

## ***Partnering with Morningstar Back Office Services***

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When you make the decision to allow Morningstar's Back Office Services (BOS) department to handle your data imports or special projects, you may be setting up a partnership that will last for years to come! However, with any good partnership, both parties must be willing to work together to achieve the desired outcome. This document outlines the responsibilities of each partner that will help ensure a smooth and productive working relationship.

### **Back Office Services Responsibilities**

The topics below are a broad overview of the services BOS provides for our import services.

- Conversions from Other Portfolio Management Systems (Advent, Advyzon, Portfolio Center)
- Historical Data Imports (Onboarding) – BAA Not Included
- Setting up Rep Level Access as part of Onboarding
- Downloading Data Files
  - Retaining a Rolling Three Months' Worth of Data Files
- Initialize new Providers / Accounts
  - Client Account Mapping – Dependent upon Data Availability (primarily SSN)
- Account Maintenance
  - Import Securities, Prices, Accounts, and Transactions (based on Trade Date)
  - New User-Defined Security Review
  - Two-Way Reconciliation – Add Closing Transactions
  - Perform Corporate Actions
  - Share Balance Reconciliation (DST occurs Monthly, Pershing occurs Weekly)
  - TRX Import for Providers with Cost Basis Files – Pending Custodial Availability (a.k.a. Custodial Cost Basis Import used for Cost Basis Rebalancing)
  - When possible, enter transactions to maintain performance for accounts missing data such as Money Market Sweeps, Distribution Reinvests, etc. for data sources that do not provide this transaction activity.
  - Quality Assurance Review of Imports / Data
- ByAllAccounts
  - AccountView Implementation / Initial Training
  - Automated Account-Specific Security Translation to Maintain Pricing
  - Execute all BAA Import/Recon Workflows per the Best Practices Documentation (Separate Document)
  - Submit Data Improvement Issues to BAA Support
- Client / Custodial Communication
  - Contact Custodian for ETA on Data File Delays
  - Update Clients Regarding Import Delays after 12:00 P.M. EST

## Client Responsibilities

BOS recommends reviewing this list to help maintain the highest level of accuracy in your data.

- Provide Additional Information for Reconciliation Errors upon Contact
- Utilize Data Management Reports to Review New Accounts, New User-Defined Securities, Failed Reconciliation
- Data Maintenance
  - Identify Performance Issues in the Data
  - Householding
  - Reversals – BOS does not link to the original transaction.
  - Map User-Defined Securities to Morningstar-Tracked Securities
  - Cost Basis Reconciliation (even when subscribed to the BOS Additional Service)
  - Specify Lots for Sell Transactions – Dependent on Tax Lot Method set-up in Morningstar Office
  - Market Value Reconciliation (Pricing Issues, Par Value Issues, Contract Size Issues)
  - New User-Defined Security Classification
- ByAllAccounts Credential Errors / Navigation Errors / Stale Data
- Review ByAllAccounts Best Practices Document (Separate Document)

## Back Office Services Special Projects

Special projects, outside the scope of normal BOS procedures, can be contracted to help maintain the integrity of your data. **Note:** *These projects may incur additional cost depending on the scope of the project and a timeline for completion.*

- Historical Imports (Retroactive) – BAA Not Included
- Broker Dealer Changes
- Merge Accounts
- Corporate Actions with Client-Provided Cost Allocation
- Cost Basis Reset – Pending Custodial Availability
- Transactional Cost Basis Initialization on ACAT transfers - Used for Gain/Loss Reporting
  - Pending Custodial Availability
  - Separate Cost Basis Considerations Document Available
- Mass Transaction Type Changes
- Manual Data Entry from Statements
- Account Exclusions
- AccountView Retraining

Please contact our BOS Relations department ([bos-relations@morningstar.com](mailto:bos-relations@morningstar.com)) if you have any questions.