

# Document Management

The **Documents** section stores all documentation produced within The Key throughout the sales process. In addition documents created outside of the Key can be added to a client file and new template documents can be created in order to use data already stored in the system e.g. name, address, product information etc., to create an individual letter to a client.

The **Documents** section can be accessed either via the **Client Documents** menu or from the **Products** section as shown below

## Client, Documents

The screenshot shows the 'Client, Documents' interface. On the left is a navigation menu with 'Documents' highlighted in red. The main area displays client information and a table of documents.

Created Date	File Type	Description	Last Modified Date	Final Version
02/11/2011 09:54	Email		02/11/2011 09:55	<input type="checkbox"/>
01/11/2011 12:12	Fact Find Data	Fact Find Snapshot eNBS submitted	01/11/2011 12:12	<input type="checkbox"/>
31/10/2011 12:39	Word file	Suitability Letter ProtectionGI	31/10/2011 12:41	<input checked="" type="checkbox"/>
27/10/2011 12:54	Fact Find Data	Fact Find Snapshot Application	27/10/2011 12:54	<input type="checkbox"/>
27/10/2011 12:54	Fact Find Data	Fact Find Snapshot eNBS submitted	27/10/2011 12:54	<input type="checkbox"/>
27/10/2011 12:52	Word file	Suitability Letter Mortgage	27/10/2011 12:54	<input checked="" type="checkbox"/>
27/10/2011 12:50	PDF file	Product List Skipton Building Society 2 Year Tracker BBR plus 1.48% LTV 60% Purchase	27/10/2011 12:52	<input checked="" type="checkbox"/>
27/10/2011 12:50	PDF file	KFI Skipton Building Society 2 Year Tracker BBR plus 1.48% LTV 60% Purchase	27/10/2011 12:52	<input checked="" type="checkbox"/>
27/10/2011 12:46	PDF file	IDD Template Mortgage_IDD	27/10/2011 12:52	<input checked="" type="checkbox"/>
27/10/2011 12:45	Word file	Fact Find Mortgage	27/10/2011 12:52	<input checked="" type="checkbox"/>
27/10/2011 12:41	Word file	Data Protection Statement	27/10/2011 12:52	<input checked="" type="checkbox"/>

## Client, Products, Documents

The screenshot shows the 'Client, Products, Documents' interface. On the left, 'Products' is highlighted in red. The main area displays product details and a table of documents.

**Product Details (New Business)**

Product Type: Mortgage | Sub Type: Purchase | Status: Completed | Provider: Skipton BS | Client(s): Capon, Dan | Description: £50,000 deposit

Type	Category	Repayment Basis	Provider
Mortgage		Repayment	Abbey National
Mortgage		Repayment	Skipton BS
Insurance		a la carte healthcare	
Insurance		21st Century	
Insurance	Term Assuran...		Abbey Life

Created Date	File Type	Description	Last Modified Date	Final Version
27/10/2011 12:52	Word file	Suitability Letter Mortgage	27/10/2011 12:54	<input checked="" type="checkbox"/>
27/10/2011 12:50	PDF file	Product List Skipton Building Society 2 Year Tracker BB...	16/11/2011 14:49	<input checked="" type="checkbox"/>
27/10/2011 12:50	PDF file	KFI Skipton Building Society 2 Year Tracker BBR plus 1...	16/11/2011 14:49	<input checked="" type="checkbox"/>

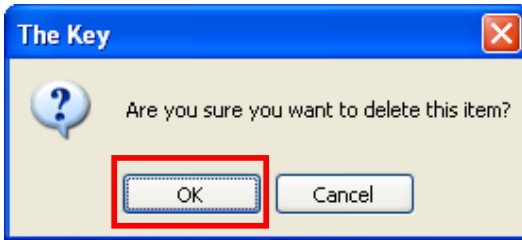
The content of the 2 Document folders will differ in that the **Client Documents** folder will contain **all** documents relating to the client whereas the **Product Documents** folder is designed to store product specific documentation e.g. documents returned from integrated quotes and sourcing, documents where product pre-population is required e.g. Suitability Letter.

To access **Documents** in the **Products** area, first highlight the relevant Product in the **Products** screen then click **Open** and the Documents tab will be displayed.

The functions within each folder however are the same as detailed below:

## Delete

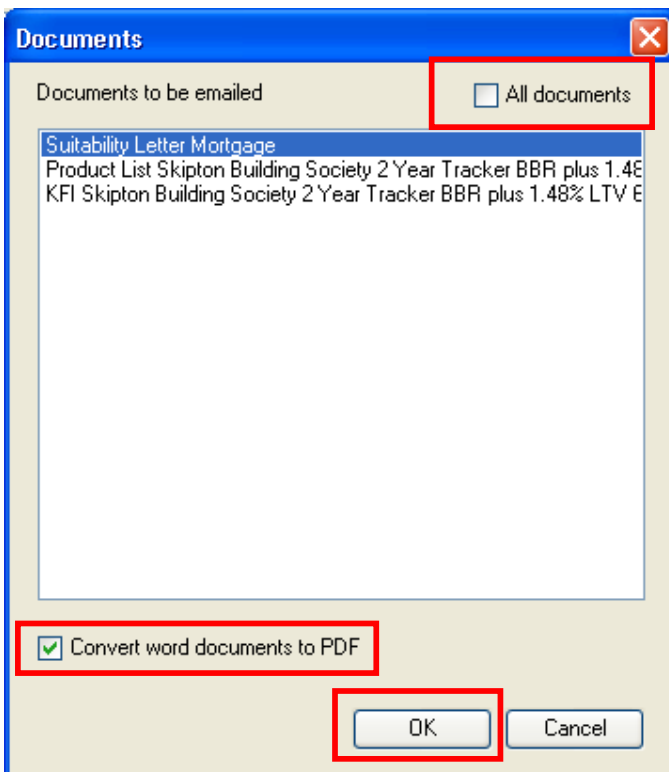
Highlight the relevant document and click on **Delete** to remove any documents that have been duplicated or have been created in error. A warning box will be displayed to confirm the deletion as shown below. Click on **OK** to permanently delete the document.



If the **Delete** button is not displayed this will be due to a permission restriction which can be amended by a System Administrator via the **Setup > User** menu (See **User Setup** guide for further details).

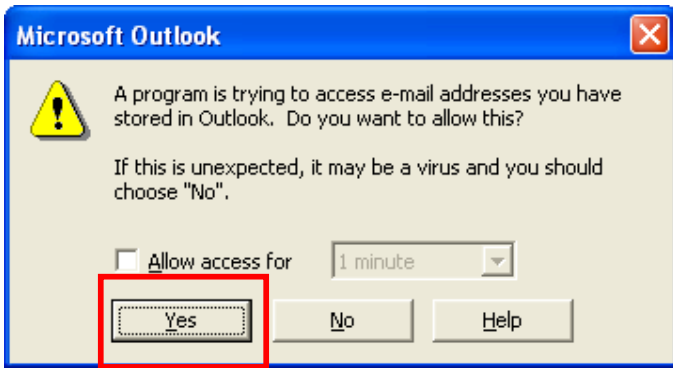
## Email

This function enables documents to be emailed via **Outlook** to clients or an alternative email address selected by the user. Click on **Email** and this will open a box allowing you to select what documents you wish to e-mail. Select the required document or documents or place a tick in the box to send **All documents**.



To convert any editable documents into pdf tick the box **Convert word documents to PDF**.

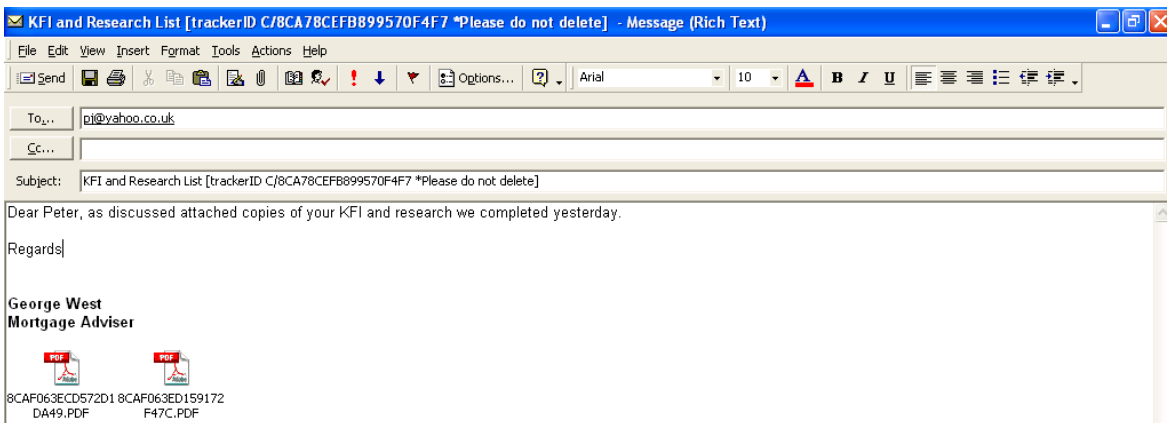
Click on **OK** and this will open Outlook creating an email to the address stored in the **Client Contact** section of the Fact Find. The following message may be displayed based on individual settings:



Click on **Yes** and an Outlook message will be created which can be amended as appropriate:

- The e-mail address can be amended if required or a copy sent to a different e-mail address
- The Subject box can be updated however the "trackerID" details within the square brackets should be retained as this ensures that a copy of the e-mail is stored in the Documents area of the Key
- The e-mail can be personalised with your own message

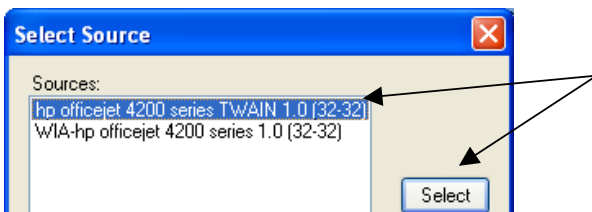
**Send** or save the message to return to The Key.



Once sent a copy of the e-mail will be stored in the Documents area.

## Scan

Click on **Scan** to scan a document directly into The Key. This will open a dialogue box to select the appropriate scanner attached to your computer.



Click on **Select** to choose the scanner required which will then run the appropriate scanning software programme. The scanned document will be placed in the **Documents** area in a TIF format.

**NB:** Documents should always be scanned at the lowest resolution possible and in black and white (ensuring the document is still legible) which will help to reduce the size of files. A 3mb limit is set on the size of files that can be scanned and added to the Key however this should permit the majority of documents including applications.

If the **Scan** button is not displayed this can be amended by selecting the option **Enable Scanning** in the **Setup > Integration** area.

## Open / Edit

Highlight the required document and click on **Open / Edit** to open a document from the list displayed. This will allow the document to be edited and saved.

While editing the document it is not possible to navigate to other areas of the Key.

NB: if the target document is non-editable e.g. pdf files, the **Open / Edit** box will be inactive

## Open / Read Only

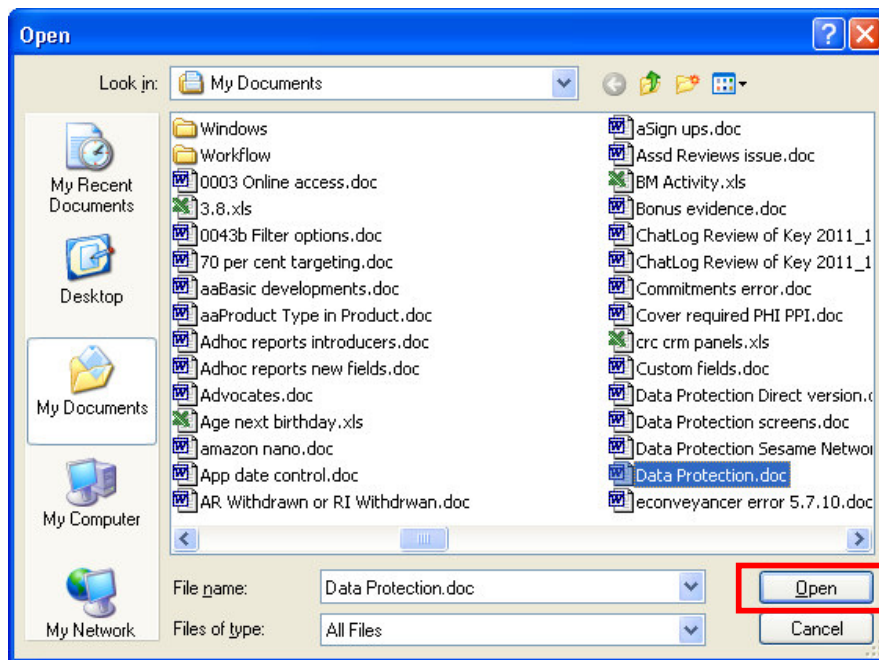
Highlight the required document and click on **Open / Read Only** to open a document from the list displayed.

This will open the document as a Read Only file however will then allow navigation to other areas of the system without having close down the document.

This function can be useful when constructing a suitability letter which allows documents such as the KFI to be opened in a read only format which can then be referred to when writing the Suitability Letter in word.

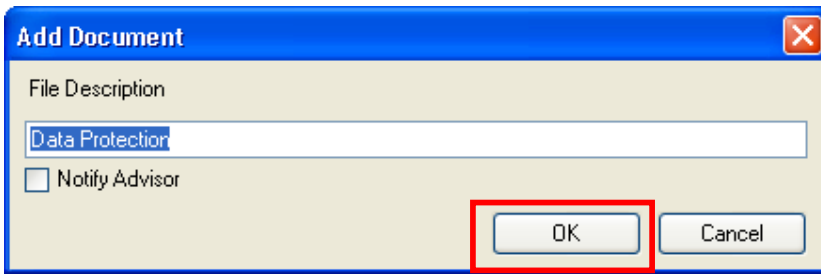
## Add

Click on **Add** to insert a document that is currently held outside of the Key. This will open up the following screen where the required document can be located.



Highlight the required document and click on **Open** to return the document into The Key which will display the following box.

NB: When adding scanned documents these should be scanned at the lowest resolution possible and in black and white (ensuring the document is still legible) which will help to reduce the size of files. A 3mb limit is set on the size of files that can be scanned and added to the Key however this should permit the majority of documents including applications.

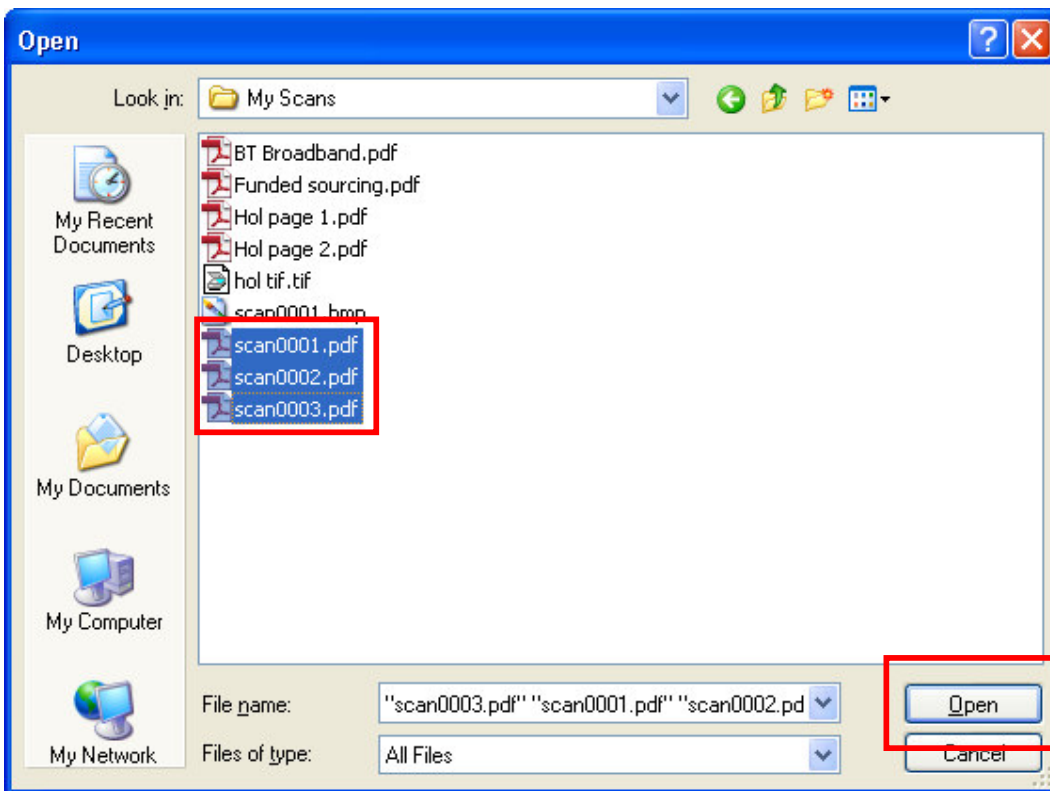


Amend the description if required and click on **OK** to save the document into the Documents area.

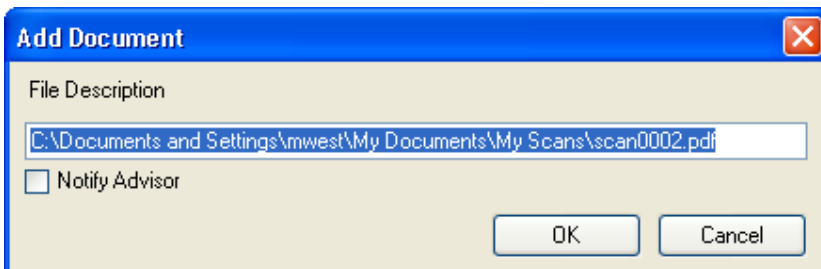
## Adding Multiple Documents

It is possible to add multiple documents into the **Documents** area.

Click on **Add** and highlight the required documents (keep the Ctrl button pressed down when clicking).



Click on **Open** to return the documents into The Key. The **Add Document** box will allow the documents to be renamed which will then be displayed in the Documents list.



## Final Version

The screenshot shows the 'Product Details (New Business)' window. At the top, there are fields for Product Type (Mortgage), Sub Type (Purchase), Status (Completed), Client(s) (Capon, Dan), Description (£50,000 deposit), and Case Reference (1050434). Below this is a navigation bar with tabs: Work List, Commission, Tasks and Diary, Notes, Documents (selected), Compliance, and Mortgage Details.

The main area is titled 'All Documents relating to this product' and contains a table with the following data:

Created Date	File Type	Description	Last Modified Date	Final Version
16/11/2011 16:13	Word file	Review Letter issued 16.11.11	16/11/2011 16:54	<input type="checkbox"/>
16/11/2011 15:38	PDF file	Scanned ID	16/11/2011 16:54	<input type="checkbox"/>
16/11/2011 15:34	PDF file	C:\Documents and Settings\mwest\My Documents\My ...	16/11/2011 16:54	<input type="checkbox"/>
16/11/2011 15:34	PDF file	C:\Documents and Settings\mwest\My Documents\My ...	16/11/2011 16:54	<input type="checkbox"/>
27/10/2011 12:52	Word file	Suitability Letter Mortgage	27/10/2011 12:54	<input checked="" type="checkbox"/>
27/10/2011 12:50	PDF file	Product List Skipton Building Society 2 Year Tracker BB...	16/11/2011 16:54	<input checked="" type="checkbox"/>
27/10/2011 12:50	PDF file	KFI Skipton Building Society 2 Year Tracker BBR plus 1....	16/11/2011 16:54	<input checked="" type="checkbox"/>

Below the table are buttons for Delete, Email, Scan, Open / Edit, Open Read Only, and Add. There is also a 'Generate Document' section with a Template dropdown and a Create button. At the bottom, there are checkboxes for Submitted Externally and eNBS, a Sesame sale ref field (401888674), and a Close button.

This section can be used to identify the final version of a document and has two uses:

- The box can be ticked when a document has been fully completed and will help to identify documents that are still at "draft " stage or have been fully completed e.g. compliance questionnaires
- The box can be ticked to identify the final version when multiple documents of the same type have been produced within the same sale e.g. Fact Finds, illustrations. NB: where product related documents are saved it is recommended that the Final Version box is ticked in the **Product > Documents** area as these will be easier to identify.

### Generate Document Template > Create

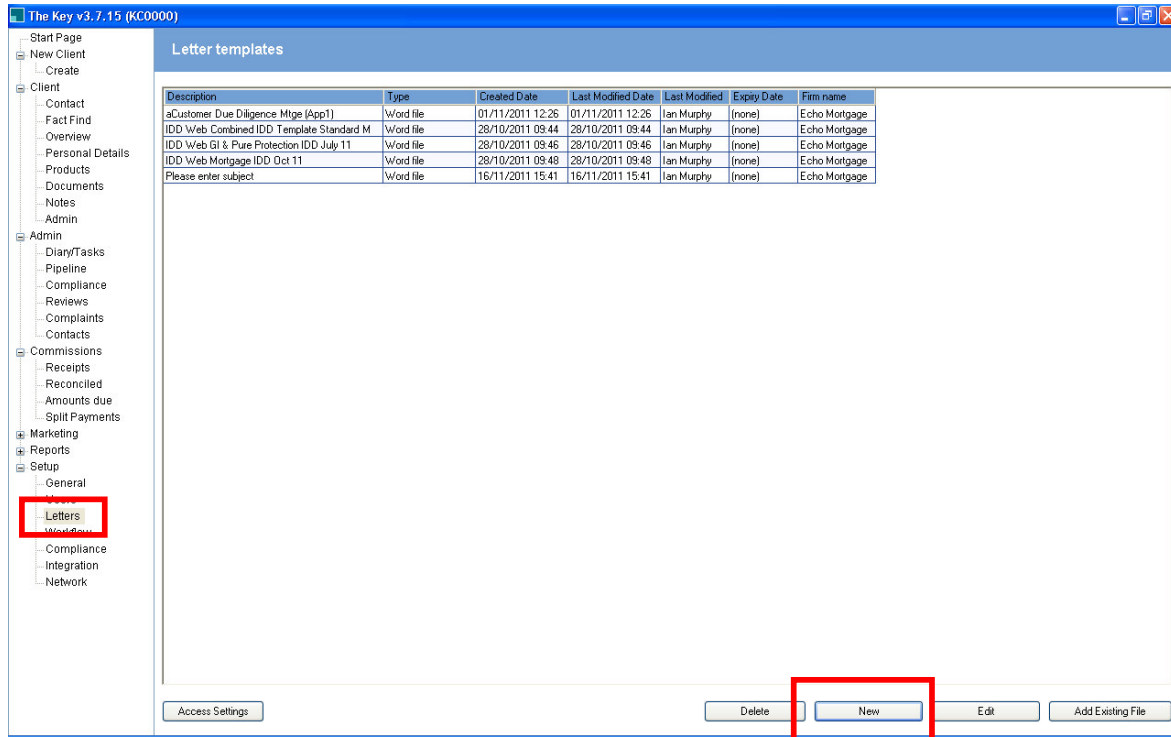
Click on the drop down arrow within the **Generate Document** area and click **Create** to produce a client specific document based on a Sesame template or a template created within the **Setup > Letters** area. This will translate any merge fields into client information avoiding the need to re-key previously entered details.

Further guidance on creating **User Templates** is detailed in the next section.

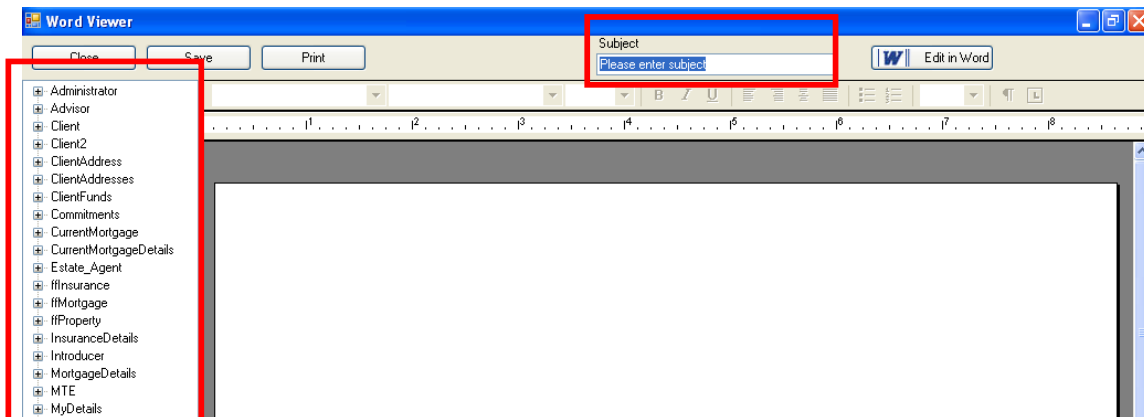
# User Templates

This section will detail how template letters can be created within the Key allowing client data input via the Fact Find screens to be included avoiding the need for re-typing and allowing documents to be retained within the system.

Templates are created from the **Setup > Letters** menu on the left hand side of the screen.

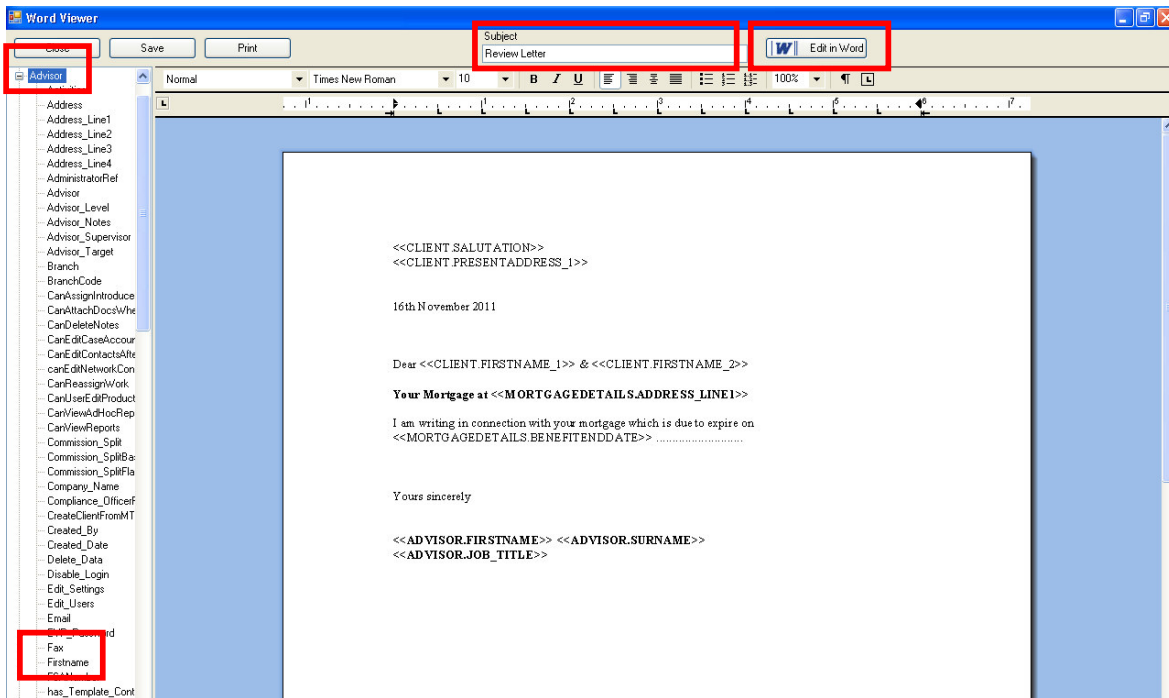


Click on **New** at the bottom of the **Letter Template** page. This will display a screen in Word Viewer mode with a list of merge fields from the Fact Find and Product area on the left hand side.



Click on the **Subject** field and rename to the title of document required. Next click in the document where you wish to start your text.

You can then proceed to add any text or required merge fields. To insert a merge field ensure the cursor is in the correct position within the document and then click on the “plus” sign next to each subject heading e.g. “**Advisor**”, then select the required field e.g. Firstname.



Noted below are a number of the common merge fields you may require:

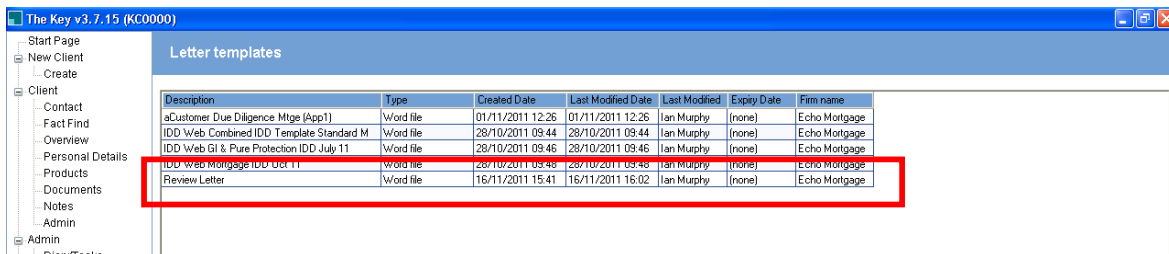
Client Information	Heading	Field Name **
Client Title	Client	Title_1
Client First Name	Client	Firstname_1
Client Surname	Client	Surname_1
Salutation e.g. Mr P Jones	Client	Salutation
Address (incl Postcode)	Client	Presentaddress_1
Adviser name	Advisor	Firstname Surname
1 <sup>st</sup> line of Property Address (from product)	Mortgage Details	Address_Line1
Mortgage Expiry date	Mortgage Details	Benefitenddate

\*\* where applicant 2 details are required replace the 1 with a 2, e.g. Title\_2

A full list of merge fields have been included within two templates held within the Documents area, named **Merge Fields Fact Find** and **Merge Fields Suitability Letter**. These can be accessed by highlighting the template documents within the **Generate Document** area and clicking on **Create**. These templates can be saved if required or alternatively can be used to copy and paste the relevant fields into the required document. These templates can also be found in the **Document templates** section of the website [http://www.thekey.uk.com/sesame\\_thekey.aspx](http://www.thekey.uk.com/sesame_thekey.aspx)

Once all the relevant merge fields have been inserted the document can be converted into Word for full editing by clicking on the **Edit in Word** button.

When finished close the document ensuring that it is saved and you will be returned to the **Letter template** screen where the document will now be listed as noted below.

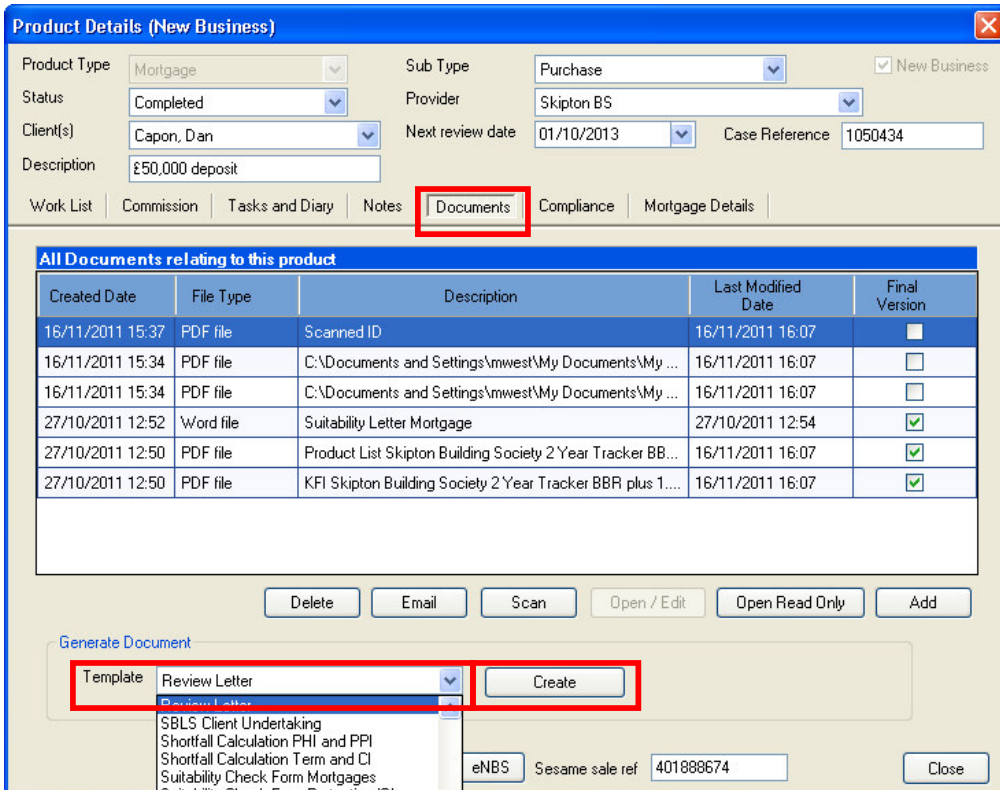


In order to access the saved templates for a particular client navigate either to the **Client > Documents** or **Product Documents** area.

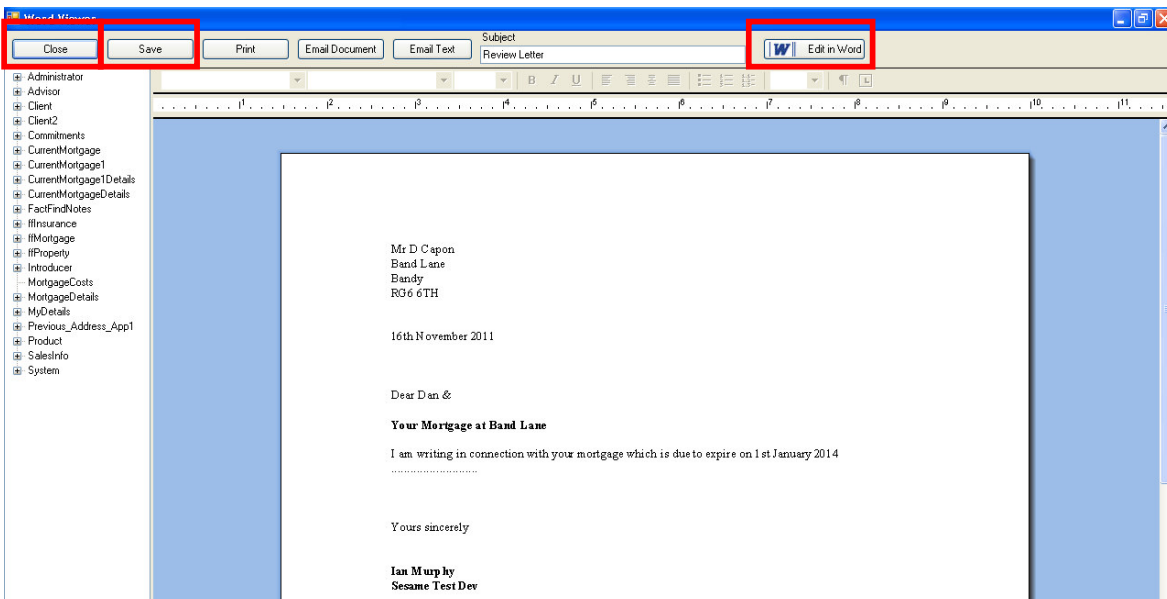
*NB: Where product information is required the template must be opened from the **Product > Documents** area*

*In this example we will use the **Product > Documents** area.*

Click on the drop down box next to **Templates** in the **Generate Document** area which will display a list of documents held within the system including the newly created template. Click on **Create** to open up the template which will now be populated within any relevant client and (where relevant) product data.



This document can be converted into Word for full editing by clicking on the **Edit in Word** button and when finished it should be **Saved** and **Closed** to return the document to the **Document** area of the relevant client.



The name of the document can be amended by highlighting the document, “right clicking” in the **Description** column and selecting **Rename**

**Product Details (New Business)**

Product Type: Mortgage | Sub Type: Purchase | New Business:

Status: Completed | Provider: Skipton BS

Client(s): Capon, Dan | Next review date: 01/10/2013 | Case Reference: 1050434

Description: £50,000 deposit

Work List | Commission | Tasks and Diary | Notes | Documents | Compliance | Mortgage Details

**All Documents relating to this product**

Created Date	File Type	Description	Last Modified Date	Final Version
16/11/2011 16:13	Word file	Review Letter	16/11/2011 16:13	<input type="checkbox"/>
16/11/2011 15:37	PDF file	Scanned ID	16/11/2011 16:07	<input type="checkbox"/>
16/11/2011 15:34	PDF file	C:\Documents and Settings\mwest\My Documents	16/11/2011 16:07	<input type="checkbox"/>
16/11/2011 15:34	PDF file	C:\Documents and Settings\mwest\My Documents	16/11/2011 16:07	<input type="checkbox"/>
27/10/2011 12:52	Word file	Suitability Letter Mortgage	27/10/2011 12:54	<input checked="" type="checkbox"/>
27/10/2011 12:50	PDF file	Product List Skipton Building Society 2 Year Tracker BB...	16/11/2011 16:07	<input checked="" type="checkbox"/>
27/10/2011 12:50	PDF file	KFI Skipton Building Society 2 Year Tracker BBR plus 1....	16/11/2011 16:07	<input checked="" type="checkbox"/>

Enter a new name and then select **OK** to save

**Rename File**

Please enter new name

Review Letter issued 16.11.11

OK | Cancel

There are a number of other options available at the bottom of the **Letter template** screen as follows:

**The Key v3.7.15 (KC0000)**

Letter templates

Description	Type	Created Date	Last Modified Date	Last Modified	Expiry Date	Firm name
aCustomer Due Diligence Mtge (App1)	Word file	01/11/2011 12:26	01/11/2011 12:26	Ian Murphy	(none)	Echo Mortgage
IDD Web Combined IDD Template Standard M	Word file	28/10/2011 09:44	28/10/2011 09:44	Ian Murphy	(none)	Echo Mortgage
IDD Web GI & Pure Protection IDD July 11	Word file	28/10/2011 09:46	28/10/2011 09:46	Ian Murphy	(none)	Echo Mortgage
IDD Web Mortgage IDD Oct 11	Word file	28/10/2011 09:48	28/10/2011 09:48	Ian Murphy	(none)	Echo Mortgage
Review Letter	Word file	16/11/2011 15:41	16/11/2011 16:08	Ian Murphy	(none)	Echo Mortgage

Access Settings | Delete | New | Edit | Add Existing File

### Access Settings

- **Name:** Displays the current name of the document and allows the document to be renamed
- **Visible to Firm:** This should always list your own firm's name
- **Visible to single user only:** If ticked permits use of the document to a single user within the firm
- **Read Only:** If ticked the template cannot be edited within the Client Documents area
- **Include template in Generate Document drop down:** if unticked the template will not be displayed in the Generate Document Template list
- **Include template in Marketing Mail Shot drop down:** if unticked the template will not be displayed in the Marketing area as an available template

The screenshot shows a 'Template Settings' dialog box. The 'Name' field contains 'Review Letter'. The 'Visible to Firm name' dropdown is set to 'Echo Mortgages Ltd'. The 'Visible to single user only' and 'Read Only' checkboxes are unchecked. The 'Include template in Generate Document drop down' and 'Include template in Marketing Mail Shot drop down' checkboxes are checked. A 'Close' button is located at the bottom right of the dialog.

**Delete:** If clicked permits letter templates to be deleted if no longer required. A warning will be displayed to confirm that the document will be permanently deleted. This option is only allowed if the User has the relevant Delete permission.

**Edit:** Allows existing letter templates to be amended as required

**Add Existing File:** Allows an existing Word or PDF document held outside of The Key to be copied into the system to avoid the need to retype information. Merge fields can be added to existing word documents as detailed above.