund forms, click on the Print icon inside the form screen and then select file→print.

8. How do I add comments to a report for a User/Signatory to view?

- On the left hand side of the reports is a 'Comments' button. This will allow you to add comments for each report. Note that the Comments button relates to the report you are in.

9. What do I do when an Authorised user has completed the reports?

- As an Authorised User, once you have completed the reports, you need to submit them to your Authorised Signatory for signing. Ensure you have saved the report contents prior to doing so.

10. What do I do if I receive an error/prompt/message validation box (FRS submission only)?

- See page 26 for a full list of validations and their definitions.
- The Authority will be able to see which error validations occurred to help resolve any queries. A prompt/error does not automatically mean you have encountered a significant problem. You can still submit the returns.
- Any validations displayed will show which items in a particular report require attention.

11. What do I do if I receive a stop validation box (FRS submission only)?

- These only occur upon submission. You will not be able to submit the data. You will have to correct the data in the relevant reports and re-submit.

12. What do I do when an error is subsequently detected in the reports submitted?

- Contact your Relationship Manager at the Authority to advise of the error contained in the return.

13. How can I see the history of my previous reports?

- Expand the box next to ‘History of Reports’ and choose which reports you would like to view the history for, then select ‘All reports’ and click the ‘show log’ button. This will allow you to see who submitted the reports, date and time.

14. How do I know the Authority has received our reports?

- An email will be sent to the signatory who has signed the reports, confirming that the Authority has successfully received the reports.

15. How do I know when the next reports are due for submission to the Authority?

- Reports will be displayed automatically when due for completion. A reminder will also be sent via email to licenceholders.