

## Microsoft Add-In

### How do I install the Excel Add-In?

1. From your browser access excel online.
2. In the home bar, under **Insert**, click on the **Office Add-ins** button
3. From the Microsoft store, search **BCGateways** and select to install.
4. The BCG Icon should now be visible on the home dashboard.

### What versions of Office/Excel does the Add-in work on?

The Add-in works on versions of Office 2016 and higher

### How do I join the BC Gateways Community?

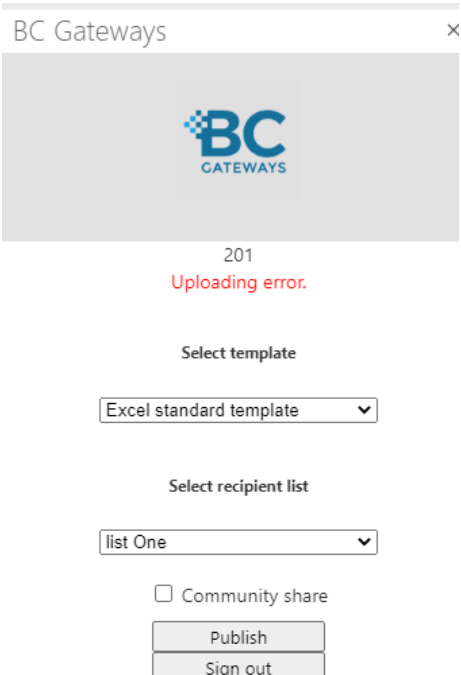
Please use the following link:

<https://www.bcgateways.com/schedule-demo>

### Can I use the Add-in if I am offline?

Unfortunately, the Gateway does not allow for offline user access. All users must be online to publish data to The Gateway.

### The following error messages are occurring?



BC Gateways

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Uploading error.

Select template

Excel standard template

Select recipient list

list One

Community share

Publish

Sign out

Issue	Loading error
Reason	The Add-In encountered a problem transferring data to the client sever. This may be due to possible network latency.
Next Steps	Please try again, if problem persists please contact your Gateway administrator.

Issue	Uploading error
Reason	Add-in encountered a problem reading the data from the current worksheet
Next Steps	Check the data in the worksheet <b>conforms</b> with the chosen template

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Couldn't read data.

Select template

report\_template

Select recipient list

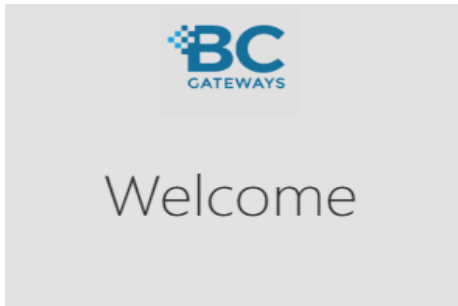
<None>

Community share

Publish

Sign out

Issue	Invalid data being published
Reason	This error occurs due to the following possibilities: <ul style="list-style-type: none"> <li>• Format does not match (Dates, Number)</li> <li>• Required fields left blank</li> <li>• Populated fields do not comply with custom template</li> </ul>
Next Steps	Please double check your data and ensure all fields are compliant with current template



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Issue	Login or Password incorrect.
Reason	Error in login process.
Next Steps	Please ensure your credentials are correct and try again. If problem persists please contact your Gateway administrator.

Please sign in into BCG account to publish your data.

Login or Password incorrect.

mike.bcgateways.dev

mike

.....

Sign in


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### Errors and Warnings with Product Data

When you publish product data, you may see a screen similar to below with a list of possible error or warnings about the data for a particular product

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BC Gateways



"LIM1111AL Is not included in your 'Publishing list',Warning! This product has missing 'from' date. It will be filled in with 'to' date  
FID4852AU Warning! This product has missing 'from' date. It will be filled in with 'to' date,Warning! You are publishing historical prices for the product,Warning! This product already has a published price for dates from '2020-02-03', to: '2020-02-03'  
FID0031AU Warning! This product has missing 'from' date. It will be filled in with 'to' date,Warning! You are publishing historical prices for the product,Warning! This product already has a published price for dates from '2020-02-03', to: '2020-02-03'  
... and 5 more errors/warnings.  
See full list in the report sent on email"

**Thank you, your data was successfully published.**

Start new publish process

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The following list outline all possible errors and warnings that users may experience . **Fund-XYZ** has been used as an example for the descriptions.

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### ERRORS

Issue	Reason	Next Steps
“Could not find ' <b>Fund-XYZ</b> ' product”	The Product code is not in the database.	Create the product in the Client Portal and submit for approval. Once approved, it will be available for publishing.
“You do not have ownership of <b>Fund-XYZ</b> ”	Your account is not the primary owner of that product. You cannot publish data for this product without the product owners permission.	Check in the portal that your account is either the primary owner or secondary owner of the product
“ <b>Fund-XYZ</b> Is not included in your Publishing list”	The product is not included in your publishing list	From the Client Portal, under setup, add the product code to your publishing list.
“Primary code is missing for some product”	The Primary code for product(s) in the worksheet are missing.	Check that all products to be published in the worksheet have a primary code.
“Field {{column_name}} has invalid data”	The data in a particular field is invalid. For example where a date is expected and the data is not recognised as a date. In numeric fields, the use of the comma as a separator is incorrect	Check the format and type of data in the indicated field is correct
“ <b>Fund-XYZ</b> has no dates. At least 'From' or 'To' date should be specified”	Dates have not been specified	Check that the date fields have dates
“ <b>Fund-XYZ</b> has invalid dates format. All dates should be in the format dd/mm/yy”	The date format does not correspond to the date format definition in the custom template	Check the date formats
“Has invalid dates sequence. 'To date' can't be before 'From date'”	“ <b>From</b> date cannot be later than the <b>To</b> date:	Check the date sequence

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<p>“Has invalid dates range. Dates can’t be more than 5 days in the future” (for unit_pricing template)</p>	<p>From and To date cannot be more than 5 days apart</p>	<p>Please adjust the dates accordingly</p>
<p>“Has invalid dates range. Dates can’t be more than 12 months in the future” (for australian_tax template)</p>	<p>From and To date cannot be more than 12 months apart.</p>	<p>Please adjust the dates accordingly</p>

## WARNINGS

Issue	Reason	Next Steps
<p>“Warning! Ignored column names: {{header}}”</p>	<p>The column name does not match any of the standard columns of the standard template.</p>	<p>Check column name for differences from the standard names and make sure mapping is correct with template used.</p>
<p>“Warning! Field '{{column_name}}' differs from database value”</p>	<p>The data in this column (typically secondary code, user code, name, status and currency) differs from the data stored for the product in the product database</p>	<p>Either:</p> <ol style="list-style-type: none"> <li>1. Modify the data in the product database, whether incorrect, out of date, etc or</li> <li>2. Modify the data in the worksheet</li> </ol>
<p>“Warning! Field '{{column_name}}' will be changed from '{{old_value}}' to '{{new_value}}”</p>	<p>Text format used in numeric fields will automatically be converted to numeric data, symbols such as "\$" will be removed</p>	<p>No further action required</p>
<p>“Warning! This product has missing '{{from/to}}' date. It will be filled in with '{{to/from}}' date”</p>	<p>To publish data, both the "From" and "To" dates are required. If one of these is missing or omitted, then the other date will be used to populate the missing date</p>	<p>Please make sure both To and From date are populated correctly.</p>
<p>“Warning! This product already has a published price for dates from: '{{date}}', to: '{{date}}” (for unit_pricing template)</p>	<p>This is to advise that price data for this product has already been published.</p>	<p>If the data to be published is to update previous pricing, then ignore this warning. Otherwise, check which pricing data should be recorded for the product and dates in question.</p>

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<p>“Warning! You are publishing historical prices for the product” (for unit_pricing template)</p>	<p>This is to advise that the prices you’re are publishing are for dates previous to the current date.</p>	<p>Check if the dates for the product are the correct dates.</p>
<p>“Warning! Day to day price movement exceeds 2%, for: ‘{{list_of_price_fields}}’” (for unit_pricing template)</p>	<p>This is to advise if prices have exceeded a 2% price movement since last days price</p>	<p>Check if the daily price movement is acceptable</p>
<p>“Warning! Spread has been exceeded. Have to be less or equal to 0.5%. for pairs, ‘{{list_of_price_field_pairs}}’” (for unit_pricing template)</p>	<p>This is to advise if the spread between Entry, NAV and Exit exceeds 0.5%</p>	<p>Check if the spread is acceptable</p>
<p>“Warning! The price for this product is the same as the last one published, for: ‘{{list_of_price_fields}}’” (for unit_pricing template)</p>	<p>This is to advise if the price to be published is the same as the previous publish price. This may mean the current price has not been updated since last publish price</p>	<p>Check the current price is correct and not a repeat of previous publish price</p>
<p>“Has invalid dates range in ‘{{from/to}}’ field. Warning! Dates should be in a range of 1 year” (for rg97 template)</p>	<p>The "To" date is more than 12 months from the "From" date</p>	<p>Adjust the dates</p>

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### I published my data via the Add-in but I can't find my transaction in The Gateway?

Please navigate to the to your client portal page on the Gateway. On the Home Dashboard , navigate to **Published Transactions**. Here you can view and bulk download all published transactions and filter via:

- Company Name
- Email
- Primary/Secondary Code
- Transaction ID
- Transaction Date
- Pricing Date

The screenshot shows the BCGateways dashboard interface. The top navigation bar includes 'DASHBOARD', 'TRANSACTIONS', 'PRODUCTS', and 'SETUP'. The main content area is divided into three sections: 'Statistics', 'Transactions', and 'Setup'.  
 - The 'Statistics' section contains two charts: 'Daily report' (a horizontal bar chart showing 'Downloaded', 'Received', and 'Subscribed' counts) and 'Stale pricing' (a grouped bar chart comparing 'Published' and 'Received' pricing over different time periods).  
 - The 'Transactions' section features four buttons: 'PUBLISH', 'DOWNLOAD', 'PUBLISHED TRANSACTIONS' (circled in red with a red arrow pointing to it), and 'RECEIVED TRANSACTIONS'.  
 - The 'Setup' section includes four buttons: 'PUBLISHING LIST', 'SUBSCRIBER', 'RECIPIENT LISTS', and 'CUSTOM PUBLISH'.

### Can I add new external recipients via the Add-in?

No, External Recipients must be added by logging into The Gateway. Please refer to The Gateway user guide for instructions.