Dynamic Planner integration with Iress Xplan

Integrations Team

April 2025

Contents

1. Introduction

This guide will take you through the integration step by step starting with how to configure the integration, through to importing reports back through in to Xplan.

2. Setting up the Dynamic Planner Integration

Before you can launch the integration, your Xplan account will need to be configured correctly. You can do this by following the steps below:

The Dynamic Planner Iress Open Integration is set up by accessing the [Iress Open] (link will open to Iress community) screen in Xplan System Settings.

- An extra step is needed to add a launch button.
- You will need administrator rights to carry out these steps.

You should contact either your Xplan representative or contact the Xplan Support Team if assistance needed.

3. Prerequisites

Linking Xplan and Dynamic Planner licences/logins

All users within a firm will also need a Dynamic Planner license to use this integration as the integration will work based on linking your Xplan login to your Dynamic Planner login.

Please take care when linking your Xplan licence to your Dynamic Planner licence as it will only map to one licence. You cannot link multiple Xplan accounts to one Dynamic Planner, and vice versa.

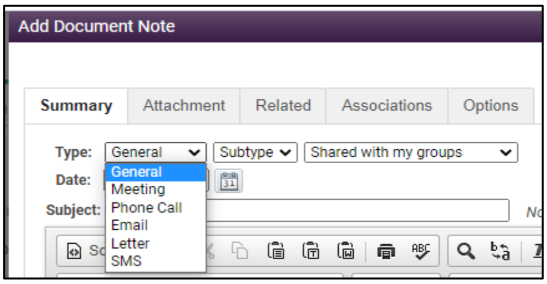
Licences cannot be shared using the integration. Once the mapping has been set up, it will need to be the same Xplan logging being used to access the already linked Dynamic Planner login.

If a later import is attempted from an unlinked Xplan login, the attempt will be blocked and an error message shown, to highlight this.

If you have linked the wrong accounts, Dynamic Planner's IT area will need to carry out a process to delink the licences and cannot be done instantly.

Dynamic Planner reports

Client reports in Dynamic Planner are sent back to Xplan as an attachment to a Document Note.
The DocNote type used to create the entry is 'General' so ensure that this is present on your Xplan site.



Step 1 - Enable your Xplan site

(Note if you require any assistance with this process, contact your Xplan representative or Xplan Support)

Ensure that you have authority to accept our standard terms and conditions (T&Cs) before proceeding with this step.

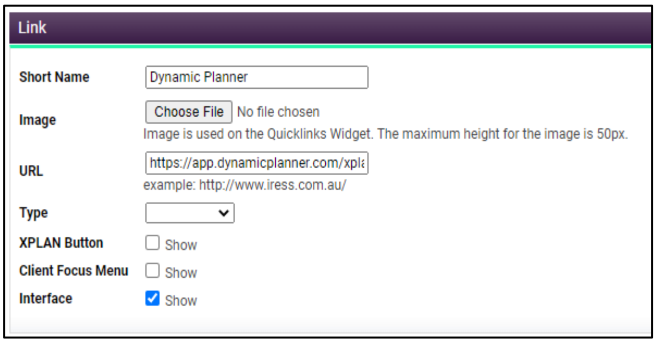
- In Xplan go to the Admin 'cog' to the left of your screen and select Site and then System Settings in the left hand menu. Click on Iress Open in the new menu that appears.
- In the Iress Open screen click on the Dynamic Planner tile. Click on the Activate button and review the T&Cs. If you are happy to accept click on Agree.
- Click on 'Iress Open' towards the top of your screen to return to the previous screen. There should now be a green tick on the tile.

This step is now complete.

Step 2 - Setup the launch button

Remain in the System Settings area

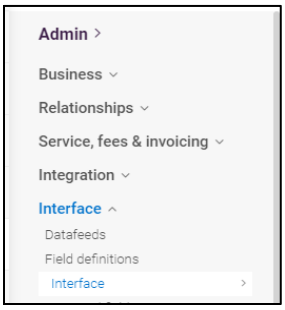
- Now click on the Interface menu option then Links and Settings.
- Click on Add and add a Short Name for the button
- Check the Interface box
- For the URL box you need your Xplan URL (found at the top of your screen) without the **https://** part. For example on my site this is **thirdpartyintegrations.xplan.co.uk**
- This is then paired with the URL below plus your site details from point 4 above
  - https://app.dynamicplanner.com/xplan/sync?siteHost=**yoursitename.xplan.co.uk**



- Click on Save

Step 3 - Add the launch button to the Client Menu

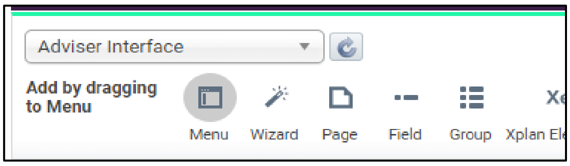
For this step you need to return to the main Admin Menu and select Interface, then Interface again.



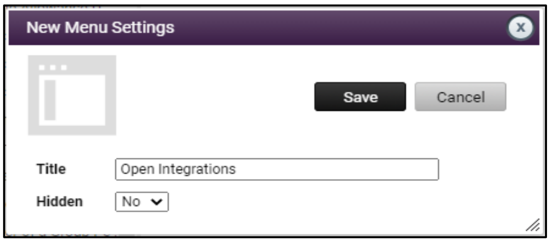
You are now in the Edit Interface area. At this point we will add the launch button to the Client Navigation Menu.

If you have the FE Analytics Integration enabled please skip to point 2 as you will already have an Open Integrations menu option, otherwise start from point 1. If you don't have the FE Analytics Integration enabled, but intend to, please set FE up first.

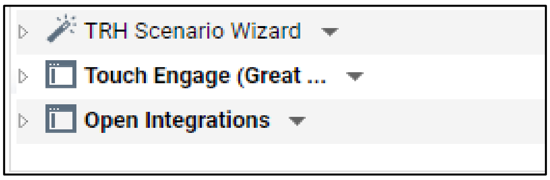
1. In the options at the top of the screen, hold your mouse on the Menu element and drag it to the bottom of the Edit Interface menu



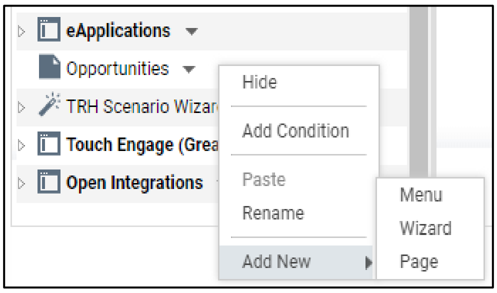
Entitle it Open Integrations and click on Save.



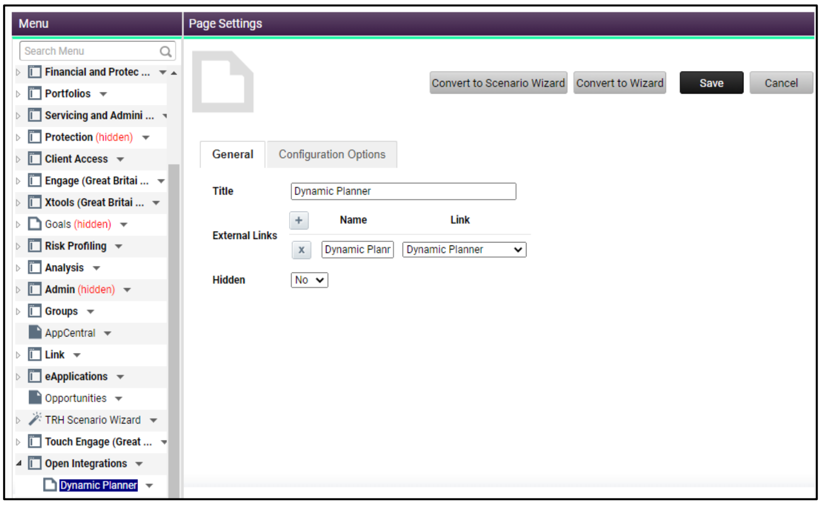
You will now have an Open Integrations Menu item.



2. In the Menu list, click on the arrow next to your Open Integrations menu option then select Add New Page.



3. Call the new Page Dynamic Planner and click on Save. Click on your new Page in the Menu so that you can see the General tab in the right hand panel.
4. Click on the small + next to External Links
5. In the Name box type **Dynamic Planner**. In the Link box select the Dynamic Planner option that you set up earlier and click on Save. Your launch button is now ready to test.



6. Access a client record and navigate to the Open Integrations option, then click on Dynamic Planner. The button will be visible on the screen as shown below.

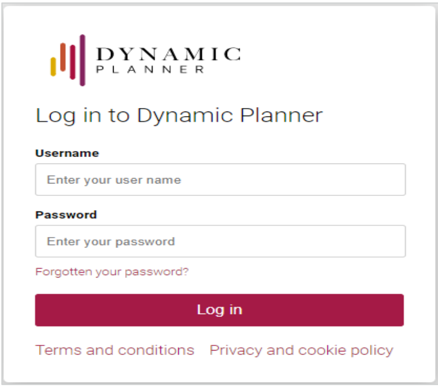
7. Click on the button to test it, you should see the Dynamic Planner login box on your screen.

IMPORTANT!

The Xplan part of the integration set up is now complete. You will now need to pair this with your Dynamic Planner login. If you do not have a login, you will not be able to progress.

Completing the integration set up

When you click on the Dynamic Planner launch button you will need to enter the details for the Dynamic Planner login that the Xplan login is to be mapped to.



If you connect your Iress Xplan login to the wrong Dynamic Planner login, or vice versa, you will need to contact Dynamic Planner Support to have this unlinked.

4. Importing information from Xplan to Dynamic Planner

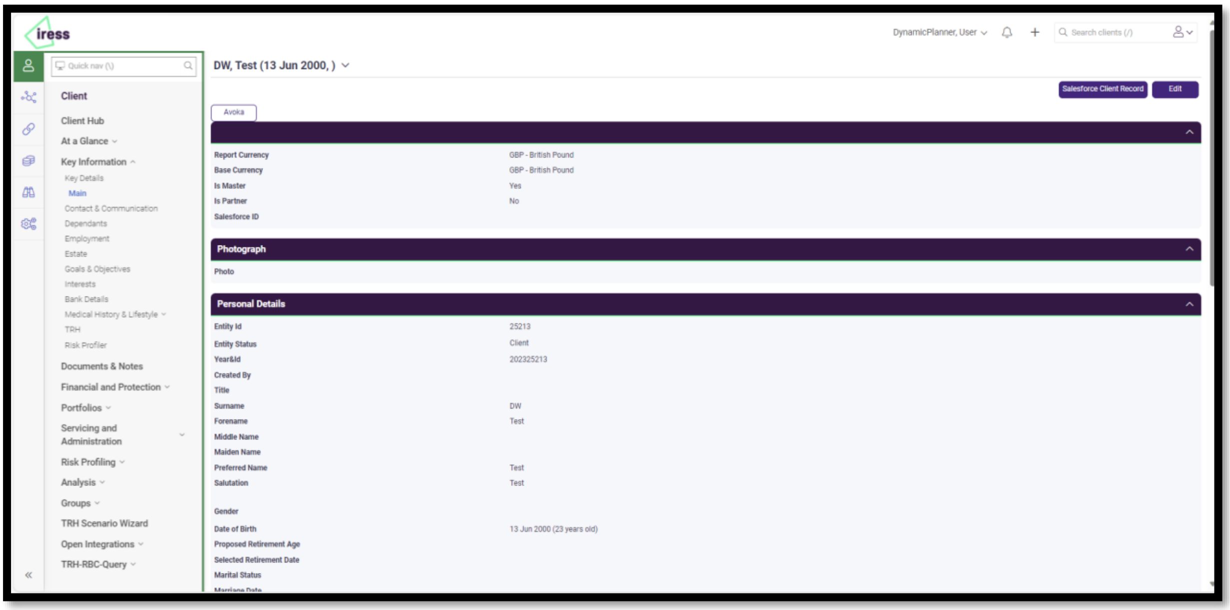
It is important to understand what will and won't pull across from the Xplan client record and why. The integration works on a client-by-client import journey. There is no bulk client import feature.

Data that will be imported from Xplan to Dynamic Planner

When we create or update a client through the import process, if entered on Xplan, these will be imported to Dynamic Planner:

Data item	Iress Xplan import
Client details:	
Title	X
First Name	X
Middle Name	X
Last Name	X
Date of Birth	X
Gender	X
National Insurance number	X
Address	X
Email	X
Home Telephone	X
Plans:	
Provider	X
Plan/wrapper Type	X
Plan Number	X
Plan Status: Existing	X
Owner	X
Funds/holdings	X
ISIN fund code	X
Unit price	X
Number of units	X
Valuation	X

Items in red are mandatory in Dynamic Planner to create a client record.



To check the contact information you have for your client in Xplan, locate the client, and go into **Main** within the **Key Information** section.

If you need to find the Xplan Entity (Client) Id, you will find it listed within this page.

Note: In Xplan the partner address and contact details are separate to the primary clients. These must be saved for the partner in Xplan in order for them to import.

There may be instances where the data held for a client is more complete in Dynamic Planner than it is in Xplan. The integration will not replace any information that exists in Dynamic Planner with a blank if that field is empty in Xplan. However, where there is data in both, the data from Xplan will replace the data in Dynamic Planner.

Client status

To successfully import a client record and their partner, their entity status must be one of:

- Client
- Group plan member
- Prospect

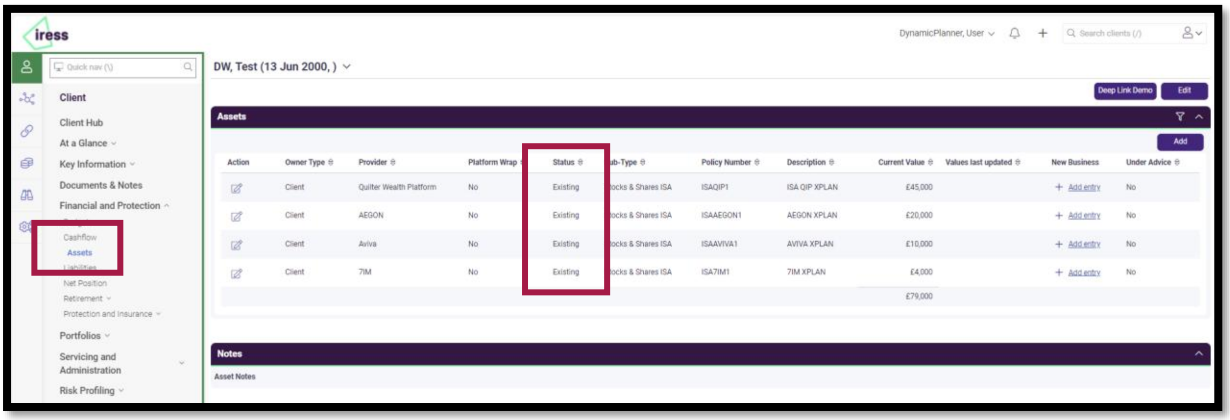
It is possible to have other statuses but these aren't supported by the integration.

DYNAMIC PLANNER

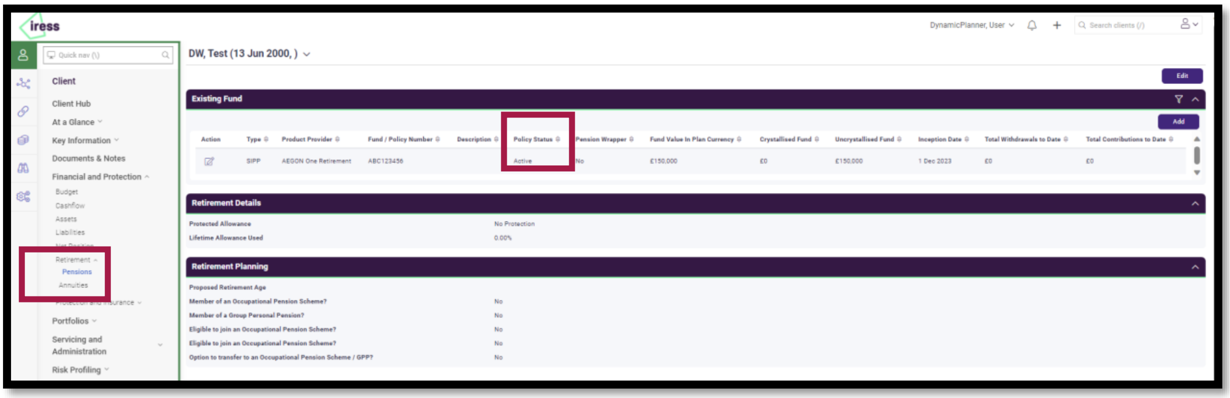
Supported Products and Product Statuses

The integration will support a wide variety of investment and pension products, provided the listed plan status in Xplan is supported by the integration. The integration will only import those plans that are marked as “Existing” or deemed to be in an active state.

To check the status of an Investment plan on Xplan, within the Client’s profile, go to Financial and Protection and choose Assets.



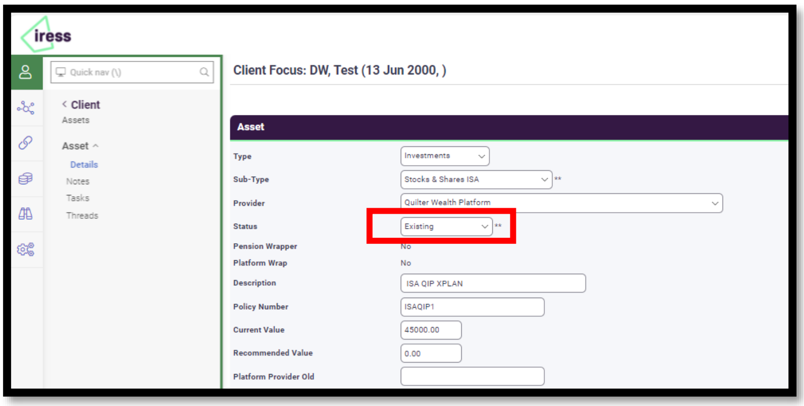
If the plan is a Retirement product, go into Retirement and choose Pensions or Annuities.



It will not import lapsed plans or those that are in the proposal stage and not fully confirmed as being active. The full list of statuses can be seen below for both investment and pension plans.

There are several statuses applied to a plan in Xplan. Some of these statuses do not correspond to the two available statuses in Dynamic Planner and will not be imported.

If the status is not correct on Xplan and needs to be updated, click the edit button under Action to edit the plan. You can change the status by clicking the dropdown menu and choosing a different status.



Check the sections below for Investments/Asset and Pensions as they may import differently.

If the integration identifies an arrangement on an unsupported status, it will inform the user that it has not been imported but will continue with the rest of the import if applicable.

The process high level

When the import of arrangements takes place, the integration identifies if the arrangement already exists within Dynamic Planner so that instead of creating a duplicate, the existing arrangement can be updated.

To identify an arrangement that is a match within Dynamic Planner, the integration performs the following steps:

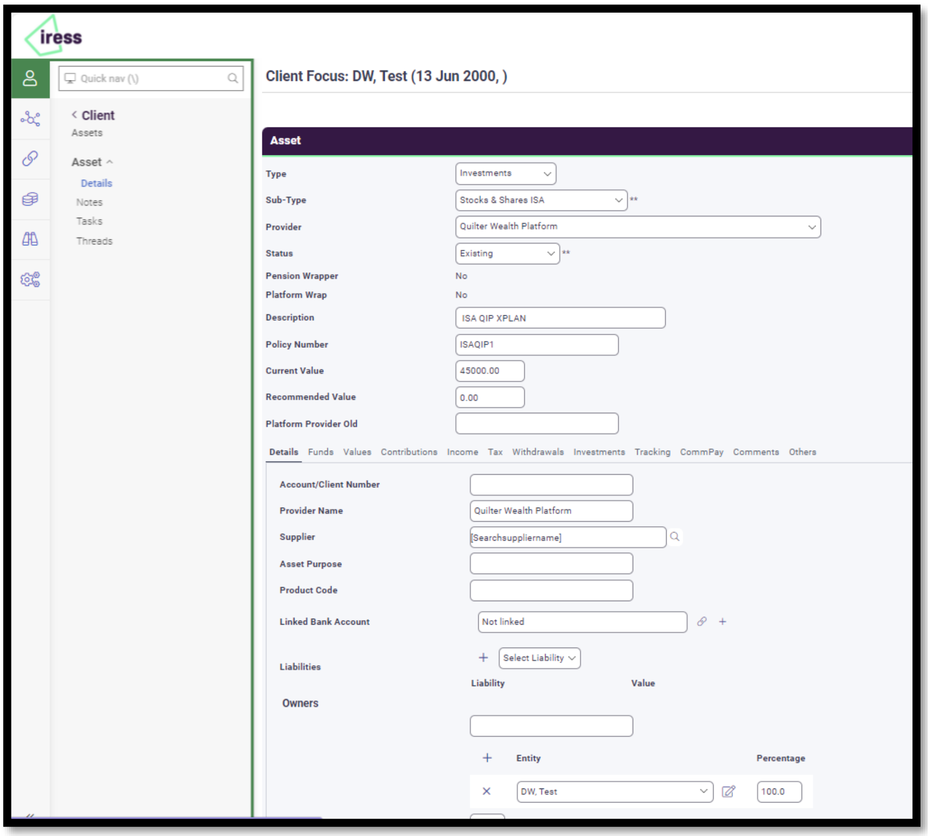
- Identify if the arrangement exists in Dynamic Planner at the respective organisation set up, adviser and client level. If it does, Dynamic Planner will update the existing arrangement with the data from Xplan.
- If the Xplan data isn't a match for an existing arrangement, the integration searches for an arrangement at the respective organisation set up, adviser, client level that is an exact match on these 3:
    - Provider name
    - Wrapper type
    - Policy number
- If there is a single match, then we save the Xplan data against the existing arrangement and update it.
- If there is not a match, a new arrangement is created in Dynamic Planner and the Xplan data is saved for future matching.
- If there is more than one match, no arrangements are updated or created and instead an information message is displayed to the user to ask them to remove duplicate data in Dynamic Planner and try the import again.

Creation of a new arrangement through import

If the arrangement being imported from Xplan is not recognised as existing already, the import will create the arrangement and bring through the following information:

- **Arrangement type**
- **Provider name** (not a mandatory field in Xplan, but it is mandatory for the integration, and we will not import an arrangement without this).
- **Policy number** (not a mandatory field in Xplan, but it is mandatory for the integration, and we will not import an arrangement without this).
- **Owner** – in Xplan, when marking ownership of an arrangement the user specifies the percentage ownership of the client and their partner. The integration handles this as follows:
    - If one owner is marked as 100%, they are listed as the owner in Dynamic Planner
    - If two owners are marked with percentage ownership greater than 0.00%, the arrangement is listed as jointly owned in Dynamic Planner
    - Note that if an arrangement is owned by the client's partner, and the partner could not be imported, arrangements owned by the partner will not be imported and the user will be informed of this at the end of the import process.
    - In Xplan it is possible to save a jointly owned ISA. If an attempt is made to import a jointly owned ISA to Dynamic Planner this will not be allowed, and the user will be informed.

To check any of the information that Dynamic Planner matches against, go into **Assets** if Investments, or **Retirement** if Pensions or Annuities, and choose the plan to investigate.



Provider name matching

In Xplan, site administrators (if the Company has one) can create their own provider list. Where possible, Dynamic Planner will match these providers to the Dynamic Planner equivalent. If there is no match, we will import the provider as 'Other' and display the provider name as specified in Xplan.

Note: this is not a mandatory field in Xplan but it is mandatory for the integration and we will not import an arrangement without this.

Investment plans (Assets)

Within Xplan, Investment arrangements are referred to as Assets. The following will indicate if a plan with a specific status will import to Dynamic Planner and how we will show the plan status.

Xplan status	Dynamic Planner status
Existing	Active
Recommended	Arrangement not imported
Underwriting	Arrangement not imported
Renewal	Active
Lapsed	Arrangement not imported
Pending Lapsed	Arrangement not imported
Paid Up	Sold
Cancelled	Sold
Not Proceeded With	Arrangement not imported
Transferred	Sold
Non-Contributory	Active
Awaiting Monies	Arrangement not imported
Submitted	Arrangement not imported
Sold	Sold
Under Claim	Arrangement not imported
Surrendered	Sold

Investment - Status SOLD

When an arrangement is imported as Sold, the marked as sold date in Dynamic Planner is populated with the date of import. This is because Xplan does not have a sold date field for arrangements. On subsequent imports, the marked as sold date is not updated, so the date will retain the original marked as sold date and the user can update this manually in Dynamic Planner should they wish.

In addition, when the arrangement is first marked as sold (either on first import or a subsequent import), a 0.00 value summary valuation is created with the date of import to reflect the fact that it has been sold. In some instances, the value from Xplan may be greater than 0.00. In this case, in addition to the 0.00 valuation for the sold date, we will create a historic valuation with the valuation date from Xplan (or the date before the import if it is the same).

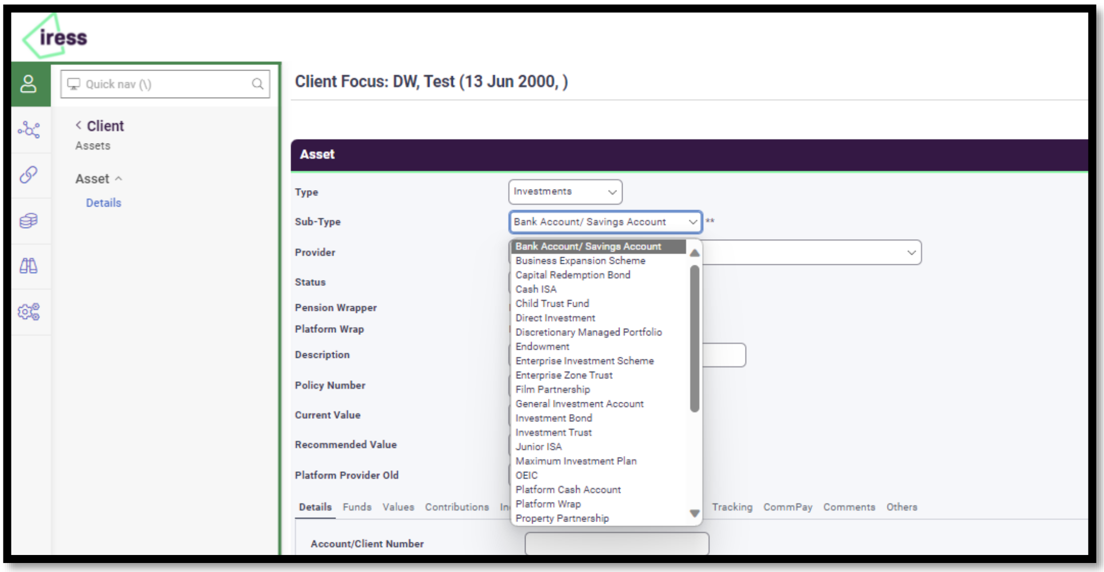
DYNAMIC PLANNER

Investment - supported arrangement types

Dynamic Planner will import the following types of Investments (referred to as Assets in Xplan):

Xplan	Dynamic Planner
Endowment	Endowment/Maximum Investment Plan
Maximum Investment Plan	Endowment/Maximum Investment Plan
Bank Account/ Savings Account	Investment Account
Capital Redemption Bond	Onshore Bond
Direct Investment	Investment Account
Discretionary Managed Portfolio	Investment Account
Enterprise Investment Scheme	Investment Account
General Investment Account	Investment Account
Investment Bond	Onshore Bond
Investment Trust	Investment Account
OEIC	Investment Account
Platform Cash Account	Investment Account
Savings Bond	Investment Account
Single Premium Investment Bond	Onshore Bond
Unit Trust	Investment Account
Venture Capital Trust	Investment Account
Cash NISA	ISA
Stocks & Shares NISA	ISA
Trustee Investment Plan	Investment Account

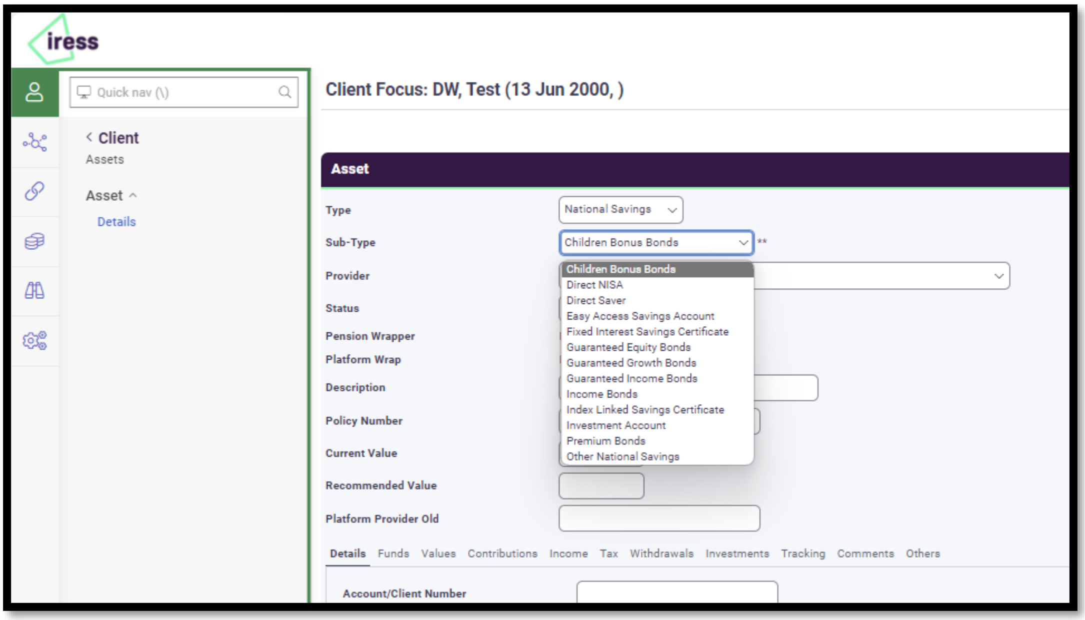
Under the asset type of ‘National Savings’, Dynamic Planner will import almost all as an Investment Account as this enables us to bring through valuations. If we were to create them as fund accounts, we would be unable to pull through underlying fund valuations.



Investment - Sub-types

There are different sub-types of ‘assets’ which are shown below in the standard set of Xplan sub-types. It is possible for different clients to create asset sub-types that are different from this list. In those cases, we will not import the arrangement because it is of an unknown type and does not have a mapping.

Xplan Dynamic Planner
Children Bonus Bonds
Direct NISA
Direct Saver
Easy Access Savings Account
Fixed Interest Savings Certificate
Guaranteed Equity Bonds
Guaranteed Growth Bonds
Guaranteed Income Bonds
Income Bonds
Index Linked Savings Certificate
Investment Account
Other National Savings
Premium Bonds



Unsupported investment/asset types

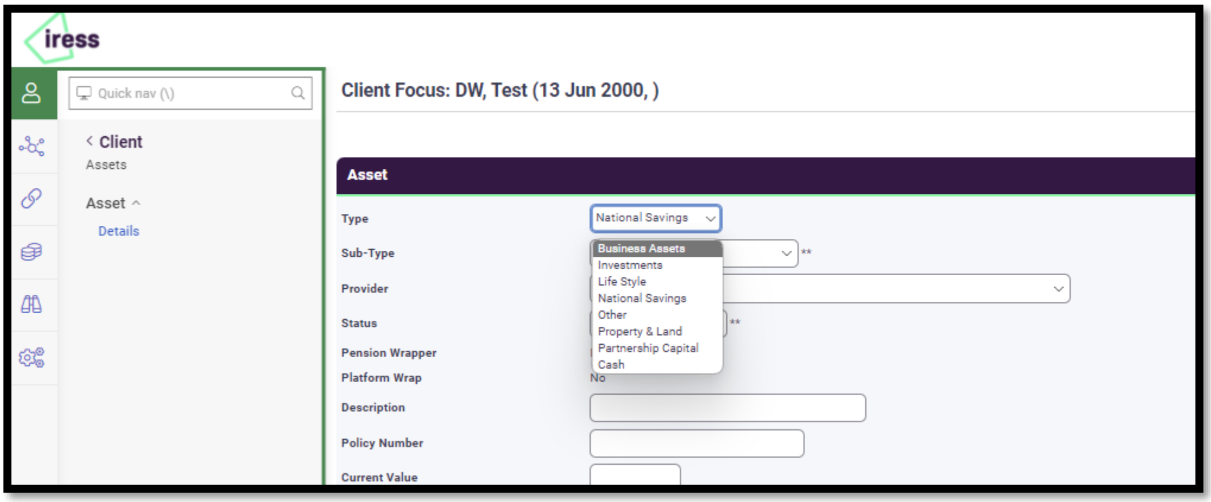
Investment arrangements are referred to as Assets within Xplan. Under the ‘type’ of ‘Investments’, there are several sub-types which we will not import to Dynamic Planner. These are listed below:

- Enterprise Zone Trust
- Business Expansion Scheme
- Child Trust Fund
- Film Partnership
- Junior ISA
- Platform Wrap*
- Property Partnership
- Seed Enterprise Investment Scheme
- Whole of Life
- P2P Investment Vehicle

* The Platform Wrap is a “hold-all” container for underlying arrangements. In Dynamic Planner we do not support this structure of a wrapper with underlying sub wrappers. The integration will import the underlying ‘sub wrappers’ but not the platform wrap itself.

Also note that we will not import any sub-types under the following asset types:

- Business Assets
- Life Style
- Other
- Property and Land



Importing to sub-type from Xplan as the product name

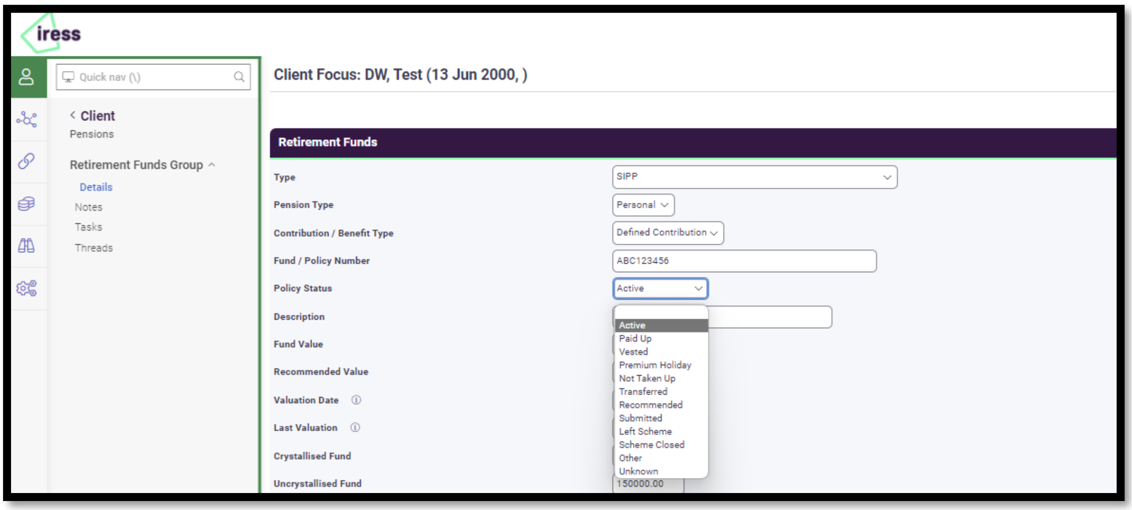
As we map many of the Xplan sub types to products in Dynamic Planner that do not share the same name, when we import we pull through the sub type name from Xplan to the product name field of the arrangement in Dynamic Planner, where available. This aims to help the user identify which products are which when comparing between the two systems.

If an import is made and the product name has already been populated in Dynamic Planner, it is not overwritten. In the same way, if an import is made and the user manually removes or edits the product name in Dynamic Planner, the import will not change the product name. The exception to this is if the product type is changed, we will then import the product name from Xplan.

Pension plans

The import of pension plans is very similar to investments, but there may be differences in the statuses and product types which map differently. When reviewing the list of standard pension statuses within Xplan, we map to the following DP statuses.

XPlan status	DP Status
Active	Active
Paid Up	Active
Vested	Active
Premium Holiday	Active
Not Taken Up	Pension not imported
Transferred	Sold
Recommended	Pension not imported
Submitted	Pension not imported
Left Scheme	Sold
Scheme Closed	Sold
Other	Pension not imported
Unknown	Pension not imported



Like investments, site administrators may add further plan statuses. Dynamic Planner is unable to import pensions where the status does not match those above.

Where a pension already exists in Dynamic Planner but the status is updated in Xplan to an unsupported one, no updates will be made in Dynamic Planner on import.

Pension - Status SOLD

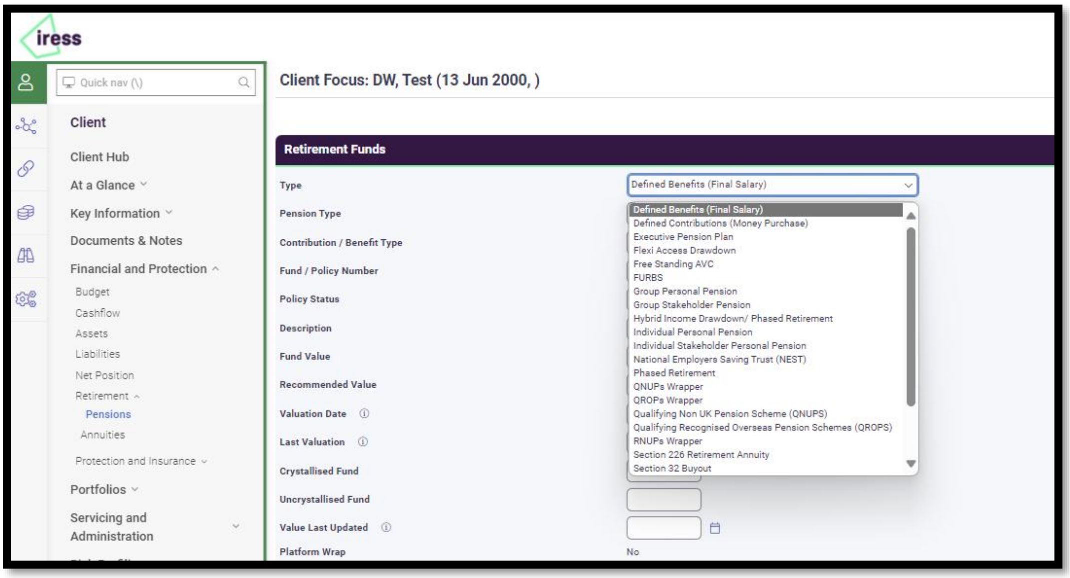
When an arrangement is imported as Sold, the marked as sold date in Dynamic Planner is populated with the date of import. This is because Xplan does not have a sold date field for arrangements. On subsequent imports, the marked as sold date is not updated, so the date will retain the original marked as sold date and the user can update this manually in Dynamic Planner should they wish.

In addition, when the arrangement is first marked as sold (either on first import or a subsequent import), a 0.00 value summary valuation is created with the date of import to reflect the fact that it has been sold. In some instances, the value from Xplan may be greater than 0.00. In this case, in addition to the 0.00 valuation for the sold date, we will create a historic valuation with the valuation date from Xplan (or the date before the import if it is the same).

Supported Products

The following pension types will be imported as DC Pensions to Dynamic Planner as follows:

Retirement funds type in Xplan	Pension Sub Type in DP
Defined Contributions (Money Purchase)	Occupational money purchase
Executive Pension Plan	Executive pension plan/Deferred SSAS
Flexi Access Drawdown	Drawdown/Unsecured Pension
Free Standing AVC	FSAVC
Group Personal Pension	Group personal pension
Group Stakeholder Pension	Group stakeholder pension plan
Hybrid Income Drawdown/ Phased Retirement	Drawdown/Unsecured Pension
Individual Personal Pension	Personal pension plan
Individual Stakeholder Personal Pension	Stakeholder pension plan
National Employers Saving Trust (NEST)	Occupational money purchase
Phased Retirement	Drawdown/Unsecured Pension
Section 226 Retirement Annuity	Retirement annuity contract
Section 32 Buyout	Section 32
SIPP	Self invested personal pension
Small Self Administered Scheme	Executive pension plan/Deferred SSAS
AVC	AVC



Unsupported Pension Products

The following pension products are not imported to Dynamic Planner. The user will be informed with a message on screen. There may be additional types which can be created on Xplan but these will not import to Dynamic Planner as we don't have a mapping.

Retirement funds type in Xplan
Defined Benefits (Final Salary)
FURBS
QNUPs Wrapper
QROPs Wrapper
Qualifying Non UK Pension Scheme (QNUPS)
Qualifying Recognised Overseas Pension Schemes (QROPS)
RNUPs Wrapper
SIPP Wrapper
Death in Service

5. Valuations – how to update an existing plan in Dynamic Planner

You can use the Iress Xplan integration and also use Dynamic Planner's direct valuations with Providers and Platforms. Please ensure that the plan numbers match to avoid any duplicates.

Run your valuations in Xplan first, before launching the data to Dynamic Planner.

IMPORTANT! Dynamic Planner valuations could use different plan numbers, such as account rather than policy number to run valuations. When using both Iress Xplan and Dynamic Planner's direct valuations, please ensure that the plan numbers are exact to avoid duplicates being set up.

How the valuation and fund information are matched

Xplan supports arrangements and funds in multiple currencies. Dynamic Planner only supports an arrangement or fund that is in GBP.

In Xplan, Investment and Pensions can have a 'current value' which is similar to a summary valuation and does not detail any underlying fund holdings. Alternatively, the current value may reflect an underlying 'portfolio' of funds.

If the arrangement does not have an associated portfolio, Dynamic Planner will create a summary valuation with the current value and the date the current value was last updated on (if unavailable, this is defaulted to the date of import).

If the arrangement does have an associated portfolio, the integration will look at each of the fund holdings in the portfolio to match them to a fund within Dynamic Planner. **The matching process is carried out on the ISIN code. The ISIN code is the only code available from Xplan for this matching process.**

If a positive match is found on the ISIN code, the following information on the valuation is imported to Dynamic Planner:

- Unit price
- Number of units
- Valuation date – this is the 'current value last updated on' date from Xplan.
- If the valuation is 0.00 or greater, the valuation will be imported.
- The asset allocation is taken from Dynamic Planner in the existing way.

Any negative valuations will not be imported as these are not supported in Dynamic Planner. This includes both a negative overall value, but also any negative holdings. It is not possible to manually create negative holdings within Xplan, however, there are external data feeds to Xplan that can create negative holdings. This sometimes appears with a 'reconciliation error' within the portfolio in Xplan.

If the plan fails to import over due to negative holdings, this could be due to a pending trade. Please wait a day or 2 and try the import again once the trade has been settled.

If we are unable to match the ISIN code to an ISIN code in Dynamic Planner, and there is only one fund in the portfolio that is unmatched, we will import the valuation into a summary fund with 100% cash asset allocation. If there are multiple funds that cannot be matched, these are aggregated into one summary fund, again, with 100% cash asset allocation. In both cases, the user will be informed that this has taken place with a message at the end of the import process. The imported value for an aggregated summary fund is based on total unit price, and the number of units is listed as ‘1’.

Where cash exists as part of the client's arrangement, this does not have an ISIN code but will come over into Dynamic Planner as cash with 100% cash asset allocation. If there are multiple cash pots as part of the client's arrangement, these will be merged together in one cash pot within Dynamic Planner.

DFM / MPS:

Note that as these fund types do not have ISIN codes, you may find that a summary arrangement is created in Dynamic Planner. Where Dynamic Planner risk rates the DFM/MPS, we will hold the underlying breakdown of funds and you will be able to override the summary arrangement to add the funds, save as a DFM and Dynamic Planner will remember this for the next time you import the valuation.

6. The end to end journey

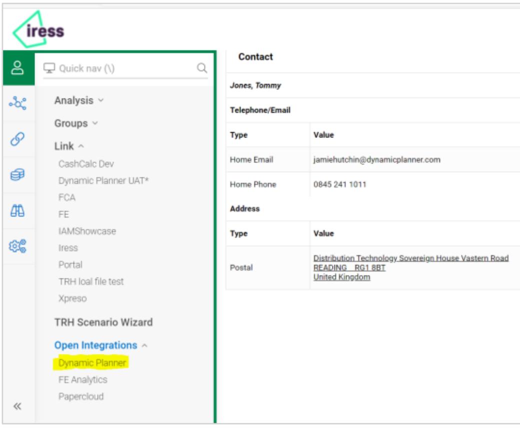
Starting a client import from Xplan

The first stage of the journey is to log into Xplan and locate the client record you wish to import to Dynamic Planner.

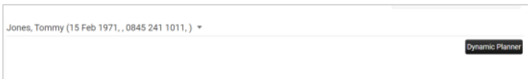
From the client record, you can navigate to the Dynamic Planner link by clicking on the icon, then select the Open

> IMPORTANT!
> Before you launch the import, you need to ensure you have the latest client valuations on the file.

Integrations Option, then Dynamic Planner.



It will take you to a new screen, where you can launch the integration from:



Clicking the link launches the integration application in a new tab. A new tab will always be opened regardless of whether you already had Dynamic Planner open in a separate tab.

You will be requested to log in to Dynamic Planner. If your credentials are not already stored in the browser, then you will need to enter them each time.

Identifying the adviser

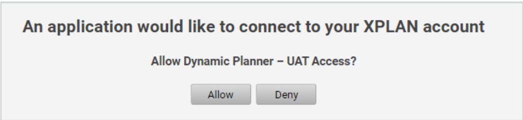
When logging into Dynamic Planner, a mapping is established between the Xplan user and the Dynamic Planner user.

A user should have an Xplan license and a Dynamic Planner license. Refer p3 and p7.

Accept terms and conditions and data transfer

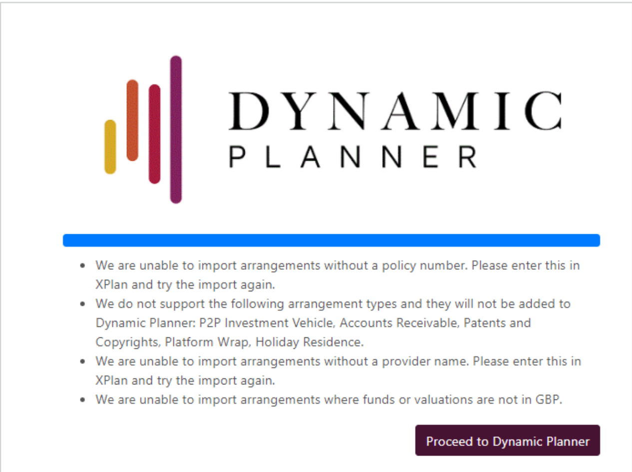
After logging in to Dynamic Planner, you will be asked to accept the terms and conditions of the integration each time you use the integration:

Once accepted, you will then be requested to confirm the data transfer can take place:



If the importing login denies access, you will return to Xplan. By selecting allow, the integration app will begin the import and you will see the following screen with progress indicator:

Once the import has completed, the user will be presented with any error or information messages (if applicable) and will be able to click to proceed to Dynamic Planner.

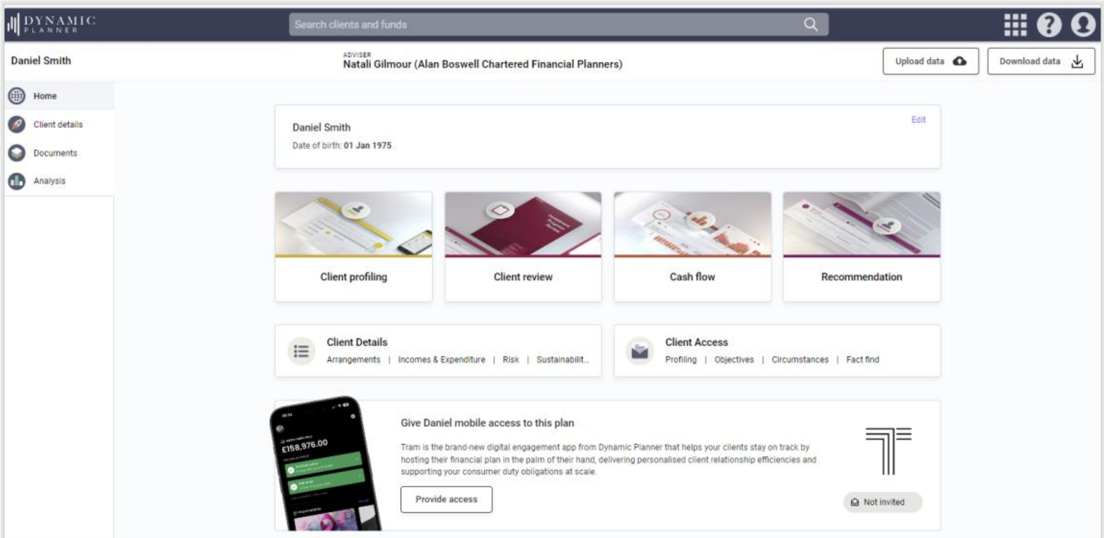


If there are no error or information messages, you will land automatically on the imported client dashboard in Dynamic Planner.

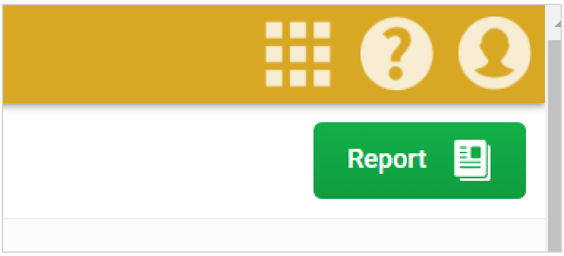
> IMPORTANT!
> If there are no warnings, the integration will launch you straight into Dynamic Planner. If you do encounter any warnings in the screen when importing, the integration is indicating that there are challenges with the data being sent across from Xplan. This could range from no values for a holding or unsupported products. You should return to Xplan and make any necessary changes referring to the previous steps in this guide.

Complete the business process and send the report back to Xplan.

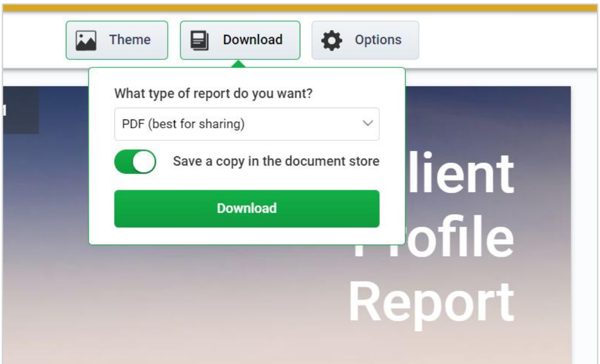
From the client dashboard screen, you will be able to select which module (including Cash flow if part of your licence package), to select for your client.



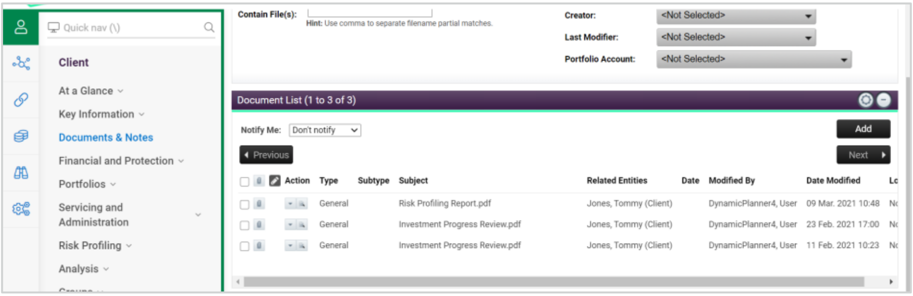
You can follow the business process in any of the modules to completion and then generate the report for the session at the end:



In order to push the document to Xplan, you will need to download the report and ensure you select “save a copy in the document store” and click Download. You can download the report as a PDF or Word File.



In Xplan the documentation can only be found on the client record under Documentation and Notes.



The integration sets the document type as **document**. The **subject** is set as the file name that has been saved in the document store in Dynamic Planner. There is no restriction to the number of times the same file can be uploaded to Xplan. If a user saves multiple files of the same type and name, each will be sent to Xplan. This will show all of the documents created during the current and previous sessions.

DYNAMIC PLANNER

7. Troubleshooting

There may be a variety of reasons why a user may receive an error message during the import process. These are usually related to the mapping process as documented during this guide.

Client did not import:

- The primary client is marked as a company, trust, or partnership client.
- The primary client either lacked a date of birth in XPlan, or is under 18.
- The primary client from XPlan matched more than one client in Dynamic Planner. The adviser may need to clean up duplicate clients in Dynamic Planner before re-attempting the import.
- The primary client from XPlan is on one of the following statuses: archived, deceased, group plan members, prospect or contact. We do not currently support these statuses.
- The client was missing a first name, last name or date of birth in Xplan. These are required fields for the import to succeed.

Partner details did not import:

- Check that the partner has the same adviser as the primary client.
- The client was missing a first name, last name or date of birth in Xplan. These are required fields for the import to succeed.
- If partner address and contact details did not import, check that these have been added.
- Relationship is showing "other" on Dynamic Planner. This is correct behaviour and can be manually updated in DP for future.

Investment / pension arrangements did not import:

- If more than one match to duplicate arrangements in Dynamic Planner, duplicate data needs to be removed from DP before trying the import again.
- Arrangement is not supported.
- Arrangement sub-type is not recognised or supported.
- Savings account was not imported. Check arrangement type not listed in Xplan as fund account.
- Provider name is missing from Xplan.
- Policy number has not been input on Xplan.
- Joint ISA is noted in Xplan. Not supported by Dynamic Planner.
- Policy status is not supported.
- Provider name did not match and created as "other". Amend this in Dynamic Planner and the import will not override at future imports.

Valuation did not import:

- Currency other than GBP not supported by Dynamic Planner.
- Xplan did not hold the underlying fund holdings and created a summary.

- Date of valuation is not correct. If none noted on Xplan under 'current value last updated on', Dynamic Planner defaults to the date of import.
- The fund did not have an ISIN code. Fund matching is done using ISIN code only.
- If no ISIN or not recognised by DP, a summary fund with 100% cash asset allocation is created.
- Negative valuations and holdings do not import as not supported in Dynamic Planner. This could be due to pending trades. Try again in a day or 2 once the trades have settled.

Report was not returned to Xplan

- Open the report in Dynamic Planner and ensure 'Download to Document Store' is toggled on and click Download

Other

- The adviser Dynamic Planner licence type is not supported. The Dynamic Planner Client Success team will check this.
- The import failed because the user is trying to run the integration with an Xplan login that has already been used for the integration by another Dynamic Planner user. The integration has a one-to-one user mapping. Users must have their own Xplan login (not a shared one) and their own Dynamic Planner license to run it.
- The import failed because the user is trying to run the integration with a Dynamic Planner license that has already been used by another Xplan user. The integration has a one-to-one user mapping and users must have their own Dynamic Planner license (not a shared one) and their own Xplan login to run it.
- The import failed due to an error while calling the XPlan integration service. This might mean a problem at XPlan's end, but it could also be a problem with the way that Dynamic Planner are calling their integration service. Raise an issue on the Xplan Support Community portal and raise with Dynamic Planner's Client Success team. Please quote any Xplan support reference numbers.

8. How to obtain further support

Dynamic Planner's error messages may refer users to their Xplan representative.

In most instances this will be Xplan's Community Support Portal where you can raise a ticket for investigation, and you will be given a reference number to help track it's progress.

If you need to refer on to Dynamic Planner, please contact the Client Success Support Team quoting your Xplan ticket number so that we may investigate further and contact Xplan.

When contacting Dynamic Planner, please give as much information as possible to help us triage your query as quickly as possible. We may ask you for a suitable time so that we can do a screen share to understand the information that is on your system and check any error messages on screen.

Please be aware that as Xplan is not our system, we will rely on you to provide accurate information to let us investigate.

Client Success:

Support@DynamicPlanner.com

Tel: 0333 6000 500, option 1

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