

## Frequently Asked Questions: COMET

### **Q: What is COMET used for?**

**A:** COMET is the business processing and document archiving software used for both Regal Investment Advisors, LLC and Regulus Advisors, LLC. This system is used by affiliates to submit all new account business, any servicing items for existing accounts as well as advertising review submissions. COMET is also used to archive client documents and organize them into client and account specific areas (folders/subfolders).

### **Q: What kind of training is available to my staff and me?**

**A:** We have a training library available on both the Regal Investment Advisors and Regulus Advisors website. PDF guides as well as a growing library of videos are available here.

Regalia.net > Resources > Training Materials > COMET Regulusadvisors.com  
> Resources > Training Materials > COMET Training

We also offer monthly technology training held on the second Wednesday of each month.

Upon affiliation new advisors (and staff where applicable) are assigned a Quest CE course as well as a live training session with the home office.

### **Q: How does COMET organize items? A:**

The general organization is as follows:

Folders	(Client Level)
Sub-Folders	(Account Level)
Documents	(Document Level – account specific)

### **Q: What is a Client Folder and how do I create one?**

**A:** A Client Folder is the first level of organization in COMET. You should have one Client Folder per client.

In order to create a new Client Folder, please see the COMET Guide: Creating Client Folders and Subfolders.

### **Q: What is a Client Subfolder and how do I create one?**

**A:** A Client Subfolder is the second level of organization in COMET. You should have one Client Subfolder per client account. By having account specific Subfolders the documents and information can be clearly organized and labeled for that specific account.

To create a new Client Subfolder, please see the COMET Guide: Creating Client Folders and Subfolders.

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### **Q: How do I upload a document for processing by the Home Office?**

**A:** The client document level is the third level of organization in COMET. The document level is under the Subfolder so these documents can be organized specific to the client account. Each client will also be assigned a General Subfolder that can be used for documents that are not client account specific but do pertain to that client (meeting notes, driver's license copy, etc.).

To upload a document, please see the COMET Guide: Uploading Documents.

### **Q: What is a Work Item and how do I create one?**

**A:** A Work Item is a submission through COMET that is sent to the home office for processing. Anything that requires processing and/or compliance approval needs to be sent to the home office via COMET. This includes new accounts, cashiering requests, disclosure documents and advertising review to name a few.

To create a Work Item, please see COMET Guide: Submitting Work Items and COMET Guide: Sending to Back Office.

### **Q: What is the easiest way to upload a document for archiving?**

**A:** COMET has the ability to only archive documents as well as submitting to the home office for processing. To only archive a client document (client notes, meeting agenda, etc.) you will need to create a Client Folder, Client Subfolder (or the General folder can be used) and then upload the document. To upload a document, please see COMET Guide: Uploading Documents.

In the instance of only archiving documents you do not need to create a Work Item or Submit to the Back Office.

### **Q: What is Starting Point and how do I utilize it?**

**A:** Starting Point is a forms wizard built into the COMET system. You can utilize Starting Point a few different ways.

1. Directly from My Dashboard by clicking on the "New" button and selecting Starting Point. This will take you through the forms wizard directly.
2. From a client Subfolder by clicking on the Starting Point icon on the Client Subfolder level. This will take you through the forms wizard by utilizing this client's information on the forms.

### **Q: What are some important features of COMET to be aware of? A:**

Here is a quick list:

1. You have the ability to attach multiple forms at the same time to a Work Item. When doing a search for the documents to attach to a Work Item, you can select multiple documents and attach them all together, instead of one at a time.
2. Starting Point is a wizard that guides you through folder creation. There is a separate forms library that can be utilized for blank forms.
3. The "New" menu has all of your main navigational points. From there, you can create folders, subfolders, work items or go to Starting Point.
4. Search history – View your most recently searched for items by clicking your username in the upper right corner, or by going to the lower right corner of the Dashboard screen.

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5. Quick search for a client folder – there is always a search box at the top of the screen to quickly type in a client last name and hit [Enter] to find.

### **Q: Where do I find forms if I'm just looking to grab blank forms without going through the Starting Point Wizard?**

**A:** While we encourage affiliates to utilize the Starting Point wizard as much as possible, if you want direct access to the forms library go to the retrieve tab in the upper right and drop down to "Forms." Once in the Forms Library, the best ways to search are by Form Author and Form Name.

### **Q: How do I enter the "advisor notes" for a Work Item?**

**A:** There are a couple different ways to add a note to a Work Item.

1. When creating the work item, click +Add in the Advisor Notes History Field and then type any clarifying notes.
2. After you have established the new Work Item (New menu >> Create Work Item OR Starting Point), and it is in Pending Advisor Review, hover the mouse cursor over the right side of the Work Item line. A "pencil" icon appears with the word "Details" above it. Click on this icon, and then scroll to the Advisor Notes History section. Click +Add in the Advisor Notes History Field and type any desired notes.

### **Q: How do I know when my work item has been approved?**

**A:** There are email notifications that you will receive to notify you of the work item status. You will receive the below emails:

- Submission Confirmation: Email to let you know the Home Office has received your work item.
- Principal Approval: email to let you know your work item has been principal reviewed and approved.
- Progress Update: email to advise that the account opening (where applicable for Advisory and Pershing business) and initial processing of your request has been completed.
- Submission Complete: email to notify you the request is fully complete.

You will also receive email notification if your work item is Not In Good Order (NIGO) or Rejected. This requires the advisor to correct or re-submit the work item to be processed.

### **Q: How do I resolve a work item that is Not In Good Order (NIGO)?**

**A:** Please see COMET Guide: Locating and Correcting a NIGO or watch the COMET Video: Locating and Correcting Not In Good Order (NIGO).

### **Q: How do I know what forms I need?**

**A:** Starting Point is a great resource to determine the required forms. A list of required forms for new account business can also be found on the COMET Guide: Starting Point. For account maintenance requests, please reach out to the home office with any questions on required forms.

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**Q: How long does it take to process a work item?**

**A:** See the below charts for specific service level standards.

<b>New Business Activity</b>	<b>Business Days from In Good Order</b>
Principal & Fiduciary Review	2
Account Opening	3
Code-overs	2
ACAT Transfers	7
Non-ACAT Transfer	15
Clearing -to-Trading Time (if in a Managed Model)	Funding +7
Review and Closure	Trading +3

It should be noted that from the transfer stage forward, the processing expectations are a "light standard" – not a hard deadline. While we want to be as proactive as possible about getting new accounts funded, we also want to acknowledge that certain transfer logistics may have extended time frames that exceed our general expectations.

<b>Priority Level 1</b> Addressed within one business day	<b>Priority Level 2</b> Addressed within three business days	<b>Priority Level 3</b> Addressed within five business days
<ul style="list-style-type: none"> <li>▪ Trade Support</li> <li>▪ Wire Requests</li> <li>▪ New Rep Setup Support</li> <li>▪ Technical Support</li> <li>▪ Identity Theft Concern</li> <li>▪ Compliance Guidelines</li> <li>▪</li> </ul>	<ul style="list-style-type: none"> <li>▪ Transfer Status Check</li> <li>▪ New Accounts Item</li> <li>▪ Ad Review</li> <li>▪ Transaction Review</li> <li>▪ Data Authorizations</li> <li>▪ Assistant Setup</li> <li>▪ Cashiering with no settlement</li> <li>▪ Business Cards/ Stationary</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compensation Inquiry</li> <li>▪ Case Analysis</li> <li>▪ Business Opportunity</li> <li>▪ Training on Systems</li> <li>▪ Website Content Posting</li> <li>▪ General Request**</li> <li>▪ Cashiering with trade settlements involved</li> </ul>
<p>**General requests are all other requests that are not otherwise specifically identified above</p>		