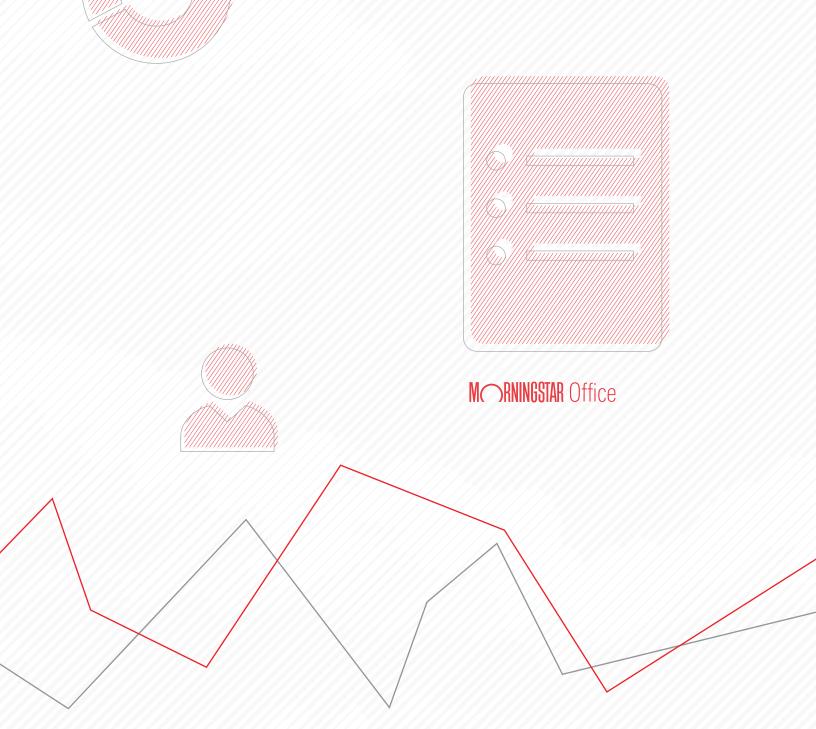
Working with Clients and Accounts

Morningstar OfficeSM Cloud



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Working with Clients and Accounts

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Working with Clients and Accounts

In Morningstar OfficeSM Cloud, the Clients & Accounts area stores your client and account information. In this area, you find a Grid and Analytical View, which is a series of tabs, and under each tab, you find a series of components.

Overview

Use this area to analyze your clients' accounts and portfolios, and conduct operational tasks, such as generating reports, applying settings, and editing client profile information.

In this manual, the following topics are covered:

- Creating Clients and Prospects (page 6)
- Creating an Account (page 19)
- Creating a Custom Security (page 36)
- ► Assigning Models and Benchmarks to Clients and Accounts (page 42)
- ► Using Custom Benchmarks and Model Portfolios with Components (page 45)
- ► Managing Client & Account Settings for Multiple Clients (page 48)

Creating Clients and Prospects

As part of your Morningstar Office Cloud subscription, custodial import and reconciliation tasks are outsourced to Morningstar Back Office Services (BOS).

Pote: Read How are transactional accounts imported into Morningstar Office Cloud? on page 20 to learn more about BOS.

The BOS team takes care of your daily client and account import and reconciliation tasks, freeing you up to concentrate on your client relationships.

You can still enter prospects and new clients manually to establish them in the system, and take advantage of all the tools Morningstar Office Cloud provides. The steps to create a prospect and client are identical.

In this section, you will learn how to do the following:

- create a client (page 6)
- ► add a client report name (page 7)
- ► edit a client (page 9)
- ► share a client (page 13)
- convert a client to CRM (Redtail) (page 15),
- create a prospect (page 17), and
- convert a prospect to a client (page 18).

To create a client in Morningstar Office Cloud, do the following:

Exercise 1: Create a client

Overview

1. In the header, click the **Create** icon, then select **Client**. The Create Client window opens.

	Q 🕑	2 &
	Create	
M RNINGSTAR Office	Client	
	Prospect	Click here to begin.
Q. Search for Clients, Securities, Reports, and Research	Account	
A search to chemis, securities, nepurus, and nesearch	Madel Portfolio	
	Custom Benchmark	
ement Reports	List	
	Screen	
r practice by starting a spreadsheet report on	Note	
nexts under (C) Your practice's everall performance (C) Unrealized gains & fosses for all your clients	Batch Schedule	

- 2. In the Client Name field, enter Roop Family.
- 3. In the First Name field, enter Cory.
- 4. In the Last Name field, enter Roop.

Create Client					Cancel Create	
Profile > Settings	Client Name* Roop Family				• Required	There fields are required
	First Name* Cory		Last Name* Roop			to create a new client.
	Social Security Number	Date of Birth MM/DD/YYYY	Client Age	Desired	Retirement Age	
	Address 1		Address 2			
	Address 3		City	State	Zip Code	
	E-mail		Home Phone	Work P	hone	
	Review Date					

- Note: The Client Name is used to identify a client in the Morningstar Office Cloud interface. It also appears in the header of certain output reports.
- 5. At the top of the window, click **Create**. The Create Client window closes.

In some cases, you may want a different name to appear on reports, than what you've entered in the Client Name field. Do the following:

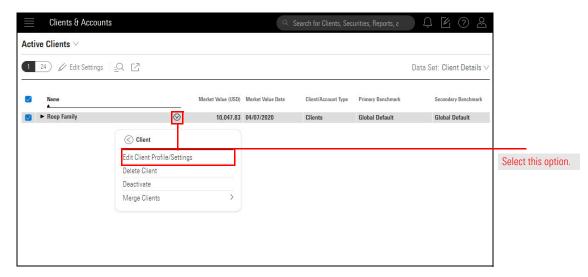
1. From the Menu, select Clients & Accounts. The Clients & Accounts page opens.

Exercise 2: Add a client report name

Home > EXPLORE Morningstar Research

EXPLORE Morningstar Research Markets			
CLIENT MANAGEMENT & ANALYS	Search for Clients, Securities, F	leports, and Research	
Clients & Accounts	1ent Reports		Click here to begin
Prospects			
Billing	ractice by starting a spreadsheet report on:		
Redtail CRM	ts under Your u	practice's overall	
► Reporting	(~)	mance	
PRACTICE MANAGEMENT			
► Workspace			
Integrations	🖄 Create	Lists & Screens	
Import	Market Value	Name	
Securities	V V		

- 2. Hover the cursor over the Roop Family. The Action icon appears.
- 3. From the Action menu, select **Client > Edit Client Profile Settings**. The Edit Client window opens.



- 4. On the Settings page, click **Display a different name on reports**.
- 5. In the Text field, enter The Roop Family.

Edit Client - Roop Family			Cancel Save	
Profile Settings	Client Report Setting Choose how this prospective client's performance is calculated fo You can manage these setting groups in Global Settings.	r reports and your analysis.		
	Global Default	\checkmark		
	 Preview Settings 			
	✓ Display a different name on reports			Enter a client report
	The Roop Family			name here.
	Primary Benchmark *Required		~	
	Morningstar US Market TR USD	Q		
	Secondary Benchmark (Optional)	Display		
	None	Q		
	Tertiary Benchmark (Optional)	Display		
	None	Q		
	Model Portfolio			
	Preferred Investments	V		

6. Click Save.

Exercise 3: Edit a client

Once you have created a client, you can edit the client name or add additional contact information. In this exercise, you will add Cory's birthday to the Client Profile.

To edit a client's profile, do the following:

1. From the Menu, select Clients & Accounts. The Clients & Accounts page opens.

🗮 Home		
Home		
EXPLORE	M RNINGSTAR Office ²	2
Morningstar Research		
Markets	Q Search for Clients, Securities, Reports, and Rese	arch
CLIENT MANAGEMENT & ANALY	\$15	
Clients & Accounts	nent Reports	Click here to begin.
Prospects		
Billing	ractice by starting a spreadsheet report on:	
Redtail CRM	ts under Your practice's overall	
► Reporting	vent () performance	
PRACTICE MANAGEMENT		
► Workspace		
Integrations	Create Lists & Scr	eens
Import	Market Value 🔺 Name	
Securities	Via Net Value	

- 2. **Hover the cursor** over the Roop Family row. The Actions icon appears. Click the **Actions** icon. The Actions menu opens.
- 3. From the Actions menu, select Client. The Client menu opens.

Clients & Accounts			Q Search	for Clients, Securities	S,
Active Clients \vee					
26 <u></u> Q [] [™] Export All C	olumn Set: Client Details ∨				
Name		Market Value US	Market Value D Date	Client/Account Type	
Roop Family		0.0	0 —	Client	
Sample Client	Actions		1 12/27/2017		
Sample Group Client Uells Family	Client	> 6.0	<u>0 </u>	Client	Select this option.
Cynthia's Individual Account	Members	> 2.3	3 11/02/2017	Taxable	ocioce tino option.
Cynthia's Individual QUICK Accour	Client Web Portal	> 14.5	3 06/27/2016	Taxable	
Cynthia's Roth IRA		10.5	0 09/26/2017	Taxable	
Cynthia's Trust	Share	17.0	6 09/06/2017	Trust	
John's Individual Account	Create New Account	!2.3	9 09/06/2017	Taxable	
John's Rollover IRA	Generate Report	!6.5	2 09/26/2017	Traditional Roll	
John's SEP-IRA	Convert to CRM)1.8	5 11/02/2017	SEP IRA	
Joint Wells Account		10.9	0 12/27/2017	Taxable	

4. From the Client menu, select Client Profile/Settings. The Edit Client window opens.

Clients & Accounts		(♀ Search	for Clients, Securi
tive Clients \vee				
0 26 <u>-</u> Q [[™]] Export All (C	Column Set: Client Details \smallsetminus			
▼ Name		Market Value USD	Market Value Date	
Roop Family	\otimes	0.00	_	Client
► Sample Client		361.91	12/27/2017	Client
Sample Group Client	Client	0.00		Client
▼ Wells Family	Client Profile/Settings	156.08	12/27/2017	Client
Cynthia's Individual Account	Delete Client	012.33	11/02/2017	Taxable
Cynthia's Individual QUICK Accour	ıt	594.53	06/27/2016	Taxable
Cynthia's Roth IRA		182,240.50	09/26/2017	Taxable
Cynthia's Trust		943,387.06	09/06/2017	Trust
John's Individual Account		465,122.39	09/06/2017	Taxable
John's Rollover IRA		231,926.52	09/26/2017	Traditional Roll
John's SEP-IRA		1,386,531.85	11/02/2017	SEP IRA
Joint Wells Account		65,540.90	12/27/2017	Taxable

5. In the Date of Birth field, enter 6/23/1980.

Edit Client					Cancel Save	
Profile > Settings	Client Name* Roop Family				• Required	
	First Name* Cory		Last Name* Roop			
	Social Security Number	Date of Birth 06/723/1980	Client Age 37	Desired Reti	rement Age	Add the date of birth here.
	Address 3		Address 2 City	State	Zip Code	
	E-mail		Home Phone	Work Phone		
	Review Date 12/28/2017					

6. Click Save.

Exercise 4: Create a

household

You can organize the Clients & Accounts page by merging clients from the same household into a single client record. Do the following:

To edit a client's profile, do the following:

1. From the Menu, select Clients & Accounts. The Clients & Accounts page opens.

Home				
Home	>			
EXPLORE		M RNINGSTA		
Morningstar Research				
Markets	Q Search	for Clients, Securities, R	eports, and Research	
CLIENT MANAGEMENT & ANALYS	IS			
Clients & Accounts	nent Reports			Click here to begin.
Prospects	ione nopore.			
Billing	ractice by starti	ng a spreadsheet report on:		
Redtail CRM	ts under	Your D	ractice's overall	
► Reporting	ient	(O) perform		
PRACTICE MANAGEMENT				
► Workspace			C.	
Integrations		🗹 Create	Lists & Screens	
Import		Market Value	Name	
Securities			Name	

- 2. Check the **boxes** of the clients you want to merge.
- 3. From the toolbar, click the Merge Clients icon. The Merge Clients window opens.

Clients & Accounts		
Active Clients \vee		
2 27 \swarrow Edit Settings \rightarrow Merge Clients $\underline{:} \mathbb{Q}$	C	Select the clients, then click here.
Name	Client Report Setting	
	-	
Class Examples After	Global Default	
□ ► Cohen, Steven and Veronica Po	Global Default	
Corey Roop	Global Default	
Doe Family	Global Default	
Extra Client	Global Default	
Extra Client1	Global Default	
Extra Client2	Global Default	
□ ► Felipe Jaramillo1	Global Default	
► INVESTMENT PLANNING CLIENT	Global Default	
✓ ► Jennifer Roop	Global Default	

4. Choose the primary client to merge into, then click Next.

Merge 2 Clients (Step 1 of 2)	Cancel Next >	Select the primary client, then click Next.
Choose the primary client to merge into		
⊖ Jennifer Roop		
○ Corey Roop		

5. Select the incoming member's relationship to the primary client, then click Save.

Update Relationships (Step 2 of 2)	Cancel < Back	Save		Select the relationship
1 member(s) will be added to "Jennifer Roop".			a	of the incoming client, then click Save.
Existing Members Jennifer Roop	Relationship to Primary Member Primary Member			
Incoming Members	, mary monitor			
Corey Roop	Unassigned	\sim		
	Others			
	Partner		10	

Note: Once merged, you might want to update the client name to reflect both members. You can do this by editing the client as described in Exercise 3 on page 9.

In some cases, you may want to share a client with other members of your firm. In this exercise, you will share the Roop Family with another member of your firm.

Exercise 5: Share a client

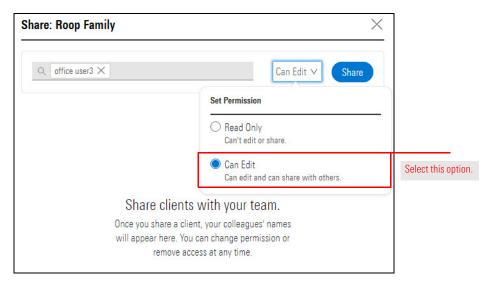
- ${\ensuremath{\,^{\ensuremath{\ll}}}}$ Note: If you are the only member of your firm, skip this exercise.
- 6. **Hover the cursor** over the Roop Family row. The Actions icon appears. Click the **Actions** icon. The Actions menu opens.
- 7. From the **Actions** menu, select **Client**. The Share menu opens.

Clients & Accounts				Q Search	for Clients, Securitie:	S,
Active Clients \vee						
✓ 0 26 <u>=</u> Q [⁷] Export All Co	olumn Set: Client Details ∨					
□ ▼ Name		Market Valu	ie USD	Market Value Date	Client/Account Type	
Roop Family	P		0.00	_	Client	
Sample Client	Actions		1.91	12/27/2017	Client	
Sample Group Client	Actions		0.00		Client	
	Client	>	6.08	12/27/2017	Client	
Cynthia's Individual Account	Members	>	2.33	11/02/2017	Taxable	
Cynthia's Individual QUICK Accour	Client Web Portal	>	14.53	06/27/2016	Taxable	
Cynthia's Roth IRA			10.50	09/26/2017	laxable	
Cynthia's Trust	Share		7.06	09/06/2017	Trust	Select this option
John's Individual Account	Create New Account		2.39	09/06/2017	Taxable	
John's Rollover IRA	Generate Report		6.52	09/26/2017	Traditional Roll	
John's SEP-IRA	Convert to CRM		1.85	11/02/2017	SEP IRA	
Joint Wells Account			0.90	12/27/2017	Taxable	

8. Click inside the **Search for a colleague to share box.** Then select the appropriate colleague.

Share: Roop Family	×	
Q Search for colleagues to share	Read Only V Share	
COLLEAGUES	•	
office user3 office.user3@yahoo.com		Select this option.

9. From the Set Permissions drop-down menu, select Can Edit.



10. Click Share.

If you also subscribe to Redtail CRM, you can enter a client in Morningstar Office Cloud, then convert the client record to Redtail CRM. This will ensure that your record keeping is consistent between the two systems. Once you convert the client record to Redtail CRM, be sure to make update the record within Redtail CRM. Updates in Redtail CRM will sync with your record within Office Cloud automatically. To convert a client to CRM, do the following: Exercise 6: Convert a client to CRM

Home		
Home	>	
EXPLORE	$-$ M RNINGSTAR Office \subseteq	2
Morningstar Research		
Markets	Q. Search for Clients, Securities, Reports, and Resear	rch
CLIENT MANAGEMENT & ANALYS	315	_
Clients & Accounts	nent Reports	Click here to begin.
Prospects		
Billing	vractice by starting a spreadsheet report on:	
Redtail CRM	ts under Your practice's overall	6
► Reporting	ent () performance	
PRACTICE MANAGEMENT		_
► Workspace		
Integrations	Create Lists & Scree	ins
Import	Market Value 🔺 Name	
Securities		

1. From the Menu, select Clients & Accounts. The Clients & Accounts page opens.

- 2. Hover the cursor over the Roop Family row. The Actions icon appears. Click the Actions icon. The Actions menu opens.
- 3. From the **Actions** menu, select **Convert to CRM**. The Client menu opens. A warning message appears.

Clients & Accounts				Q Search	for Clients, Secur
ive Clients ee					
0 26 <u>-</u> Q [⁷] Export All Co	olumn Set: Client Details ee				
) 🔻 Name		Market Val	ue USD	Market Value Date	Client/Account Type
Roop Family	Ş		0.00	_	Client
► Sample Client	Actions		1.91	12/27/2017	Client
Sample Group Client			0.00		Client
▼ Wells Family	Client	>	6.08	12/27/2017	Client
Cynthia's Individual Account	Members	>	2.33	11/02/2017	Taxable
Cynthia's Individual QUICK Accour	Client Web Portal	>	4.53	06/27/2016	Taxable
Cynthia's Roth IRA			0.50	09/26/2017	Taxable
Cynthia's Trust	Share		7.06	09/06/2017	Trust
John's Individual Account	Create New Account		2.39	09/06/2017	Taxable
John's Rollover IRA	Generate Report		6.52	09/26/2017	Traditional Roll
John's SEP-IRA	Convert to CRM		1.85	11/02/2017	SEP IRA
Joint Wells Account			10.90	12/27/2017	Taxable

- 4. From the warning message, click **Convert** to convert the Roop Family to Redtail CRM.
 - Note: Click Take Me to Review Page to review clients to review the CRM blotter and ensure that you are not creating a duplicate record.

There are some contacts from Redtail currently in the incomi want to convert? If a like contact exists in the blotter, please contacts may already exist in Redtail.		
Take Me to Review Page >	Cancel Convert	Click here to convert the record.

During prospecting you may chose to create prospect record rather than a client record. By doing this, you keep a record of prospects who have not yet joined your firm without including them in your Clients & Account area. Prospects are housed within a separate Prospect area and do not affect your practice AUM. To create a prospect, do the following:

Exercise 7: Create a prospect

1. In the header, click the **Create** icon, then select **Prospect**. The Create Prospect window opens.

	Û	E 7 2	
	Create	Â	
M \bigcirc RNINGSTAR Office \bigcirc	Client		
	Prospect		Click have to begin
O Search for Cliente Securities Banarte and Bessereh	Account		Click here to begin.
Q Search for Clients, Securities, Reports, and Research	Model Portfolio		
	Custom Benchmark		
ement Reports	List		
	Screen		
r practice by starting a spreadsheet report on:	Note		
sets under ement (O) Your practice's overall (+)	Batch Schedule		

- 2. In the Prospect Name field, enter Wright Family.
- 3. In the **First Name** field, enter **Stephen**.
- 4. In the Last Name field, enter Wright.

Create Prospect					Cancel Create	
Profile >					*Required	
Settings	Prospect Name* Wright Family					There fields are required to create
	First Name* Stephen		Last Name* Wright			a new prospect.
	Social Security Number	Date of Birth MM/DD/YYYY	Client Age	Desired R	etirement Age	
	Address 1		Address 2			
	Address 3	I	City	State	Zip Code	
	E-mail		Home Phone	Work Pho	ne	
	Review Date MM/DD/YYYY					

5. Click Create.

Once your prospect becomes a client, you can seamlessly convert the prospect record to a client record. Once converted, all of your prospect information will be converted to Clients & Accounts. To convert a prospect to a client, do the following

Exercise 8: Convert a prospect to a client

1. From the Menu, select Prospects. The Prospects page opens.

Home			
Home	>		
EXPLORE Morningstar Research		$M \frown RNINGSTAR Office ^{\bigtriangleup}$	
Markets	C	ξ Search for Clients, Securities, Reports, and Research	
CLIENT MANAGEMENT & ANALYSIS			
Clients & Accounts	her	at Benorts	Click here to begin.
Prospects	-		
Billing	irac	tice by starting a spreadsheet report on:	
Redtail CRM	ts u	nder Your practice's overall	
► Reporting	ient	(α)	

2. Hover the cursor over the Wright Family record, then from the Actions menu, select Convert to Client. A warning message appears

Prospects			
All Prospects ee			
3 <u></u> Q []? Export A	II Column Set: Prospect Detail	s ∨	
Name		Market Value (USD)	м
► Wright Family	\odot	-	
	Actions		
	Prospect	>	
	Members	>	
	Client Web Portal	\rightarrow	
	Convert to Client		Select this option.
	Create New Account		
	Generate Report		
	Convert to CRM		

3. Within the warning message, click **OK**. The Wright Family prospect record will automatically move to Clients & Accounts.

Creating an Account

In Morningstar Office Cloud, individual accounts comprise your clients' portfolios. While some accounts contain a full transaction history, allowing you to analyze the performance of an account during a specific time period, others simply show how an account is positioned. This section details the difference between quick (positional) accounts and transactional accounts, and how to create a quick account.

In this section, you will learn how to do the following:

- recognize the difference between a quick account and a transactions account (page 19)
- recognize how transactional accounts are imported into Morningstar Office Cloud (page 20)
- recognize how quick accounts are entered in Morningstar Office Cloud (page 24)
- review imported data (page 20)
- recognize information available within the Data Issues page (page 21)
- ► recognize information available within the New Accounts page (page 22)
- ► recognize information available within the New Custom securities page (page 22)
- edit a transactional account (page 22)
- create an account (page 25)
- recognize how to edit a quick account profile and settings (page 28)
- ▶ recognize how to change your view within Clients & Accounts (page 29)
- recognize how to exclude a transactional account from the client aggregate (page 30), and
- recognize how to exclude a security from calculations. (page 33)

Description

▶ buys▶ sells

The following table describes the difference between a quick account and a transactional account.

What is the difference between a quick account and a transactional account?

dividends, and
 other transactions.

Tracks holdings and allows you to analyze how an account is

Provides a complete look at an account's current position and

positioned. Does not account for any transactions.

In Morningstar Office Cloud, accounts are created using the following methods:

historic performance, including:

- ► import through Back Office Services, or
- create manually by you (quick accounts only).

Account Type

Quick Account

Transactional Account

Overview

Your Morningstar Office Cloud subscription includes a subscription to Morningstar Back Office Services (BOS). The following tasks are outsourced to BOS:

- ▶ importing and reconciling transactional custodial files
- creating user-defined securities, and
- ► initializing new accounts.

For more information on Morningstar Back Office Services, contact your Customer Success Manager.

Morningstar Office Cloud provides tools for you to review your daily imports, directly from inside Morningstar Office Cloud. Use these tools to monitor reconciliation errors and to view newly imported accounts.

The first time you log in after BOS initializes your data, you find a one-time message from the BOS team letting you know that your data is ready for use.



Going forward, you have on-going access to the Review banner, located on the bottom of the log-in screen. Use this tool to monitor your accounts daily.

me				Û 🗹	0 2	
Q Search	M RNINGSTA	R Office 🗢 leports, and Research				
Practice Management Report	s					
Gain insights into your practice by start	ting a spreadsheet report on:					
Your assets under management		mance	Unrealized for all you	d gains & losses r clients		
STS, Your assets under						
Your assets under management	(O) perform	mance (1/2)		r clients		
Your assets under management	() perfor	Lists & Screens	for all you	r clients ☑ Create ∨		
Vour assets under management Clients Name	() perfor	Lists & Screens Name	for all your	Create V		
Vour assets under management Clients Name INVESTMENT PLANNING CLIENT	() perfor	Lists & Screens Name Mid-Cap Medalists	for all your Type Screen	E Create ∨ Last Modified 03/13/2020		
Vour assets under management Clients Name INVESTMENT PLANNING CLIENT Susan & David Gilmour	() perform	Lists & Screens Name Mid-Cap Medalists Biockchain	for all you Type Screen List	Create Create Cast Modified 03/13/2020 03/09/2020		Click here
Vour assets under management Clients Name INVESTMENT PLANNING CLIENT Susan & David Gilmour Odro Family	() perform Create Market Value \$27,799,404,47 \$12,260,638,67 \$895,252,41	Name Mid-Cap Medalists Biockchain Sustainable Landscape U.S	Type Screen List List	Create Create Cast Modified 03/13/2020 03/09/2020 02/07/2020		Click here imported d

How are transactional accounts imported into Morningstar Office Cloud?

How do I review data imported into Morningstar Office Cloud? When you click on the Review button, the Review Incoming Data box opens. Here, you will find the following three sub-pages:

- Unreconciled Positions
- ► New Accounts, and
- ► New

Unreconciled Positions New Accounts New Custom Securities	can be impacted report	reconciliation because the numb	er of shares listed by your data providen/custodia he issue has been resolved. If this issue persists,		h Morningstar's	Calculations	Select one of these options.
	Client Name	Account Number	Holdings	Security ID	Ticker	Difference(with +/- sign)	
	90000(4531	9XXXX4531	FIRST TRUST NO AMER ENERGY ETF		EMLP	-27.00000	l
	9XXXX4531	9XXXX4531	ISHARES CRE U S REIT ETF		USRT	-100.00000	ł
	9XXXXX6986	9XXXXX6966	FIRST TRUST NO AMER ENERGY ETF	-	EMLP	-50.00000	ł
	900006986	900006966	INVESCO EXCHANGE-TRADED FD TR VAR R	-	VRP	-8.00000	

The Data Issues page alerts you to shares imported from your data provider or custodian, that do not match Morningstar calculations. For each impacted share, the page will provide the following information:

- ► Client
- ► Account
- ► Holding, and
- ► Difference.

The BOS team is working on the reconciliation issues listed on this page, and the shares will disappear once it is resolved. You can also export this page to Microsoft Excel to keep a record or investigate any differences on your own.

nreconciled Positions	>		Reconciliation Warnin	Reconciliation Warning							
ew Accounts		0			per of shares listed by your data provider/custod the issue has been resolved. If this issue persists		h Morningstar's				
ew Custom Securities				ingstar.com or (866) 215-2503.	ne losse nos paels resulted, in inte issue persons	a contact us at					
		Client N	leme	Account Number	Holdings	Security ID	Ticker	Difference(with +/- sign)			
900004531		4531	9XXXX4531	FIRST TRUST NO AMER ENERGY ETF		EMLP	-27.00000	Review shares			
		9XXXX	4531	9XXXX4531	ISHARES CRE U S REIT ETF		USRT	-100.00000	that have not reconciled here.		
		90000	6906	900006966	FIRST TRUST NO AMER ENERGY ETF	-	EMLP	-50.00000			
		900000	6966	90000(6966	INVESCO EXCHANGE-TRADED FD TR VAR R		VRP	-6.00000			

What information do I find within the Data Issues page? The New Accounts page alerts you to new clients and accounts added during the most recent import. For each new account listed, you find detailed information about the new client or account. If you find discrepancies, you can edit the account profile within Client & Accounts. You can access clients immediate by click on the Clients & Accounts link within the header of the box.

When reviewing new clients and accounts, it's important to validate that each new account is mapped to the appropriate client. To verify this information, scroll to the Mapped Client Name field. If an account is merged with the wrong client, contact us immediately at: officequestions@morningstar.com or (866) 215-2503.

What information do I find within the New Accounts page?

Review Incoming Data	leview Incoming Data								
Inreconciled Positions These accounts are now available in your Clients & Accounts Tike a minute to review these to make sure eventhing is correct. You'll be able to full the able to full the addent of the minute to review these to make sure									
New Accounts			be able to fix any issues in the account. as merged to the wrong client.	Profile, however conta	ct us				
New Custom Securities		Client Name	Mapped Client Name	Account Neme	Account Number	Account Type	Rep Code	Detr	
		9/000/3852	9XXXX3852	900003852	900003852	Taxable	-		Click here to immediately
		9:000(4225	9XXXX4225	9XXXX4225	900004225	Taxable	-		
		9:000(4531	9XXXX4531	900004531	900004531	Taxable	222		access the Clients &
		\$100004582	9XXXX4562	9/0004582	9/000/4582	Taxable	-		Accounts workbook.
		\$1000(8911	9XXXX8911	9XXXXX8911	900008911	Taxable	-	_	
		900008986	9XXXX8986	900006988	900006988	Taxable	-		
		9x000(8787	\$XXXX8787	9XXXX8757	900008787	Taxable	-		
		A A ROUGHST		 Terrer Politika 		7 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -			Validate accounts are mapped correctly here.

Similar to the New Accounts page, the New Custom Securities page alerts you to new custom securities added during the most recent import. For each custom security listed, you find detailed information about the security.

Note: Custom Securities entered manually will not appear on this page. See Exercise 11 on page 36 for instructions on how to manually create a custom security.

If you find data discrepancies, click on the Securities link at the top of the window. Or, if a security is merged with the wrong Morningstar security, contact us immediately at: officequestions@morningstar.com or (866) 215-2503.

What information do I find within the New Custom Securities page?

Review Incoming D	Data					×	
Unreconciled Positions New Accounts	0	These custom securities are now availab security.	ole in <u>Securities</u> fontact us if we	ve mapped anything to the wro	ng Morningstar	(2 Expon to Excel)	Click here to
New Custom Securities	5127 >	Name	part Source	Display as Morningstar Security	Monsingstar Security Name	Morningstar Security Ty	export to Excel.
		ABCtec	-	No	_	-	_
		CALL(LEAP 2012) (WIB INTL BUSINESS M	lelity Wealth Central / Fidelity St	No	-	-	011 1 1
		CASH BALANCE	AllAccounts (Universal Data For	No	-	-	Click here to
		FCASH	lelity Wealth Central / Fidelity St.	No	-	-	immediately access the
		LANDMARK COMMUNITY BANCORP INC	lelity Wealth Central / Fidelity St	No	-	-	Securities page.
		LONG ISLAND LTG CO DEB 9.00	lefity Wealth Central / Fidelity St	No	Long Island Ltg 9% 2022-11-01	Fixed Income	Securities page.
		Name000000001	AllAccounts (Universal Data For	Yes	1618 Investment Bond Dollar	Open-End Fund	
		Name00000002	AllAccounts (Universal Data For	Yes	Legal & General Group PLC ADR	Stock	
							Validate securities are mapped correctly here

In order to edit account information for transactional accounts entered through BOS, you must first navigate to the Edit Account Profile/Settings window. In this exercise,

Exercise 9: Edit a transaction account imported through BOS

you will navigate to the account profile of a transactional account in order to edit account information. Do the following:

1. From the Menu, select Clients & Accounts. The Clients & Accounts page opens.

Home		
Home	>	
EXPLORE Morningstar Research	M RNINGSTAR Offic	
Markets	Q Search for Clients, Securities, Reports, and	
CLIENT MANAGEMENT & ANALYS	515	
Clients & Accounts	nent Reports	Click here to begin.
Prospects		
Billing	ractice by starting a spreadsheet report on:	
Redtail CRM	ts under Your practice's overall	
► Reporting	ent (O) performance	
PRACTICE MANAGEMENT		
► Workspace		
Integrations	Create Lists 8	

- 2. In the **Sample Client** row, click on the **expand** icon to view accounts.
- 3. Hover the cursor over the Sample Transactional Account row. The Actions icon appears. Click the Actions icon. The Actions menu opens.
- 4. From the **Actions** icon, click **Edit Account Profile/Settings**. The Edit Account window opens.

Clients & Accounts		a Sea	
Active Clients \vee			
<u>√ 0</u> 26 <u>-</u> Q ⊡ Export All	Column Set: Client Details \lor		
Name	Market Value (USD)	Market	
□ ► Lang Family	153,283.82	08/15/	
Patrick Logan	98,839.29	08/15/	
■ Sample Client	385,152.34	08/15/	
Sample Roth IRA Account	37,734.45	08/15/	
Sample Transactional Account	347,417.89	08/15/	
	Actions		
			Click here t export to E
	Edit Account Profile/Settings		Export to L
	Generate Report		

5. Remain on the **Profile** page to edit account details.

Edit Account : Sample	e Transactional Account		(Cancel) Save	
			"Required	Click here to save.
Profile	>		nequired	
Settings	Account Name*	Account Number		
	Sample Transactional Account	20082002		
				Select each page
	Account Owner(s)*			to make changes
	Sample Client ×			to the account.
	Account Category*	Investment Strategy		
	Individual Taxable	✓ Moderately Aggressive	~	
	Account Type*	Investment Objective		
	Taxable	∨ None	~	
	Account Closed Date	Business Type		
	MM/DD/YYYY	None	V	
	Performance Start Date	Current Custodian		
			V	
	Use First Transaction Date			
	Add tags to this account			
	Discretionary			

6. Click Save.

Quick accounts are positional accounts that show how an account's positions are performing. They are most often used to illustrate account positions for the following situations:

- ► held-away accounts, to provide a holistic view of the entire portfolio, or
- current state of account positions during prospecting.

Held-away accounts are frequently entered using ByAllAccounts (BAA), which is part of your Morningstar Office Cloud subscription. Contact your Customer Success Manager for more information about ByAllAccounts.

In prospecting, a quick account is entered manually, using a recent statement from the prospect.

How are quick accounts entered in Morningstar Office Cloud? Quick accounts are assigned to specific prospects, clients, or households. Meaning, you cannot create a quick account for use with multiple prospects or clients.

Exercise 10: Create an account

In this exercise, you will create a quick account for the Roop family, the client you created in exercise 2. To create a quick account for the Roops, do the following:

1. On the header, click the **Create** icon, then select **Account**. The Create an Account window opens.

	Clients & Accounts		9	Search for Clients,	Securiti	es, Reports, a	602	
Activ	ve Clients 🗸				1	Create		
	26 📿 📑 Export All 🛛 Column Set: Client D	etails 🗸				Client	_	
1		2223				Prospect		
						Account		
	Name	Market Value (USD)	Market Value Date	Client/Account Type	Primar	Model Portfolio	schmark	Click here to begin
0	► 9XXXX4562	0.00	-	Clients	Use U	Custom Benchmark	fault Setting	
0	► 9XXXX6911	0.00		Clients	Use U	List	fault Setting	
0	► 9XXXX6986	0.00	-	Clients	Use U	Screen	fault Setting	
	900008787	0.00	-	Clients	Use U		fault Setting	
	Albert Einstein	3,241,656.64	07/24/2019	Clients	39% 5	Workbook	USD	
	Alexander Hamilton	2,456,477.94	07/24/2019	Clients	Russe	Note	fault Setting	

- 2. In the Account Name field, type Current Account.
- 3. Click inside the **Client or Prospec**t search field.
- 4. In the Search Clients & Prospects field, type Roop, then select the Roop Family.
- 5. From the Account Category drop-down menu, select Individual Taxable.
- 6. From the Account Type drop-down menu, select Taxable.

Create an Account	Cancel	Next	
You can always change these details later in Settings.		*Required	
Account Name*	Account Number		
Current Account			
Client or Prospect*			Complete all required fields.
Roop Family		Q	
Account Category*			
Individual Taxable		\vee	
Account Type*			
Taxable		\vee	
Primary Benchmark*			
Morningstar US Market TR USD		Q	
Model Portfolio			
None		\vee	

- 7. Click the Add Holdings button. The Add Holding menu opens.
- 8. In the **Type to Search** field, enter **DODIX**.

9. From the Morningstar Securities menu, select Dodge and Cox Income.

ose holdin – Add Ho	ngs for this account, then set you oldings							
) []	Add Holding				C	Column Set: Asset Al	location V	After clicking the + icon, enter the security you want to add.
Name	Q DODIX			×)	at.	Asset Alloc Stock (Net)	Asset Alloc Bon (Net	
Morn	MORNINGSTAR SECURITIES				ART	100,0000	0,000	
Edite Unall	Name	Identifier	Туре	Exchange	SHEQ\$		2	
	Dodge & Cox Income	DODIX	Open-End Fund	NASDAQ				
	CUSTOM SECURITIES			NO RESULT				

10. Click the Add Holdings button. The Add Holding menu opens.

Crea	ting: Current Account 09/04	4/2019 Roop	Family 🗘	Calculat		Cancel	Save As	Save	
Choose	e holdings for this account, then set your a	llocations by enter	ing the weights	or market value	or shares.				
(+	Add Holdings Set Equal Weight)							
0/1	🔟 Delete 🦽 Clear Weight 🛛	Export					Column Set: Asset A	llocation V	Click here to select another security.
	Name	Weight %	Market Value(USD)	Shares	Price	Ticker	Asset Alloc Stock (Net)	Asset Alloc Bon (Net	
	Morningstar US Market TR USD	_	_	-	_	MSTART	100,0000	0,000	
	Edited	100,0000	10.000,0000	8-0	_	-	1		
	Unallocated Cash	100,0000	10.000,0000	10.000,	1,0000	\$CASHEQ\$	1000		
	1 Dodge & Cox Income	-	-	-	14,2100	DODIX	0.0000	96,101!	

- 11. Repeat **steps 5** and **6** for the following tickers:
 - ► IJH
 - ► IVW
 - ► PRDSX
 - ► TGBAX, and
 - ► VW0.
 - The Note: If more than one option appears, select the first option available.
- 12. In the Weight column, enter the following weight percentages for each security:
 - Prote: You can also enter values by amount or number of shares held.

Investment	Weight
DODIX	20
IJH	10
IVW	15
PRDSX	20
TGBAX	15
VW0	20

13. Click **Calculate.** The Allocation graph populates.

Crea	Creating: Current Account 09/05/2019 Roop Family 🗯 Calculate Cancel Save As Save										
Choos	e holdings for this account, then set your allo	cations by enteri	ng the weights or	market value o	or shares.	/					
(+	Add Holdings Set Equal Weight				/			\searrow			
0/6	🛅 Delete 🔏 Clear Weight 🛛 🖻 E	xport		Colur	ng Set: Ass	set Allocation V		• Long Rescale	d • 08/31/2019	0	
	Name	Weight %	Market Value(USD)	Shares	Price	Ticker	100,0000			US Stock Non-US Stock Bond	
	Morningstar US Market TR USD	_	1	100	_	MSTART				Cash	
	Edited	100,0000	10.000,0000	-	-	-				Other/Not	
	Unallocated Cash	0,0000	0,0000	0,0000	1,0000	\$CASHEQ\$	75.0000			Classified	
	1 Dodge & Cox Income	20,0000	2.000,0000	140,7460	14,2100	DODIX	10,000				
	2 iShares Core S&P Mid-Cap ETF	10,0000	1.000,0000	5,2225	191,4800	IJH					
	3 iShares S&P 500 Growth ETF	15,0000	1.500,0000	8,1954	183,0300	IVW					
	4 T. Rowe Price QM US Small-Cap Gr Eq	20,0000	2.000,0000	52,0969	38,3900	PRDSX					
	5 Templeton Global Bond Adv	15,0000	1.500,0000	140,7129	10,6600	TGBAX	50 0000				
	6 Vanguard FTSE Emerging Markets ETF	20,0000	2.000,0000	48,5909	41,1600	VW0	50,0000				
							· · · · · · · · · · · · · · · · · · ·				
							25,0000				After entering a weight for each security, click calculate to generate this graph.
							0,0000	Development	C dia d		
								Benchmark	Edited		

14. Click Save.

In some cases, you may want to change the portfolio date to match a client's current statement or change a benchmark to more closely mirror the securities that comprise the account. Use Portfolio Settings to make the following adjustments to your new account:

What else can I do when creating a new account?

- ► Portfolio Date
- Primary Benchmark
- Model Portfolio

Choos	se holdings for this account, then set your a	Portfolio Settin	gs		res.		
-		Portfolio Date >			>		
0/6	🔟 Delete 🛛 Clear Weight 🛛 🗹 Exp	Primary Benchm Moderate	ark		>		
	Name	Model Portfolio			> ^v rice	Ticker	Select Portfolio Settings here.
	Moderate				- J =	(<u>1</u>)	
	Existing		10,000.00	-	_	-	
	Edited	100.00	10,000.00	0 		87-18	
	Unallocated Cash	0.00	0.00	0.00	1.00	\$CASHEQ\$	
	1 Vanguard Intmdt-Term Trs ETF	40.00	4,000.00	59.68	67.02	VGIT	
	2 Vanguard FTSE Developed Markets ETF	25.00	2,500.00	61.24	40.82	VEA	
	3 SPDR® Bimbg Barclays High Yield Bd ETF	20.00	2,000.00	18.41	108.64	JNK	
	4 iShares MSCI EAFE Value ETF	5.00	500.00	10.87	46.00	EFV	
	5 Schwab US TIPS ETF™	5.00	500.00	8.75	57.15	SCHP	
	6 Vanguard Total Bond Market ETF	5.00	500.00	5.90	84.71	BND	

After creating a quick account, use the Action icon to access the Account Profile and Settings. Do the following:

- 1. Hover the cursor over the Current Account row. Then click the Action icon.
- 2. From the Quick Account Actions menu, select Edit account profile/settings.

Clients & Accounts Search for Clients, S Active Clients V ⓒ Change Client/Account Settings │ <u>_</u>Q [] Export All 25 Market Value (USD) Market Value Date Client/Account Type Name John Keats 686,458.85 10/22/2019 Clients ► Johnson Family ents Quick Account Actions ► Peterson Family ents Edit holdings ▼ Roop Family ents Current Account \odot able Edit account profile/settings Select these options. Sample Client ents Generate report. Sample Client ents Delete account Shea Family ents ► Tucker Family vients LIUTUIUUTIUU TUILLILUT

3. From the left side of the screen, select **Profile** to edit account information.

Edit Account	: Current	Account		(Cancel Save	
Profile	>				* Required	
Settings		Account Name*		Account Number		
		Current Account				
		Account Owner(s)*				Edit the necessa
		$_{\rm CoryRoop}\times$				fields here .
		Account Category*				
		Individual Taxable	\vee			
		Account Type*				
		Taxable	\vee			

How can I edit the account profile and settings for a quick account? 4. From the left side of screen, select **Settings** to edit account settings.

Edit Account	: Current	Account	Cancel Save	
Profile		Primary Benchmark *Required		
Settings	>	Client Default Q		
		Secondary Benchmark (Optional) O Display		
		None Q		Edit the necessary
		Tertiary Benchmark (Optional) Display		fields here .
		None Q		
		Model Portfolio		
		Client Default V		
		Don't include this account in client aggregate calculation		

After your clients and accounts are entered, you can filter which clients and accounts are visible within your grid view. The following options are available within the View By drop-down menu:

How do I change my view within the Client & Accounts grid?

- ► All Clients
- Active Clients
- Inactive Clients

- All AccountActive Accounts
- Inactive Accounts

To change your view, do the following:

1. From the Menu, select Clients & Accounts. The Clients & Accounts page opens.

Home		
Home	>	
EXPLORE	M RNINGSTAR Offic	
Morningstar Research		
Markets	Q Search for Clients, Securities, Reports, and	
CLIENT MANAGEMENT & ANALYS	s	
Clients & Accounts	nent Reports	Click here to begin.
Prospects		onek here to begin.
Billing	ractice by starting a spreadsheet report on:	
Redtail CRM	ts under Your practice's overall	
► Reporting	hent (O) performance	
PRACTICE MANAGEMENT		
► Workspace		
Integrations	Create Lists 8	

2. In the upper left corner of the workbook, click the **View By** drop-down menu. Then select the **view** you want to see.

Elients 8	Accounts			٩	
Active Clients	View By				
	All Clients				Choose from
	Active Clients	~		Discussion instruction and	these options.
□ Name	Inactive Clients		larket Value (USD)	Market Value Date	
□ ► 0820Adviso	All Accounts		31,398.59	06/21/2019	
■ ▶ 0821Client-	Accounts of Active Clients		30,319.24	06/21/2019	
▶ 0822-oc3-1	Accounts of Inactive Clients		0.00	-	
► 564697140	Accounts of mactive clients		-135,122.78	06/21/2019	
ABEL COLEB	HUUK		-2,808.71	06/21/2019	
ABEL MADE	31		405,593.70	06/21/2019	
ADELE HULT			1,083.27	06/21/2019	
ALEXAN CRE	NSH ALVA		715.85	06/21/2019	
□ ► ALEXAN RIT	SCH SMUL		-3,565.58	06/21/2019	

In some cases, you may want to exclude a transactional account from the client aggregate. Once excluded, these accounts are no longer included in performance or billing calculations. Excluded accounts appear gray within the Account Analysis table.

How do I exclude a transactional account from the client aggregate?

 ${\ensuremath{\,@}}$ Note: Quick accounts cannot be excluded from the client aggregate.

Clients & Accounts	Q Sea	arch for Clients, Securities, Repor	rts, a	Û 🕅	
Active Clients ∨	Analytical View			\times	
✓ 0 294 :Q I Export All	Overview 🗸 Asset Allocation Performance Risk vs	Return Transactions Resea 🚫 🕂	New Tab	🖽 Edit	
	Account Analysis = 06/30/2019		Ç		
Name	Name	Market Value(USD)	Net Investment	Y	
ALEXAN RITSCH SMUL	ALEXAN RITSCH SMUL	1.166.3	0.0		
545154997 - INDIVIDUAL 545796945 - JOINT - WITH RIGHTS OF S	1 545154997 - INDIVIDUAL	-4,774.7	-6,000.0	i.	
JNSeperatedAccnt	2 545796945 - JOINT - WITH RIGHTS OF S	1,166.3	0.0	6	This account is excluded
ALEXAN SWAGER	3 JNSeperatedAccnt		-		from the client aggregate.
☐ ► AMITA MONIE					55 5
ANDY BARRO GAMRA					
AROD SHATIL					
□ ► AUREL ALEXAN					
AUREL BEND					

To exclude a transactional account from the client aggregate, do the following:

1. From the Menu, select **Clients & Accounts.** The Client & Accounts page opens.

Home		
Home	>	
EXPLORE		
Morningstar Research		
Markets	Q Search for Clients, Securities, Reports, and	
CLIENT MANAGEMENT & ANALYSIS		
Clients & Accounts	nent Reports	Click here to start.
Prospects		
Billing	ractice by starting a spreadsheet report on:	
Redtail CRM	ts under Your practice's overall	
► Reporting	ent () performance	
PRACTICE MANAGEMENT		
► Workspace		
Integrations	Create Lists 8	

- 2. On the Grid, click the carat next to a client that contains a transactional account.
- 3. Hover the cursor over the transactional account you want to exclude.
- 4. From the **Transactional Account Actions** drop-down menu, select **Edit account profile/ settings.** The Edit Account dialog box opens.

Clients & Accou	unts	
Active Clients \lor		
289 <u></u> Q 🗗 Expo	ort All Column Set: Client Details ∨	
Name	Market Value (USD)
ALEXAN RITSCH SMUL	-3,40	4.18
545154997 - INDIVIDUAL	⊘ −4,67	7.97
545796945 - JOINT - WITH	RIGHTS OF S 1 27	97 21
JNSeperatedAccnt	Transactional Account Actions	
☐ ► ALEXAN SWAGER		- 1
AMITA MONIE	Edit account profile/settings	Select this option.
ANDY BARRO GAMRA	Generate report	
AROD SHATIL	Manage account's holding calculations	
► AUREL ALEXAN		7

- 5. On the left side of the Edit Account dialog box, click Settings.
- 6. Check the box next to Don't include this account in client aggregate calculation.

Edit Account : 5451	54997 - INDIVIDUAL		Cancel Save	
Profile	Primary Benchmark *Required			
Settings	> Use Client Default Setting	Q		
	Secondary Benchmark (Optional)	Display		
	None			
	Tertiary Benchmark (Optional)	Display		
	None			
	Model Portfolio			
	Use Client Default Setting	~		
	Don't include this account in clie calculation	ent aggregate		Select this option to exclude from the client aggregate.

7. Click Save.

In addition to excluding accounts from the client aggregate, you can also manage calculations for individual securities in the following ways:

- Exclude from Performance Calculations
- ► Exclude from Billing Calculations, or
- Mark as an Unmanaged Asset, which will automatically exclude the security from both performance and billing calculations

To manage security calculations from the Clients & Accounts workbook, do the following:

1. From the Menu, select **Clients & Accounts.** The Client & Accounts page opens.

How do I manage security calculations?

Home		
Home	>	
EXPLORE Morningstar Research		M RNINGSTAR Offic
Markets	(Q. Search for Clients, Securities, Reports, and
CLIENT MANAGEMENT & ANALYSIS		
Clients & Accounts	16	click here to start.
Prospects		
Billing	ira	ractice by starting a spreadsheet report on:
Redtail CRM	ts	ts under Your practice's overall
► Reporting	iei	ent (O) performance
PRACTICE MANAGEMENT		
► Workspace		
Integrations		Create Lists 8

- 2. On the Grid, click the carat next to a client that contains a transactional account.
- 3. Hover the cursor over the transactional account you want to exclude.
- 4. From the **Transactional Account Actions** drop-down menu, select **Manage account's holding calculation.** The Manage Holding Calculations dialog box opens.

	Clients & Accou	nts
ctive	Clients \lor	
√0	289 <u>⊨</u> Q [27] Expor	t All Column Set: Client Details ∨
	Name	Market Value (USD)
	ALEXAN RITSCH SMUL	-3,404.18
	545154997 - INDIVIDUAL	
	545796945 - JOINT - WITH F	Я ĢНТS ЛF S 1 273 79
	JNSeperatedAccnt	Transactional Account Actions
	ALEXAN SWAGER	
	AMITA MONIE	Edit account profile/settings
	ANDY BARRO GAMRA	Generate report
	AROD SHATIL	Manage account's holding calculations
	AUREL ALEXAN	

- 5. In the Search All Holdings field, type a security you want to exclude.
- 6. From the options listed, select the correct security.

nage Holding Calculations Fo	an construction of the con			Cancel Save	
d the holdings you want to exclude fro 오 IV	m this account's data a	and reporting cal	culations.		
		~)			Type a securit identifier here
Name	Identifier	Exchange	Туре		
iShares S&P 500 Growth ETF	IVW	NYSE ARCA	Exchange-Tr		
					Select the correct option
		excluded any count's calcula	holdings from ations yet.		

7. Check the box under Don't Calculate for Performance.

Manage Holding Calculations For 545154997 - INDIVIDUA	Cancel Save
Choose holdings to exclude from performance or billing data for this account. You can a management and billing. These can be updated at any time.	lso mark them as unmanaged to exclude from practice
Q Search for holdings in this account to exclude	
EXCLUDED ACCOUNT HOLDINGS	Excluded From Excluded From Mark As Performance Data Billing Data Unmanaged Asset
iShares S&P 500 Growth ETF IVW	Select from these options

8. Click Save.

Overview

Creating a Custom Security

A custom security (or user-defined security) represents a holding not found in the Morningstar database. Custom securities can help you accurately review and report on all securities held by your clients.

You can create and manage custom securities as client holdings.

In this section, you will learn how to do the following:

- create a custom security (page 36)
- add a custom security to a quick account (page 38), and
- edit a custom security (page 40).

Home

To create a custom security, do the following:

Exercise 11: Create a custom security

1.	From the Men	u, select Securities .	The Securities	page opens.
----	---------------------	-------------------------------	----------------	-------------

EXPLORE		M RNINGSTA	R Office 🗁	
Morningstar Research				
Markets	Q Search for Clients, Securities, Reports, and Research.			
CLIENT MANAGEMENT & ANALYSIS				
Clients & Accounts	nent Reports			
Prospects				
Billing	ractice by startin	g a spreadsheet report on:		
Redtail CRM	ts under	Your p	ractice's overall	
► Reporting	ient	(O) perform		
PRACTICE MANAGEMENT				
► Workspace				
Integrations		🖾 Create	Lists & Screens	
Import		Market Value	Name	Click here to be

2. In the header, click the Add Security icon. The Create Custom Security window opens.

Menu Securities		
0 1779 🕅 🛇 🕂 🔍 Search for Security		Click here to add a security.
Name	Ticker / Symbol	
483 ESCROW GCB GEN MOTOR CORP BOND 06.7500.	_	
484 ESCROW GCB GEN MOTORS BOND 08.37500% 0	_	

- 3. At the top of the window, make sure **Basic** is selected. Then enter **information** in the various fields.
 - ☞ Note: In most of the fields, you can make a selection from a menu.

Create Custom Security			Cancel	Done	
Basic	Deta	il	Price Information		Be sure to select and review the
Security Type *		Na	me *		options on each of these tabs.
Fixed Income	\vee		nter Name here		
Symbol/Ticker		CU	SIP		
Enter Symbol/Ticker here		E	nter CUSIP here		
ISIN		Sec	curity Sub-type		
Enter ISIN here		S	elect a Security Sub-type	\mathbf{v}	
Asset Class		Exc	hange		
Select an Asset Class	\vee	S	elect an Exchange	~	
Sector		Bas	se Currency		
Select a Sector	\vee	U	S Dollar	\vee	
Industry		Co	untry		
Select an Industry	\vee	U	nited States	\vee	
		Со	untry of Origin		
		U	nited States	\vee	
Link Morningstar Investment		0	Imported Price Source		
Search		0	Morningstar Price Source		
Display as Morningstar Security					

- 4. At the top of the window, select Detail. Then enter information in the various fields.
 - ☞ Note: In most of the fields, you can make a selection from a menu.
- 5. At the top of the window, select **Price Information**. Then enter **information** in the various fields.
 - ☞ Note: In most of the fields, you can make a selection from a menu.
- 6. When you are finished, in the upper-right corner, click **Done**.

In this exercise, adding a custom security to a new quick account is shown, but the same principles apply to adding a custom security to an existing quick account.

Do the following:

- 1. In the Clients & Accounts Grid, locate the **row** of a client.
- 2. From the row's **Actions** menu, select **Create New Account**. The New Account window opens.

Clients & Account	S			
Active Clients \vee				
√1 26 <u>-</u> Q [7] C	olumn Set: Client Details 🗸			
Name		Market Value (USD)	Market Value [
J.D. Salinger	⊘	540,994.84	06/28/2019	
Jim Winklehoffer	~ ~	702 422 30	06/28/2019	
John Keats	Actions		06/28/2019	
Johnson Family	2		06/28/2019	
Matt Zook	Client	>	06/28/2019	
Peterson Family	Members	>	06/28/2019	
Roop Family	Client Web Portal	>	06/28/2019	
Sample Client			06/14/2011	Select this option
Shea Family	Create New Account	k.	06/28/2019	
Tucker Family	Generate Report		06/28/2019	
➡ Wells Family	Convert to CRM		06/24/2019	
Wells Family Demo		J	06/24/2019	

- 3. In the New Account window, click the **Plus** sign. The Add dialog box opens.
- 4. In the Add dialog box, type 12399.



Exercise 12: Add a custom security to a quick account

5. Select the **custom security** to be added. The Add dialog box closes and the custom security is shown in the New Account window.

No Grouping Set \lor	Asset Allocation \lor		Recalculate	
+				
Name	Weight >	Market Value	Asset Alloc > Bond (Net)	
	100.00	10,000.00	_	The new account is shown her
Edited				

- 6. In the Market Value column, enter **500**.
- 7. In the upper-right corner of the window, click the **X** to close the New Account window.
- 8. When prompted to save the portfolio, type CVS FC W. Then click Save.

Do you want to save this portfolio?	
CVS EC W	Type the account name here.
Don't Save Cancel Save	

In the Clients Grid, CVS FC W is highlighted under the client name.

Clients & A	ccounts				C
Clients & Accounts \lor	Overview	Asset Allocation	Performance	Risk vs Ret	turn Transactions
Clients Grid					
🗸 0 212 🕥 g	<u>q</u> 🗗	Column Set \lor			
Name			N	larket Value (USD)	Market Value Date
☐ ▼ ADELE HULT 574879030 - TRUS	ST - UNDER /	AGREEMENT		74,146.18 1,083.27	06/20/2018 03/06/2018
ah1-rename			24 - 32	10,571.50	06/19/2018
CVS FC W				10,000.00	06/20/2018
regr1				10,000.00	06/18/2018
T1765803 account	t			12,337.87	06/19/2018
T2050168 account	t			10,153.54	03/06/2018
Test PBCCDI-2137				10,000.00	06/11/2018
Untitled2345				10,000.00	03/06/2018

At times, you might need to change a custom security's information. For instance, when Morningstar creates a new category, you could find that a custom security fits better in the new category.

Exercise 13: Edit a custom security

1. From the Menu, select Securities. The Securities page opens.

Home			
Home >	ě.		
EXPLORE Morningstar Research		M RNINGSTAI	R Office 🖴
Varkets	Q Search	for Clients, Securities, Re	eports, and Research.
CLIENT MANAGEMENT & ANALYSIS	_		
Clients & Accounts	nent Report	s	
Prospects		-	
Billing	ractice by start	ing a spreadsheet report on:	
Redtail CRM	ts under	Your pra	actice's overall
► Reporting	ient	() perform	
RACTICE MANAGEMENT			
► Workspace	0 0		-
ntegrations		🗹 Create	Lists & Screens
mport		Market Value	Name
ecurities			
			0.000 X 0.000 (0.000 X 10)

- 2. Hover the cursor over the row for the security you want to edit. The Actions icon appears to the right of the security name.
- 3. From the Actions menu, select Edit. The Edit Custom Security window opens.

	Menu Securities		
0	1779 💮 💛 🕂 🔍 Q. Search for Security		
	Name	Ticker / Symbol	
	▼.		
	483 PEOPLES FEDERAL SAVINGS BANK CD 2.10000%	. —	
	484 PEOPLES FEDERAL SAVINGS BANK 1.90000% 10	-	
	485 PEOPLES BK NA MARIETTA OH 3.85000% 05/29	∞ –	
	486 PENNSYLVANIA ST TPK COMMN TPK REV REV		
	487 PENNSYLVANIA ST TPK COMMN TPK REV REV	Actions	
	488 PENNSYLVANIA ST TPK COMMN TPK REV 05.0	Delete	Note the highlighted selections.
	489 PENNSYLVANIA ST HIGHER EDL FACS AUTH 05		
	490 PENNSYLVANIA ST HIGHER EDL FACS AUTH 04	Edit	

- 4. At the top of the window, make sure the **Basic** tab is selected.
- 5. If you want to change the value of a field, enter new **information** or make a **selection** from its menu.

Pote: The Edit Custom Security window offers the same options as the Create Custom Security window.

Edit Custom Security		Cancel	ne	
Basic	Deta	il Price Information		Be sure to select and review the options on each of these tabs.
Security Type *		Name *		
Fixed Income	V	ENERGY NORTHWEST WASH ELEC REV	ELE	
Symbol/Ticker		CUSIP		
Enter Symbol/Ticker here		29270CWE1		
ISIN		Security Sub-type		
Enter ISIN here		Select a Security Sub-type	$\mathbf{\vee}$	
Asset Class		Exchange		
Fixed Income-Other	\vee	Select an Exchange	$\mathbf{\vee}$	
Sector		Base Currency		
Select a Sector	\vee	US Dollar	$\mathbf{\vee}$	
Industry		Country		
Select an Industry	\vee	United States	$\mathbf{\vee}$	
		Country of Origin		
		United States	~	
Link Morningstar Investment		Imported Price Source		
Search		O Morningstar Price Source		
Display as Morningstar Security				

- 6. Repeat step 4 in the Detail and Price Information tabs.
- 7. When you are finished making changes, in the upper-right corner, click **Done**.

The edited security is updated in all accounts it is found in.

Assigning Models and Benchmarks to Clients and Accounts

Assigning model portfolios to clients and accounts allow you to better monitor whether your clients' accounts are in line with the strategy you are trying to achieve. Benchmarks are assigned to ensure that the investment lineup remains competitive against similar investment lineups.

Once assigned, you can use these tools to create reports. They can also be used with components to analyze portfolios and accounts.

In this section, you will learn how to assign a custom benchmark and model portfolio to a client. In order to complete the exercises in this section, you must first complete the exercises in the Working with Custom Benchmarks and Model Portfolios manual.

In this exercise, you will assign the custom benchmark and model portfolio you created in the Working with Custom Benchmarks and Model Portfolios manual, to the Roop Family.

To assign a custom benchmark and model portfolio at the client level, do the following:

- Home Home > EXPLORE **DRNINGSTAR** Offic Morningstar Research Markets Q Search for Clients, Securities, Reports, and CLIENT MANAGEMENT & ANALYSIS Click here to begin. Clients & Accounts nent Reports Prospects Billing ractice by starting a spreadsheet report on: Redtail CRM ts under Your practice's overa ► Reporting lent performance PRACTICE MANAGEMENT ► Workspace TK. C lists
- 1. From the **Menu**, select **Clients & Accounts**. The Clients & Accounts page opens.

Overview

Exercise 14: Assign a custom benchmark and a model portfolio to a client

2. Hover the cursor over the Roop Family record, then from the Actions menu, select Client. The Client menu opens.

Elients & Accounts		urities, Reports	
ctive Clients \vee			
✓ 0 28			
Name Name	Market Value (USD) Market Value Date	Client/Ac	
□ ► Morgan Family	0.00 —	Clients	
☐ ► Morgan, Elizabeth	- (ents	
► New Test Cleint	Actions	ents	
□ ► Odro Family	Client	> ents	Select this option
Odro, Anthony and Margeurite	Members	> ents	
► Roop Family (complete)	\otimes	ents	
■ ► Sample Client	Client Web Portal	> ents	
□ ► Smith	Create New Account	ents	

3. Select Client Profile/Settings. The Edit Client window opens.

Elients & Accounts	○ Search for Clients, Sector	urities, Reports, a	
Active Clients ee			
🗸 🛛 28 🔄 🖓 Export All 🛛 Column Set: Client Details 🕅	\checkmark		
Name Name	Market Value (USD) Market Value Date	Client/Accou	
□ ► New Test Cleint	Client	ents	
□ ► Odro Family	Edit Client Profile/Settings	ents	
Odro, Anthony and Margeurite	Delete Client	ents	Select this option.
□ ► Roop Family		ents	
□ ► Sample Client	Deactivate	ents	
□ ► Smith	Merge Clients	> ents	
☐ ► Spice Family		ents	

- 4. In the Edit Client window, select **Settings**.
- 5. In the **Primary Benchmark** area, click the **Search** field. The Benchmark menu opens.
- 6. In the **Search** field, type **Moderate**.

7. From the search results, select **Moderate**.

Edit Client]
Profile				
Settings	> Prima	ary Benchmark*		
	Rec	commended Portfolio	Q	
	Secor BBç		Display	
	Tertia	ny Moderate	Display	
	BBg	B Moderate Tax w/ Al	Q	Select the appropriate option.
	Mada	Moderate Tax w/o Al		

- 8. In the Edit Client window, click **Model Portfolios** to open its menu.
- 9. Scroll down, then select Preferred Investments.

Edit Client				Cancel Save Click he	re to save.
Profile Settings	>	Client Report Setting Choose how this client's performance is calculated for reports and y	our analysis. You can manage these setting groups in Global Setting		
		Use User Default Setting	v		
		 Preview Settings 			
		Primary Benchmark "Required			
		Morningstar US Market TR USD	0,		
		Secondary Benchmark (Optional)	C Display		
		None	Q		
		Tertiary Benchmark (Optional)	C Display		
		None	Q		
		Model Portfolio			
		Miraple Mile Model A			
		Miracle Mile Model A			
		Moderate Model A			
		Moderate Model Portfolio		Select t	he appropriate op
		Preferred Investments		0010011	ne appropriate op

10. Click Save.

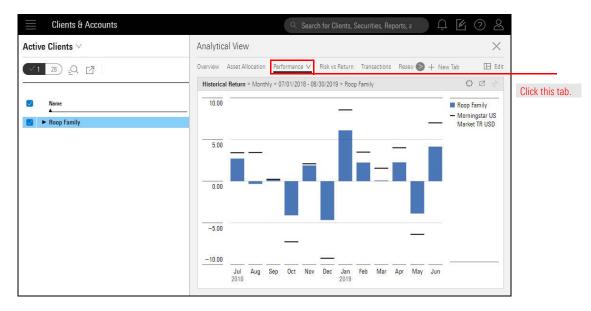
Using Custom Benchmarks and Model Portfolios with Components

In Clients & Accounts, you will find a series of tabs, which contain charts, tables and **Overview** research tools. These charts, tables and research tools help analyze your clients' portfolios to ensure that they remain consistent with the strategy you are trying to achieve and perform competitively against similar line-ups. You can use model portfolios and custom benchmarks with charts and tables to assist with your analysis. In this section, you will learn how to assign a custom benchmark and model portfolio to a chart. Use a custom benchmark with a chart to quickly and efficiently review how your clients Exercise 15: Assign a accounts are performing against similar allocations. custom benchmark to a component In this exercise, you will assign the custom benchmark you created in the Working with Custom Benchmarks and Model Portfolios manual to the Historical Return Monthly component. Note: In Exercise 14 on page 42, you assigned the benchmark to a client. Be sure that client is

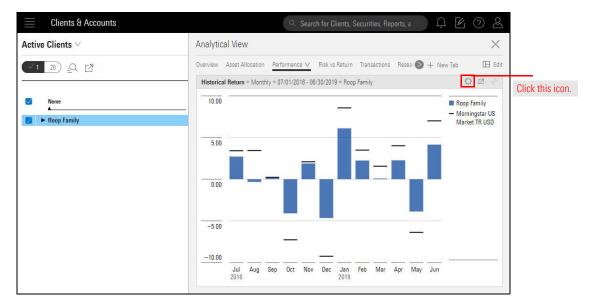
To apply a custom benchmark to a component, do the following:

- 1. In the Clients & Accounts page, click the Roop Family. The Analytical View opens.
- 2. Select the **Performance** tab.

still highlighted.



3. In the header of the Historical Return Monthly chart, click the **Settings** icon. The Settings menu opens.



4. From the Settings menu, select **Benchmark**. The Benchmark menu opens.

Clients & Accounts	Q Search for Clients, Securities, Reports, a	K ? &	
Active Clients \vee	Analytical View	\times	
√ 1 26) <u>-</u> Q, [7]	Overview Asset Allocation Performance V Risk vs Return Transactions Resear S + New		
✓ Name	Historical Return * Monthly * 07/01/2018 - 06/30/2019 * Roop Family 10.00 Component Settings	Family	
Roop Family	Time Period 07/01/2018 - 06/30/2019 5.00 Frequency	ingstar US et TR USD	
	0.00 Monthly	Sele >	ect this option.
	-5.00 Display Settings Data View Chart	>	
	-10.00 Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun 2018		

- 5. Select User Created. The User Created menu opens.
- 6. Select Custom Benchmarks. The Custom Benchmarks menu opens.
- 7. Select the **Moderate** benchmark.

Clients & Accounts	R Search for Clients, Securities, Reports, a	0 A C 0 A
Active Clients ∨	Analytical View	×
2 2ª 2 ⁸ ≤ 2 ⁸	Overview Asset Allocation Performance V Risk vs Return Transactions Research	
V Name	Historical Return * Monthly * 07/01/2018 - 06/30/2019 * Roop Family	G C V
Boop Family	Q. Search for Benchmarks	ingstar US et TR USD
	5.00 Methodology EA Methodology KDG	
	0.00 Methodology ME Methodology Class/CQ	
	-5.00 Methodolog/MaM	
	Moderate	Select this option.
	Jul Aug Sep Oct Nov Dec Jan Heb Mar Apr M 2010 2019	lay Jun

8. Click the **Settings** icon to close its menu. The Benchmark displayed will change to the custom benchmark you selected.

Managing Client & Account Settings for Multiple Clients

When working with Clients & Account, you have the option to assign settings at various levels of the program. These levels include the following:

- ► Global Default
- ► Multiple clients and accounts, and
- Individual clients and accounts.

In this section, the following topics are covered:

- ► assign global default settings (page 48), and
- ► assign settings for multiple clients at once. (page 50)

When client and account settings at the global level, you are selecting the settings your clients are automatically assigned to when they are initially set up in the system. These settings can be changed for individual clients and account, or multiple client and account at once. The global account settings are available:

Exercise 16: Assign global default settings

- ▶ Primary, Secondary, Tertiary benchmarks
- Show liquidated holdings
- ► Price Source, and
- ► Capital Inflow Limit for TWR Calculation (%)

In this exercise, assign a primary benchmark for all clients & accounts. Do the following:

1. From the header, select the **Account** icon. The Account menu opens.

Home	Q 🗹 🔿 🕰
M \bigcirc RNINGSTAR Office \bigcirc	Account User Profile Client Web Portal Setup
Q Search for Clients, Securities, Reports, and Research	Global Settings Sign Out
Practice Management Reports	
	lized gains & losses your clients

2. Click Global Settings. The Global Settings box opens. Then select Client Accounts.

Global Settings			Cancel Save	l.
General			* Required fields	2.
Data Format	Primary Benchmark *	Secondary Benchmark	Tertiary Benchmark	
Calculation	No Benchmark Change	No Benchmark Select	No Benchmark Select	
Impersonation	Show Liquidated Holdings	Use Morningstar Price	Capital Inflow Limit for TWR	
Client Accounts >	⊖ Yes	Yes	Calculation (%)	Select this option.
Billing	No	O No	10	
Reporting			Only whole numbers from 1 to 100.	

- 3. In the Primary Benchmark area, click Change. The Change Benchmark menu opens.
- 4. In the **Search for Benchmark** field, type **Morningstar US Market TR USD.** The select the correct option.

Global Settings			Cancel Save	
General			* Required fields	
Data Format	Primary Benchmark *	Secondary Benchmark	Tertiary Benchmark	
Calculation	No Benchmark Change	No Benchmark Select	No Benchmark Select	
Impersonation	Change Benchmark	star Price	Capital Inflow Limit for TWR	
Client Accounts >	<u> </u>		Calculation (%)	
Billing	Q. Morningstar US Market TR USD		10	Select the appropriate
Reporting	Morningstar US Market TR USD		Only whole numbers from 1 to	benchmark here.
	Morningstar US Mkt Factor Tilt TR	USD	100.	

5. Click Save.

By default, settings you assigned at the global level will automatically be assigned to new clients and accounts. However, you have the option to change settings, such as benchmarks and model portfolios for clients and accounts. The following settings can be assigned to multiple clients at once: Exercise 17: Assign settings for multiple clients at once

- Client Report Settings
- ▶ Primary, Secondary, and Tertiary Benchmarks, and
- ► Model Portfolios.

To assign settings to multiple clients at once, do the following:

1. In the Client's and Accounts Grid, check the **box** next to the **clients** you want to assign settings to. The Change Client/Account Settings button activates.

	Clients & Accounts		٩ :	
Act	ve Clients \vee			
3	24 (ⓒ) Change Client/Account Settings _으. [건			Click this buttor assign settings.
٠	Neme	Market Value (USD)	Market Value Date	
	► Albert Einstein	3,368,196.75	01/21/2020	
	Alexander Hamilton	2,557,344.25	01/16/2020	
	Anderson Family	945,564.00	01/21/2020	
	Baker Household	412,568.18	01/21/2020	
	 Cohen, Steven and Veronica 	1,157,223.03	01/21/2020	
	► Haba Family	3,720,931.10	01/21/2020	
	► J. R. R. Tolkien	3,961,207.78	01/21/2020	
	► Jennifer Roop	0.00	1000	

2. From the **Change Client Settings** drop-down menu, select the **setting** you want to change. A sub-menu opens.

	Clients & A	ccounts		Search for Clients	
Active	e Clients \vee				
4	26 🖌 Edit Se	ettings \rightarrow Merge Clients \underline{Q}			
•	Name	Edit Client Settings (4)	etting	Primary Benchmark	
	 Bayly Family 	Client Report Setting —	> t	Global Default	Select from these options.
	 Catrina Reagar 	Primary Benchmark	t	Global Default	these options.
	Class Client2	_	> t	Global Default	
	Class Example:	Secondary Benchmark	t	Global Default	
	Cohen, Steven		> t	Global Default	
	Corey Roop	Tertiary Benchmark	、 t	Global Default	
	Doe Family		t	Global Default	
	Extra Client	Model Portfolio	t	Global Default	
	Extra Client1	-	t	Global Default	
	Extra Client2	Apply Changes	t	Global Default	
	Felipe Jaramill	raph sharas	t	Global Default	

3. From the **Sub-menu**, select the **setting** you want to assign.

Clients & A	ccounts		
Active Clients \vee			
4 26 🖉 Edit S	ettings \rightarrow Merge Clients $\underline{-}Q$ [2]		
Name	S Model Portfolio	:tting	
□ ► Bayly Family	Q preferred X	t	
Catrina Reagar	Preferred	t	
Class Client2 ► Class Example	Preferred Investments	tt	Select the correct
			setting option here.