

A low-angle, upward-looking photograph of several tall skyscrapers against a clear blue sky. The buildings are dark and modern, with many windows. The perspective makes the buildings appear to converge towards the top of the frame.

FIA Tech Electronic Give-Up Automated Invoicing System (eGAINS)

User Agreement Testing Guide

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Chapter 1 eGAINS

Welcome to the FIA Tech Electronic Give-Up Automated Inventory System (eGAINS). This section defines eGAINS terminology, provides a systems overview, outlines eGAINS functions, reviews participant set-ups, and details steps necessary to sign on to the eGAINS system.

1.1 Overview

The Futures Industry Association (FIA) spent the last three years helping the listed derivatives industry address inefficiencies in the give-up process. In February 2007, FIA launched EGUS - an electronic system to execute give-up agreements. Concurrently FIA has been working with the Futures and Options Association to put a system in place to manage give-up payments between executing and clearing brokers.

U.S. exchanges and clearing organizations have developed proprietary systems to automate their billing process and manage the clearing member firms' payables and receivables (i.e. GAINS). The FIA European Chapter worked for over a decade to get a similar system in place for the European markets. Attempts to launch a similar system for the European markets were unsuccessful because the exchanges did not want to share their data with competing clearinghouses. To solve this dilemma, the FIA agreed to license GAINS from The Clearing Corporation (CCorp) and enlist the services of an independent third-party service provider (Markit Group) to run the system.

FIA Technology Services, Inc., a wholly owned subsidiary of FIA, is the administrator of eGAINS. Participating exchanges send trade data electronically at the end of each trading day to Markit and eGAINS downloads agreement and rate information from EGUS. The eGAINS application cross references the exchange trade data against EGUS agreements resulting in daily and month-end trade summaries and billing reports. At the end of the monthly billing cycle, FIA Tech facilitates pay/collects to participant accounts.

Highlights

- eGAINS is a web-based application for billing give-up transactions.
- For standalone processing (agreement and rate detail not extracted from EGUS), the Executing participant is responsible for entering the give-up agreement, account, and rate into eGAINS.
- The Bill To participant (Carrying / Third-Party) reviews the give-up agreement, account, rate and trade information.
- eGAINS calculates the give-up transaction fee by querying the executing firm, executing account, carrying firm and carrying account. This information is used to locate the executing agreement and associated rate table.
- At month-end, the billing cycle allows participants to review payments, reject/resolve discrepancies, and/or approve payments. At the completion of the cycle, eGAINS automatically generates payments to the Executing participant from the Bill To participant through the banking interface.
- eGAINS allows the third party or customer to view trades, accept or reject transactions and payments, and automatically process payments through the banking interface.

1.2 Terminology

It is helpful to understand the following terms when using eGAINS:

Agreement – Electronic give-up agreements that can be initiated in EGUS or uploaded in a PDF file (legacy agreement) and tagged for saving and easy retrieval in EGUS.

Carrying Broker - A firm that carries on its books positions that were executed by it or by another firm.

Clearing Broker - The party that maintains a futures clearing account for the Customer and to which the positions resulting from orders executed by an Executing Broker pursuant to the Agreement ultimately are given up.

Contact – A person who is associated with an eGAINS institution and can be assigned as a Documentation Contact, Billing Contact, and an eGAINS user with permissions to perform workflow actions on behalf of various parties within an institution. Contacts log in to eGAINS to review trades, reports, and banking activity.

Customer - The party to whose account the positions ultimately will be given up for clearing. Notwithstanding that the Customer or client may authorize another party to place orders on its behalf, the Customer is always a party to the give-up agreement.

eRate Schedule – A set of rates that can be defined and saved in EGUS using the Maintain Rate Schedule Library option. In EGUS, users define rates using a structure of Exchange, Product Type, and Product and/or set up blanket rate schedules for all Exchanges, selected Exchanges, and selected Product Types for an Exchange.

Executing Broker - The party that executes trades on a futures exchange pursuant to orders received from the Customer, Trader or another authorized agent of the Customer. The positions ultimately are given up to the Customer's account maintained by the Clearing Broker.

Financial Institution – Commercial bank designated by FIA Tech to facilitate eGAINS banking transactions (currently JPMorgan Chase Bank (JPMCB)).

Give Out – The process of transferring a trade from one exchange member firm to another whereby one member performs the execution and the other member performs the clearing – maintains the account on behalf of the customer.

Institution – An entity or organization with associated parties and contacts in EGUS.

Party – A Broker, Trader, or Customer organization that can be added to an EGUS Agreement. Each party is associated with an institution. This term is equivalent to counterparty on a Give-Up Agreement.

Take Up – The process of the clearing member accepting trades, traded by an execution entity, on behalf of a Customer.

Trader - The party to whom the Customer has given authority to place orders on its behalf with Executing Brokers of the Trader's choice for give-up to its account maintained by the Clearing Broker.

1.3 Navigating the Document

System screens and action steps are referenced using >> to offset the action. For example Click in *Agreement* >> *Accounts* >> *Add* represents a series of actions steps within eGAINS. Further, specific screen print function keys are highlighted via circle.

Chapter 2 Verifying EGUS Agreements

eGAINS is now available for firms to begin the process of validating their EGUS agreements and rates in eGAINS. In this phase of testing, firms should utilize the eGAINS system to ensure that all of their agreements have been uploaded into eGAINS. They should also verify that the account numbers and rates have been successfully translated into eGAINS.

2.1 Agreements in EGUS

The first step in the process of verifying your EGUS agreements is to first identify all of the agreements that should be transferred to eGAINS. This is a very important step in that it is critical to ensuring that all of the EGUS agreements are accounted for in eGAINS.

2.2 What EGUS Agreements Will Be In eGAINS?

Ultimately, agreements for the three initial exchanges – Eurex, ICE, and LIFFE, - will be uploaded into eGAINS. In addition, only rates associated with the three exchanges will be uploaded into eGAINS. *At this stage of testing, you will see only agreements for ICE Europe.*

2.3 Locating EGUS Agreements in eGAINS

A key step in the process of verifying your EGUS agreements is successfully locating them in eGAINS. For specific instructions to locate your agreements, refer to Chapter 4 “eGAINS – Navigating the Application”.

2.4 Verifying Executing and Carrying Participants

For EGUS agreements to be successfully uploaded into eGAINS, they must be mapped to existing eGAINS participants. Agreements are mapped to eGAINS participants according to the exchange and firm codes that are assigned to the Executing, Clearing and Carrying Brokers within EGUS. For example: XYZ International has a give up agreement with ABC Corp. on the ICE Europe exchange. In order for that EGUS agreement to be successfully transferred to eGAINS, the following must be in place:

- eGAINS must have a participant in place for both XYZ International and ABC Corp.
- XYZ International and ABC Corp. must have exchange/firm codes assigned to their participants in eGAINS
- The Executing Brokers and Clearing Brokers on the EGUS agreements must have the same exchange/firm codes as their corresponding eGAINS participants. If XYZ's exchange/firm code on ICE is ICE/XYZ, and ABC Corp's exchange/firm code is ICE/ABC, then these codes must be associated with the Executing/Clearing brokers in EGUS.

The Executing, Clearing, and Carrying broker codes must be associated with valid eGAINS exchange firm codes.

The clearing organizations currently supporting eGAINS are posted on the FIA website.:

<http://www.futuresindustry.org/giveup-projectsegains.asp>.

Both parties on any give up agreement must be eGAINS participants in order for eGAINS to successfully calculate give-up fees during testing. Check with FIA Tech for information about the status of firms you cannot find in eGAINS.

2.5 Verify Executing and Carrying Account Numbers

eGAINS uses the Executing and Carrying account numbers to match give-up transactions to their give-up agreements. *In order for give-up transactions to match their give-up agreements in eGAINS, the agreements must have the same executing and carrying account numbers in EGUS.* Firms should use this time to verify these account numbers are accurate in EGUS, and correct them if amendments are needed.

2.6 Verifying Rates

Rates associated with give-up agreements will be downloaded from EGUS. Firms should verify that the rates that were transferred have all of the following correctly represented in eGAINS:

- Exchange/Product code or Exchange Product group
- Client or Desk indicator (stored in the Trans Source Code field as: CE=Client Electronic, CP=Client Pit, DE=Desk Electronic, DP=Desk Pit)
- Futures and options rates
- Currency codes

Until EGUS can indicate which rate carrying/clearing brokers should bill, all trades will match to the rates associated with the "Desk Electronic" rate. The EGUS enhancement is expected to be available in early August.

Chapter 3 Testing Guide – What To Expect

3.1 Inventorying Agreements in EGUS

Firms should compare the agreements they see in eGAINS with a list of their EGUS give-up agreements that they expect to see. The agreements in eGAINS are currently limited to:

- ICE Europe Agreements
- Agreements where **both** the executing and clearing/carrying firms are eGAINS participants

3.2 Important Points About EGUS Agreements

3.2.1 Exchange Firm Codes

Each Executing broker and Clearing broker party within EGUS must be mapped to a valid eGAINS participant by the exchange/firm code for the exchanges that are apart of that give-up agreement. Firms should confirm that all of their ICE agreements conform to this requirement within EGUS.

3.2.2 Rates

Only rates for ICE, LIFFE, and Eurex will be uploaded into eGAINS from EGUS. At this time we are only processing ICE trade give-ups.

3.2.3 Account Numbers

Firms should validate that the executing and carrying account numbers are reflected accurately in EGUS. Trades will not match against eGAINS Agreements if the account numbers do not match.

3.3 Verifying Give-up Agreements

Firms should validate the following for testing:

1. That all of their ICE EGUS agreements with the current eGAINS supporting firms have been translated into eGAINS
2. That the correct eGAINS executing and carrying participants have been assigned to each agreement
3. That all of the account numbers are accurately reflected in eGAINS
4. That all ICE, LIFFE, and Eurex rates have been translated accurately into eGAINS

3.4 Recording Discrepancies

The Markit Help Desk will be currently supporting common firm questions regarding eGAINS. For questions regarding how to locate your agreements within eGAINS, as well as other general eGAINS questions, you may contact the Markit help desk directly (see Chapter 7).

FIA Tech will be establishing a “Testing Feedback” web site where firms can log discrepancies, problems, or other issues that arise during testing:

<http://www.futuresindustry.org/egainstest>.

3.5 Exchange Trade Give Up Data

3.5.1 Exchange Data

Currently, we are only processing trades from ICE Europe. Shortly we will begin processing Eurex and LIFFE data as well. To the extent that your give-up agreements are reflected in eGAINS, you will only see ICE trades with rates at this time.

ICE Europe transmits production trades to eGAINS on a daily basis. These trades are being processed into eGAINS nightly (at approximately 12 midnight EDT). Each day's ICE trades are viewable in eGAINS via the Trade Review pages in the eGAINS application.

3.5.2 What's Viewable in eGAINS

In the Trade Review screen in eGAINS, you will be able to see trade data between your firm and any other participant that is currently setup within eGAINS. Any trades that have either the carrying or executing participants absent from eGAINS will not be viewable by current eGAINS participants.

No trades will match against eGAINS agreements unless the carrying and/executing account numbers match between the trades and the agreements. They will appear in the end-of-day files, reports, and web pages as 'unlinked' trades.

In addition, the eGAINS end of day/end of month files will also only contain trade data that match between current eGAINS participants.

3.6 eGAINS Processing Output

Firms can use current eGAINS functionality as part of the EGUS to eGAINS agreement transfer test. End-of-day files and reports are all available via a Markit/hosted website after each eGAINS end-of-day run. Firms may access <https://fiaegains.markit.com/rpts/USERNAME> (where USERNAME will be the firm's username) to retrieve these files. They will be prompted for a username and password which is supplied by FIA Tech. If the file download process needs to be scripted, a command line utility such as "curl" can be used to do this.

This website will contain both the eGAINS End-of-day/Month files as well as the End-of-day/month reports.

3.6.1 End-of-Day Files

Firms can acquire the end-of-day files to assist their agreement/trade validation processes. The end-of-day file contains records that provide detail regarding agreements, trades, payments etc. The technical specifications for the end-of-day file are available from the FIA Tech website. Again, only agreements and trades with matching eGAINS participants are available in these files.

3.6.2 eGAINS Reports

eGAINS reports are also produced on a daily basis as part of the eGAINS end of day run. Firms may use these reports to validate their agreements and trades:

- GNS00001.<PARTICIPANT>.txt – contains daily trade detail for executing participants. You can see all of a firm's trades and their status within eGAINS, provided that both executing and carrying participants exist within eGAINS. Trades that do not match to an agreement will appear on a firm's report as an 'unlinked trade'. Trades that match to valid agreements will have its corresponding rates identified on the report.
- GNS00002.<PARTICIPANT>.txt – contains daily trade detail for carrying participants. You can see all of a firm's trades and their status within eGAINS, provided that both executing and carrying participants exist within eGAINS. Trades that do not match to an agreement will

appear on a firm's report as an 'unlinked trade'. Trades that match to valid agreements will have its corresponding rates identified on the report.

- GNS00018.<PARTICIPANT>.txt – contains agreement rate detail for carrying participants

3.6.3 Monthly Reports and Files

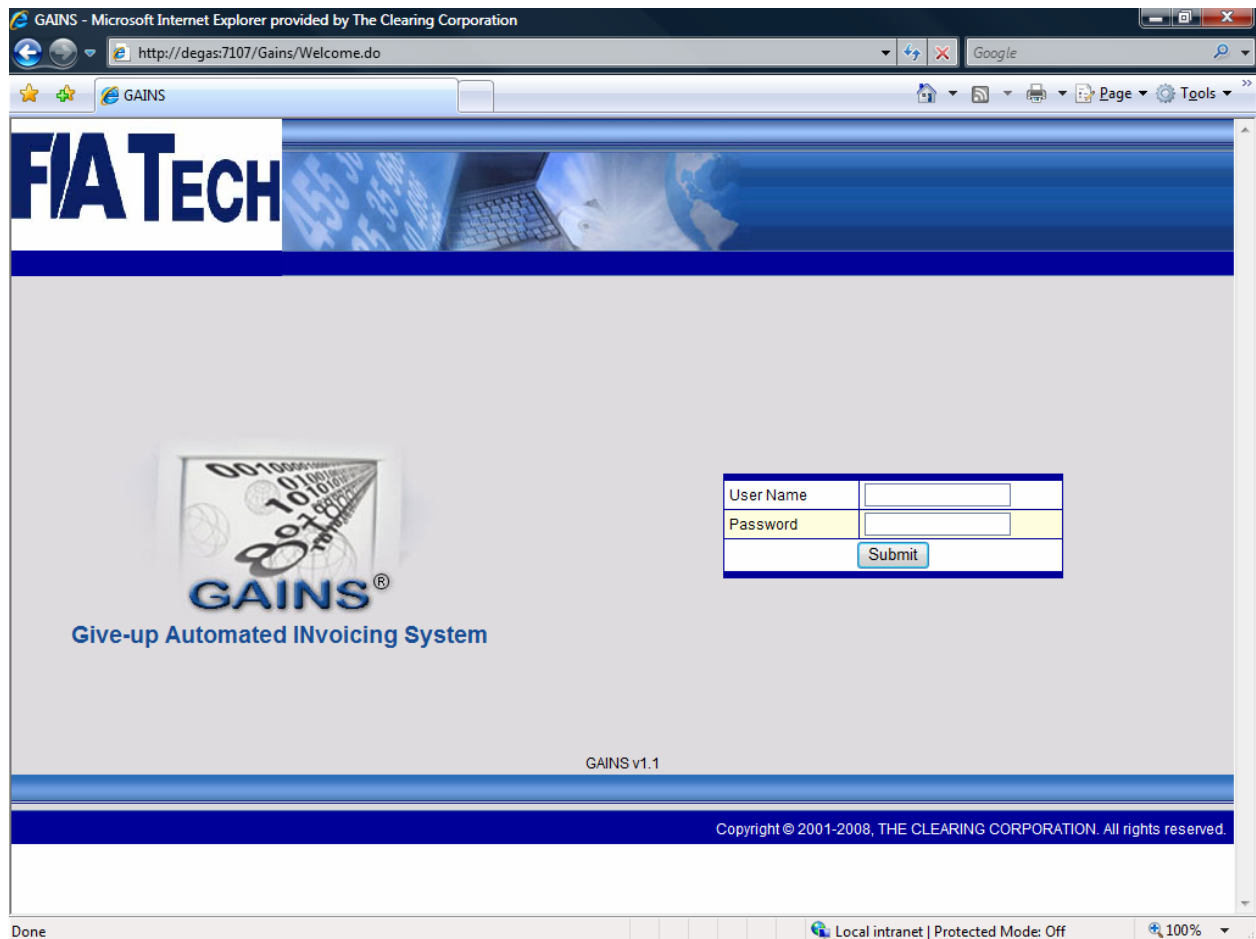
Currently, the end of month reports and files contain ICE data from June 2nd through June 17th. July end of month data will be available from eGAINS in August.

Chapter 4 eGAINS – Navigating the Application

4.1 Sign On

To sign on to eGAINS:

1. From Internet Explorer, access the following web page: <https://fiaegains.Markit.com/>
2. Enter your FIA assigned User Name and Password and select **SUBMIT**.



3. The Participant ID and Role appear.

ParticipantID TE1
Role Executing

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4.2 Toggle between Roles (Executing and Carry Participants)

To change Role (Executing Firm to Carrying Firm):

1. Select any function from the main menu (*Agreement >> Adjustment >> Review >> Action*). All function or action screens display the participant's Role (Executing or Carry Firm).

GAINS - Microsoft Internet Explorer provided by The Clearing Corporation

http://degas:7107/Gains/SelectRole.do

FIATECH

User: CHCS567@clearingcorp.com | 07/17/2008

Agreement Adjustment Review Action Admin [Logout]

Participant ID TE1 Role Executing Carry Change

Agreement » Agreement List

Search Criteria						
Customer Name	eGUS Agreement Id	Bill To Participant	Date From (mm/dd/yyyy)	Date To (mm/dd/yyyy)	Agreement Type	Customer Ref. #
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select	<input type="text"/>

Search Clear

Add

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Done Local intranet | Protected Mode: Off 100%

2. Click the appropriate participant role and select **CHANGE**.

4.2.1 Search for an Agreement

To search for an agreement:

- Click in *Agreement >> Agreement List* and input the search criteria and select **SEARCH**. To view the entire list of agreements, do not specify search criteria and select **SEARCH**.
- Customer Name
- EGUS Agreement Ref. #
- Bill To Participant (drop down menu option listing participants)
- Date From (mm/dd/yyyy)
- Date To (mm/dd/yyyy)

GAINS - Microsoft Internet Explorer provided by The Clearing Corporation
http://fiaegains.markit.com/Gains/SelectRole.do

User : CHCS567@clearingcorp.com | 07/17/2008

Agreement Adjustment Review Action Admin [Logout]

Participant ID: TE1 Role: Executing Carry [Change]

Agreement » Agreement List

Search Criteria						
Customer Name	eGAINS Agreement id	Bill To Participant	Date From (mm/dd/yyyy)	Date To (mm/dd/yyyy)	Agreement Type	Customer Ref. #
	00001				Select	

[Search] [Clear] [Add]

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Done Internet | Protected Mode: Off 100%

4.2.2 View Agreements – All Fields

View provides a single screen summary of agreement, account, and rate detail. To view all fields of an agreement:

1. Locate the agreement you wish on the search list and click the “Edit” button

2. Click on the "View" tab to see all of the details about the agreement (Account numbers, Rates).

The screenshot shows the eGAINS web application interface. At the top, there is a navigation menu with options: Agreement, Adjustment, Review, Action, Admin, and a Logout button. Below the menu, the user's role is set to 'Executing' and the participant ID is 'TE1'. The main content area displays 'Agreement » View' for Agreement Ref. # 600. A table lists agreement details, with 'eGUS Agreement Group Id' and 'eGUS Agreement Id' circled in red. Below this is an 'Account Information' table and a 'Rate Information' table showing transaction details for 06/02/2008.

Agreement Ref. #	600	Agreement Date	06/02/2008	Agreement Type	Bill Carry Participant
Customer Name	MARC MACQUARRIE	Customer Ref. #	99999	eGUS Agreement Group Id	
Customer Contact	SANTA CLAUS	Customer Phone	312-786-5732	eGUS Agreement Id	00001
Executing Contact	EASTER BUNNY		Executing Phone	312-593-6148	
Customer Address	227 W MONROE CHICAGO IL 60606 SUITE 1500				

Bill To Participant	Carry Exchange / Firm	Carry Account	Executing Account	Profit Center	Reject Reason
TE1		10000	99999	9400	

EXCH	COM	Tran Type	O/C	Tran Source	Future Rate	FRT	Option Rate	ORT	Min. Fee	Max. Fee	CUR
				DE	0.750	Rate	0.750	Rate			GBP
ICE	L			CE	1.000	Rate	1.000	Rate			GBP

4.2.3 Key Reference Points

The following fields are key for locating and validating your agreements in eGAINS:

1. EGUS Agreement Group ID/EGUS Agreement ID – These fields tie the agreement back to the EGUS agreement. The EGUS Agreement Group ID identifies the original EGUS agreement. the EGUS Agreement ID identifies the current EGUS agreement.

Chapter 5 Reports

eGAINS provides daily, month-end preliminary, month-end final, end of cycle preliminary and end of cycle final reports for each processing month. To access and download reports,

The daily and month-end reports include:

5.1 Trade Detail Reports

- GNS00001: Trade Detail Daily Report for Executing Participants (see below illustration)
- GNS00002: Trade Detail Daily Report for Carry Participants
- GNS00003: Trade Detail End of Month Report for Executing Participants
- GNS00004: Trade Detail End of Month Report Carry Participants
- GNS00005P: Trade Detail End of Cycle Report for Executing Participants - Prelim
- GNS00005F: Trade Detail End of Cycle Report for Executing Participants - Final
- GNS00006P: Trade Detail End of Cycle Report for Carry Participants - Prelim
- GNS00006F: Trade Detail End of Cycle Report for Carry Participants – Final

TRADE DETAIL DAILY REPORT FOR EXECUTING PARTICIPANTS
File Name : GNS00001
Purpose : Daily report of all trade data filtered and grouped for each executing participant.
Frequency : Daily

Format
GNS00001

CLEARING CORPORATION
 GIVE UP AUTOMATED INVOICING SYSTEM (GAINS)
 TRADE DETAIL DAILY REPORT FOR EXECUTING PARTICIPANTS PAGE: No.
 EXECUTING PARTICIPANT: XXXXX - XXXXXXXXXXXXXXXXXXXXX

TRADE DATE	EX EX	CA COM	CNTRCT MON YR	P O	STRIKE PRICE	/ /	ORDER C C NUMBER	TRADE PRICE	TR SR	TY	AGRMNT NUMBER	/	G U	FEE	T A	

CARRY PARTICIPANT ID: XXXXXX				CARRY ACCOUNT: XXXXX				CARRY DISPLAY ACCOUNT: XXXXXX				EX ACCT: XXXXXX				
MM/DD	XX	XX	XXX	XX	XX	XXXXX	X X	XXXXXXXXXXXX	XXXXX	XX	XX	XXXXXXXXXXXX	XXX	XXX	X	XXXXXXXX.XXX
MM/DD	XX	XX	XXX	XX	XX	XXXXX	X X	XXXXXXXXXXXX	XXXXX	XX	XX	XXXXXXXXXXXX	XXX	XXX	X	XXXXXXXX.XX X
MM/DD	XX	XX	XXX	XX	XX	XXXXX	X X	XXXXXXXXXXXX	XXXXX	XX	XX	XXXXXXXXXXXX	XXX	XXX	X	XXXXXXXX.XX X
MM/DD	XX	XX	XXX	XX	XX	XXXXX	X X	XXXXXXXXXXXX	XXXXX	XX	XX	XXXXXXXXXXXX	XXX	XXX	X	XXXXXXXX.XX X
MM/DD	XX	XX	XXX	XX	XX	XXXXX	X X	XXXXXXXXXXXX	XXXXX	XX	XX	XXXXXXXXXXXX	XXX	XXX	X	XXXXXXXX.XX X
MM/DD	XX	XX	XXX	XX	XX	XXXXX	X X	XXXXXXXXXXXX	XXXXX	XX	XX	XXXXXXXXXXXX	XXX	XXX	X	XXXXXXXX.XX X
SUB TOTAL :												XXXX	XXXXXXXX.XX			

CARRY PARTICIPANT ID: XXXXXX				CARRY ACCOUNT: XXXXX				CARRY DISPLAY ACCOUNT: XXXXX				EX ACCT: XXXXXX				
MM/DD	XX	XX	XXX	XX	XX	XXXXX	X X	XXXXXXXXXXXX	XXXXX	XX	XX	XXXXXXXXXXXX	XXX	XXX	X	XXXXXXXX.XX X
MM/DD	XX	XX	XXX	XX	XX	XXXXX	X X	XXXXXXXXXXXX	XXXXX	XX	XX	XXXXXXXXXXXX	XXX	XXX	X	XXXXXXXX.XX X
MM/DD	XX	XX	XXX	XX	XX	XXXXX	X X	XXXXXXXXXXXX	XXXXX	XX	XX	XXXXXXXXXXXX	XXX	XXX	X	XXXXXXXX.XX X
SUB TOTAL :												XXXX	XXXXXXXX.XX			

TOTALS FOR CARRY PARTICIPANT : XXXXXX																
TOTAL REVENUE :												XXX	XXXXXXXX.XX			
LESS REJECTED TRADES :												XXX	XXXXXXXX.XX			
NET REVENUE :												XXX	XXXXXXXX.XX			

TOTAL REVENUE :												XXX	XXXXXXXX.XX			
LESS REJECTED TRADES :												XXX	XXXXXXXX.XX			
NET REVENUE :												XXX	XXXXXXXX.XX			

COMBINED TOTAL REVENUE :												XXX	XXXXXXXX.XX			
LESS REJECTED TRADES :												XXX	XXXXXXXX.XX			
COMBINED TOTAL NET REVENUE :												XXX	XXXXXXXX.XX			

COMBINED TOTAL REVENUE :												XXX	XXXXXXXX.XX			
LESS REJECTED TRADES :												XXX	XXXXXXXX.XX			
COMBINED TOTAL NET REVENUE :												XXX	XXXXXXXX.XX			

Chapter 6 Application Support / Troubleshooting

6.1 Participant Set Up and Sign On Functionality, Q&A

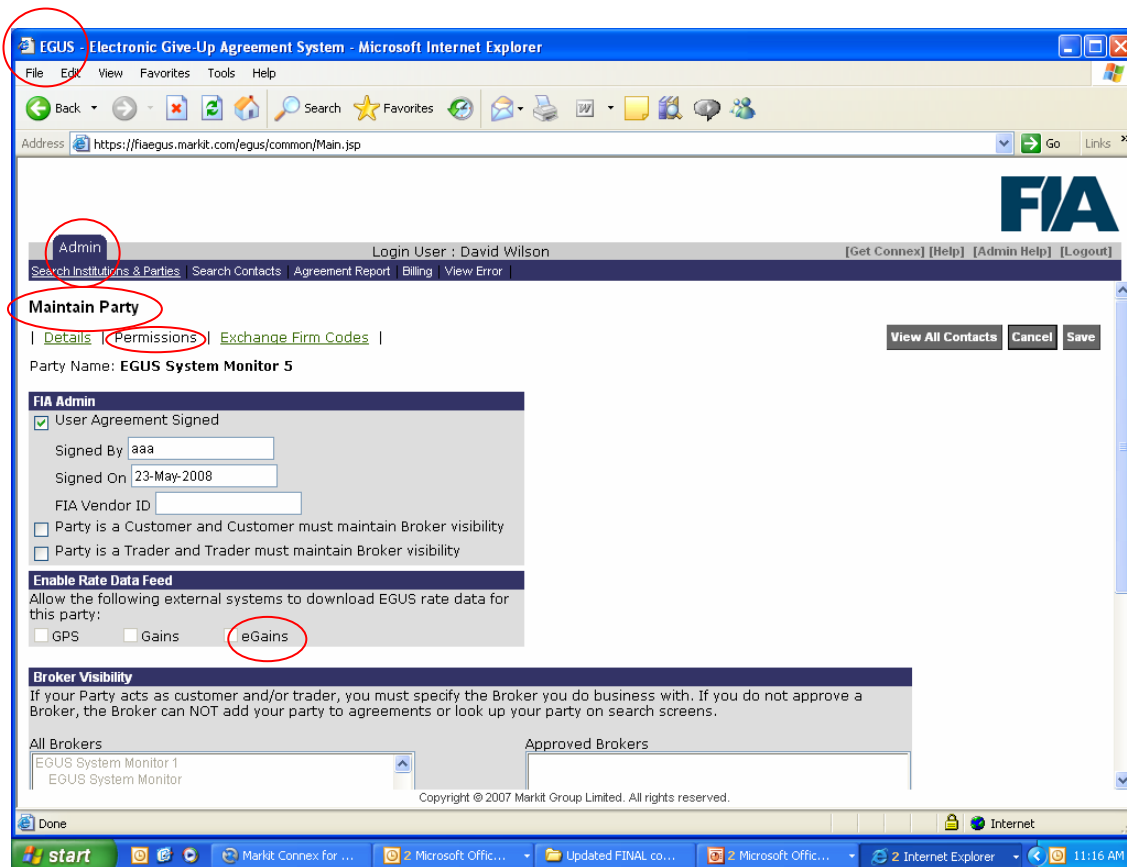
6.2 Agreements, Q&A

6.2.1 I have EGUS electronic and legacy (PDF) agreements along with electronic and PDF rate schedules, will EGUS communicate with eGAINS or do I need to reenter my agreement and rate information into eGAINS?

EGUS agreements are auto-converted to eGAINS (EGUS agreement numbers pass thru or post to eGAINS). Even though the data conversion is seamless, the EGUS system administrator (for each participating entity) must direct or authorize EGUS to transfer the electronically entered rate data (one-time set-up) to eGAINS. PDF agreements and rate schedules will NOT transfer to eGAINS. See Section 2.2 Electronic Rate Schedules for instructions to create an electronic rate schedule.

To enable EGUS to transfer the agreement and rate data to eGAINS:

1. In EGUS >> Admin >> Maintain Party >> Permissions select or click on the box adjacent to **ENABLE RATE DATA FEED >> eGAINS**.



6.2.2 I'm missing an agreement in eGAINS, why don't I see my agreement information in eGAINS?

EGUS agreement and rate details have been downloaded into eGAINS. If you do not see your agreement information in eGAINS check the following:

- Verify the EGUS agreement is fully executed and approved by all parties to the agreement.
- In the event the agreement was added into EGUS today (depending on the timing of the add), please allow one day for EGUS to download and post to eGAINS.
- Verify that your agreement has all of the appropriate exchange and firm codes for each executing, clearing, trading and customer brokers.
- Contact FIA to ensure your eGAINS Participant ID >> User Maintenance >> Privilege Management administrative set-up is accurate.

6.3 Rates, Q&A

6.3.1 My eGAINS rate does not coincide with my EGUS rate schedule – Why?

- Verify that you are viewing the current rate table in eGAINS (by effective date).
- Contact the Markit help desk if you find discrepancies between your EGUS rates and eGAINS rates.

6.3.2 What does Batch Under Progress Mean?

It means that the eGAINS end of day process is still running. Try to access your agreements again in a few moments.

Contact the Markit help desk if this message does not disappear in 30 minutes.

6.3.3 Who do I call if I have a question or problem?

You may call the Markit help desk at the number below.

Chapter 7 Contact Us & Help

Markit Support

For questions, please contact Markit Client Relations by:

- Live instant help via Markit Connex, or
- Email at support@Markit.com
- Phone in North America at +1 877-7-Markit (i.e. +1 877.762.7548), or in Europe at +31 (0) 20 502 5286

CCorp Support, eGAINSSupport@clearingcorp.com

FIA Tech Support, 202.772.3000