

Category: Business - Accounting Question: When is my.statestreet.com updated? Real time or based off of batch processing? Answer: Information in the Accounting report folders in Report Center is updated in an overnight batch cycle that is scheduled to complete by 7am EST, representing data as of the close of the prior business day. The NAVigator reports are updated in a process that is triggered by the completion of the NAVigator pricing process, which is typically complete between 6pm EST and 8pm EST. Information within the Interactive Viewer for Custody views is updated near real time throughout the day. The Securities Lending application is based on an overnight report cycle that makes data and reports available on a next-day basis.

Category: Business - Accounting Question: Is data reflected on a T or T+1? Answer: All Accounting data at State Street is processed on a T+1 basis.

Category: Business - Accounting Question: Is my.statestreet.com considered the actual books and records of the funds? How can the user tell if the fund has been closed for the month-end or quarterly period? Answer: The official Accounting books and records of the funds are held on Multi Currency Horizon Data from MCH and other State Street applications flows to a central data repository, for access by the my.statestreet.com reporting engine. A user can tell if books are opened or closed by referencing the footer on reports run in the Report Center, which indicates books open or books closed. The month end status report available in Report Center shows when each fund was closed or if it is still open. The Alert Center also provides a "Books Open " or "Books Reopened" Alert. The alert allows users to receive an email when a fund closes or is reopened.

Category: Business - Accounting Question: What is the record retention policy on my.statestreet.com? How long are records kept on the system? What type of data is archived on the system (month-end only)? Answer: For activity based subject areas (Purchase & Sales, Dividend Income, Corporate Actions, Income Received, and FX Activity), daily activity is available from Jan 1, 2008 at a minimum. Most point in time subject areas (Trial Balance, Positions, Receivables/Payables, Open Trades, Pending FX and Earned Income) retain the last 90 days of activity. Daily Lot Level Holdings activity is available for 120 days and a fund's NAV History is available for 540 days. Month-end information is available in the Report Center since fund conversion.

Category: Business - Accounting Question: If an adjustment is posted to my.statestreet.com, how is it posted? Is the adjustment linked to the date the posting is made? Can an adjustment be made in the past? Answer: my.statestreet.com is strictly a reporting tool that allows access to data available on State Street's MCH Custody and Accounting system. Any adjustments made to the funds are made on MCH and flow down to my.statestreet.com in the overnight data loads. If a prior period adjustment is posted on MCH, there is the option of running reports by post date in order to filter out prior period adjustments.

Category: Business - Accounting Question: What is the difference between Report Date and Post Date? Answer: The Report Date option presents all transaction including any prior period adjustments made since the close of the reporting period. The Post Date option provides only the transactions posted during the specific reporting period. The following data categories allow the user to select whether to pull data on either a Report Date or Post Date basis: Cash Statements, Foreign Exchange, Income Received, Purchase and Sales

Category: Application - General Question: Where can I find materials about my.statestreet.com? Answer: There is a help link on every page of my.statestreet.com and help links and reference guides are available from the Site Support in the banner.

Category: Application - General Question: When I get access to my.statestreet.com? Can I still use my current applications? Answer: Yes! You can still continue to use any desktop application.

Category: Application - General Question: What is the availability of my.statestreet.com? Answer: my.statestreet.com is available 24 hours a day, 7 days a week.

Category: Application - General Question: Why am I automatically logged out of my.statestreet.com? Answer: Since my.statestreet.com is a secure site with access to sensitive information, we require reauthentication after a 30 minute period of inactivity. Your session will be automatically timed out and returned to the login screen if this happens. You will then need to re-enter your user id and password.

Category: Business - Custody Question: Why are IFTB, IFTS, (asset Trans) etc. failed not included in Failed Trades? Answer: Market BUY and SELL transaction groups are the default types in this view/query because they are the most requested. You can customize your Failed Trades view/query by using Manage Filters under the Content tab to include other Trade Types.

Category: Business - Custody Question: Does Custody Views/Queries provide information for all Corporate Actions - Mandatory as well as Voluntary? Answer: Yes, if they are booked to the State Street Custody system Custody.

Category: Business - Custody Question: How position buckets are calculated in Custody Views/Queries Position views? Answer: The following buckets are calculated in Custody Views/Queries to arrive at the share position shown on Custody Views/Queries views: Available Share Position: Non-US: No calculation needed as Available bucket exists on non-US transactions US: The available bucket is calculated based on settle location a) FED settle location: Available = Safekeeping - Pending Delivery - Restricted - Memo Pledged b) DTC settle location: Available = Safekeeping - Pending Delivery - Repo Collateral c) For settle location other than FED / DTC: Available = Safekeeping - Pending Delivery Where Pending Delivery = Pending Sale + Pending Borrow Return + Pending Transfer + Pending Collection + Pending Withdrawal + Pending Loan

Category: Business - Custody Question: What are the purge criteria for Custody Views/Queries Transactions? Answer: A transaction is purged after 18 months once it reaches its final status. You can view the full history of the statuses on a single transaction for 35 days after it reaches final status but final status is available for 18 months. Transactions, which have not reached their final status, can be viewed until they reach their final status.

Category: Business - Custody Question: What is the source system for Custody Views/Queries Transactions? Answer: Custody Views/Queries is a near real time system and receives its feed from the State Street Custody systems. This includes trades, corporate actions, income, cash, tax, and security positions.

Category: Business - Custody Question: Prior Day Cash: "EOD balance does not match opening balance" what is the nature of this error message? Answer: The end of day balance is a calculated figure. The opening balances are sourced directly from our core cash systems. The application does a 'balance comparison' check between the prior day calculated 'end of day' balance and the next day's 'opening balance'. The 'alert' informs the user that there is a difference between the balances. Application users are encouraged to contact their Client Service Officer to report the issue. The balance comparison 'alert' will be displayed on these currency report views.

Category: Business - Custody Question: Intra-Day Cash: Pending past due income items appearing incorrectly? Answer: Any Past Due Income, Foreign Exchange, Clean Cash transactions that are older than three days will no longer be included in the Intraday Cash View unless settlement occurs on the current day.

Category: Business - Custody Question: What is the difference between Custody Full Service versus Custody Only Roles/Views? Answer: The Custody Only role has three additional non-cash core views:

Daily Priced Positions, Monthly Priced Positions and As of Positions. These views are available to funds that are serviced on the GCS Custody Only platform. The GCS Custody Only platform is a custody service model that excludes MCH accounting interfaces.

Category: Business - Custody Question: How are the following Priced Holdings buckets calculated?
Answer: SMAC: Settled = Safekeeping + On Loan + Repo Out - Borrowed - Repo In - Repo Collateral
GSMAC: Settled = Safekeeping + On Loan + On Loan 3rd Party + Collateral Delivered - Borrowed - Borrowed 3rd Party - Collateral Received Original Face = Safekeeping + On Loan + Repo Out + Borrowed - Repo In - Repo Collateral

Category: Business - Custody Question: Which types of cash transactions are not reported on the Custody Cash Forecast report? Answer: At present, the following types of cash transactions are not reported on the Custody Cash Forecast report: Corporate actions related cash activity not posted to GSMAC, GSL and 3rd party loan transactions, US corporate actions not pended on SMAC, and Tax reclaims are not forecasted. Only settled activity is reported on the Intraday Cash and Prior Settled Cash Reports.

Category: Business - Custody Question: How long is the history available on Custody Views/Queries? Answer: Intraday, Forecast, and Daily Priced Holdings reports: The reports are current and no history is available for them. All Transaction and Prior Period Activity reports: You can view the full history of the statuses on a single transaction for thirty-five calendar days after the transaction reaches its final status. Beyond that time frame, you can view a history of the final statuses only for a given transaction for duration of eighteen months. Transactions that have not reached their final status can be viewed until they reach their final status Monthly Priced Holdings Report: You can view the history for eighteen month-ends. This is stored online and the retention begins with the first month's priced holdings upon the conversion to State Street Corporation.

Category: Business - Custody Question: What does the time and date stamp on the report represent? Answer: The time and date stamp generated on the report is based on the user's time zone.

Category: Business - Custody Question: Are Free trades receipt/delivery included in the reports? Answer: Free trade receipts/delivery are not reported on the Intraday and Forecast reports. However, they are included in the Prior Day Activity and All Transactions reports.

Category: Business - Custody Question: How do I know if there is a partial payment or an adjustment to a transaction? Answer: There is flag and a corresponding link available to indicate that the transaction is partially paid or has an adjustment.

Category: Business - Custody Question: Why do some receivables have a 0.001 rate and zero net amount? Answer: State Street defaults to rate 0.001 for a receivable when there is no rate available to project the receivable. Therefore the net amount is zero as the rate 0.001 is not a valid rate.

Category: Business - Custody Question: Why do some receivables have a pay date 01/01/2050? Answer: CustodyNet defaults to pay date 01/01/2050 if there is no pay dates available for a receivable. These receivables are included in the 21+ day category of the Cash Forecast Report until they have the actual pay date.

Category: Business - Custody Question: How are the Principal and Interest payments for MBS securities displayed? Answer: Both the Principal and Interest payment for DTC payments display under MBS P&I as two separate records. For FED payments, they display as one record.

Category: Business - Custody Question: What is the Custody Cash Forecast Report time frame based on? Answer: The forecast time frame is determined by the user's time zone.

Category: Business - Custody Question: What are the pricing sources for securities reported on the Priced Holdings reports? Answer: US Equities - Reuters Non-US equities - IDC Fixed Income - Bear Sterns

Category: Business - Custody Question: How is the market value calculated for a security reported on The Priced Holdings reports? Answer: The local market value is calculated as follows: Equity security - Settled shares * Price = Market Value MBS Security - (Current Face * Price)/100 = Market Value Non-MBS Security - (Settled Shares * Price)/100 = Market Value

Category: Business - Custody Question: How is the short-term security priced? Answer: Currently, the short term security is priced at par.

Category: Business - Custody Question: What is the source of the Current Factor and Prior Factor for securities reported on CustodyNet Custody Only reports? Answer: The source of the Current Factor and Prior Factor is MBS Pay Downs transactions.

Category: Business - Custody Question: What are the source systems for CustodyNet reporting? Answer: There are various sources from which CustodyNet receives its near real time feed for reporting: SMAC & GSMAC for Trades, Corporate Actions, Security Holdings BID (SDV) DTC Trade Confirms for the DTC Pre-Settlement Status Reporting GIC (Global Income Control) for non-U.S. income SMAC (SDV) for U.S. income Hogan for USD Clean Cash, FX settlements and balances IBS for NON USD Clean Cash, FX settlements and balances ETD for FX and Clean Cash pending and cancelled transactions MCH (CCTX) for Clean Cash pending transactions CSI (CLS Settlement Interface) for CLS status updates on FX transactions Price feed for security pricing NRA feed for NRA tax withholding data ICASH feed for off book clean cash, income and miscellaneous transactions, as well as balances. Miscellaneous on book transactions are also sourced from ICASH. TRS for pending tax reclaims

Category: Business - Custody Question: Why is the same Actual Settle Date/Actual Pay Date displayed more than once in Trade/Income History? Answer: A new row is shown for each update for a transaction that occurred on Custody Source System. This does not mean that payment is made more than once.

Category: Business - Custody Question: Why is the Current Factor shown as one (1) even though there is no factor available? Answer: The Current Factor defaults to 1 in Priced Holdings reports when there is no factor information available for the Investment Type Securities 10, 15, 20, 30, or 32.

Category: Business - Custody Question: Is Street Cusip reported for Physical Private Placement Securities? Answer: Yes. The Street Cusip (PPN) is reported in various Custody views/queries

Category: Business - Custody Question: What data sources provide new activity for the Pending and FX Activity view and query? Answer: ETD, our Electronic Trade Delivery platform, is the data source for the pending FX transactions. ETD receives FX confirms from three primary sources including MT304 FX sent from clients and investment managers, from State Street Global Markets for all deals executed for custody funds, and from ICASH. The ICASH messages are sourced from specific transaction types (XREC, XDEL) further indicated to be a subcustodian executed FX. Cancel messages from these three sources are also reported.

Category: Business - Custody Question: What data sources are used to update the status for the Pending and FX Activity view and query? Answer: ETD feeds statuses of Pend and Cancel. State Street transaction account systems - IBS, Hogan and ICASH - provide the Settled status.

Category: Business - Custody Question: What criteria are used to determine what FX appear on the Pending FX view and query? Answer: Any FX that has a value date of today or less than today and is not yet settled will not be reported in Pending FX. It will be reported in FX Activity view and query.

Category: Business - Custody Question: Why are some FX transactions missing from the Pending and FX Activity view and query results? Answer: ETD, our Electronic Trade Delivery platform, is the data source for the pending FX transactions. ETD receives FX confirms from ICASH when recorded a XREC or XDEL transactions indicated to be a subcustodian FX. However, these are a subset of transactions not sent to ETD from ICASH. The following subcustodian FX market activity is not available in ETD: Korea – KRW buys and KRW sales India – while most activity is executed by State Street Global Markets, clients who continue to transact via the subcustodian or for Mauritius based funds, INR buys and INR sales China (A Share market) – CNY buys Taiwan – TWD buys Vietnam – VND buys. However, offbook and onbook legs are reported separately with partial details. The Trade Date, Value Date, Buy or Sell Net Amount, associated Currency code and FX Rate are available on offbook leg but only Value Date, Buy or Sell Net Amount and associated currency code are available on onbook leg. Also, users can view these transactions via the All Transactions view or query. Third Party FX instructions not processed by ETD are not reported as pending activity. Most third party FX is processed via ETD. Subcustodian executed FX instructions that are not recorded as XREC/XDEL will not result in activity posting to ETD. This is not a common situation.

Category: Business - Custody Question: Why are some FX details reported on separate lines? Answer: Common Reference number problems. FX settlement updates happen at the currency leg level and each leg may be received from sources - IBS/Hogan, IBS/ICASH, ICASH/Hogan. The settlement process is designed to support a common reference number passing with all related processing. When settlement updates are received and the common reference number does not match the pending item, secondary match criteria are used for the fund, amount, currency and value date. If the common reference number or secondary match logic is successful, that leg is reflected as settled. If multiple settlements for a single leg are received or if the common reference number is not available on the settlement, the view/query will report each unlinked leg as a separate FX activity with partial details.

Category: Business - Custody Question: Are there execution details available for all State Street Global Markets and subcustodian executed deals on the Pending and FX Activity view and query? Answer: The fields below are only populated for State Street Global Markets activity processed via WSS, their trading primary application. The values in these fields are populated by the end of the day. • FX Deal Entry Date • Execution Method Area • Ticket Area Location Code

Category: Business - Custody Question: Why are some FX transaction missing from the Cash Forecast view and query results? Answer: Any subcustodian executed FX not recorded via the ICASH XREC/XDEL transaction type will not be included in the Cash Forecast but will be reported once settled via the Intraday and Prior Period views and queries.

Category: Business - Custody Question: Why would I use the Standard Settlement Instructions Interactive View or Query? Answer: The Security Settlement Instructions (SSI) view and query allow access to account specific trade settlement information that clients and asset managers provide to their trading counterparties.

Category: Business - Custody Question: How are the rows on the Standard Settlement Instructions Interactive View or Query generated? Answer: A row will be created for any active and open Settlement Location for the individual fund the report is generated for. If a Settlement Location is not set up, or not active for the fund, then it will not appear on the report. Within each Settlement Location are available Security Types for that market (Equity, Government Debt, Corporate Debt, and Short Term). If a security type is eligible to be traded for that market, then a subsequent row for that market will be created. If the security type is not eligible for the market, then a row is not created for that type. Eligible

security types for each market can be found in the Investment Manager Guide.

Category: Business - Custody Question: Why aren't the Kenya and Uganda markets appearing on the Standard Settlement Instructions Interactive View or Query when they are open and active for the fund?

Answer: These markets have additional criteria of what security types are eligible for a fund. Even if the market supports a security type per the IM Guide, a specific account has to be opened in order to trade for that type. The account number could be contained within one of four CLAC fields. The ability to find this number is not yet supported by the report. In order to prevent claims associated with trading in security types that are not eligible for the fund; these markets have been removed until future initiatives can address this gap.

Category: Business - Custody Question: How are the columns on the Standard Settlement Instructions Interactive View or Query generated? Answer: The report is designed to follow the Standard ISITC SSI Template that has been established for use in distributing SSI's. Each column heading is the same heading from the ISITC template.

Category: Business - Custody Question: Can I have the data changed on the Standard Settlement Instructions Interactive View or Query? Answer: No, as the data is sourced from State Street's Custody application, it must be changed at its source which will feed into the View & Query

Category: Business - Custody Question: Why do the Account Registration Name and Tax ID fields of the Standard Settlement Instructions Interactive View or Query contain partial or incomplete data? Answer: Character limitations of certain Custody application fields have led to non-standard population over the years. Some information is left out in order to fit the most pertinent information.

Category: Business - Custody Question: Is there an Interactive View or Query for Cash Standard Settlement Instructions? Answer: At this time, there is no report for Cash settlement instructions.

Category: Application - General Question: How do I find Report Center or Interactive Views? Answer: Report Center and Interactive Views are now separate options (as noted below) available through the MyData tab of the new landing page. Click the MyData tab to see tiles that will provide links to the last 10 reports or interactive views that you've run. If you want to navigate to Report Center or Interactive Views, just click the All Reports tile, and then select either Views, for Interactive Views, or Reports, for the Report Center.

Category: Application - General Question: Where is the Site Menu? Answer: The Site Menu has been removed in favor of the tile-based navigation available on the MyServices tab of the new landing page. By default, the MyServices tab will show you the last 9 things you've accessed. If you need to use something that doesn't show up as a tile, click the All Services tile to see a list of all of the other tools and applications that you are entitled to access and use.

Category: Application - General Question: How can I access CapTAIN, AlphaFrontier, etc.? Answer: Application names were changed to create a more intuitive experience; so our consumers can quickly understand the services provided. For example (contact your Client Services Representative for clarification on tile names): — CapTAIN => Manage Corporate Actions — AlphaFrontier => Manage Fund of Funds Users can always view legacy application names by hovering over the icon in the lower right corner of a tile to see a full service description.

Category: Application - General Question: How do I find the applications and links that used to be on the old landing page? Answer: The MyServices tab of the new landing page provides easy access to all of the applications and links that you are entitled to access and use. If you don't see a tile that represents what you are looking for, click the All Services tile to see a complete list of tools and applications.

Category: Application - General Question: How do I find reports that I've run recently? Answer: The last 10 reports or interactive views that you've accessed are displayed on the MyData tab. If you want to navigate to the Report Inbox tool, simply click on the tile labeled Inbox on the MyServices tab.

Category: Application - General Question: How can I check my Alerts and Notices? Answer: Simply click the Notices link in the upper right corner of the top navigation bar to see a list of your published Alerts and Notices.

Category: Application - General Question: How do I change my ID configuration and preferences? Answer: To access the Preferences tool, click your name in the top right corner of the landing page, and then select "My Information"

Category: Application - General Question: Where did the Search bar and myDataTools Gallery go? Answer: Global Search will be offered in a future release. Using click level data, the team assessed usage and activity data for each feature on my.statestreet.com. This data was used to determine which features should be enhanced and which should be retired and replaced. Items featured on the landing page now reflect the most frequent activities of users, minimizing the need for a global search at this time. Users can still search within reports and for specific applications.

Category: Application - General Question: How can I provide feedback on the new my.statestreet.com experience? Answer: We need your feedback! Please email us at MySS.Feedback@statestreet.com with any comments on the platform.

Category: Application - MFA Question: What is multi-factor authentication, and why is my.statestreet.com moving to use it? Answer: Multi-factor authentication is a method of computer access control by which a user is only granted access to a system after successfully presenting at least 2 separate pieces of evidence to an authentication mechanism – typically of the following categories: knowledge (something they know), possession (something they have), or inherence (something they are). My.statestreet.com will use RSA SecurID tokens (possession) and a PIN (knowledge).

Category: Application - MFA Question: Why is my.statestreet.com moving to use Multi-Factor Authentication? Answer: As part of a broader effort to implement additional security features to protect State Street systems and our client's data, and in response to evolving security risks and regulatory advice, we are upgrading our login security to use multi-factor authentication.

Category: Application - MFA Question: How will I get my RSA SecurID token? Answer: Beginning in March 2018, when you log in to my.statestreet.com, you will have an opportunity to register for a token through a simple process. Once you've entered your registration information and chosen a token delivery method (soft or hard token), you can continue to access my.statestreet.com until you receive your token and complete the registration process.

Category: Application - MFA Question: What is a "soft token"? Answer: A soft token leverages a mobile application to provide a 6 digit number (token) that changes approximately every 30 seconds. You will enter that token on the my.statestreet.com login screen, along with your PIN to authenticate yourself and gain access to my.statestreet.com.

Category: Application - MFA Question: What is a "hard token"? Answer: A hard token is a physical device, also called a "key fob", that displays a 6 digit number (token) that changes approximately every 30 seconds. You will enter that token on the my.statestreet.com login screen, along with your PIN to authenticate yourself and gain access to my.statestreet.com.

Category: Application - MFA Question: How will my login experience change with multi-factor authentication? Answer: You will first register for a soft or hard token as described above, and once you have received your token and completed the registration process, you will enter your token and PIN on the my.statestreet.com login page in place of the password you currently use now.

Category: Application - MFA Question: When is this change taking place? Answer: Users will start to register for their tokens in March 2018, and will be able to use them once they have received their tokens and completed the registration process.

Category: Application - MFA Question: Who is impacted by this change? Answer: All external users, EXCEPT those clients who have a Federated Authentication arrangement with State Street, will be required to move to multi-factor authentication

Category: Application - MFA Question: What is Federated Authentication, and how do I tell if my firm uses it? Answer: Federated Authentication, also called Delegated Authentication, is a model by which State Street enters into a trusted network relationship with a client, allowing users at that client to sign in to their local network and automatically become authenticated to my.statestreet.com. Users at Federated Authentication clients do not typically need to supply a user id or password to access my.statestreet.com when on their employer's network; they are automatically logged in to my.statestreet.com when they point their web browser to the my.statestreet.com URL.

Category: Application - MFA Question: What if I don't want to use my mobile device to authenticate with State Street? Answer: Users will have the option of choosing a physical or "key fob" token if they cannot or do not wish to use soft tokens delivered via a mobile device.

Category: Application - MFA Question: How will my Interactive Spreadsheets be impacted by this change? Answer: You will just need to enter your token and PIN at the time you Refresh the data in your Interactive Spreadsheet, in place of the ID and password that you currently enter. All other functionality will work as it currently does.

Category: Application - MFA Question: What if I already use a hard token to access my.statestreet.com? Can I convert to a soft token now? Answer: If you currently use a hard token, there's no need to take any action. We will offer existing hard token users the ability to convert to soft tokens, if they prefer

Category: Application - Functionality Question: In MySS, I do not have the TLM report tab, however I recently procured TLM access. Can you tell me how it will add into my Myss report Answer: If you are referring to TLM reports that contains cash break details, it's not uploaded to MySS. It's available on Collaborate.

Category: Application - Functionality Question: I need to add funds in particular group, where I can do it? Answer: Please go to Site Menu - Reporting. On the top left side select Manage Groups, then Driver Groups. Select the group you are looking to edit and on the right side click Edit group. Please note, you can only edit groups where you are the owner.

Category: Application - Functionality Question: I have noticed that templates/queries that are owned by individuals who have since left either the bank or the client are being removed from MYSS. What is the timeframe between when an individual leaves the company and when their MYSS owned reports are deleted? Also, is there any way to retrieve the query/report after it is removed from MYSS? Answer: the templates are stored as long as the users are active in MySS. It's recommended to copy and recreate the template if you are aware that the person who created it is leaving the organization. I am not sure whether the template can be retrieved, please raise a Service Now ticket with an OID form, they might be able to help.

Category: Application - Functionality Question: How long are documents available within the Online Documents folders? Are they archived or removed after a certain amount of time? Answer: There is no limit of how long the documents can be stored in Online Documents.

Category: Application - Functionality Question: How can I find the shell owner for a client shell? Answer: Please go to the Reporting center in MySS, select MySS Statistics service and then select Client Owner Approvers interactive view. This report will give you the information you are looking for.

Category: Application - Functionality Question: I have a client who is trying to create a report group in MySS. He can add reports he created under 'report' but no reports he created under 'interactive views'. Is it not possible to group interactive view reports at all or does he need to group these separately? Answer: Hello, you are correct - only reports can be added to the reporting group in MySS, not Interactive Views

Category: Application - Functionality Question: Is it possible to view cash activity in the myss custody reports for two DDA accounts under the same fund? Answer: Data in MySS is available by Fund ID, not by DDA.

Category: Application - Functionality Question: Hi, what would be the best report/field to reference if a client is looking to understand their exposure to a certain country? Answer: Hi Erica, there are several ways you can get this information from MySS. You can run Country Exposure Report that will give you high level details, or you can drill down to the security level by running Priced Positions Interactive View and adding Issue Country Name column. There is also an overview of all reports available in MySS in Documents tab on this Collaborate page for your reference.

Category: Application - Functionality Question: Hi, Do we need to gain any additional entitlements to see a fund in MYSS IFS Reporting (if user already have particular client shell mapping but no funds available in IFS MYSS Reporting tab) ? Any forms to be filled in addition to that client mapping shell as well ? Appreciate your assistance. Thanks, Answer: is there anybody from IFS Team that you can contact for this? they are responsible for the setup process for their product and can answer this question.

Category: Application - Functionality Question: Hello - Hoping someone can help or let me know if you have seen below scenario happening before. As part of our Significant cash reviews, we ran the a prior settled cash file on MYSS for the 28th Dec 2020 on the 29th of Dec, an amount appeared on the report which we ran on 29th , however its not showing up on the report now. The amount is also not on Hogan and there is no cash break between accounting and Custody. Has anyone ever encountered this issue before? Answer: Hi Caroline, please raise Service Now ticket with an OID form for this issue.

Category: Application - Functionality Question: Is there a way to upload a list of funds all at once when creating a Driver Group list? If yes, where can I find the template? Also, what is the maximum number of funds can be included in that list? Answer: Hello, funds can only be added manually to the Driver Group list. There is no limit on the fund number.

Category: Application - General Question: Hi, how do I get access to Manage Regulatory Requirement in MySS? What should I apply for in Sailpoint? Answer: Hello, in SailPoint when you are on step 2 (Manage Access) please type the name of the application you are looking for and search for it. I was not able to find Manage Regulatory Requirement there, so I believe this application has a different name.

Category: Application - Functionality Question: Hi All, I'm looking to understand the definition/scope of purpose for the Issue Country Name field in MySS. My client is asking if the 'issue country name' name field would sufficiently show our exposure to a given country. Should we be aware of any limitations for this

field? Would you recommend using another field in conjunction or even instead of this? Answer: Hi Erica, the definition of Issue Country Name is Field for name of country in which a security is issued. All definitions can be found under Documents Tab, Reference Documents, Reports, Views, Data - Accounting Query Field Definitions May 2014.

Category: Application - Functionality Question: Hi Team, I need to raise a sailpoint request to get access to SSGA Accounting and General electric client, I am unable to find the group to be selected, could you please help. Answer: Hello, you need to know shell name and driver group name to request access through SailPoint.

Category: Application - General Question: When I login to my.statestreet.com via #Chrome and try to download a report from my inbox I get an #error however, when I do the same from #IE it works. Is this an open item? They used to both work. Now only IE works. Answer: please open a ServiceNow ticket with the details, so that this can be reviewed by the appropriate support team. All functions on my.statestreet should work on Chrome, and there are many folks using Chrome to access my.statestreet with no issues, so the support teams are best positioned to help figure out what's going on here. You can schedule reporting only for active MySS users. If some active MySS users are missing from the dashboard, please open a Service Now ticket with an OID form.

Category: Application - Functionality Question: Is there a report/query/view within MYSS that will show individual entries posted to a specific GL account? All the ones I am finding only show net debit/credits. Answer: There is a Reporting Inventory file saved under Documents that lists all reports available under custody and accounting view.

Category: Application - Functionality Question: is it possible to save post processor reports with the report date / run date included in the file name? for example if you were saving a post processor trial report, the report would save in post processor as Trial_20210302 or something along those lines Answer: There is no way to put a date on it.

Category: Application - Functionality Question: Are clients allowed to have access to the Custody interactive view Cash account interest statement? Answer: Yes, clients can have custody access to all reports that are available within custody dashboard.

Category: Application - Functionality Question: how to find out 5 days cash forecast accounting report in MYSS? need to create accounting template on MYSS. Answer: Cash Forecast Interactive View is available within Custody dashboard

Category: Application - Functionality Question: Hi, would it be possible to run a TB GL for a period of time or for some GL accounts? A client is looking for the TER figures for the life of the fund and we have already provide them a template to get PD figures using BNAV, TB GL so we could adapt this if we could get the entries on the accounts. Thanks Answer: Hello, if you are looking for a report that would have specific information, there is Reporting Inventory file saved under Documents that lists all reports available under custody and accounting view. If you have issues when running a report, please raise Service Now ticket. Please let us know if that does not answer your question.

Category: Application - Functionality Question: Hi I just have a question with regards of getting fund on Myss. I have requested access to the funds via sailpoint and been granted access. However when I log into my myss I don't have access to them. As well when I view client mapping I don't see them. How do I process to gain access to them after my request has been approved through sailpoint. Answer: Please open Service Now ticket with an OID form and provide as much specifics as possible.

Category: Application - General Question: How do we provide our client with access to State Street Corporate Governance Dashboard? Do we have to activate this on the client shell and then for each

individual user? Answer: This is requested through Sailpoint for each user.

Category: Application - General Question: one of my team has access for ireports but suddenly she could not able to access it and ireports option it is self not showing in myss, could you some one assist how to resolve the issue Answer: Please open a ServiceNow ticket with the specific details of the issue to have the appropriate support teams look into this.

Category: Application - Functionality Question: Are there any write-ups / descriptions of the standard MySS reports available? i.e. Is there a report that lists all Core Reports with a description of what each Report is presenting? Answer: There is a Reporting Inventory file saved under Documents that lists all reports available under custody and accounting view.

Category: Application - Functionality Question: Hello, I've added new fund to a template scheduled to mailbox. But the fund does not appear on the report when it's downloaded (it's like it has never been added). However it is clearly added in MyStateStreet and when I download the report manually it shows up correctly. Please advise. Answer: Please open Service Now ticket with an OID form and provide as much specifics as possible.

Category: Application - Functionality Question: Hello, when my client runs an Unrealized G/L by Tax Lot report for October 31st, the Market Value does not tie back to the Market Value listed in a Holdings report. Any idea as to why there is a difference? Should they not be the same? Answer: Please open Service Now ticket with an OID form and provide as much specifics as possible.

Category: Application - General Question: Is there a MySS Glossary or data dictionary that provides a definition of each column/data point for the interactive view reports? Answer: Please refer to Documents tab, Reference Documents-Reports, Views, Data-Interactive Views "FDR Data Mapping and Custody Interactive Views Available Fields on Collaborate.

Category: Application - General Question: My Sail point Request ID: 0002445269 was completed but when i try to access the drive I receive error message access denied. Can you assist? Answer: Please raise a Service Now ticket as it seems like you do not have the right entitlements.

Category: Application - Functionality Question: Hi I'm looking for a contact that can help me set up a client on mySS to access their account Answer: Please refer to Documents tab, Access-Custody Entitlement Request document for instructions how to request access.

Category: Application - Functionality Question: Hi All, One of my clients is seeking to schedule reports externally via MySS but is not able to, is this type of entitlement available to external clients to distribute emails externally and if so does anyone know what it is/how to set it up? Thanks, Andrew Answer: There are two ways clients can schedule reporting "either to receive a link to the report on MySS or to receive the report as an attachment to the email. Receiving an attachment requires Secure Email set up, more information is available under Documents-Reference Documents-Secure Email. To further clarify, only active MySS users (internal and external) have capability to schedule reports to be sent via email to their email address. They cannot, however, schedule reports to be sent to non-MySS users.

Category: Application - General Question: Do we still have a list of MyStateStreet Champions who can explain to clients where to find information on MySS, and what reports to run? Answer: There is a list of MySS Champions under Frequently Used Documents, so you can try to contact individuals listed there, however Business Units are responsible for providing MySS training to the clients. There is also a new LMS training available to SSB employees on this Collaborate homepage for my.statestreet.com that provides an overview of access and reporting capabilities.

Category: Application - Functionality Question: I have a client looking to utilise post processor on MYSS. We've directed them initially interactive reports & they are now looking to know what are the equivalent reports to the interactive reports which they can set up to receive via postprocessor. Is there a list of standard reports available that we direct clients to? I've downloaded some reports that look to be parallel but they are not easy to review. Essentially I'm looking for a list of standard reports we would direct clients to that they can use to validate the NAV, from the reporting section of MYSS. Answer: There is a Reporting Inventory file saved under Documents tab that lists all reports available under custody and accounting view.

Category: Application - Functionality Question: I have a client who is currently testing the use of Post Processor and has raised the following question, can you please assist? The versioning doesn't append a date, it just appends a number on the end of the file name. Answer: There is no way to put a date on it

Category: Application - Functionality Question: Is there a way to copy reporting templates from an old driver and add them to a new driver? Answer: There is no way to copy reports from one driver group to another. They will have to be recreated in the new driver group.

Category: Application - Functionality Question: Can I have a contact, who could help me with the usage of Post Processor application in MYSS for scheduling? Answer: Information on how to set up Post Processor is available in the new LMS tutorial that can be found on this home page for my.statestreet.com on Collaborate.

Category: Application - Functionality Question: I'm not able to download any ABD reports from mystatestreet, could you advise on this? Answer: Please raise a Service Now ticket with an OID form, available under Frequently Used Documents on the right side of this home page.

Category: Application - General Question: I am unable to see any reports in reporting - accounting but can see all the accounting templates set up for my Client under interactive views. Report section is blank. Any reason for this? Is it to do with my access potentially? Answer: Please raise a Service Now ticket as it seems like you do not have the right entitlements.

Category: Application - General Question: I have access to My State Street.. However I don't see reports under My DATA. Could you please advise how to get access to reports under Reporting MYSS Statistics. Answer: Please raise a Service Now ticket as it seems like you do not have the right entitlements.

Category: Application - General Question: Is there a client facing user guide or overview document available to be given to clients? Answer: All user documentation can be accessed through Help and Support on MySS. Business units are responsible to provide virtual training on MySS. There is an online MySS tutorial available to SSB employees on this Collaborate page. Also, there is Reporting Inventory file saved under Documents that lists all reports available under custody and accounting view if this is helpful.

Category: Application - Functionality Question: Hi Team, what error stands for while retrieving Interactive Spreadsheet from MYSS? Answer: Interactive Spreadsheets were updated over the Weekend, Password Tab has been removed as part of the Login Experience changes. Please review the Release Notes related to the changes shared on this community. You either can use the option Import from Prior Version or download the new Version of the Interactive Spreadsheets (which you'll have to do within the next 90 days anyway).

Category: Application - Functionality Question: Is the FTP function available for Enterprise Servicing Platform (ESP) reports and IV's as I see one of the steps to setup FTP is to submit an EIP to add the

delivery advanced RAD role but ESP doesn't appear as an option under RADroles on the EIP form. Does this mean I cannot setup ESP reports and IV's to be sent via FTP? My client is asking for FTP setup and the iDeliver information on the right seems very outdated and the iDeliver MySS Setup form is populated so it's unclear if this is the correct form to use or how to populate it/unpopulated it. Any help would be greatly appreciated on this topic. Answer: Please check with the iDeliver Support Team if they can cover this Content area already

Category: Application - General Question: I need access to a client folder on MYSS. How do I get access? Answer: if you are referring to the Online Documents Folder then following steps you Need to take 1. Request Access to the Clients Online Documents via Sailpoint (see manage Access Tab here for more Information) 2. contact the Folder Owner directly to grant you appropriate Access to the specific Folder (i.e. read/manage etc.) Is the folder within On-Line Documents? If so, the owner needs to grant you access

Category: Application - Functionality Question: Hi, is there a way to organize old folders created and files uploaded to MySS Online Documents? The files and folders for my client have been uploaded in a quite unorganized way and it is now quite messy. I would like to move several subfolders and files to one bigger folder. Answer: this feature has been retired with the new design. In case you need to rearrange the only way would be to bulk download and re-upload again into the target Folder/subfolder

Category: Application - General Question: Sail point request is raised for below users for My State street application but still we are unable to generate reports and ESP Icon is also not available. Answer: Hi, Please check with the Service Desk what is missing in your Sailpoint Request, also I am not Aware the accounts can be mirrored, but you can use my.statestreet.com Metrics/Statistics to explore the entitlements of one user in order to request the same for the new user

Category: Application - General Question: I am a State Street employee, I have access to MySSC when I am on the STT network (using ID /Token). I tried to connect from my personal computer without being connected on STT Network, but my connection was refused. How can I get access to MySSC as an external user, to simulate / test what the client is doing? Answer: Hi Patrice, why would you need to do that? My.ss is only accessible within the State Street Network for employees. there is a way to request Access form outside of our Network limited to 7 days only . this is usually for the demo or Training of my.ss done outside of our network. It's normal. Internal users need to use a SST device to log in

Category: Application - Functionality Question: Does anyone know what the Interactive views custody all custody transactions report is based off of? I have raised an IT ticket and added an OID form. The IT team is asking me what report is based off of in Hogan or IBS Answer: On the login page there is a link called "Site Support" at the bottom. There the direct # are listed for different locations.

Category: Application - General Question: Are there written instruction to obtain access to my.statestreet? Answer: Instructions on all aspects of setting up access to my.statestreet can be found on the Manage Access tab of this community - here's the link: (<https://community.statestr.com/sites/mystatestreet/Manage%20Access/Forms/AllItems.aspx>)

Category: Application - Functionality Question: I have been trying to roll out MYSS Post Processor with a client. They have successfully applied the add in however they mentioned that the post processor scheduling option appears to only be available for a select number of accounting reports and doesn't appear to be available for the custody reporting or interactive views. Is this accurate, are there limitations with post processor? Answer: Post Processor will only work with Queries and Reports s. also Post Processor User Guide available on my.ss within Help&Support; Tab. For the Automation with Interactive Views you can offer your Client to use Interactive Spreadsheets instead

Category: Application - Functionality Question: In custody prior settled cash report, what's the difference between closing balance & calculated balance? Answer: Read the Custody FAQs on MySS/Help & Support

Category: Application - Functionality Question: Hi I am just having problem in asking the funds. How do I get the funds on my state street Answer: please check the manage Access Tab on this community, you'll have to request access to the Services you Need i.e. Accounting and select from the Tab Clients the Clients you Need. only then you'll be able to see any data/fund.

Category: Application - General Question: Hi, We need to request a DS3 token for an external user however we are in lockdown due to covid so working from home. How can we get this token delivered to the external user? Answer: You can request the token when working from home using the regular way. The token can be distributed to the Company of the user. I do not think that it is possible to deliver to the private address. It will be up to the client's Company to distribute to their employee.

Category: Application - Functionality Question: Is the Post Processor functionality available on Interactive Views or only on Reports in the Reporting section of MySS? Also, is Post Processor only available for the Production environment or can it also be used in the BUAT environment by a client user? Answer: yes, Post Processor will only work for Reporting/Queries and it is available also in UAT/BUAT

Category: Application - Functionality Question: Hello. I am trying to recreate a report that has been deleted as the user has been removed from MYSS. I need a settled trade report for last months so need Actual Settlement column and Security Investment Type column, but I am unable to find a report I can have both these in. Can you advise how I can set such a report up? Thanks. I can't see any report that has both actual settlement date and Security Investment Type as fields. I need both of these fields to create a report for KPIs. Can you advise how I can create a report with both of these included? Thanks Answer: if you didn't find a report that does have both fields you need, you'll have to consolidate data from two reports then, I'm afraid

Category: Application - General Question: Hi, the asset manager would like to change his hard token into soft token. Is the link (<https://ssp.statestreet.com/>) still valid and if the AM selects replace existing token, he will receive the soft token set up email? Thank you. Answer: Hi, they should have a direct link Register for a Token on the login Screen to replace Token that will bring them to the self-service tool

Category: Application - Functionality Question: my IM is looking for a report which would provide them with GAV data (preferably on a line by line basis) or return on investment reports / fees and expenses reports. Could you kindly advise on any if applicable? Answer: Is this accounting? What is GAV?

Category: Application - Functionality Question: I downloaded interactive spreadsheet which contains 2 worksheets (IV report). Can I change worksheet order seen in Coversheet so that 2nd sheet comes top? Answer: the order depends on the way you've selected the views while creating the spreadsheet. try creating a new one and select the views in the order they should later appear on the cover sheet

Category: Application - General Question: Hello, a client has asked the following: The soft token application indicates to one of our PM that it can only be downloaded on an iPhone with at least the 11 iOS version. However, he has a more recent one (12.5.1). What is the solution for him to download the application? Can external users uninstall the RSA token on one phone and reinstall on another device without calling the helpdesk? Answer: as far as I'm aware it can't be transferred, the new token will be issued. They can request it through the self service tool on myss using the replace option

Category: Application - General Question: Hi is it possible to download a token on 2 different phones for the same user/ID? If yes, does the client have to request another SOFT TOKEN CODE? Answer: This

will not work, token can only be imported once and if used decide to switch the phone another token will be generated for download and import. Once the new token has been linked to the Id (assuming myss) the older token will no longer be valid

Category: Application - Functionality Question: I'm trying to schedule My State Street queries to deliver to an FTP. When I select the Schedule To drop down in the query scheduler, the only option I have is Inbox, however others see an FTP folder in the drop down on similar queries on the same MYSS client. Is this an access issue or does anyone have more information on this process? Answer: this will require iDeliver setup for the client and/or for your user Id. We have the forms and process described on this community Frequently used documents / Right hand side

Category: Application - General Question: Hello - Does mystatestreet.com use public key encryption or support encryption key management? Thank you for your help! Answer: Since it is done through the RSA app, I would consider that Key management over public key encryption.

Category: Application - General Question: Hi, I have access to MyStateStreet and all the Sailpoint entitlements required for my team, but still I'm unable to view any accounting or custody reports. Under Client Mapping section I don't see any dropdown for client selection. Is it possible to check if my account was set up properly? Am I missing some Sailpoint access? Answer: please check the Manage Access Tab on this community for helpful guides on User Setup

Category: Application - Functionality Question: Is it possible for clients to run their own bank statements in Myss? And if so, is there a procedure/tutorial on how to run them? Answer: How to run report/view in custody (or any other service) you can find directly within Help&Support; on the Global Navigation on my.ss. There please have a look at the Videos or Guides with section reporting. Please let me know how this works for your client

Category: Application - General Question: what is the process to request access to Online Docs for a specific client? Is it a Sailpoint request or submission of a form - I've seen conflicting information on this. Answer: Clients are automatically granted access to the Online Documents, in case they need access to a specific folder within their Online Documents, the Folder Owner needs to grant them the appropriate access so that they can view the content or upload documents

Category: Application - Functionality Question: Client asked if they have an employee that is leaving the company, can their custom templates on interactive views or report center be transferred over to someone else on the team. They do not want the templates to disappear Answer: if the templates are public, they can easily be copied to another user. If the user has already left the company and can no longer make them public, you'll need to raise a ticket to the Service Desk (snow) to have the ownership transferred.

Category: Application - Functionality Question: Hello all I'm looking for the FX reports that show the spot rates/ indicative rates etc per currency pair. I used to access them on the old MySS but cannot find them on the new one. Does anyone know what section I can find them in? Answer: Click my services, all services, FX reference Info

Category: Application - Functionality Question: I would like to ask if it is possible for somebody to insert his own Data to MySst. For example I want to create a report which contains an additional column but this column has to be provided by me. So, is it possible to feed the platform with my additional Data? Answer: you can use Interactive Spreadsheet to add your data and combine them with the downloaded data.

Category: Application - General Question: I am trying to use Sailpoint to remove my access in MySS-ACCT-Accounting for several clients that I no longer service. Unfortunately I see a message in

Sailpoint that says 'Max count limit exceeded! Only 100 items are allowed'. Does anyone know if there is quick way to remove more than 100 clients please? Or do I need to make multiple Sailpoint requests? Answer: If you haven't yet been notified to recertify your access, you can start doing this on your own. Instead of requesting the removal by the regular procedure you can go to your account via Manage Business Access/Manage User Access/ Select your name(account)/ in Step 2 make sure you've changed the Tab to Remove and remove from there. Not sure if this is easier, it's just another way of doing it. I personally think that 100 at once is still something. How many clients you can access ;-)? perhaps deleting the whole account and have a new one requested with only one Client could save the work

Category: Application - Functionality Question: I have identified several funds which are not appearing on pricing reports available in MySS Interactive views. These funds are available across all other accounting reports. Does anyone know how I can figure out what is causing these funds to be missing and have them added? Answer: are you saying you are not able to select those funds when running a view or are they not appearing on the ready report although selected?

Category: Application - Functionality Question: As I am a new user of MyStateStreet I want to ask the following. Is it possible my supervisor to share some of his reports (templates) to me and if yes how? Answer: sure, if you have same access as your manager, and if the reports/templates are public you should be able to see them

Category: Application - Functionality Question: Hi, I have a client who since September 2020 can no longer download MSS.COM reports to Microsoft Excel, before this time the download process worked OK. The client is using Windows 7, could this be causing the issue? Answer: this should be no issue with Win7 as I also have Win7 on my machine and this is working. Are they using interactive spreadsheet or simply download directly into excel? Also could it be that they do download but the file does not automatically open with Excel? Could you contact your client please for some more details. Also in case of any urgent issues, you are quicker to contact service desk then using this portal. As I see this was posted 22 days ago.

Category: Application - Functionality Question: We had a client recently upgrade to office 365 and Interactive Spreadsheets are not working, is this a known issue? Is the solution as simple as re-downloading the IS in the new Microsoft version? Answer: Yeah, re-download. People here are using 365 and it's working

Category: Application - General Question: one of our new employees has a my.statestreet.com user ID but cannot switch between client IDs? Is this something that can be fixed via sailpoint? Answer: sure you'll need to request access for multiple shells in order to be able to switch between them. Also there is a role called Change client mapping but this is auto-entitled for internals to my knowledge

Category: Application - Functionality Question: A client user has email delivery enabled and schedule setup to deliver to inbox and email. The report is a customized template of the intra day cash under interactive views. However the client user is not getting the MY State Street email with the report. Any idea on how to troubleshoot? Answer: Assuming the Secure Email has been Setup properly otherwise user would not be able to check the box for email delivery, please have the user check if the email address used in the properties/Settings is the one they are expecting the documents to be delivered at. If not please check with SAS, they will expect a SAM request to have the email address updated

Category: Application - Functionality Question: How do I locate the list of drivers and shells associated with a fund on myss? Answer: you can not search by fund on myss you'll have to open a snow ticket and ask for that information

Category: Application - General Question: Hi, where can I find instruction for Client how to create own template from the scratch ? Answer: on my.statestreet.com Help& Support you can find Videos and printed guides on this Task. This is available for your Client as well. Please select the section Reporting. Also if you want you can view other Videos as well for useful information

Category: Application - Functionality Question: is there a report in my.statestreet.com accounting that will show me all of our client's fund holdings, cash and prices used over a certain time period (i.e. 3 months) on a daily basis? Answer: have you checked the positions query yet? You should be able to run for a range

Category: Application - Functionality Question: How can I check and export list of funds included within specific custnet? Answer: you can use APMD to check the funds for custody setup. yes this is possible, and it is done with MCH Flex Cat Setup. the classification can even be done on the CUSIP Level. my. ss will only reflect what is being Setup in MCH

Category: Application - General Question: Hi, I am unable to view the Rates & yield report data from MYSS. Can you please advise me what is the issue with my access and provide the procedure file to check the access. Answer: we do have a steps how to get Access to this data Please check the manage access tab on this community and the folder for applications. This might not be up-to-date if there were any changes to the process and you can not follow please check with the @[Accounting Digitization]

Category: Application - Functionality Question: Hello is it possible to obtain the settlement policy of a list of funds in mystatestreet ? Answer: are you refering to the Standing Settlement instructions? Yes this is available within the custody/ interactive views

Category: Application - Functionality Question: Is it possible to setup schedule for reports to be generated straight to Online Docs? Answer: No, this is not possible

Category: Application - Functionality Question: Does anyone know if it is possible to produce a report from My State Street that will show me all the Markets that are open on one of my funds. Answer: In the CustodyNet interactive views there is a report for Settlement Instructions. Run this for the fund you need and it will return all of the markets from CLAC/BLAC + DTC/FED. The report shows the full settlement instruction by investment type but removing the duplicate locations will give you a list of the markets that are open.

Category: Application - General Question: Hi, is there a link to guide first time external users to MYSS & Captain? With hard and soft token options. Thanks. I can't see anything specific for users who have SSO but are signing into Captain using a token for the first time, is there a guide for that situation? Answer: I don't think we do have such guide. The user should follow the screen instructions for the first time (token) user. If any issues they can call SAS for support

Category: Application - Functionality Question: How can I mirror one mystatestreet user report download scheduler to another user ? Answer: if the user has made the report public, it can easily be copied by onther user with the same entitlements

Category: Application - General Question: For 2 employees the Model ID apparently didn't get processed fully and some MySS access is missing. Can you advise my how specifically I can request for them the access to 'Interactive Views' - to see custody movements within our Custnet. As I understand now it's done via SailPoint - is there precise guide how to request it? The custnes access I understand I requested separately via Remedy? Answer: see the quick links section for all forms for custody requests. Once you are entitled to custody, you should have Access to all views for that role.

Category: Application - Functionality Question: Is there any bulk extracting option available in myss as to pull all funds in one shot as we have 1000 plus funds for which we need to take the data from MYSS . please advise its quiet urgent. Answer: This is not a platform for urgent requests, please Always raise a ticket or contact your Service desk directly. If you try to run the query for >1000 funds the System will let you, but it may take longer and Impact the Performance if you are doing it often. Alternatively you can schedule the data to be downloaded outside of your working hours to avoid any Performance issues.

Category: Application - Functionality Question: Does anyone know which report in Myss shows defaulted security? Answer: are you referring to the Underlying security? You can find all fields available for Accounting and Custody within the Documents Tab/Reference Material on this community

Category: Application - General Question: Was there a change to logon for Interactive spreadsheets over weekend? We are getting debug errors when using the new two factor signed on. Answer: according to the development, there was no change to the Interactive Spreadsheet Login past weekend. You can try to download/create again the intersactive Spreadsheet and see of it works, if not please open a snow ticket Thank you!

Category: Application - General Question: I believe the answer is NO but is MySS SAML enabled or capable for clients/external parties? Answer: your client can have my.ss setup with the SSO (single sign on). so that they can use their LAN credentials for my.ss as well. Would this cover the Need?

Category: Application - Functionality Question: Looking for ideliver experts who can help train our team through the process of how to use the ideliver tool within MYSS so that we can see client funds and send files over to them via sftp. Answer: Would this be something this community could assist with or point us in the right direction of someone who would be able to walk us through the process or provide a step by step job aid? Any insight is much appreciated as the client has been looking for an update each week.

Category: Application - Functionality Question: Hello, a client of mine is looking for a report which will reflect which GL accounts are associated with a particular transaction. Is anyone able to tell me if there is such a report? All I have been able to find is a trialbalance report with ending balances. Not too familiar with the General Ledger Activity Journal but it sounds like something I would need. Essentially, I wanted to run a transaction report, which would also include the GL accounts it posted too. If there is nothing on MYSS, how would I get the General Ledger Activity Journal, is it a data dump of sorts from MCH? Answer: This is available on CMOD, there were several requests to get this one on my.ss as well, but they haven been prioritised yet

Category: Application - Functionality Question: In Online Documents, is there a way to make an archived sub-folder and move older documents into it without deleting them? I cannot see a way to do that and the guide did not indicate anything. Answer: there is no way in this Version of Online Documents to move any files from folder to folder. The Workaround would be to use bulk download to your local drive, create the archive folder within Online Documents and bulk upload them again.

Category: Application - Functionality Question: i have set up schedule to inbox, but when it runs, activity shows complete, go to myss inbox (under same group and client shell), nothing in inbox, could you plz advise is there any setup required? Answer: please make sure you are looking into the corresponding Inbox i.e. if it was a custody report, please select from the drop down list in your Inbox the custody area

Category: Application - Functionality Question: Could you suggest me a good Captain report that would show upcoming corporate action (both mandatory and voluntary, deadline date and response status? Answer: if you have access, please go to the Captain Report Center, pick the query (there are just few of them) and check which one would you recommend to your Client . When you select the Content

Tab, all available fields will be listed and you can easily check.

Category: Application - Functionality Question: Can all interactive views be scheduled to run to your inbox? I found some of them can only be saved and don't have the clock icon next save option. I'm only looking at accounting content area so assuming this should be switched on for all interactive views within accounting? Answer: I'm not aware of this number being published through my.ss. the number from BSEC might be used for some other applications

Category: Application - Functionality Question: Hi, Could you please advise, I'm looking for short sell activity by running Purchase and sales report but the activity is not showing up in the report. Should the report capture the short sell activity? If not, is there a report that captures the short sell activity? Answer: you can check the reference documents on this community for the available fields and the corresponding view/report: Go to the Documents Tab, please!

Category: Application - Functionality Question: Is there any reporting on mySS that shows transactional activity for a period of days at a general ledger level? Client are looking for a report that will allow them to see the debit/credit entries on any ledger for any given time window and there doesn't seem to be anything there #[GL Activity] Answer: Yes, they can run Interactive Views - Trial Balance Ledger under Accounting section.

Category: Application - Functionality Question: Sorry I wasn't clear enough - they want to see the individual debit/credit entries rather than net movements. So what postings were made in and out of the ledgers throughout the day. Answer: In this case, please run Interactive Views - Trial Balance. This report lets you drill down to individual debit/credit postings for different ledgers.

Category: Application - Functionality Question: We have a request from client service lead to know how many FXs are executed each month as 3PFX, CCFX for their clients on WMS. Is there a report I can set up on MySS to pull that? Also, what fields should I select? Answer: FX Activity Interactive View shows all FX transactions. FX Type field is set as a default.

Category: Application - General Question: Is there any document that will show a process of scheduler set up in MYSS? Currently no reports are shown in Scheduler in MYSS Answer: If you are referring to the scheduling capability in MySS, the process is outlined in the MySS Tutorial. Link can be found on this home page in Collaborate.

Category: Application - Functionality Question: I know there is an easier way to upgrade interactive spreadsheets using 37270_SSCLiveWorkbook. Are there procedures anywhere? I've done it before and I just can't remember how. Answer: You would have to go through the manual process. As the process is dependent on macros that GMAS oversees and they mandate the process.

Category: Application - General Question: is it possible to add excel binary as a supported format to online document? Answer: The most appropriate action would be to submit a my.statestreet.com enhancement request if you are looking to add a new format.

Category: Application - Functionality Question: I would like to put a short description of MySS to a client. Is there a client-friendly summary available which outlines what MySS is and what it does? Answer: Hi Alan, you can find my.statestreet.com overview on Lexicon. Additionally, under the Documents tab in Reference documents there is a folder called Marketing Materials. There is a document my.statestreet.com Product Brochure. We are currently working on the updated version, but it's not available yet.

Category: Application - Functionality Question: My Information on my MySS profile is outdated. It still lists my maiden name and old email address. How do I get it updated? Answer: There would need to be

an update made to the CIDR application. That is the first place that client users are created before any access is arranged. Making an update there ought to flow out to other applications. You would need to submit an approved Remedy ticket as a MySS user request to make the updates.

Category: Application - Functionality Question: Is there any ability to download multiple files at once from the #Inbox in #MYSS? If not, is there any planned changes to this in any upcoming MYSS updates? Answer: There is not, you can only download one file at a time from Inbox. Alternatively, you can create a reporting group and combine several reports into one file.

Category: Application - Functionality Question: In Interactive Views...Average Days to Maturity (accounting view), the FUND WAM and FUND WAL only show digits past the decimal when view returns results. However, when downloading the results to excel, all remaining digits (for full value) can be seen, but the field needs to be reformatted. Our client would like all digits past decimal to be seen in view and also not have to reformat the excel results. Is there any way to fix this? Answer: please submit a Service Now ticket with an OID form that includes specific details about this IV.