

Document Dissemination Platform User Guide for Fund Houses

How to use FE fundinfo's Document Dissemination Platform as a
Fund House administrator

Version 1.0.8

Revision date: 16 april 2024

document_dissemination_platform_user_guide_for_fund_houses_cs-r-en-010005-1.0.6

Contents

1. Summary	3
2. Who can use FE fundinfo’s Document Dissemination Platform?	3
3. How should you use the Document Dissemination Platform?	3
3.1 Setting up an Administrator User Account	5
3.2 Asking for an environment (fund group) to be assigned	7
3.3 Administrator homepage.....	7
3.4 Overview: Configuring subscriptions for distributor partners	8
3.5 Adding distribution partners.....	8
3.6 Subscribing partners to funds.....	10
3.7 Function “Mass Edit”	11
3.8 Amending a subscriber’s domain.....	12
3.9 General statistics about emails sent to subscribers.....	12
3.10 Notification and detailed statistics per subscriber	12
3.11 Trigger Environment Notification	13
3.12 Compliance Traking	13
3.13 Emails sent to a distributor.....	15
3.14 Email customisation.....	15
3.15 Subsequent emails.....	15
4. Document Dissemination service	16
5. Questions and Answers	17
6. Contact	18
7. Revision History	19
8. Disclaimer	19

1. Summary

FE fundinfo's Document Dissemination Platform is an automated fund document dissemination system used by Fund Houses to electronically distribute links to selected documents (Prospectus, KIIDs, reports, etc.) to Fund Distributors via email. It is typically used to deliver fund documents to smaller distributors who resell a limited number of funds. This user guide describes how Fund House administrators can set up automated dissemination of fund documents to their smaller distribution partners or clients via email. This allows distribution partners to automatically receive emails with links to the latest KIIDs and other fund documents within 24 hours after they are updated by the Fund House.

As long as a subscription is active, additional emails are sent when any of the subscribed fund documents are updated. The documents can be provided as a Fund House branded email containing links to FE fundinfo's database.

The email service for Fund House administrators requires an agreement with FE fundinfo and once activated may be configured directly on the web-based platform.

Note: To deliver documents to larger Fund Distributors, FE fundinfo's Document Dissemination service is recommended; it provides a **direct gateway feed** into a distributor's platform or applications. Refer to section 4 "Document Dissemination service" for a brief description.

2. Who can use FE fundinfo's Document Dissemination Platform?

Only **Fund Houses** can use the platform to automatically disseminate their fund documents to distributors/clients via email. This service requires an agreement between the Fund House and FE fundinfo.

This user guide describes how a Fund House can set up a subscription for their distributors/clients to receive their fund documents automatically via the email service.

Current Fund Houses participating in the Document Dissemination Platform include many of the largest Asset Management companies in the world: BlackRock, UBS Global Asset Management, State Street Global Investors, Fidelity, Allianz Global Investors, J.P. Morgan AM, PIMCO, and many more. Participating Fund Houses logos are displayed on the Document Dissemination Platform homepage.

3. How should you use the Document Dissemination Platform?

The first step to opening a fund house administrator account is to sign an agreement with FE fundinfo defining the service level agreement and the corresponding annual fee. This is usually based on two main factors:

- 1) The number of funds and sub-funds for which documents will be disseminated.
- 2) The number of countries to which documents will be disseminated.

The Document Dissemination service includes dissemination of the following document types:

Marketing Documents:

Document Types	Document type code	Country specific additional comment
Monthly report	MR	all countries (with optional Constraint)
Manager Commentary	MC	
Fund profile	FP	
Quarterly report	QR	
Dividend table	DIV	
Sales Aid	AID	only 'non-public'; only for clients using FE fundinfo's 'document dissemination service' DisseminationRecipient mandatory, all countries
Marketing Brochure	BRO	
Due Diligence Questionnaire	DDQ	
Other Marketing Material	OTH	
Sales Presentation	SP	

Figure 1: Marketing documents disseminated

Legal Documents:

Document Types	Document type code	Country specific additional comment	
Semi-annual report	SAR	all countries	
Annual report	AR		
Prospectus	PR		
Additional Information for Investors	INF		
Key Investor Information Document	KID	according to UCITS directive	European countries only
PRIIP Key Information Document	PRP	according to PRIIP regulation	
Simplified Prospectus	SPR		
Terms of Contract	CON		
Annual Report Short	ARS	not mandatory since Q1/2019	Great Britain
Interim Report Short	IRS		
Supplementary Information Document	SID		
Product Highlights Sheet	PHS	Singapore	
Key Facts Statement	KFS	Hong Kong, China, Switzerland	
Trimestral Financial Report	TRM	Hong Kong, Spain, China	
Regulations, Fund Regiement	REG	Spain	
Dealing Forms	DEA	all countries except Italy	
Subscription Form	SUB	Italy	
Supplement Subscription Form	SUS		
§ 21 Abs. 1 AIFMG - Angaben	AI1	Austria	
Audit Report	AU	only for OeKB; currently not processed by FE fundinfo	
Investor Information Part 1	IP1	Taiwan	
Investor Information Part 2	IP2		

Figure 2: Legal documents disseminated

Legal Message:

Legal Message (LM)

3.1 Setting up an Administrator User Account

Once an agreement with FE fundinfo is in place, please go to the platform homepage <https://dissemination.fundinfo.com> to create your user account.

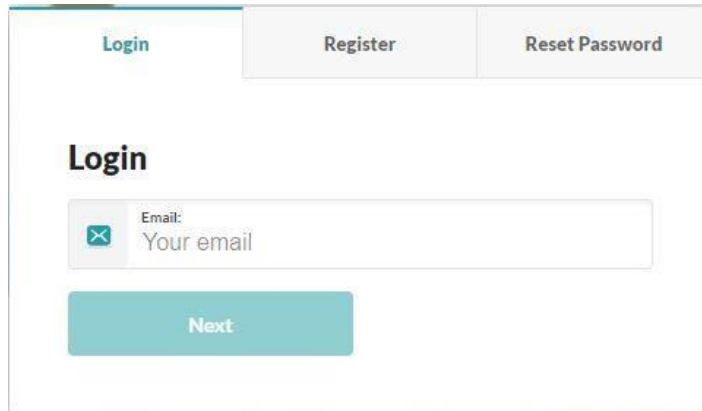


Figure 3: Document Dissemination Platform homepage

The first step is to register online through the “Register” tab:

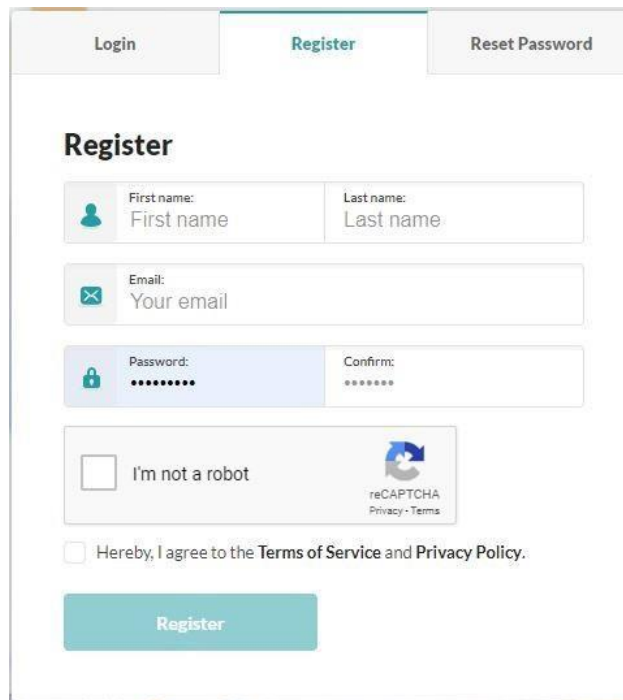


Figure 4: Account registration window

Fill in your account details according to the instructions, read and confirm that you agree with the Terms of Service and Privacy Policy, and click “Register”. After a short processing period, you will see a confirmation screen:

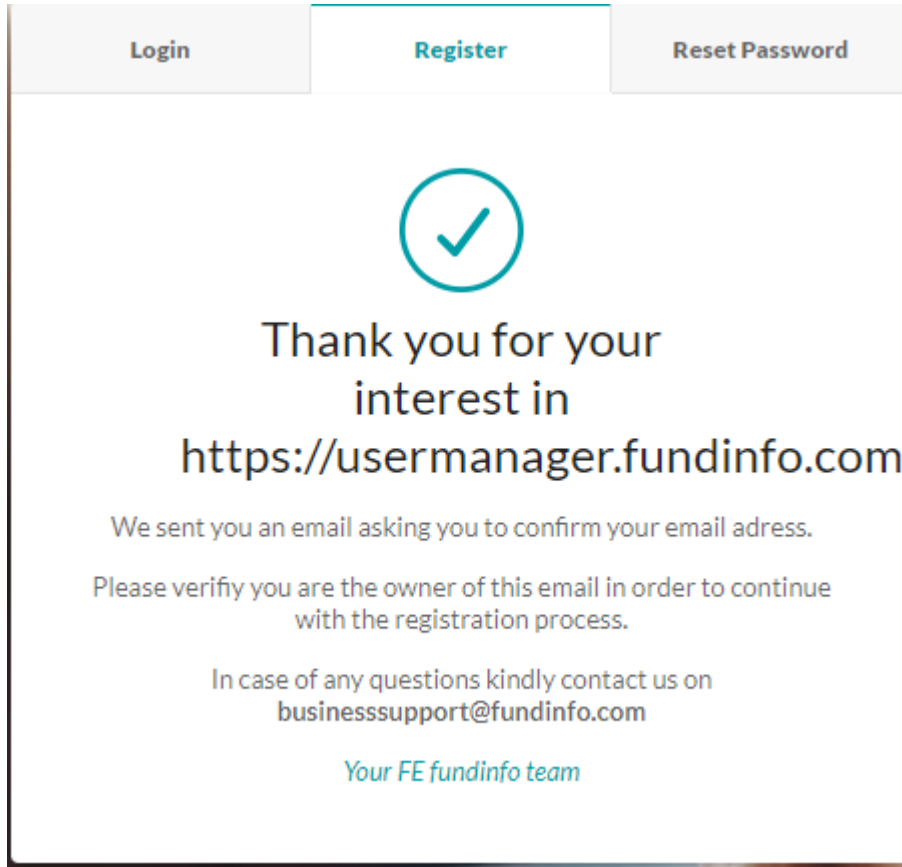


Figure 5: Account registration confirmation

An email address verification email will be sent to you from account@fundinfo.com (check your spam folder if it does not appear). Please click on “Confirm” in order to activate your access:

Dear Jennifer Lang

Thank you for your interest in the services.

Click on the link to verify the email address associated with your new user account.

If you did not register for any fundinfo service, please ignore this message.

[Confirm](#)

Your FE fundinfo team

Figure 6: Account registration email verification example

3.2 Asking for an environment (fund group) to be assigned

Once you click on “Confirm” in the email you received, please ensure you select “Document Dissemination” in the webpage which automatically opened, as below, and click on “submit”.

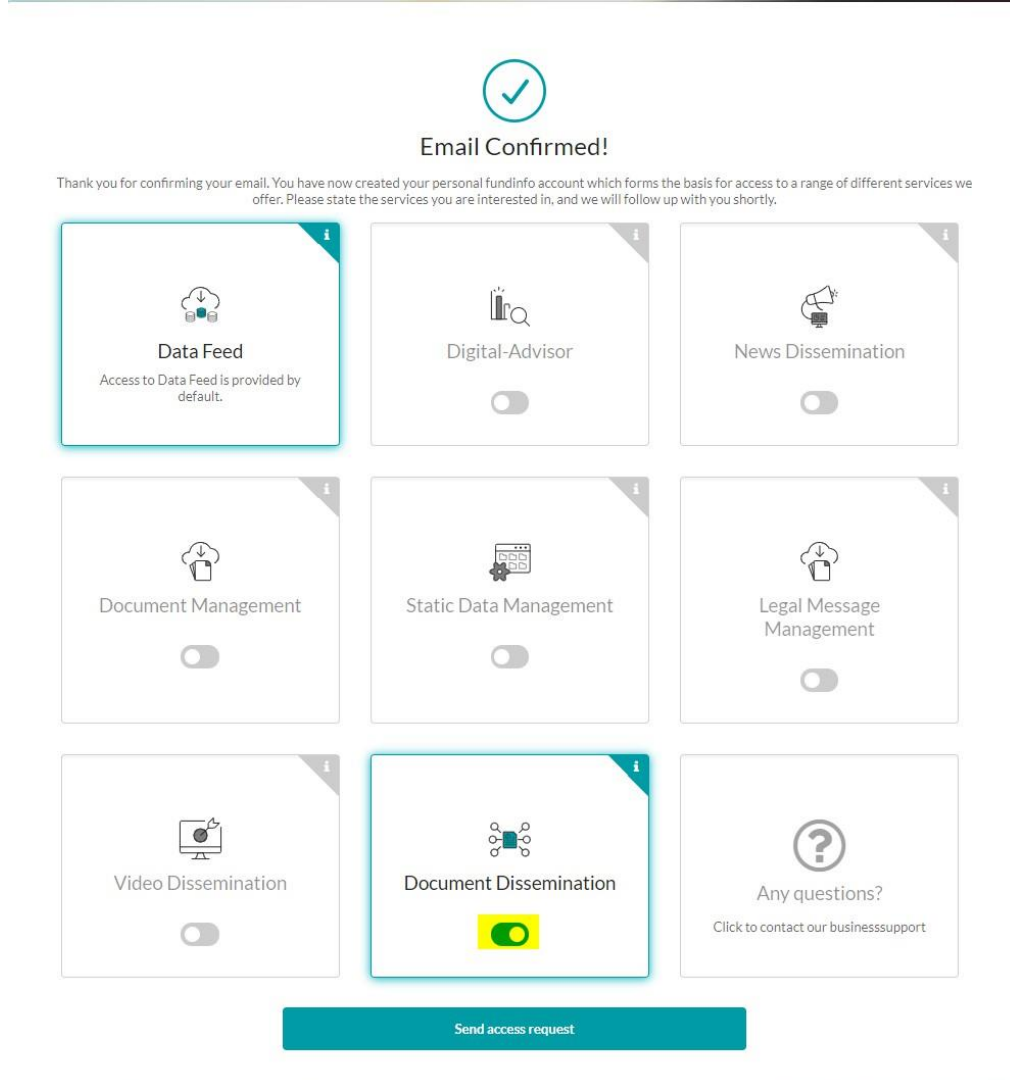


Figure 7: Example access rights request email

We will then receive the request internally to give you access to that product for your funds.

3.3 Administrator homepage

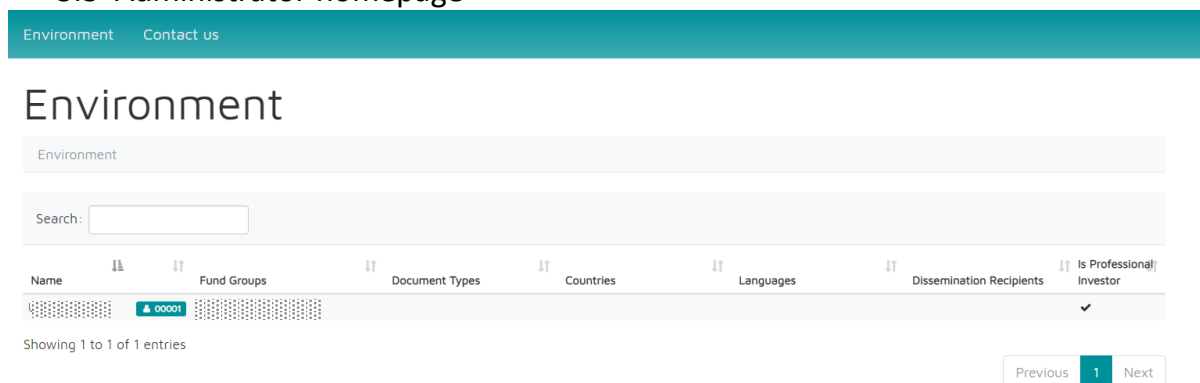


Figure 8: Administrator homepage

The administrator homepage user interface has two sections:

- 1) **Environment:** In the section you will find your fund group name in order to create subscriptions.
- 2) **Contact us:** Email address and phone numbers of our different locations in case you need any assistance.

3.4 Overview: Configuring subscriptions for distributor partners

On <https://dissemination.fundinfo.com>, you can set up subscriptions for your distribution partners or clients via the “**Environment**” tab. They will then automatically receive emails with the latest selected fund documents (and thereafter only updated documents) within 24 hours.

Adding and managing subscriptions is performed in three steps:

- 1) Enter distribution partners or clients details
- 2) Set up their subscriptions (select funds)
- 3) Manage distribution partners

3.5 Adding distribution partners

In order to add a distribution partner, you need to have an environment assigned to your access. If you do not have one, please refer to section 3.2 “Asking for an environment (fund group) to be assigned” .

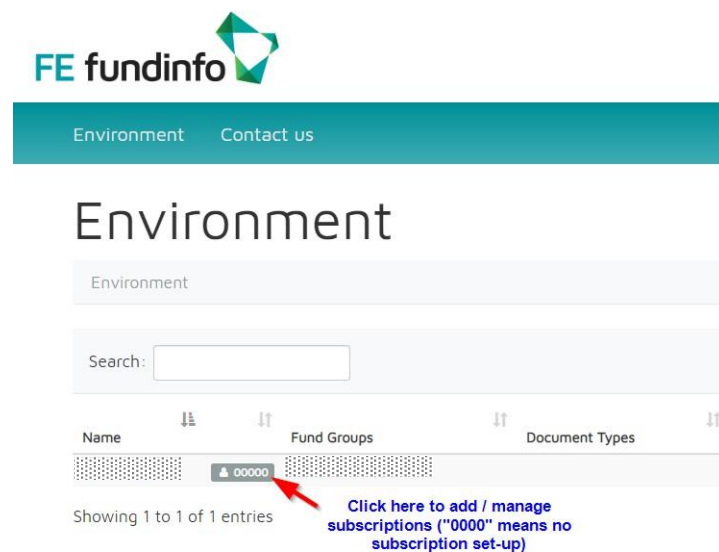
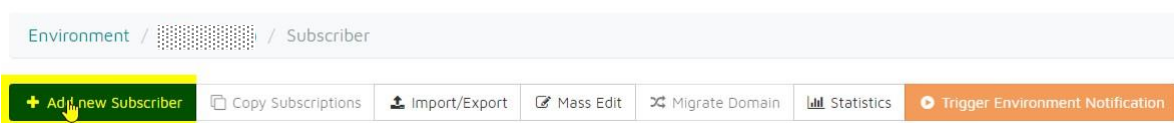


Figure 9: Add/manage distribution partners

Manually:

Subscriber



Please enter the distributor or client’s details, as well as the documents you want to send, for which country, language of the documents and “save changes”

Subscriber Email Address

Gender

First Name

Last Name

Correspondence Language

Carbon Copy Recipients

Document Scope

Document Types
leave empty = no restrictions

Countries
required value

Languages
leave empty = no restrictions

Is Professional Investor

[save changes](#)

(Carbon Copy Recipients -> email addresses which will be copied in the email sent to your contact. For instance, if you want to be copied in the emails sent once a document is added/updated, please include your email address under “Carbon Copy Recipients”).

Importing a populated CSV template

Import/Export is the fastest way of adding multiple subscribers.

Please click on Import/Export:

[+ Add new Subscriber](#)
[Copy Subscriptions](#)
[Import/Export](#)
[Mass Edit](#)
[Migrate Domain](#)
[Statistics](#)
[Trigger Environment Notification](#)

First, download the CSV template (“Export subscriber”) and complete it with all your desired users and subscription information: The desired language(s), countries(s), document type(s) and desired Share Class (via ISIN number) subscriptions by entering in the values in the appropriate cell separated by commas. The ID cell should remain empty when you enter data on the document, as it will be populated automatically once the file is processed.

Export

[Export Subscriber](#)

Then, upload the template you have completed by clicking “Choose file” and “Import Subscribers”:

Import

No file chosen

Keep Existing Subscribers
 Keep Existing Subscriptions

[Import Subscribers](#)

3.6 Subscribing partners to funds

When setting up subscriptions manually, you can assign this to a specific fund/s, umbrella, or to select at the share class level.

Subscriber

Environment / [grid icon] / Subscriber



+ Add new Subscriber Copy Subscriptions Import/Export [edit icon]

Fund Groups [grid icon]

Is Professional Investor

Search:

Subscriber [grid icon] [grid icon] [grid icon] [grid icon] Do

Jennifer Lang (jennifer.lang@fefundinfo.com)  0000  0001 MR

Showing 1 to 1 of 1 entries

[Click here to add umbrella, funds, share classes to the subscription](#)

Figure 10: Subscribing partners to funds

Click on the “cart” symbol. If you see “0000”, this means that no funds are currently linked to this subscription.

[grid icon]

Search:

[grid icon]	Fund Group Name (OFST001000)	[grid icon]	[grid icon]	Umbrella (OFST005010)	[grid icon]	[grid icon]	Fundinfo Publication Name (OFST900016)	[grid icon]	[grid icon]	ISIN (OFST020000)	[grid icon]
	[grid icon]			[grid icon]			[grid icon]			[grid icon]	
	[grid icon]			[grid icon]		[grid icon]	[grid icon]			[grid icon]	
	[grid icon]			[grid icon]	[grid icon]		[grid icon]		[grid icon]	[grid icon]	
	[grid icon]			[grid icon]	[grid icon]		[grid icon]			[grid icon]	

Figure 11: Select your fund group, umbrella, publication name or share class

- ➔ Select your fund group, umbrella, FE fundinfo publication name, or share class by clicking on “+”. You can also search for a specific ISIN code within the “Search” option and select the specific ISIN code.

Once you have completed your selection, it is automatically saved, and this is the reason why there is no “save” To go back we recommend that you to click on “Environment” or your fund group on the top of the page.

You can amend, anytime, the set-up of the subscription by clicking again on the “cart” symbol:

Subscriber	Document Types	Countries
Jennifer Lang (jennifer.lang@fefundinfo.com)	MR KID PR	LU

Figure 12: Amending a subscription

Options available on the Subscription page:

1/ Copy Subscriptions

In order to copy the same selection of funds to another distributor/client, please use the option “copy subscription”:

Copy From: Jennifer Lang (jennifer.lang@fefundinfo.com) - LU

Copy To:

Keep Existing Subscriptions

2/ Trigger Subscriber Notification

If you click on this option, a new email will be sent to the subscriber within few minutes, with the new set-up (for instance, new funds added, new type of documents, ...)

3.7 Function “Mass Edit”

Through the function “Mass Edit” you can quickly amend the details of your subscriptions (document type, country, and language):

Once you have clicked on “Mass Edit”, you will see three different tabs (DocumentType, Country and Language) through which you will be able to select or deselect your preferences:

Mass Edit

Environment / [grid icon] / Mass Edit

Search:

Subscriber	MR	MC	QR	FP	DIV	AID	BRO	DD	Q	OTH	SP	KID	PRP	PR	SAR	AR	C
Jennifer Lang (jennifer.lang@fefundinfo.com)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 13: "Mass Edit" function

For your information, there is no “save” option as once you select or deselect a document type, country or language, your choice is automatically saved.

3.8 Amending a subscriber’s domain

If one or more subscribers have an amendment on their domain’s name, such as @fundinfo.com to @fundinfo.net, instead of manually changing all email addresses, you can select the “Migrate domain” tab and insert the new domain. The amendment will be made on all email addresses which were set-up with “@fundinfo.com”:

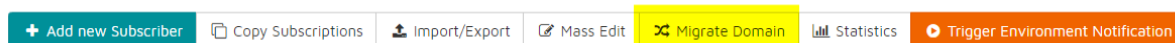
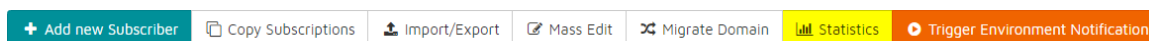


Figure 14: Amending a subscriber's domain

3.9 General statistics about emails sent to subscribers

If you want to get access to statistics about the email sent to your subscribers, we recommend that select the “Statistics” option.

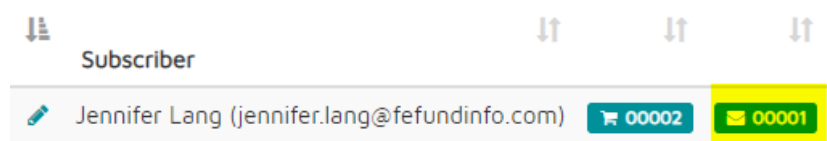


You will then be taken to the first page, which includes a graph with three different tabs:

- Notifications by Date: Number of emails sent per date
- Documents by Date: Number of documents sent per date
- Documents by Subscriber Email Address: Number of documents sent per subscriber

3.10 Notification and detailed statistics per subscriber

Through the Notification section you can be informed if the distributor/client is reviewing the email sent and if the documents have been opened or not.



The number next to the envelope is the number of emails sent. Here 1 email has been sent to the subscriber.

If you click on the envelope, you will be able to see:

Notification	Documents	Access Rate	First Access Date	Last Access Date
2019-10-28 14:59:48	89	000.00 %	-	-

- Notification: The date and time of the email sent.
- Documents: The number of documents sent
 - o The first email will contain all the documents requested, after which only updated or new documents will be provided.
- Access Rate: How many documents have been opened through the link sent. If 100%, it means all docs have been opened.
- First access date: When the first click has been done on a document in the email sent.
- Last access date: When the last click has been done on a document in the email sent.

If you click on the notification date and time, you can see which funds and documents have been included in the email delivered to the subscriber., this will be useful in case there are any follow up queries.

NotificationItems	89
CreatedDate	2019-10-28 14:59:48
FirstAccessDate	-
LastAccessDate	-

Fund Name	MR	KID	PR
Currency CHF Distribution Policy accumulating ISIN LU			en
Currency CNH Distribution Policy accumulating ISIN LU		en	en
Currency EUR Distribution Policy accumulating ISIN LU			en
Currency GBP Distribution Policy accumulating ISIN LU			en
Currency HKD Distribution Policy accumulating ISIN LU			en
Currency JPY Distribution Policy accumulating ISIN LU			en
Currency SGD Distribution Policy accumulating ISIN LU			en

3.11 Trigger Environment Notification

If you click on this option, a new email will be sent to all subscribers within a few minutes, with the new set-up (for instance new funds added, new type of documents, etc.)

[+ Add new Subscriber](#)
[Copy Subscriptions](#)
[Import/Export](#)
[Mass Edit](#)
[Migrate Domain](#)
[Statistics](#)
[Trigger Environment Notification](#)

3.12 Compliance Tracking

FE fundinfo is pleased to announce you a new feature called Compliance Tracking, which replaces the one we could grant you on a CD.

[+ Add new Subscriber](#)
[Copy Subscriptions](#)
[Import/Export](#)
[Mass Edit](#)
[Migrate Domain](#)
[Statistics](#)
[Compliance Tracking](#)
[Trigger Environment Notification](#)

Now, you can run your own 2019 Compliance Tracking online through our Document Dissemination tool by clicking on “Request 2019 Export”


[+ Request 2019 Export](#)

Search:

Name	State
No data available in table	

Once the file is processed, you can download it by clicking on the logo below (highlighted in yellow). You will get then the tracking of all the documents sent via this tool in 2019, in a csv file format.

Search:

	Name	State
✓ 	Report 2019	Done

Showing 1 to 1 of 1 entries

Previous **1** Next



3.13 Emails sent to a distributor


An initial email with links to all subscribed documents will be sent within 24 hours. Individual documents (PDFs) can be downloaded by clicking on the corresponding language indicator (i.e. en, de, fr, es, it, etc.). Distributors will receive documents in the language(s) that has been specified in their subscription profile. All documents can be downloaded as a single ZIP file by clicking on the “Download all documents as ZIP” link near the top of the email.

After the initial email, following emails will be transmitted within 24 hours when any of the documents corresponding to any of the subscribed funds are added or changed.

Please find below an example of the email that will be generated (sent by dissemination@fefundinfo.com):

..... - fundinfo Document Dissemination - New documents available

 dissemination.fundinfo@fefundinfo.com(dissemination.fundinfo@fefundinfo.com via ifundservices.local)
To  Jennifer Lang

 If there are problems with how this message is displayed, click here to view it in a web browser.
The actual sender of this message is different than the normal sender. Click here to learn more.

.....

Dear Ms. Lang

There are new documents available for the following funds:

Fund market: Professional Investor, Luxembourg

[Download all documents as ZIP](#)

Click on en, de, fr, es, it, etc. to download single documents.

Fund Name	MR	KID	PR
..... Currency CHF Distribution Policy accumulating ISIN LU:			en
..... Currency CNH Distribution Policy accumulating ISIN LU:		en	en
The subscriber needs to click on the language code to download the document(s)			
..... Currency EUR Distribution Policy accumulating ISIN LU:			en
..... Currency GBP Distribution Policy accumulating ISIN LU:			en
..... Currency HKD Distribution Policy accumulating ISIN LU:			en
..... Currency JPY Distribution Policy accumulating ISIN LU:			en
..... Currency SGD Distribution Policy accumulating ISIN LU:			en
..... Currency USD Distribution Policy accumulating ISIN LU:	en	fr	en

Figure 15: Example notification email

3.14 Email customisation

If desired, the emails can be customised with your Fund House logo, and introductory text. Contact CustomerSupport@fefundinfo.com if you would like to have this option implemented. Please also provide us with an email address to which we will redirect the “delivery failure” emails, or if one of your subscribers replies to an automatic email sent by FE fundinfo.

3.15 Subsequent emails

As long as a subscription is active, the email recipients will continue to receive emails. Whenever any document belonging to any fund or share class that was subscribed to is updated or a new document is added, within 24 hours distributors will receive a similar email. It will display only the fund(s) where existing documents have been updated or new documents added.

4. Document Dissemination service

For dissemination of documents to larger distributors, FE fundinfo's Document Dissemination service is recommended. With this service, Fund Houses can disseminate their Key Investor Information Documents (KIIDs), prospectuses, fact sheets and other fund documents quickly and efficiently via **direct interfaces** to their distribution partner's platforms and applications across Europe, Asia and globally. Compliance tracking monitors which distribution partners received which documents and when.

For more information about FE fundinfo's Document Feed service, please contact FE fundinfo.

5. Questions and Answers

1) How can I delete a subscriber?

Please click on the trash can on the very right and your subscriber will be deleted



2) During my absence, a colleague wants to amend a subscription, how can he/she handle it without my access?

We recommend for a team to register with a group email address, so everyone within the team can get access to the subscribers list.

3) My contact is telling me that he did not receive the email for an updated specific document, how can I check?

Please refer to the section “3.10 Notification and detailed statistics per subscriber”. You are able to see what has been sent to your contact, when, and if he clicked on the documents included in the email.

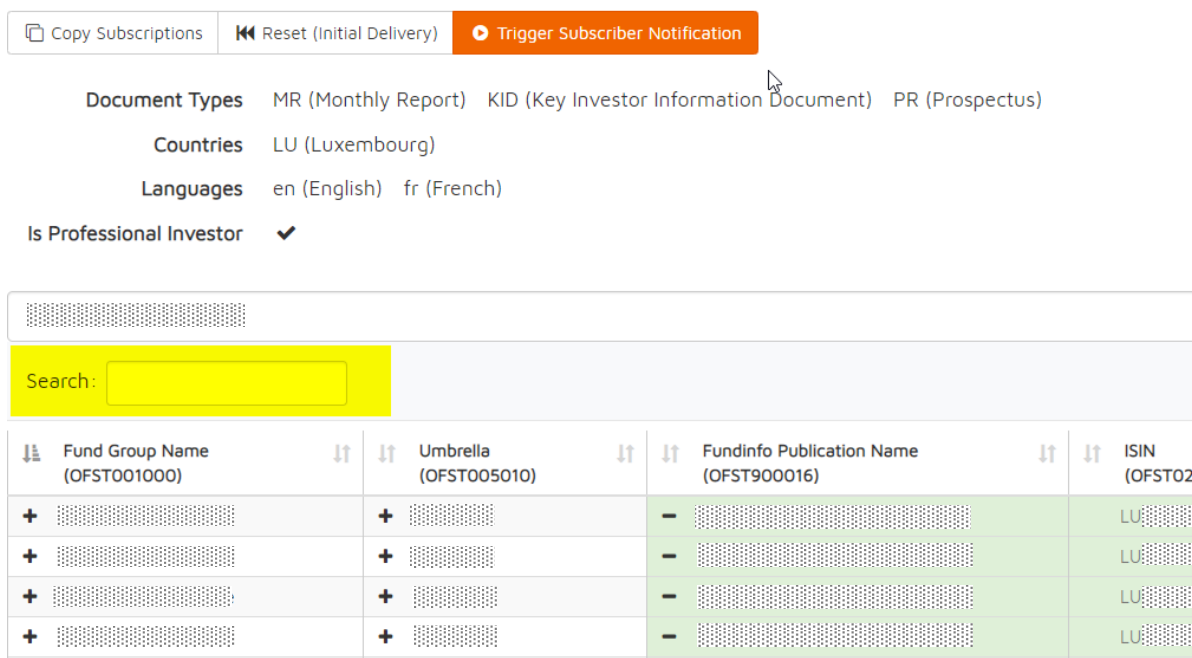
4) I want to add a specific ISIN code that I do not find in the list – why?

If you are missing an ISIN code in the list of ISINs, please ensure that:

- a) the ISIN is present/set-up well in FE fundinfo’s database (we set-up ISINs based on the static data file, openfunds format)
- b) the ISIN has been registered for the country your subscriber is set-up for. For example, you want to send to your contact documents for Italy. In that case your ISIN should be set-up for Italy as well in your static data (Country Legal Registration-Italy “yes/res” + Country Marketing Distribution – Italy “yes/res”)

5) Can I find an ISIN via a search function instead of checking each page?

Yes, you can as the search function is on the top of the ISINs list:



The screenshot shows the top of the ISINs list with the following filters:

- Copy Subscriptions
- Reset (Initial Delivery)
- Trigger Subscriber Notification
- Document Types: MR (Monthly Report) KID (Key Investor Information Document) PR (Prospectus)
- Countries: LU (Luxembourg)
- Languages: en (English) fr (French)
- Is Professional Investor:

Below the filters is a search bar with the text "Search:" and a yellow input field.

↓ Fund Group Name (OFST001000)	↑ Umbrella (OFST005010)	↑ Fundinfo Publication Name (OFST900016)	↑ ISIN (OFST02)
+ [REDACTED]	+ [REDACTED]	- [REDACTED]	LU [REDACTED]
+ [REDACTED]	+ [REDACTED]	- [REDACTED]	LU [REDACTED]
+ [REDACTED]	+ [REDACTED]	- [REDACTED]	LU [REDACTED]
+ [REDACTED]	+ [REDACTED]	- [REDACTED]	LU [REDACTED]

6. Contact

If you have any questions about using FE fundinfo's Document Dissemination Platform, please contact our support team:

FE fundinfo

Staffelstrasse 12
8045 Zürich
Switzerland

FE fundinfo

Rheinstraße 13
60325 Frankfurt
Germany

FE fundinfo

2nd Floor Golden House
30 Great Pulteney Street
London W1F 9NN

FE fundinfo

149 rue Saint Honoré
75001 Paris
France

FE fundinfo

Via Pola 11
20124 Milan
Italy

FE fundinfo

Paseo de la Castellana 259 C
28046 Madrid
Spain

FE fundinfo

Unit C, 17/F, Neich Tower,
128 Gloucester Road
Wan Chai, Hong Kong

FE fundinfo

16 Raffles Quay
Hong Leong Building #33-03
Singapore 048581

Office Hours Switzerland:

08:30 – 17:30 UTC +1 (daylight saving: UTC +2)
Phone +41 44 286 91 02
businesssupport@fundinfo.com

Office Hours Germany:

08:30 – 17:30 UTC +1 (daylight saving: UTC +2)
Phone +49 69 750 859 790
businesssupport@fundinfo.com

Office Hours UK:

08:30 – 17:30 UTC (daylight saving: UTC +1)
Phone +44 203 451 50 38
businesssupport@fundinfo.com

Office Hours France:

08:30 – 17:30 UTC +1 (daylight saving: UTC +2)
Phone +33 170 361 722
businesssupport@fundinfo.com

Office Hours Italy:

08:30 – 17:30 UTC +1 (daylight saving: UTC +2)
Phone +39 02 3031 6294
businesssupport@fundinfo.com

Office Hours Spain:

08:30 – 17:30 UTC +1 (daylight saving: UTC +2)
Phone +34 91 414 7805
businesssupport@fundinfo.com

Office Hours Hong Kong:

08:30 – 17:30 UTC +8
Phone +852 2618 1622
businesssupport@fundinfo.com

Office Hours Singapore:

08:30 – 17:30 UTC +8
Phone +65 9725 0187
businesssupport@fundinfo.com

7. Revision History

Version	Date	Author	Description
1.00	04.03.2016	jan.giller@fefundinfo.com	Initial version
1.01	18.03.2016	carl.fenger@fefundinfo.com	Update
1.02	07.03.2017	carl.fenger@fefundinfo.com	Name change: paperboy -> Document Dissemination Platform
1.03	01.04.2019	Jennifer.lang@fefundinfo.com	Update corresponding to re-launch of fundinfo.com
1.04	22.08.2019	Jennifer.lang@fefundinfo.com	Updated features, Q&A section
1.05	28.10.2019	Robin.white@fefundinfo.com Jennifer.lang@fefundinfo.com	Updated document branding
1.06	26.11.2019	Robin.white@fefundinfo.com	Amended email addresses and one screen image
1.07	22.02.2020	Jennifer.lang@fefundinfo.com	Added section for Compliance Tracking
1.08	16.04.2024	Claraolivia.ferlay@fefundinfo.com	User guide updated

8. Disclaimer

The contents of this document are provided “as is”. This information may contain technical inaccuracies, typographical errors or out-of-date information and may be updated or changed without notice at any time. In no event shall fundinfo be liable for special, indirect, incidental or consequential damages resulting from or related to the use of this document.

This document is classified as Restricted (R): available to FE fundinfo’s customers only.