

# Morningstar Office User Manual: Handling Warnings in Transactional Accounts

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This document provides a list of warning messages you might encounter when generating reports and provides recommended actions you can take to understand or fix the underlying problems that cause these warnings. All of these warnings affect transactional accounts, whether manually created, imported, or converted.

## **Overview**

The following table suggests steps to resolve errors in transactional accounts:

## Resolving Warning Messages

This Warning Message...	Means...	Steps to Resolve
<p>Prices are missing for the following securities, which may affect valuations and returns. You may add or edit prices for user-defined securities in the Definition Master.</p>	<p>You are receiving this error because you are running a report on a date in which prices are missing for this holding. There may be several causes:</p> <ol style="list-style-type: none"> <li>1. This is a user-defined security (created manually or via an import) that is not tracked in the Morningstar database, and a price is not entered for this date.</li> <li>2. This is a security that is imported but and is also tracked in the Morningstar database. You are using imported prices, and there is no imported price for this date.</li> <li>3. This is not an imported security and is also a Morningstar tracked security, and Morningstar is missing prices for this date. (This is rare.)</li> </ol>	<p>If Scenario 1:</p> <ol style="list-style-type: none"> <li>1. Go to <b>Tools &gt; Edit Definition Master</b>.</li> <li>2. Find your security in the list. Right-click on the <b>security</b> and click <b>Edit</b>.</li> <li>3. Go to the Price Sources tab and click on the Setup button.</li> <li>4. Enter the missing price for the report date.</li> <li>5. Click <b>Save + Close</b> to update the information.</li> </ol> <p>If Scenario 2:</p> <ol style="list-style-type: none"> <li>1. Go to <b>Tools &gt; Edit Definition Master</b>.</li> <li>2. Click on the <b>Price Sources</b> tab on the left-hand panel.</li> <li>3. Find the security in this list and scroll to the right to the Price Source column. If the Price Source is Imported Price, either click on the <b>magnifying glass</b> in the Prices column to enter a price, or switch the <b>Price Source</b> from <b>Imported Price</b> to <b>Morningstar Price</b>. Choosing this second option will allow you to use the prices in the Morningstar database.</li> <li>4. Click <b>Save</b> to update the information and exit the Definition Master.</li> </ol> <p>If Scenario 3:</p> <p>Please alert your implementation consultant or call the support team at 866-215-2503 so we can investigate why a price might be missing.</p>

This Warning Message...	Means...	Steps to Resolve
<p>The following transactions could not be closed due to insufficient positions to settle these transactions. The realized gain/loss will not be calculated correctly.</p>	<p>You have posted sell transactions in which the sell quantity exceeded the quantity held in the account on that transaction date. This can occur with converted transactions or when transactions are missing or imported out of the sequence in which they occurred.</p>	<ol style="list-style-type: none"> <li>1. The report warning message will display the affected security and its transaction date at minimum so that you can review and correct the transaction data. Check your custodian for transactions on these dates and verify that these transactions have the correct transaction date and quantity.</li> <li>2. If you notice a discrepancy on a transaction, return to the affected account in Morningstar Office. From this account's holdings summary, right-click the <b>holding</b> affected and click <b>View Transactions</b>.</li> <li>3. The Transactions view opens and lists all the transactions for this holding.</li> <li>4. Find the affected transaction date for the security. Right-click the <b>transaction</b> and select <b>Edit</b>. The Transaction record will open so the information can be edited.</li> <li>5. Edit the <b>transaction date</b> and <b>quantity</b> fields to fix the discrepancy.</li> <li>6. If you are unable to locate the discrepancies between Morningstar Office and your Custodian, you can call our support team at 866-215-2503 for assistance.</li> </ol>
<p>Some transaction original cost or date information is missing, Gain/Loss related data calculation will not be accurate. You may need to review data for the following transaction(s).</p>	<p>The transaction is missing original cost (cost basis) or date information.</p>	<ol style="list-style-type: none"> <li>1. The report warning message will display the affected security and its transaction date at minimum so that you can review and correct the transaction data.</li> <li>2. From this account's holdings summary, right-click the <b>holding</b> affected and click <b>View Transactions</b>.</li> <li>3. The Transactions view opens and lists all the transactions for this holding.</li> <li>4. Find the affected transaction date for the security. Right-click the <b>transaction</b> and select <b>Edit</b>. The Transaction record will open so the information can be edited.</li> <li>5. Enter the missing cost basis data in the Per Share Cost Basis field. Click on <b>Save + Close</b> to update this transaction. Repeat for other transactions if necessary.</li> </ol>

This Warning Message...	Means...	Steps to Resolve
<p>Please note: We have noticed a discrepancy while generating the report, and may not be calculated correctly. The beginning market value plus/minus contributions, withdrawals, gains/losses, income, and fees do not equal the ending market value. This may be due to issues with a specific transaction(s) during the selected timeframe. Please review your transactions, correct, if applicable, and re-generate the report. Please contact our support desk with any questions.</p>	<p>The transaction amount is not equal to the cash amount. Or, a transaction's shares times the price does not equal the market value.</p>	<p>Check your custodian for transactions that occurred on this date range and verify that these transactions are correctly entered in Morningstar Office.</p> <p>If you are unable to locate the discrepancies between Morningstar Office and your Custodian, you can call our support team at 866-215-2503 for assistance.</p>
<p>The following Delivery in/Out or Start value transaction price equal to 0, but security price is not 0 at that day. We are using the closing price of the day to calculate cash flow, you may review and input right transaction data.</p>	<p>The Delivery in/Out or Start Value transaction price is equal to 0, but the security price is not 0 for that day.</p>	<ol style="list-style-type: none"> <li>1. The report warning message will display the affected security and its transaction date at minimum so that you can review and correct the transaction data.</li> <li>2. From this account's holdings summary, right-click the <b>holding</b> affected and click <b>View Transactions</b>.</li> <li>3. The Transactions view opens and lists all the transactions for this holding.</li> <li>4. Find the affected transaction date for the security. Right-click the <b>transaction</b> and select <b>Edit</b>. The Transaction record will open so the information can be edited.</li> <li>5. To correct the zero price error, delete the <b>0</b> amount in the Price field. Click <b>Save + Close</b> to update this transaction.</li> </ol>
<p>Accrued interest has not been calculated for the following bonds. Please edit these securities' Definition Master records, to calculate accrued interest. Required fields are: Maturity Date, Interest Rate, Payment Frequency, Day Type, and First Coupon Date.</p>	<p>This warning applies when Fixed Income securities in a transactional account are missing the required data points listed in the warning. These data points are necessary to calculate the interest that has accrued between payment periods.</p>	<ol style="list-style-type: none"> <li>1. From the holdings summary, right-click on one of the affected <b>bond holdings</b> and click <b>Edit Security</b>. This takes you to the Definition Master where you can edit the bond details.</li> <li>2. Click on the <b>Detail</b> tab.</li> <li>3. Fill out the accrued interest fields: <b>Maturity Date, Interest Rate, Payment Frequency, Day Type, and First Coupon Date</b>.</li> <li>4. Click <b>Save + Close</b> to update the information. Repeat the above steps for other fixed income holdings, if necessary.</li> </ol>

This Warning Message...	Means...	Steps to Resolve
<p>The following securities have a zero (0) price. If this is not correct, please modify the price in the Definition Master. Errors may occur on the report when the price is zero.</p>	<p>This warning applies to any non-cash security that has a price of 0 in the Definition Master.</p>	<p>Confirm with your source or custodian that the price should be 0 for the securities listed.</p> <p>If the price is not supposed to be 0 and this is a user defined security:</p> <ol style="list-style-type: none"> <li>1. Right-click on the security from the holding summary and click <b>Edit Security</b>.</li> <li>2. Click the <b>Price Information</b> tab, then the <b>Setup</b> button. Change the <b>0</b> price for the affected day.</li> <li>3. Click <b>Save + Close</b> to update the information.</li> </ol> <p>If this is Morningstar-tracked security but you are using imported prices:</p> <ol style="list-style-type: none"> <li>1. Go to <b>Tools &gt; Edit Definition Master</b>.</li> <li>2. Click the <b>Price Sources</b> tab.</li> <li>3. Find the security in this list and scroll to the right to the "Price Source" column. If the Price Source is Imported Price, either click the <b>magnifying glass</b> in the Prices column to enter a <b>price</b>, or switch the <b>Price Source</b> from <b>Imported Price</b> to <b>Morningstar Price</b>. Choosing this second option will allow you to use the prices in the Morningstar database.</li> </ol>
<p>This account has adjusting transactions that may impact performance calculations. Performance calculations are not affected when both Credit of Security and Debit of Security transactions balance with market value. The transactions listed below have been flagged, since they do not balance. Please verify these transactions are correct.</p>	<p>Morningstar's calculation methodology requires that both inflows and outflows of a corporate action balance in value. If the values do not add to the ending market value, incorrect gains or losses may result.</p>	<p>Go to the Transactions section of your account and confirm with your source or custodian that these transactions are entered correctly.</p> <p>If you are unable to locate the discrepancies between Morningstar Office and your Custodian, you can call our support team at 866-215-2503 for assistance.</p>

If you are unable to resolve your import issues on your own or have any questions about this document, please contact Morningstar Office Technical Support at 866-215-2503. In order for Morningstar to provide the best support to you, you should be prepared to export the data in question from the import blotters to Excel and send us your import files.

### Contacting Technical Support