Detecting and Correcting Incorrect Security Mappings in Morningstar Office^{SM}

Overview

To review your data in Morningstar Office^{SM} for possible incorrect security mappings, please follow the steps outlined in this document. Throughout this guide, if you have questions, please contact one of our support teams for assistance:

► If you reconcile transactions yourself, please contact our product support team at +1 866 215-2503 or officequestions@morningstar.com.
► If you use Morningstar Back Office Services, please contact that support team at +1 312 384-3714 or BOS-relations@morningstar.com.

What is the process for detecting and repairing this issue?

At a high level, the process of identifying incorrectly mapped securities includes the following steps:

1. Ensure the correct setting is checked to see liquidated holdings for your practice.
2. Review stocks, ETFs, and closed-end funds used in your practice to see which do not belong (or have never belonged). This might require cross-referencing Morningstar Office data with that from your custodian.
3. Export associated accounts to Excel for archiving and reference.
4. Correct the mappings and review related transactions by following this guide (see Correcting Incorrect Security Mappings on page 8), or contact the appropriate Morningstar support team.

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Detecting Incorrect Security Mappings

This section covers how to detect incorrect security mappings in Morningstar Office. You will learn how to do the following:

Overview

- ▶ see liquidated holdings for your practice
- ▶ review the securities in your practice for incorrect mappings, and
- ▶ export securities that may have been incorrectly mapped.

The first step in diagnosing the issue of incorrectly mapped securities is to ensure you are looking at all holdings in your practice, including liquidated holdings. To change your settings to see liquidated holdings, do the following:

How do I see liquidated holdings for my practice?

1. From the **Home** module, click the **Settings** page.
2. Click the **Preferences** folder. The Account Setting dialog box opens.
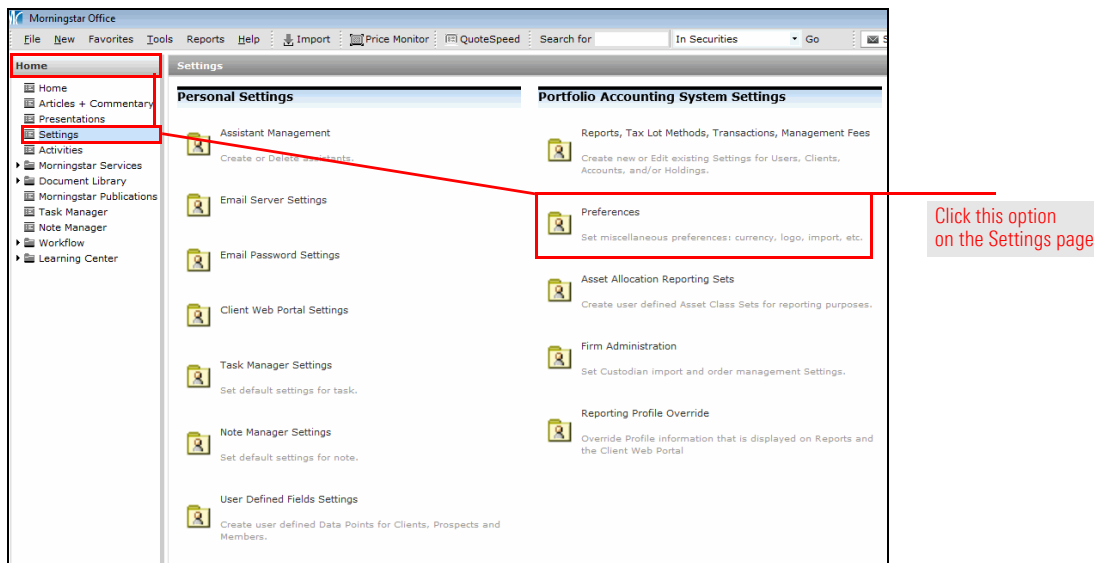
3. In the Account Setting dialog box, check the box for **Show Liquidated Holding**.
4. At the bottom of the dialog box, click **Save + Close**.
5. When the confirmation message opens, click **OK** to close it.
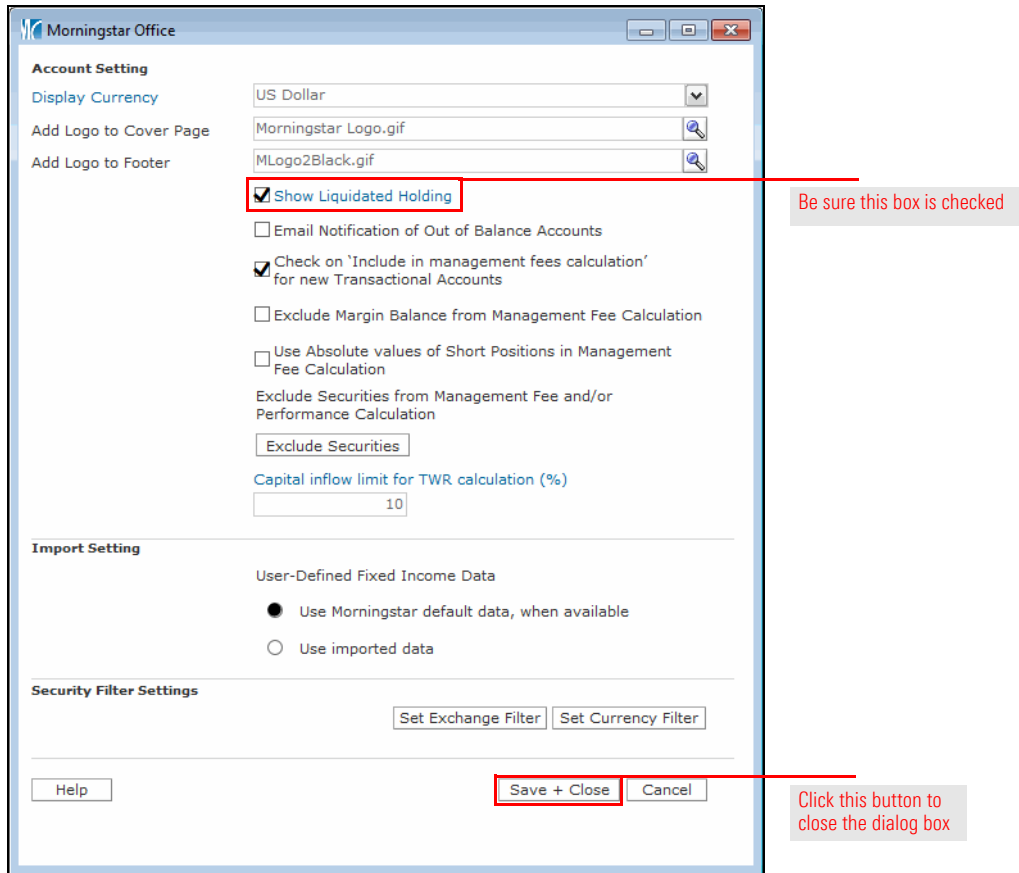
The next step is to sort your securities by Security Type to find those that have never been held by your clients. If you are unsure whether a security has ever been held by a client, be sure to also check your custodian's data.

How do I review the securities in my practice?

☞ Note: Regularly review this list to uncover any suspicious holdings you believe are not owned by your clients.

Do the following:

1. From the **Portfolio Management** module, select the **Securities in Accounts** page.
2. **Scroll right** until you see the Security Type column.
3. To sort the list of security by type, **double-click** the **Security Type** column header.

4. Review the following security types for securities either not held or never held in your clients' accounts:
   ▶ stocks
   ▶ closed-end funds, and
   ▶ exchanged-traded funds.

5. If you find a security that has never been held in a client's account, check the **box** to the left of the security's name.

☞ Note: One way to spot these incorrectly mapped securities is by comparing the Price Date and Last Transaction Date values for each row. When the Price Date is before the Last Transaction Date, this could indicate an inactive security. If you export all securities to Excel, place the following formula in a new cell in a row to check for this: =IF(F1<E1,"Review",""), where Column E is the Last Transaction Date, and column F is the Price Date column. Wherever the word Review appears, check to see if it reflects an inactive security.

The next steps involve the following actions:

1. Isolate the securities you've selected.
2. Export the accounts associated with these securities.

  ☞ Note: The key to the export process is to add and rename a separate tab for each security whose associated accounts you export. This is detailed in the following procedure.

The Microsoft® Excel file you create will be used as a reference for use in later steps where the transactions related to these incorrectly mapped securities are corrected.

To isolate possibly incorrectly mapped securities and export accounts holding these securities, do the following after completing the security review:

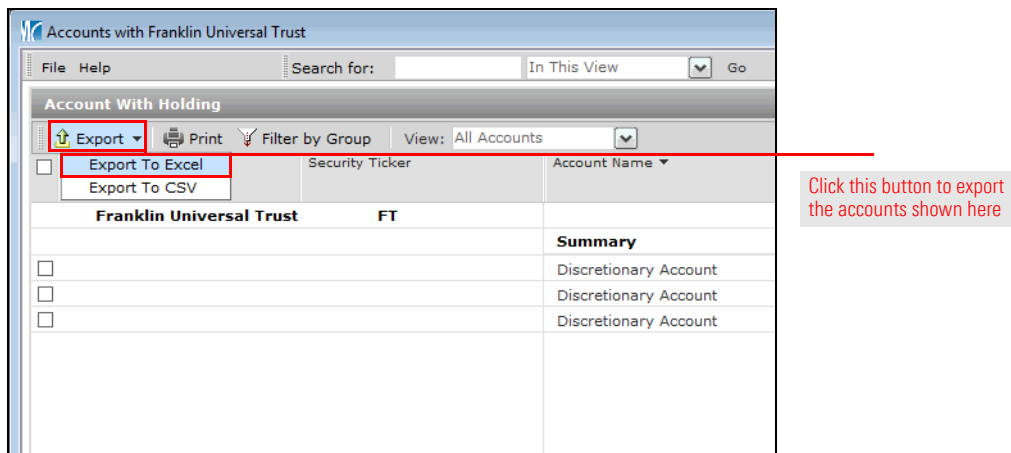1. At the bottom of the window, click the **Selected** button.

Click this button to isolate the selected securities
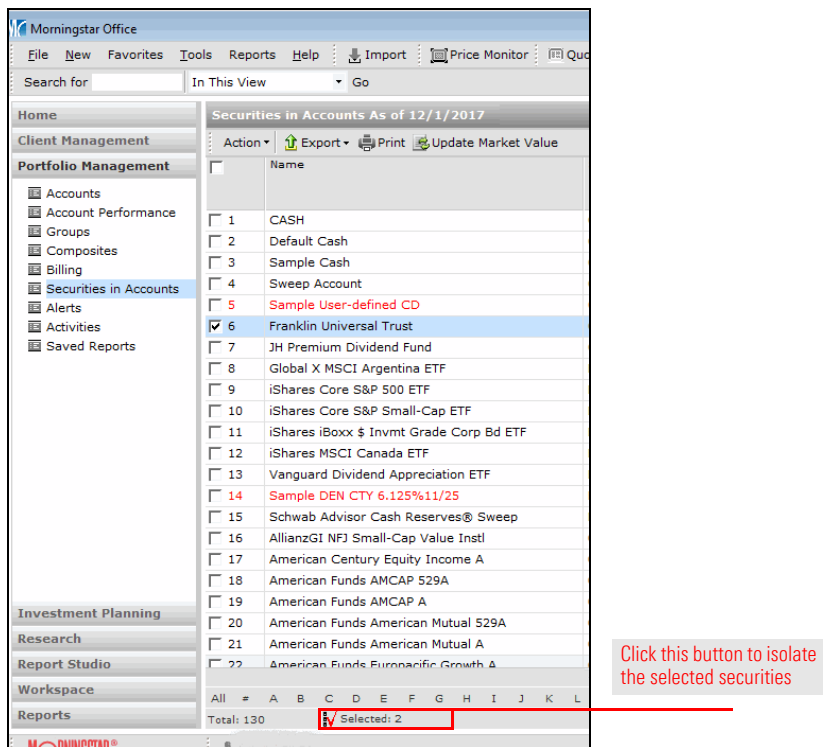
2. **Mouse over** the first row, **right-click** and select **View Accounts with Holding**. The Accounts with [security name] window opens, listing the accounts holding (or those that held) this security.
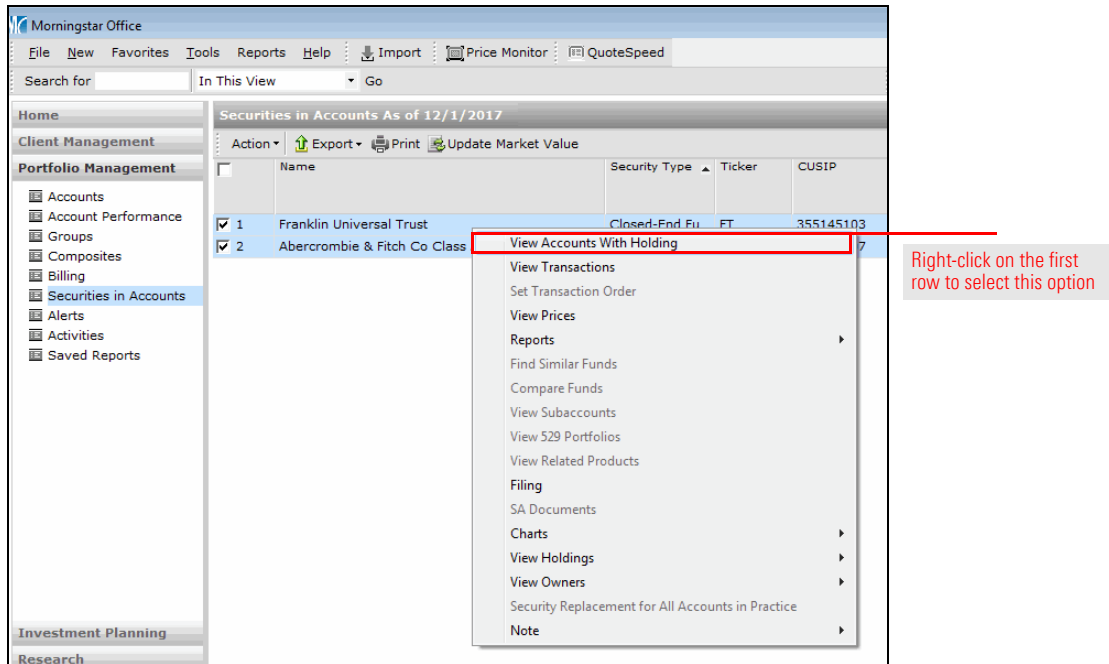

3. From the header, click the **Export** button, then select **Export to Excel**.

4. **Rename** the tab in Microsoft® Excel for the security you exported.
5. **Add** a new tab to the Microsoft® Excel workbook.
6. **Save** the Microsoft® Excel file.

7. In Morningstar Office, **close** the Accounts with [security name]… window.
8. Repeats steps 2-7 for each security selected as part of the review. When prompted to open subsequent Excel files, be sure to select **Active Cell**, then click **OK**.

Be sure to select this option
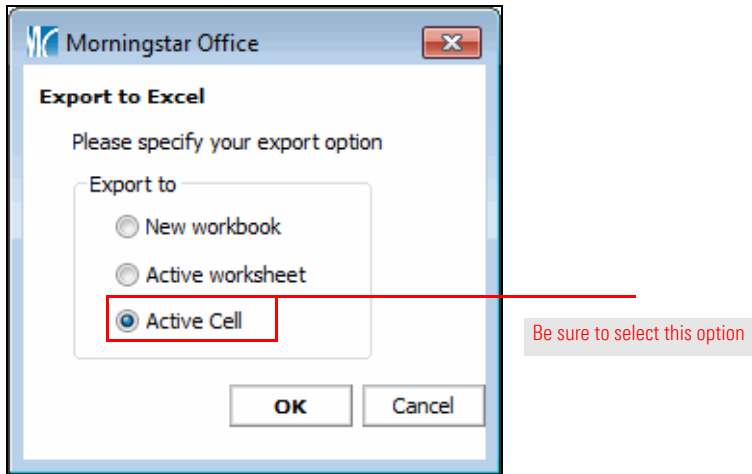
9. Once the Excel file is complete, If you would like to correct the security mapping related to these securities yourself, please see Correcting Incorrect Security Mappings on page 8. If you would like Morningstar to assist you in fixing any instances of incorrect security mappings and you reconcile transactions yourself, please contact our product support team at +1 866 215-2503 or officequestions@morningstar.com; if you use Morningstar Back Office Services, please contact that support team at +1 312 384-3714 or BOS-relations@morningstar.com.

Correcting Incorrect Security Mappings

This section explains how to address incorrectly mapped securities.   **Overview**

> ☞ Note: If you subscribe to Morningstar Back Office Services, any incorrect mappings will be corrected for you. For any questions related to this issue, please contact the Back Office Services support team at +1 312 384-3714 or BOS-relations@morningstar.com.

Fixing incorrectly mapped securities is complex, and involves many detailed steps. Please do not hesitate to contact the Morningstar Office support team with questions at +1 866 215-2503 or officequestions@morningstar.com.

For incorrectly mapped securities, your client accounts either still own these holdings, or they have been liquidated. The following table describes the possible scenarios related to ownership of these securities, and which section you need to reference to resolve these incorrect mappings.

| Scenario Description	Example	Section Reference
An incorrectly mapped security is currently owned by your clients and none have ever liquidated it.	Facebook (ticker: FB) was incorrectly mapped to FBR Asset Management (former ticker: FB). Any client account that once owned Facebook still owns Facebook, but in Morningstar Office the position currently reflects FBR Asset Management. Therefore, the ticker FB must be re-mapped to Facebook.	Use the procedures detailed in How do I update security mappings via the Import blotter? and How do I ensure the securities are using the correct price?
An incorrectly mapped security was liquidated or sold from all of your clients' accounts. You need to correct the mapping to insure historical performance and management fee reporting is accurate.	Facebook (ticker: FB) was incorrectly mapped to FBR Asset Management (former ticker: FB). You purchased Facebook for one or more client accounts, and subsequently sold it in all accounts prior to today. As a result, the position has been liquidated across all client accounts and is not currently owned by any account. If your clients liquidated the security, you must also copy the pricing information from the incorrectly mapped security to the correct security if you use Imported Price as the price source when importing.	Use the procedures detailed in How do I fix liquidated incorrectly mapped securities? and How do I copy price information from one security to another?
An incorrectly mapped security was liquidated from some client accounts, but not all, or it was purchased, sold, and subsequently repurchased by at least one account.	Facebook (ticker: FB) was incorrectly mapped to FBR Asset Management (former ticker: FB). You purchased Facebook for one or more client accounts, and subsequently sold it in at least one client account.	Call Morningstar Office support at +1 866 215-2503

If an incorrectly mapped security is currently owned by your clients and none have ever liquidated it, the process to resolve incorrectly mapped securities for these accounts involves the following steps:

How do I update security mappings via the Import blotter?

1. Re-import the most recent security and position files from your custodian.
2. Remap each incorrectly mapped security to the correct Morningstar-tracked security.
3. Reconcile the data to see a highlighted list of out-of-balance securities as a result of remapping.
4. Fix the out-of-balance securities.
5. Post the updated data to your practice.
6. Review transactions to ensure the correct price is being used.

To fix the mismatched securities via the Import blotter, do the following:

1. From the menu bar at the top of the Morningstar Office window, click **Import**.
2. Open the Import Blotter for your custodian, and import your previous day's **Security** and **Position** files.
3. In the Import blotter, select the **Morningstar-Tracked Securities** page.
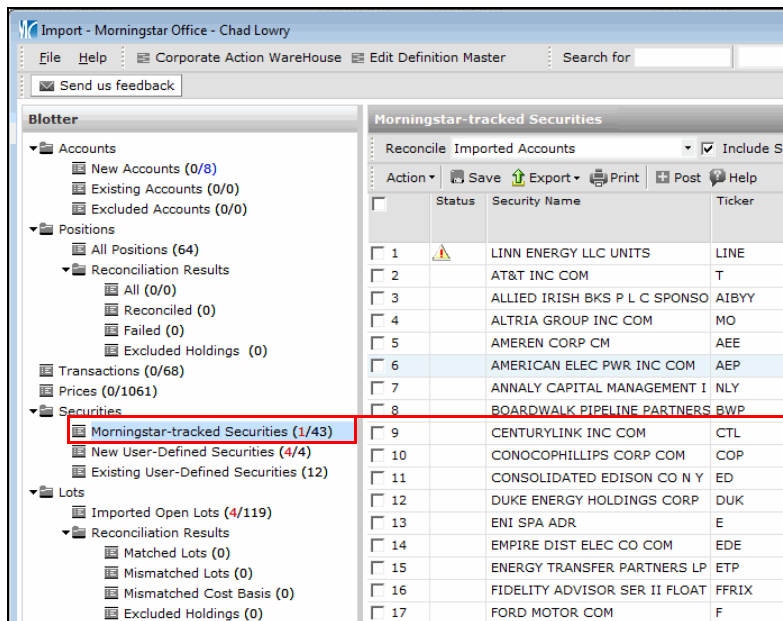
Be sure to select this page

4. In a row with an incorrectly mapped security, from the Morningstar Mapped Holding field, click the **magnifying glass** icon. The Find Investments dialog box opens.
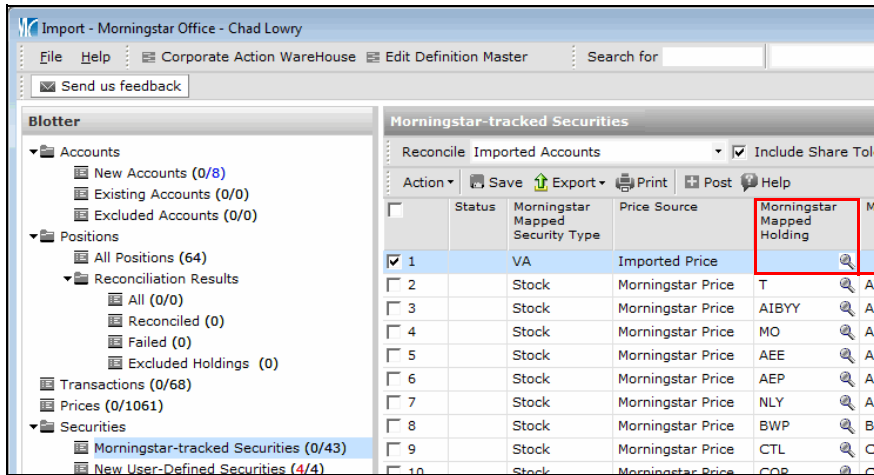
Click the magnifying glass in this field for an incorrectly mapped security

5. Find and select the **correct security**, then click **OK** to save the correct mapping.
6. Repeat steps 4-5 for all incorrectly mapped securities.
7. After all incorrectly mapped securities are saved as user-defined securities and mapped to the correct security, click **Save**.
8. Click **Reconcile**. You are brought to the Failed page under the Positions folder.
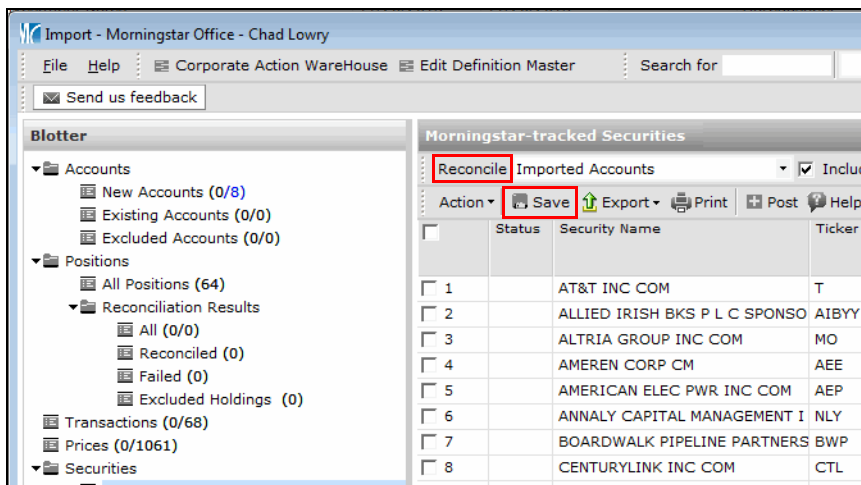
Note the locations of the Save and Reconcile buttons

9. Click **OK** to clear the message box.

10. On the Failed page, you will see one reconciliation error for the inactive security, and one reconciliation error for the new security. Check the **box** to the left of the two holdings for the same account (one is inactive, the other is active).
11. From the toolbar, select **Action**…**Replace Holding**. A window opens.
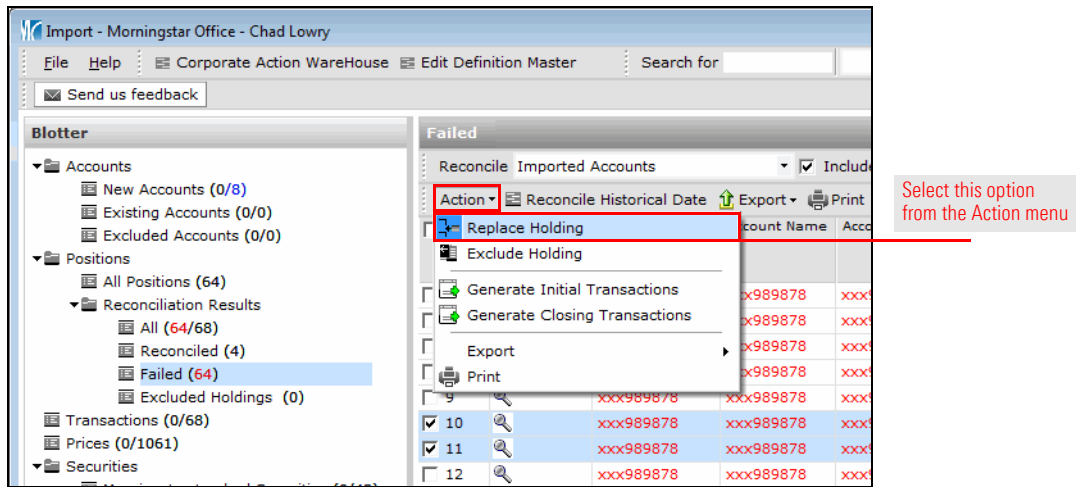
12. Verify that the **Target** field has the security you want to see in Morningstar Office.
13. Click **Apply replacement for all accounts in Reconciliation Blotter for this source/target pair**.
14. In the Security Price Option field, check **Copy Prices to Target Security**. A window opens.
15. Verify that these prices are the ones you need. (Compare the prices you previously exported to what is showing in the Security blotter.) Confirm that no conflicting prices are listed in the third column. Click **OK** to close the window.
16. Click **Replace Holding**.
17. Repeat steps 10-16 for each pair of securities. As you reconcile your account, your errors are corrected.
18. When all errors are corrected, click **Post**.
19. You can now close the blotter and Import windows.

To ensure the accounts now look the way you expect, do the following:

1. After you finish working in the import blotter, go to the **Portfolio Management** module.
2. Select the **Securities in Accounts** page, and find one of the securities whose mapping was changed in the Import blotter.
3. **Right-click** the security and select **View Accounts with Holdings**. The Accounts with [security name] window opens.
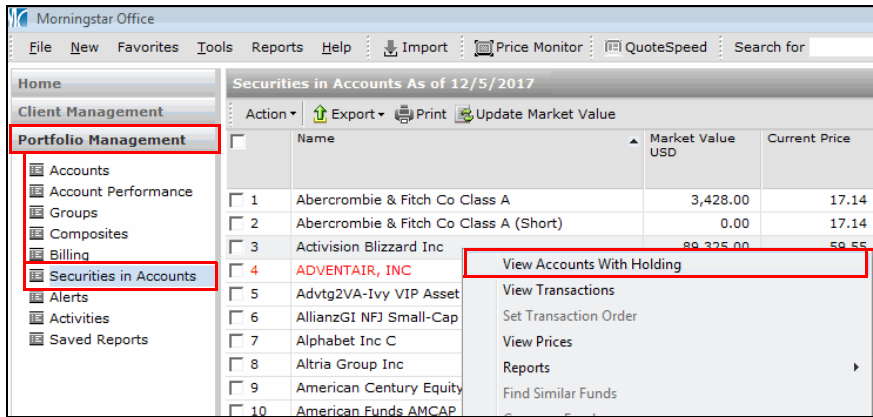
Right-click an incorrectly mapped security to select this option

4. **Double-click** the first **account** to open it.
5. **Right-click** the security and select **View Transactions**.
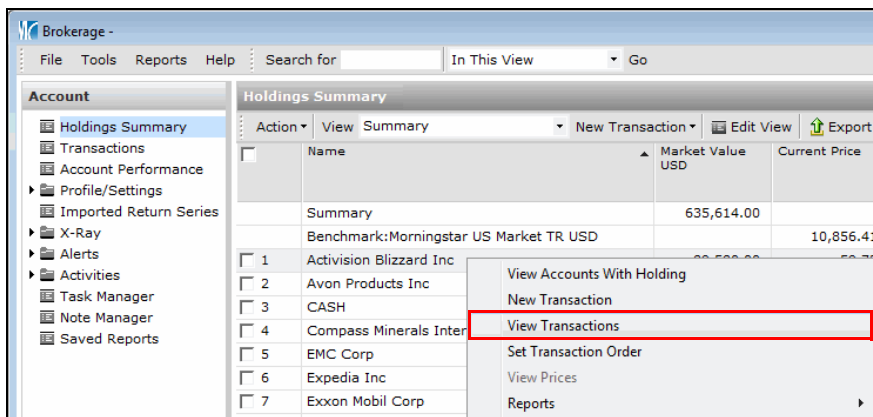
Right-click an incorrectly mapped security to select this option

6. If you have any Deliver-in or Deliver-out transactions, you need to update the price for all of these transactions. **Right-click** a Deliver In or Deliver Out transaction and select **Edit**. The Transaction window opens.
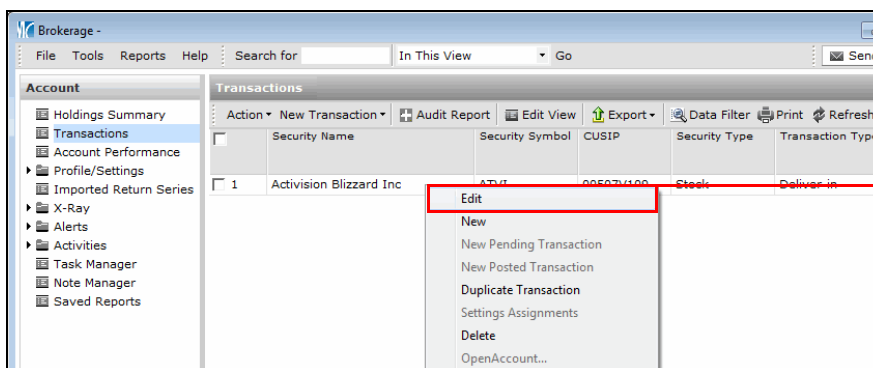
Right-click a Deliver In or Deliver Out transaction to select this option

7. In the Transaction window, take note of the Received Date field. You need to change this date in order for the security's price to update to the correct value. The easiest way to do this is to use the **calendar icon** to change the Received Date to another date, and then immediately change the Received Date back to its original date. (You will see the price update when the Received Date is changed.)

8. Click **Save + Close**.

Before using the calendar icon in this field to change the date, be sure to take note of the original value, as you will need to restore it after changing the date here to another day

9. Repeat steps 6-9 for each Deliver-In and Deliver Out transaction.
10. Repeat steps 3-9 for each incorrectly mapped security.

If a security was mapped incorrectly in all accounts and is also no longer owned by any client accounts, you still need to address this issue because it can affect historical performance reports and management fee reports.

Do the following:

1. Reference the Microsoft Excel file you saved earlier with exported accounts holding incorrectly mapped securities. On the first tab of the workbook, note whether any accounts have liquidated the holding in question. If so, go to Morningstar Office and select the **Portfolio Management** module.
2. Be sure the **Accounts** page is selected.
3. **Double-click** the **account** in question to open it.

How do I fix liquidated incorrectly mapped securities?
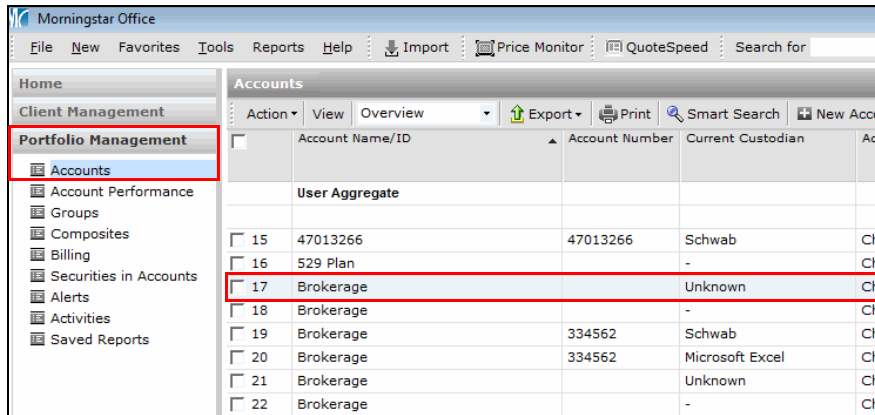
Double-click an account from this page

4. **Right-click** the incorrectly mapped security and select **Security Replacement for All Accounts in Practice**. The Replacement with Security dialog box opens.
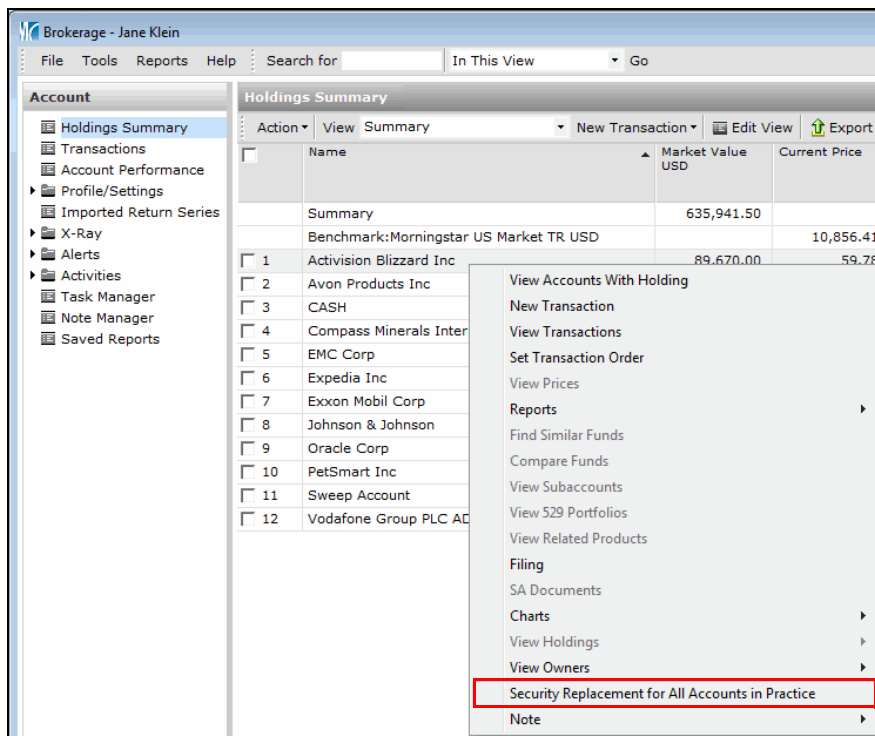
Right-click an incorrectly mapped security and select this option

5. Find and select the **security** you would like to use.

    ☞ Note: If more than one option is available, select the security whose name includes "RepPerf"
       (this stands for Ready for Performance).

6. Click **OK** to close the dialog box.
7. When the confirmation message opens, click **OK**. A Notepad document opens with
    details of every account impacted by this security replacement. Review this file, and
    ensure that every account here was intended to be changed. If you see an account
    which you believe does not belong here, contact Morningstar Office support at
    +1 312 384-3714. Once the change is made, it will be reflected in all accounts that hold
    the security. All historical transactions under the old security are also converted to the
    new security.
8. Repeat steps 1-7 for each tab in the Microsoft Excel workbook.

If you are using imported prices (rather than the Morningstar price), when the
incorrectly mapped security was replaced with the correct one, the price information
(which was correct) from the incorrectly mapped security was not brought over to the
correct security. Therefore, the price information from the incorrectly mapped security
needs to be copied to the correct security in order to produce accurate performance
reports and billing statements. If you are using the Morningstar price for a security
(perhaps because your custodian does not have consistent pricing for a security), then
you do not need to take the action described here.

**How do I copy price
information from one
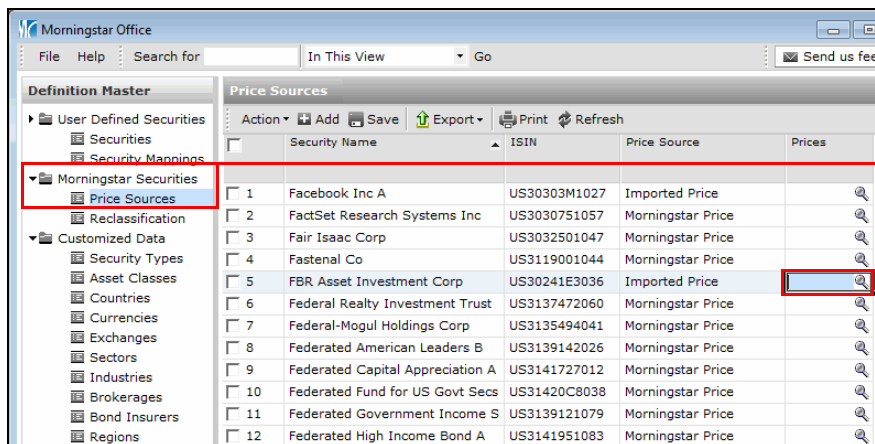security to another?**

This procedure needs to be done whether the security was mapped in the Import
blotter, or using the security replacement feature in the Portfolio Management module.

Do the following:

1. From the menu bar at the top of the Morningstar Office window, select **Tools**...**Edit
    Definition Master**. The Definition Master window opens.
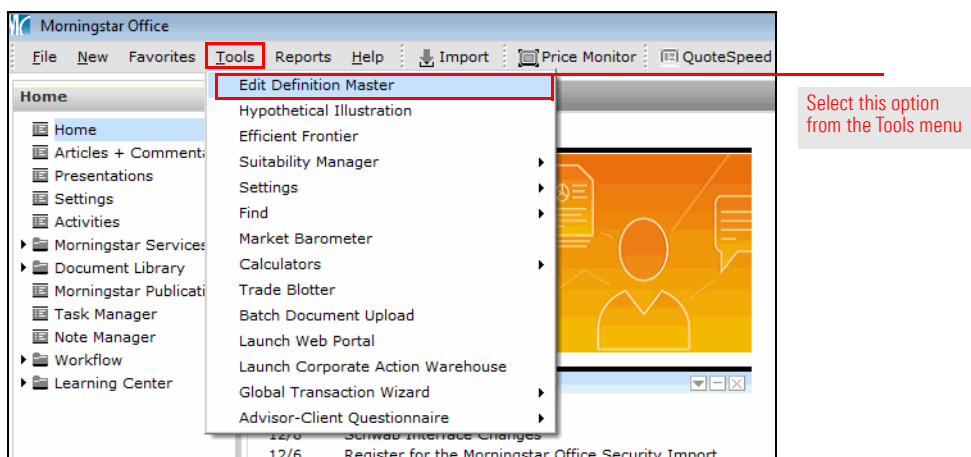
2. Under the Morningstar Securities folder in the left-hand navigation pane, select the **Price Sources** page.
3. Confirm you see a row for both the incorrectly mapped security and the correct security. If you do not see a row for the correct security, please review the steps in How do I update security mappings via the Import blotter? on page 9 or How do I fix liquidated incorrectly mapped securities? on page 14.
4. In a row with an incorrectly mapped security, **scroll right** until you see the Prices column.
5. Click the **magnifying glass** icon in the Prices column. The Prices schedule setup window opens.

6. In the last row with price data, **scroll right** until you see the Day 31 column.
7. Even if no price is in the **Day 31** column, click in that cell, then hold down the left mouse button as you drag all the way to the top left and have the first day selected.
8. When all cells are selected, press <**CTRL**>+<**C**> to copy the information.

9. Close the Prices window for the incorrectly mapped security.
10. In the row with the correctly mapped security, **scroll right** until you see the Prices column.
11. Click the **magnifying glass** icon in the Prices column. The Prices window opens.
12. Use <**CTRL**>+<**V**> to paste in the price data.

Click in the first cell to paste the price data
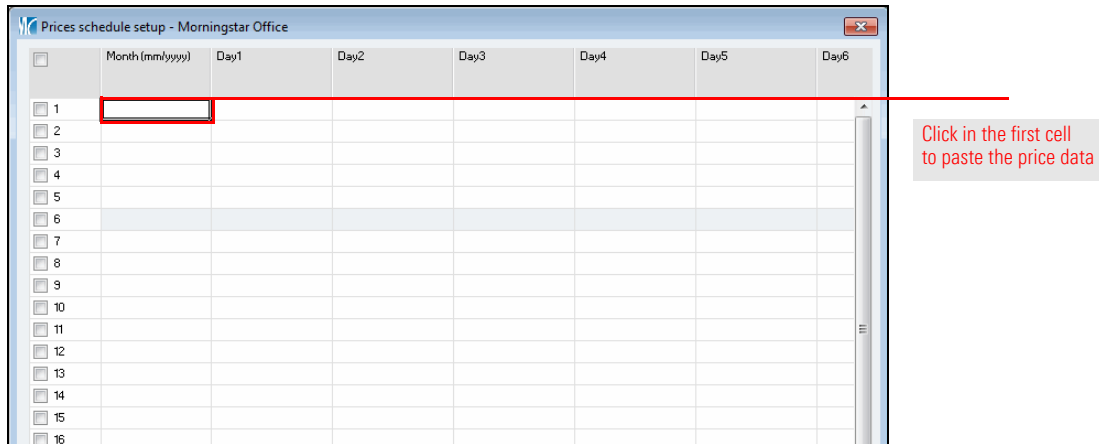
13. Click the **Save + Close** button.
14. On the Definition Master window, click **Save**.
15. Repeat steps 4-14 for all incorrect securities using Imported Price as the Price Source.