FirmSoft
User Manual

11/2/2015

Futures trading is not suitable for all investors, and involves the risk of loss. Futures are a leveraged investment, and because only a percentage of a contract's value is required to trade, it is possible to lose more than the amount of money deposited for a futures position. Therefore, traders should only use funds that they can afford to lose without affecting their lifestyles. And only a portion of those funds should be devoted to any one trade because they cannot expect to profit on every trade.

All references to options refer to options on futures.

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All matters pertaining to rules and specifications herein are made subject to and are superseded by official CME, CBOT, and NYMEX rules. Current rules should be consulted in all cases concerning contract specifications.

Table of Contents

Please submit user experience feedback about this help system.

Getting Started

FirmSoft is a browser-based order management tool that provides real-time access to information on working and filled CME Globex orders, across multiple firm IDs. FirmSoft provides important risk mitigation functionality during system failures.

With FirmSoft, customers can view and cancel orders for CME Direct and iLink.

Support for CME Europe is available in FirmSoft with the same permissioning and user functionality as CME Group market.

Users can view:

- Order information, including status
- Fill information, including partial fills and fills from mass quotes
- Order history
- Order details, including timestamps and cancel replace history

If enabled to do so, FirmSoft users can cancel:

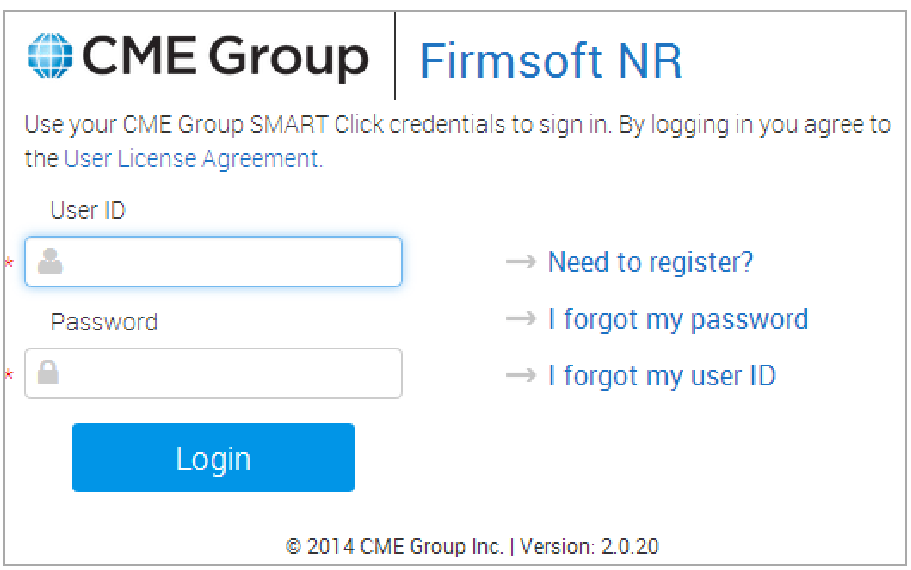
- an individual order
- a group of orders
- all working orders and mass quotes

Watch a video overview of FirmSoft features and functionality.

Logging In and Logging Out

FirmSoft uses SMART Click to access the application. If you do not have a SMART Click ID, or do not have SMART Click access for FirmSoft, reference SMART Click Registration for access links and information.

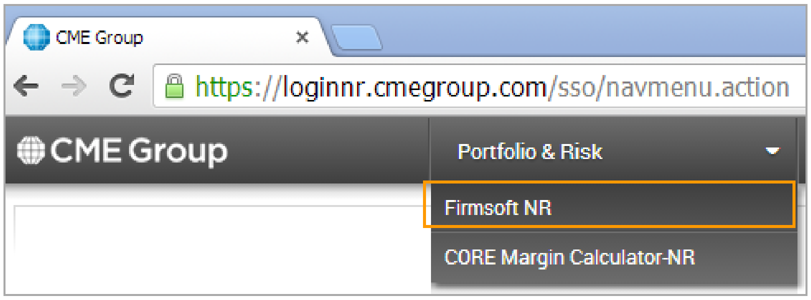
Note: For issues logging in, contact SMARTClick support at 312.930.3444, or access the SMART Click page.



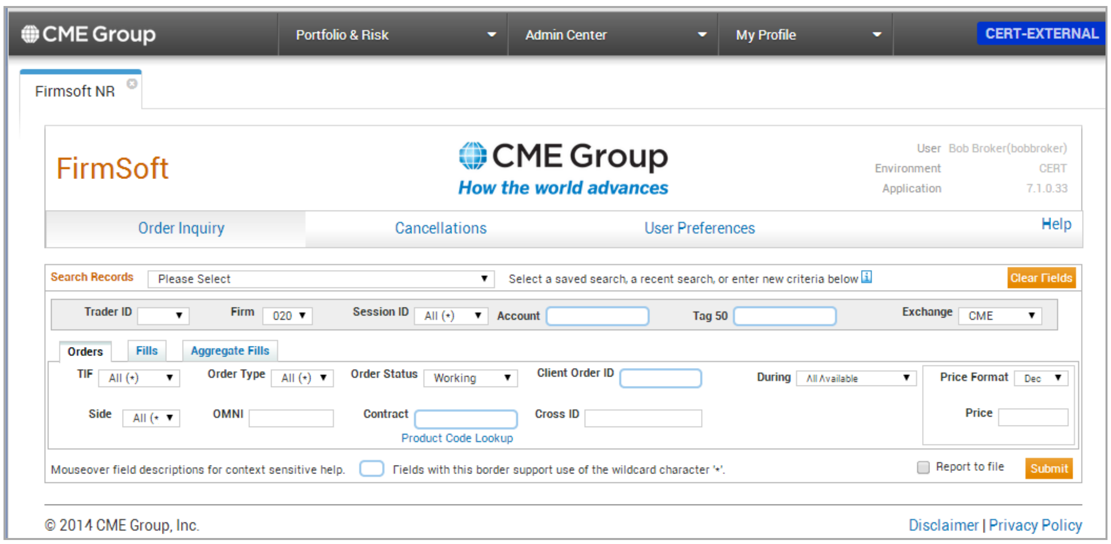
To login to FirmSoft:

1. Click: [login to FirmSoft](), or enter https://firmsoft.cmegroup.com/ into a browser.
2. Enter **User ID** (Smart Click ID) and **Password**, then click **Login**. The **Navigation** menu displays.

   If the User ID / Password combination is not valid, you will be prompted to re-enter, along with a validation sequence.
3. Select **FirmSoft** from the **Portfolio and Risk** menu.



FirmSoft opens with the **Order Inquiry** or **Administrative page**, depending on permissions.



Note: To view the CME end-user license agreement, click the [User License Agreement]() link.

Note: To register for a SMART Click ID, click [Need to Register]().

To log out of FirmSoft:

Click **Logout** in the upper right of the header.

Contact Information

For questions regarding this and other CME applications, please refer to the [Contact Information]() directory on CME Group's Client Systems Wiki .

What's New

The list below illustrates the updates made to the FirmSoft Help system.

Date	Author	Topic	Description
5/22/15	JJ	SMART Click Registration, FirmSoft Roles and Status Description	Updated CME Globex Roles and Entitlements links
11/5/14	JK	GCC Inbound Contacts Support	• Added new page for GCC Contacts Inbound Support
7/25/14	JK	1. Getting Started 2. SMART Click Registration 3. Pages updated: • FirmSoft Menu • Order Inquiry • Cancellations • User Preferences • FirmSoft Administration	• Updated links for login / SmartClick (1,2) • Updated images for banner (3)
1/21/14	JK	1. Orders Search 2. Basic Search Criteria 3. Search Results 4. Search and Edit Permissions 5. Add or Remove a Firm 6. Wildcard Usage 7. Fills Search 8. Aggregate Fills Search 9. Favorite Queries	• Addition of Exchange field to multiple screens to incorporate CME Europe functionality. Added view and cancel orders for CME Europe products. (1,2,3, 4, 5, 9) • Added Wildcard Usage page. (6) • Added Wildcard to usage in order pages (1, 2, 7, 8, 9) • Trader ID is now only used to help look-up Firm / Session it is never used as query criteria (2) • Average Fill search requires entry of a **Firm**, and does not return results for**: Limit Price**, **Stop Price**, **OMNI**, **Time In**, **Fill Time**, and **Sender Location ID**. (7) • Report to File available for Aggregate fills. (8)
9/30/13	JK	1. Order Search 2. Basic Search Criteria 3. Search Results 4. Search and Edit Permissions 5. Add or Remove a Firm 6. Set Sessions, Cancel/Inqury...	• Addition of Exchange field to multiple screens to incorporate CME Europe functionality. Added view and cancel orders for CME Europe products. (1,2,3, 4, 5) • Tag 50 and Exchange display on Order page; Broker does not. (1,2) • Tag 50 is an option; Broker is not. (6)
4/16/12	JK	SMART Click Registration Procedure, Fills Search Criteria, Orders Criteria	Updates included content supporting the following FirmSoft enhancements:

Date	Author	Topic	Description
			• Optional **Fill Time** column available for Fill search results. • Time displays with millisecond timestamp for order, fill, and Cancel Time in Search Results. • Integration of SMART Click which allows users to self-manage updates to their user ID and related contact information. • Simplification of the access model with Secure Socket Layer (SSL) connectivity. • Optimization of query performance with a redesigned order management database.
3/26/12	JK	Fills Search Criteria	Fill Time column enhancements

SMART Click Registration

SMART Click is a self-managed, centralized user profile service that authenticates access to CME Group applications and services.

Access the CME SMART Click page to:

- Create a new SMART Click user ID and profile
- Review the SMART Click User Guide
- Update a SMART Click User ID and profile
- Find SMART Click support and troubleshooting Information

Note: Click the following link to view a video that describes the SMART Click registration and access process: SMART Click Video

SMART Click Token

A Token is required to set up your account (referenced in the SMART Click User Guide).

Your FirmSoft Administrator may need to establish permissions for you in FirmSoft. Contact your FirmSoft Administrator and provide your assigned **SMART Click User ID** and generated **Token** to complete permissions set up.

Note: The FirmSoft Administrator will notify you when your permissions are established.

Depending on permissions, the FirmSoft Administrator provides values for:

- **Trader ID**: The unique ID of the entity that traded the order assigned by your FirmSoft Admin.
- **Firm**: Assigned by your FirmSoft Admin, a user can search on an assigned firm identifier.
- **Session**: Assigned by your FirmSoft Admin, a user can search on an assigned session identifier under which the order was entered.
- **Account**: Assigned by your FirmSoft Admin, a user can search on an assigned account identifier.
- **Broker**: Assigned by your FirmSoft Admin, a user can search on an assigned broker identifier.

FirmSoft Administrator

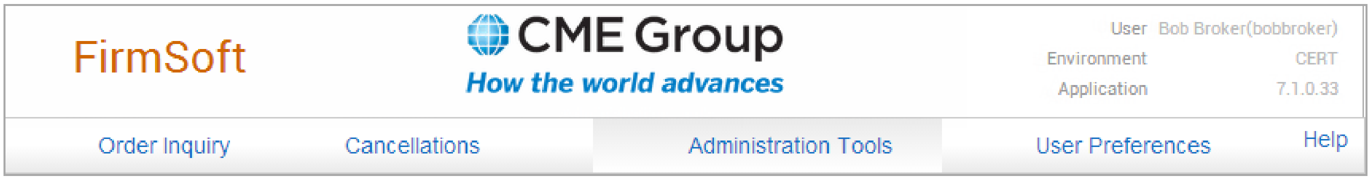
One of the roles associated with FirmSoft is the Clearing firm FirmSoft Administrator. This role adds and updates permissions for FirmSoft users.

In addition to SMART Click registration, you will need to request access to FirmSoft by completing a Schedule 9, FirmSoft License Agreement for the appropriate exchange.

Note: Once approved, submit the completed Schedule 9 to your Globex Account Manager. Reference the Schedule 9 for CME Global Account Management return information.

FirmSoft Menu

The tabs across the top of the page serve as the FirmSoft menu.

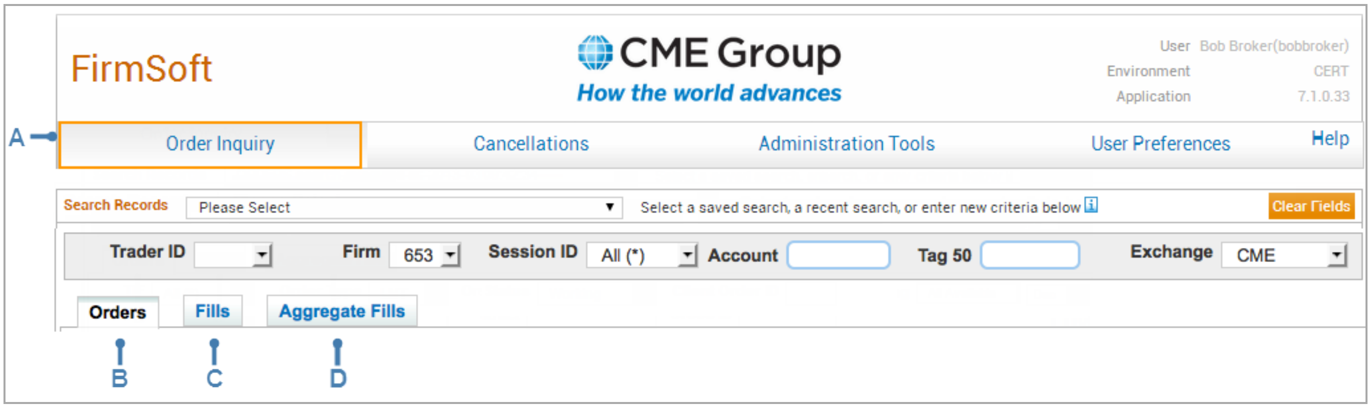


This menu provides four primary functions:

- **Order Inquiry**: Search for Orders, Fills and Aggregate Fills
- **Cancellations**: Cancel an order, perform a Mass Quote cancel, or view cancel history (Only visible for users with Cancel permissions)
- **User Preferences**: Save Queries and reports, modify the summary layout, manage a profile
- **Administration Tools** (Only visible for the FirmSoft Administrators)

Order Inquiry

Order Inquiry provides a wide range of user-defined and application-defined search criteria.



The Order Inquiry screen consists of four major sections:

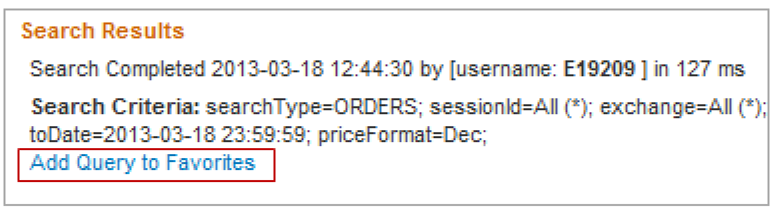
A - Basic Search Criteria

B - Orders Search Criteria

C - Fills Search Criteria

D - Aggregate Fills Search Criteria

Following any search that returns data, **Add Query to Favorites** may be clicked to activate the **User Preferences** tab and add the query to the favorites list.



Basic Search Criteria

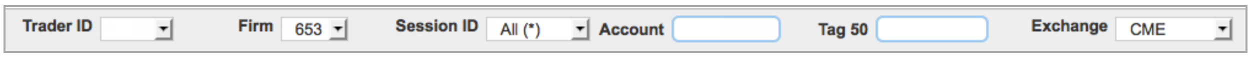
FirmSoft provides the option to search on basic criteria such as Firm, Account, Session ID, Tag 50 and Exchange. Part or all of this information may be entered to filter the search results. Previous records may be searched as well.

- Search Orders
- Search Records (previously entered searches)

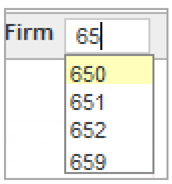
Search Orders

To search orders:

1. Enter or select search criteria, as desired.



   - Entering Trader ID initiates a Firm / Session ID lookup, but is not a query critieria.
   - Trader ID / Firm selections are limited to those the user has access to.
   - Entering one character in the Trader ID field or two characters in the Firm field and hovering over the field will bring up a list of matching values to select from.



   Note: The Session ID is the iLink Session ID, which represents the first three characters of tag 49-SenderCompID.

2. If desired, add additional search criteria for:
   - Orders
   - Fills
   - Aggregate Fills
3. Click **Report to File** to open the results in an Excel file. (Optional)
4. Click **Submit**. Query displays under **Search Results** or in Excel (if **Report to File** has been selected).
5. Adjust search results options, including export to CSVor PDF. (Optional)

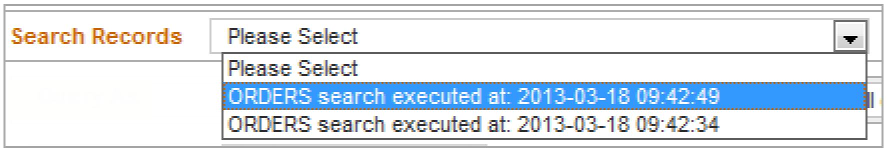
Note: Population of Excel column fields when **Report to File** is selected will vary by search type.

Note: Add Query to Favorites, if desired.

Search Records

To search records:

1. From the **Search Records** list, select a previously executed search.



2. Click **Report to File** to open the results in an Excel file. (Optional)
3. Click **Submit**. Query displays under **Search Results** or in Excel (if **Report to File** has been selected).
4. Adjust search results options, including export to CSVor PDF. (Optional)

Note: Population of Excel column fields when **Report to File** is selected will vary by search type.

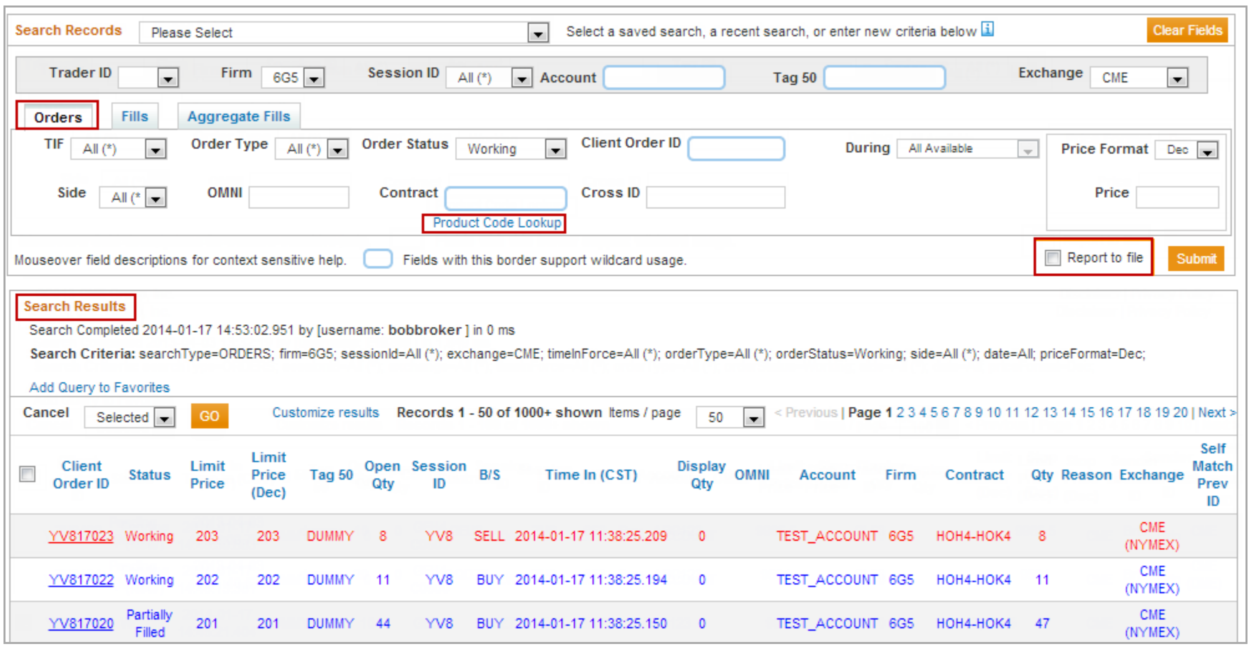
Note: Add Query to Favorites, if desired.

Orders Search Criteria

FirmSoft provides specific criteria to customize Order searches.

To use order search criteria:

1. Enter or select the appropriate criteria in the **Orders** tab.
    - Click **Report to File** to route the search output to an excel file instead of the screen.
    - Basic Search Criteria may be also be entered.
    - View search criteria definitions.
    - Click **Product Code Lookup** to access CME Group Product Codes Listing web pages, if needed.
2. Click **Submit**. Query displays under **Search Results** or in Excel (if **Report to File** has been selected).



3. Adjust search results options, including export to CSVor PDF. (Optional)

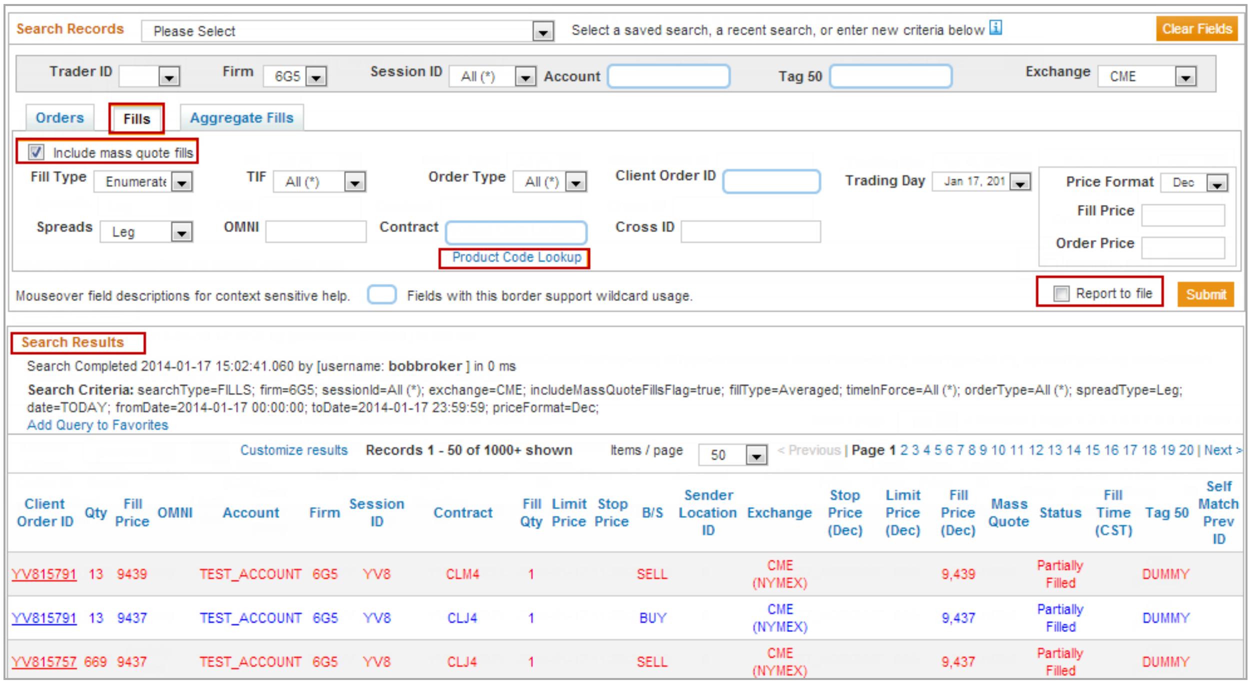
Note: A wildcard (*) may be used for **Client Order ID** or **Contract** when you are unsure of the exact term

Note: Population of Excel column fields when **Report to File** is selected will vary by search type.

Note: Add Query to Favorites, if desired.

Fills Search Criteria

A Fills Search provides a list of filled orders by the criteria selected.



To conduct a fills search:

1. Click the **Fills** tab on the **Order Inquiry** page.
2. Select **Fill Type**.

   Note: Average Fill requires entry of a **Firm**, and does not return results for**: Limit Price**, **Stop Price**, **OMNI**, **Time In**, **Fill Time**, and **Sender Location ID**.

3. Enter or select additional appropriate criteria on the **Fills** tab:
   - Click **Report to File** to route the search output to an excel file instead of the screen.
   - Enter addtional Basic Search Criteria, if appropriate, including use of wildcards for Account and Tag 50 fields.
   - Check **Include mass quote fills** to include fills from mass quotes.
   - View search criteria definitions.
   - Click **Product Code Lookup** to access CME Group Product Codes Listing web pages, if needed.

   Note: A wildcard (*) may be used for **Client Order ID** or **Contract** when you are unsure of the exact term

4. Click **Submit**. Query displays under **Search Results** or in Excel (if **Report to File** has been selected).
5. Adjust search results options, including export to CSVor PDF. (Optional)

   Note: **Sender Location ID** is not populated for mass quote fills.

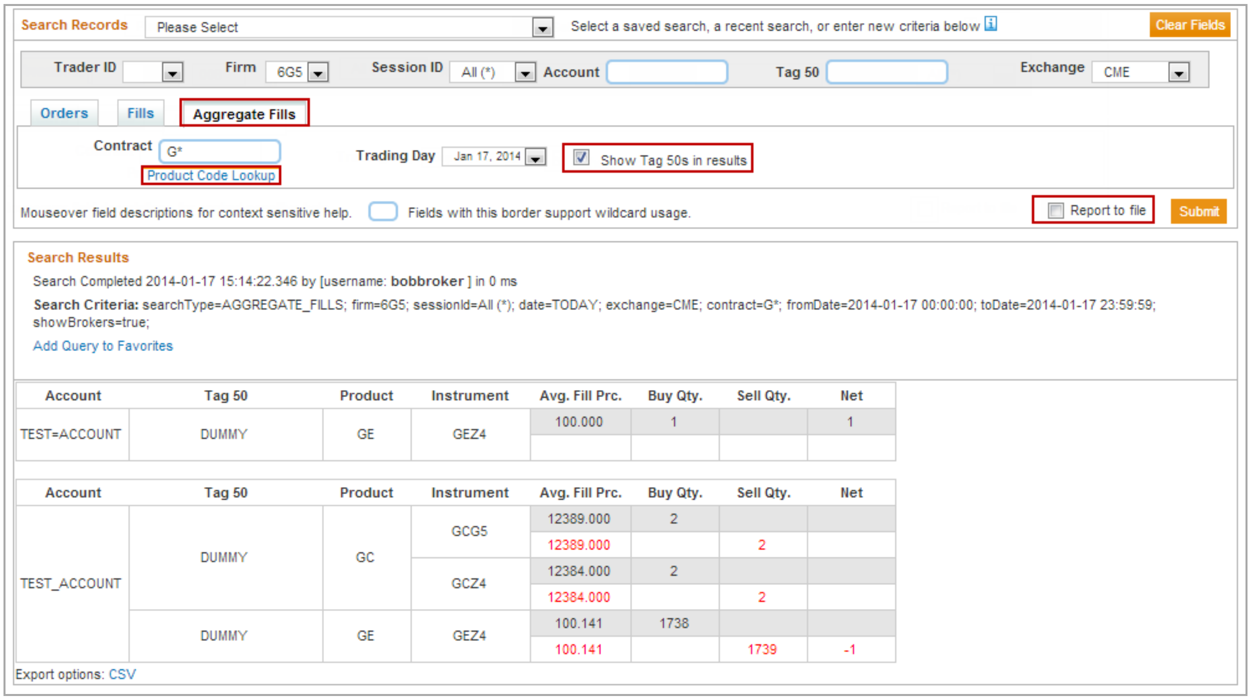
   Note: Add Query to Favorites, if desired.

Aggregate Fills Search Criteria

An Aggregate Fills Search provides a summary of filled orders for the selected Trading Day.

To conduct an aggregate fills search:

1. Click the **Aggregate Fills** tab on the **Order Inquiry** page.



2. Enter **Firm**.
3. Enter addition search criteria, as desired.
   - Enter Basic Search Criteria, if appropriate.
   - View search criteria definitions.
   - Click **Product Code Lookup** to access CME Group Product Codes Listing web pages, if needed.
4. Select **Trading Day** from the list.
5. Click **Show Tag 50s in results** to show Tag 50.
6. Click **Report to File** to open the results in an Excel file. (Optional)
7. Click **Submit**. Query displays under **Search Results** or in Excel (if **Report to File** has been selected).
8. Adjust Search Result Options, including export to a CSV.

Note: A wildcard (*) may be used for **Client Order ID** or **Contract** when you are unsure of the exact term

Note: Population of Excel column fields when **Report to File** is selected will vary by search type.

Note: Add Query to Favorites, if desired.

Wildcard Matching

Wildcards provide restrictions on the orders that show in the **Search Results** on the **Order Inquiry** page.

The following fields utlize wildcards:

- Search Header: **Account** and **Tag 50**
- Orders and Fills tabs: **, Client Order ID**
- All tabs: **Contract**

These fields are identifed by a curved, blue border.

Use the asterisk along with a text combination for pattern matching. Valid wildcards may use an asterisk before, in the middle of, or after the text string. Only one internal asterisks may be used, and it may not be used with any other asterisks.

Note: Mutliple asterisks strings may be used, but they perform the same function as a single asterisk. For example, **ABC or ***ABC may be used, but the result will be the same as *ABC.

Valid Patterns	Invalid Patterns
ABC	A*B*C
*ABC	*A*B*C*
ABC*	*ABC*DEF
ABC	ABC*DEF*
AB*C	

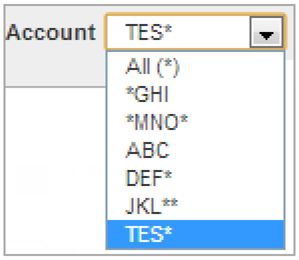
If an invalid wildcard string is used, an error message displays.

Suffix Matching

Use Suffix Matching to further refine Account and Tag 50 fields when a selected option ends in a '*'. For example, TES*, TES** and TES *** are all allowed. The suffix string matches to last characters of the orders. Account or Tag 50 selections which do not end in '*' will not see the suffix matching field.

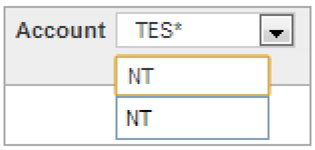
To use Suffix Matching:

1. Select an Account or Tag 50 option which ends in a '*' from the list.



In this example, a suffix box displays when DEF*, JKL** or TES* is selected.

Suffix Box appears below field.



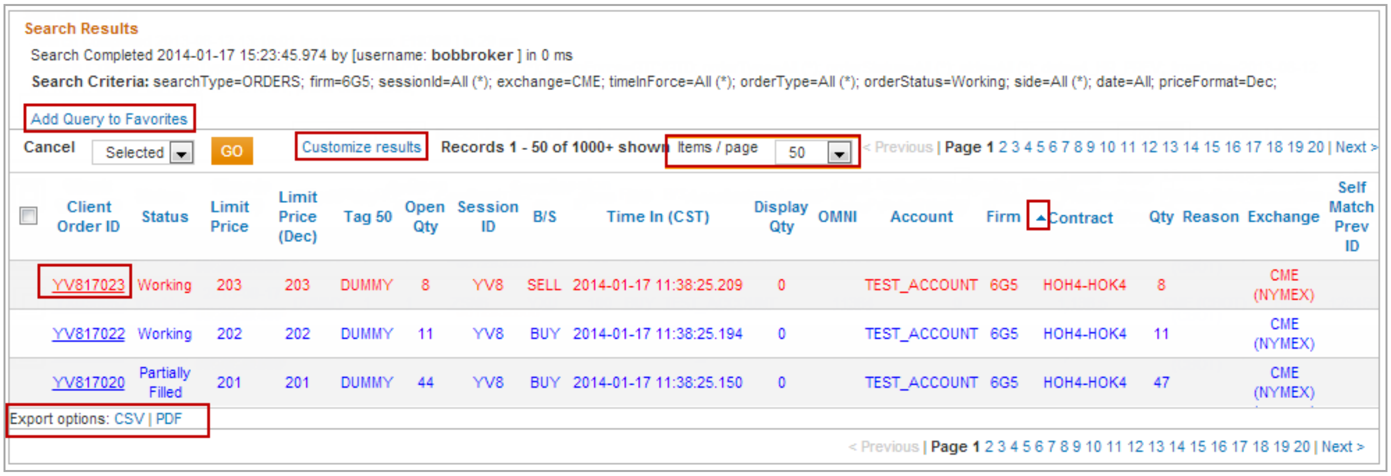
2. Enter a string in the **Suffix Box** and click **Submit**.

Note:

- If TES* is selected in the Account or Tag 50 field and NT is entered in the Suffix box, all orders with Accounts or Tag 50 that begin with TES and end with NT display.
- The pattern created by the Account or Tag 50 selection and use of a suffix is subject to the Valid / Invalid wildcard pattern rules listed above. An additional * may not be added to the suffix string.
- If adding a suffix to a selected Account or Tag 50 will generate an invalid pattern, then the suffix box does not display. For example, if TES*NT is selected in the Account or Tag 50 field, the suffix box does not display.

Search Result Options

After Search Results load, additional options can be used to view, customize or save the information.



Option	Step Actions
View Order Details **Note**: Not available for Aggregate Fills.	1. Click a **Client Order ID** in the **Search Results** section. **Order Details** displays in a new window. **Note**: If blocked by browser's pop-up blocker, click security message to access or change browser permissions. 2. If desired, click a **Client Order ID** in the **Order History** section to view the details of that order. 3. Click ☒ to close the **Order Detail** window.
Order History	1. Click a Client Order ID in the **Search Results** section. **Order Details** will display in a new window (may be blocked by browser's pop-up blocker). **Note**: If blocked by browser's pop-up blocker, click security message to access or change browser permissions. 2. Click a **Client Order ID** in the **Order History** section to view the details of that order. 3. Click ☒ to close the **Order Detail** window.
Modify Items / Page	In the **Search Results** section, select an option in the **items / page** list.
Sort	Click a column header to sort items by that column. Click again to reverse the sort.
Customize	To customize the layout of either the Order or Fill results, click the Customize results link on the **Order Inquiry** window. This links to the **User Preferences - Summary Layout**, where columns that display on Order and Fill searches can be reordered or deleted.
Export Export options: CSV | PDF	At the bottom of the page, click the appropriate link to export the results to a CSV Excel or PDF Adobe, and follow instructions to open or save file. **Note**: PDF option is not available for aggregate fills.

Option	Step Actions
Save Results / Add Query to Favorites / Save as Email Report	1. Click **Add Query to Favorites**. The **User Preferences** page displays. 2. Follow Favorite Queries and Email Reports process starting at **Step 2**.

Order Detail Page - Examples

Use the Order Detail page to view details for a specific order.

Note: Order Detail is not an option with Aggregate Fills.

Order Detail without fill

DataSource	RAPID
Order Key	762425796
Client Order ID	YXU36658

Refresh Page

Order Info - [ZSN6]

User Firm	Exchange	Tag 50	B/S	Qty	Open Qty	Exec Qty	Display Qty	Contract	Limit Price	Stop Price	Type	Status
YXU100	CME (CBOT)	DUMMY	Buy	1	1	0	0	ZSN6	11,364		Limit Order	Working

Time In (CST)	Sender Location ID	TIF	Account	CTI Code	Origin	Receipt Time (CST)	Manual Ord Ind	Self Match Prev ID
2013-09-17 09:33:55.697	Brio	Good Till Cancel	TEST_ACCOUNT	3	1	2013-09-17 09:33:55.715	N	12345678

Order History

Session ID	Client Order ID	Type	B/S	Qty	Open Qty	Filled Qty	Cancelled Qty	Contract	Limit Price	Stop Price	Account	Status	Time In (CST)
YXU	YXU36658	Limit Order	Buy	1	1	0	0	ZSN6	11,364		TEST_ACCOUNT	Working	2013-09-17 09:33:55.697

Order Detail with fill

DataSource	RAPID
Order Key	622971326
Client Order ID	YV550768

Refresh Page

Order Info - [6CU3]

User Firm	Exchange	Tag 50	B/S	Qty	Open Qty	Exec Qty	Display Qty	Contract	Limit Price	Stop Price	Type	Status
YV5147	CME	DUMMY	Buy	3	0	3	0	6CU3	9,685		Limit Order	Filled

Time In (CST)	Sender Location ID	TIF	Account	CTI Code	Origin	Receipt Time (CST)	Manual Ord Ind	Self Match Prev ID
2013-09-17 09:12:46.516	Brio	Day	TEST_ACCOUNT	3	1	2013-09-17 09:12:46.524	N	

Fill Info

Contract	B/S	Trade ID	Fill ID	Qty	Fill Price	Fill Report Time (CST)	Exception Status
6CU3	Buy	YV550768	6214:M:64	3	9,685	2013-09-17 09:12:46.753	

Order History

Session ID	Client Order ID	Type	B/S	Qty	Open Qty	Filled Qty	Cancelled Qty	Contract	Limit Price	Stop Price	Account	Status	Time In (CST)
YV5	YV550768	Limit Order	Buy	3	0	3	0	6CU3	9,685		TEST_ACCOUNT	Filled	2013-09-17 09:12:46.516

Naming ZIP File Report Conventions

FirmSoft compresses and breaks apart a large report to ensure delivery for email applications. FirmSoft uses a compressed .zip file which contains .csv files.

The .zip file name is labeled:

USER_NAME+"_"+YYYY_MM_DD+"_"Report#+"_"+FirmCode+"_"+Zip#

Example

XGoldman.Larry_2009_06_13_report1_282_1.zip

Note: The USER_NAME may contain characters that are not valid in a Windows or Unix file name. An invalid character is replaced with an **X**. Both report names and internal report names may contain an **X** instead of the invalid character.

This .zip file consists of two .csv files labeled:

Example

XGoldman.Larry_2009_06_13_report1_282_part1.csv

XGoldman.Larry_2009_06_13_report1_282_part2.csv

In this example there is another .zip file labeled:

Example

XGoldman.Larry_2009_06_13_report1_282_2.zip which contains:

XGoldman.Larry_2009_06_13_report1_282_part3.csv

Search Criteria Definitions

Term	Search Field Type	Definition
Cross ID	Field	Cross ID is a unique identifier which is used to group legs of a Request For Cross (RFC) order.
Client Order ID	Field	Unique identifier for an order assigned by the client. Tag 11-ClOrdID in the iLink SDK Message Specifications.
Contract	Field	The symbol used to identify the instrument being traded.
During	List with custom option	Provides the selection of a time frame. To include the previous day's date in the report results, select the previous day from the list. Time parameter measurement by search type: • **Order Searches**: the time parameter is measured against Time In. • **Fill Searches**: the time parameter is measured against Fill Time. The default for this option is today's date.
Fill Type	List	Select how fill type is displayed. Select: • **Enumerated:** Simple search for fills, no aggregation or averaging. A separate row is displayed for each partial fill. • **Averaged:** Search for fills, total filled quantity aggregated by order. A calculated average fill price is also displayed.
OMNI	Field	The Omnibus Account Number is an account held in the name of an entity or person. It may be utilized for placing and clearing the trades of one or more undisclosed customers of the account holder.
Order Status	List	The order status. Order Status Definitions
Order Type	List	The type of order. Order Type Definitions
Price Format and Price	List and Text Box	The format of the price and the price.
Side	List	The order side. Select: • **B** for Buy • **S** for Sell • **All(*)** for Any
Spreads	List	Options for viewing spreads. Select: • **Summary** for a summary view.

Term	Search Field Type	Definition
		• **Leg** for a detailed list of the fills received in the underlying legs.
TIF (Time in Force)	List	Specifies how long the order remains in effect. TIF definitions
Trading Day	LIst	Specifies the time frame for Fills criteria. To include the previous day's date in the report results, select the previous day from the **Trading Day** drop-down list.

Order Status Definitions

Order Status displayed, based on value selected in the Order Inquiry window.

Option	Description
Working	New, Partial Fill, Pending Cancel, Pending New, Pending Replace
Cancelled	Cancelled
Pending	Pending Cancel, Pending New, Pending Replace
Replaced	Replaced
Rejected	Session Level Reject, Rejected, Business Level Rejected
Expired	Eliminated
All(*)	All

Order Type Definitions

Option	Description
ALL(*)	All entered orders
MKL	Market Limit
LMT	Limit
STP	Stop with Protection
STL	Stop Limit
MKT	Market

Time In Force (TIF)

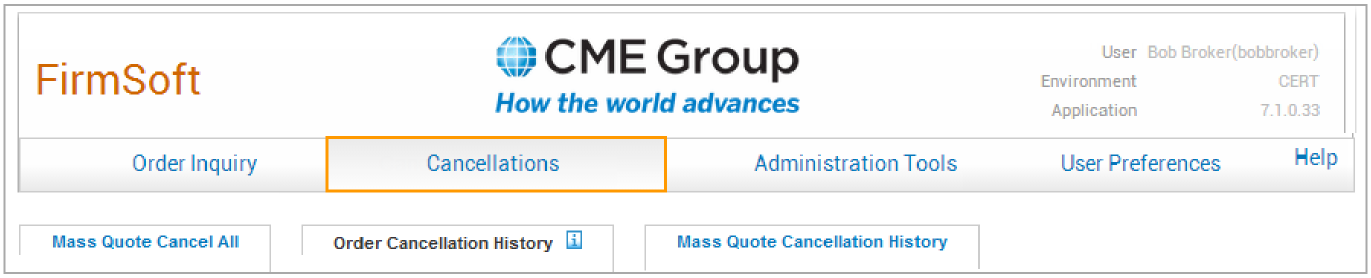
The following options are available from the **TIF** drop-down list. A TIF specifies how long the order remains in effect.

TIF Option	Description
GTC/GTD	Good Till Canceled / Good Through Date
FaK	Fill And Kill
Sess/Day	Session / Day
FoK	Fill or Kill
AtClose	Market Close
MoA	Market on Auction

Cancellations

FirmSoft allows cancellation of individual orders and use of Mass Quote Cancel All.

Note: You must have Cancel permissions to cancel an order.



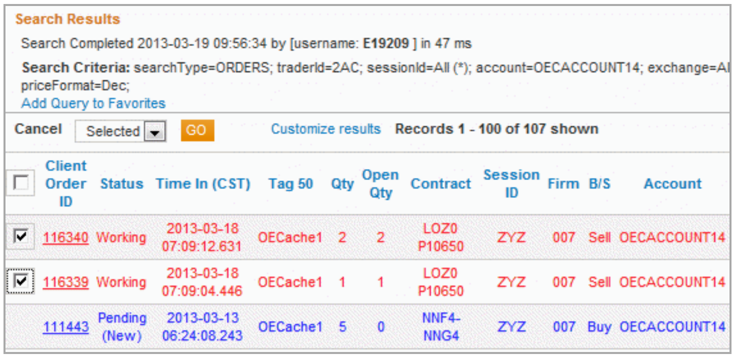
Options:

- Cancel an Order
- View Cancellation History
- Cancel All Mass Quotes
- View Cancellations - Mass Quotes

Cancel an Order

To cancel orders:

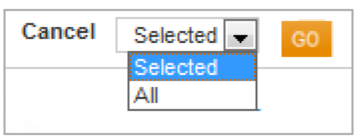
1. Do one of the following:
   - Select individual orders to cancel:
     a. In the **Search Results** section, on the [Order Inquiry]() tab, select one or more of the check boxes for orders that require cancellation.



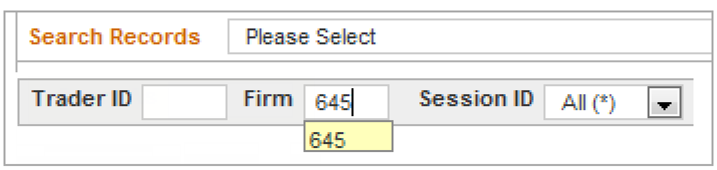
	Client Order ID	Status	Time In (CST)	Tag 50	Qty	Open Qty	Contract	Session ID	Firm	B/S	Account
☑	116340	Working	2013-03-18 07:09:12.631	OECache1	2	2	LOZ0 P10650	ZYZ	007	Sell	OECACCOUNT14
☑	116339	Working	2013-03-18 07:09:04.446	OECache1	1	1	LOZ0 P10650	ZYZ	007	Sell	OECACCOUNT14
	111443	Pending (New)	2013-03-13 06:24:08.243	OECache1	5	0	NNF4-NNG4	ZYZ	007	Buy	OECACCOUNT14

> **Note**: When there is no check box adjacent to an order, the order is not available for cancellation because the permissions do not allow cancellation or the order status is not eligible for cancellation.

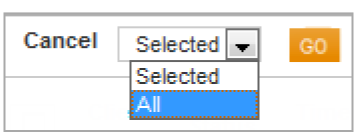
     b. Select **Selected** from the **Cancel** list and click **Go**.



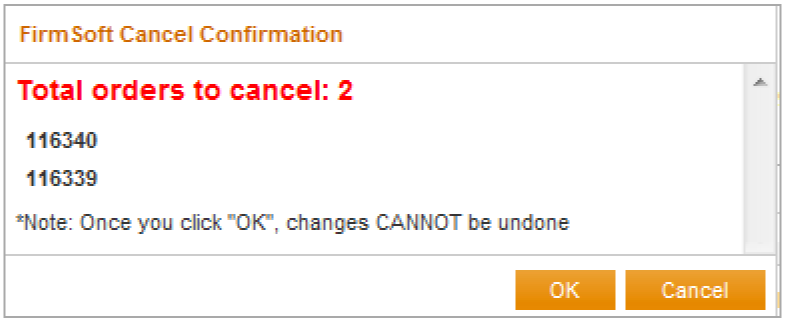
   - Cancel all orders for a firm:
     a. In the [Basic Search Criteria]() section, select a firm.



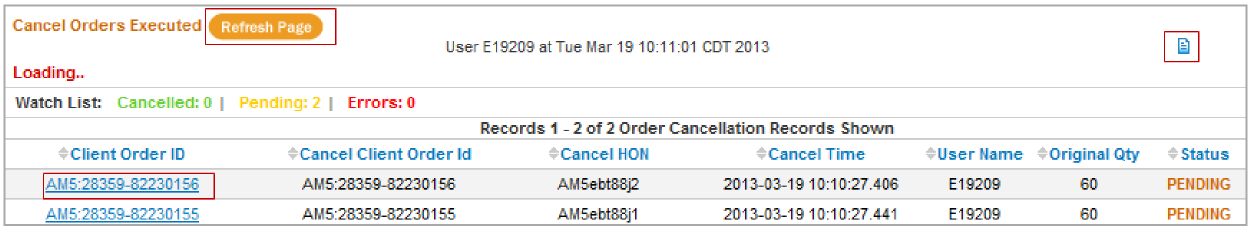
     b. Select **All** from the **Cancel** list and click **Go**.



2. In the confirmation screen, click **OK**.



Cancelled orders display in a new window.



- Click **Refresh Page** to view the changes to the **Status** field.
- Click to print a copy of this window.
- Click a **Client Order ID** to view order details.

Note: The **Cancel HON** field is for internal use. It is a sequential number attributed per brokerage firm, per instrument and per (calendar) day. Also referred to as a central trading engine assigned number.

View Cancellation History

View non-Mass Quote orders that were cancelled in FirmSoft.

To view cancellation history:

1. Click the **Cancellations** tab.
2. Click the **Order Cancellation History** tab. Order cancellation history displays.

Options:

- Sort by clicking the arrows (⇕) adjacent to any column.
- To export results, at the bottom of the page, click **CSV** for Excel or **PDF** for an Adobe output file.
- Click a **Client Order ID** to view details.
- Click the **Last 5 days** link to view cancellations for the previous five days or click the **Today** link to view today's cancellations.
- Click **Refresh Page** to display **Status** changes for the cancellation.

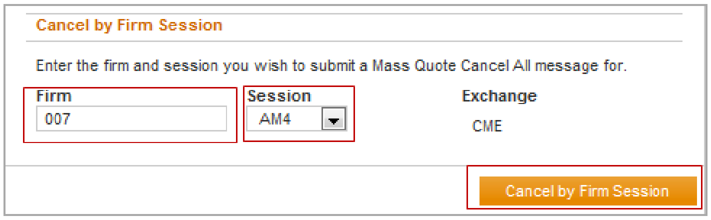
Note: The **Cancel HON** field is for internal use. It is a sequential number attributed per brokerage firm, per instrument and per (calendar) day. Also referred to as a central trading engine assigned number.

Cancel All Mass Quotes

Use this function to cancel all Mass Quotes.

To cancel all mass quotes:

1. Click the **Cancellations** tab.
2. Click the **Mass Quote Cancel All** tab. The **Mass Quote Cancel All** tab displays.
3. Do one of the following:
   - **Cancel by Firm Session**:



a. Enter a **Firm**. The **Session** list populates.

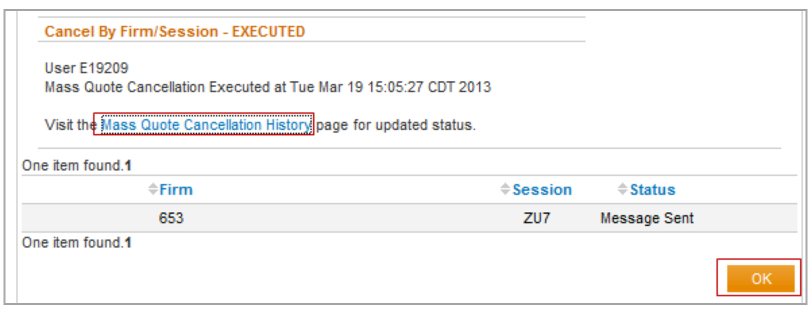
> **Note**: Following the entry of two characters in the Firm field, a list displays with matching entries. If desired, select an option from the list.

b. Select a **Session** from the list. **Exchange** populates.

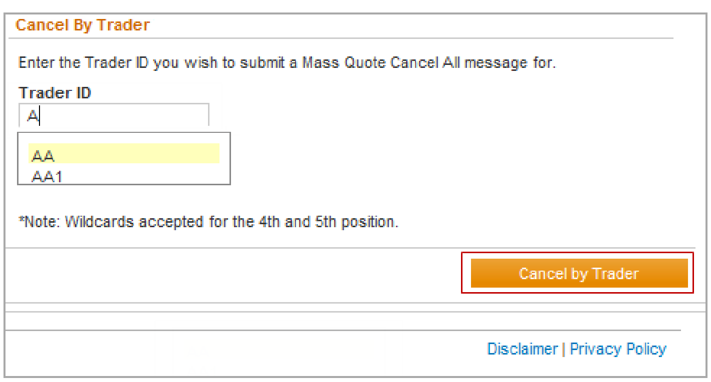
c. Click **Cancel by Firm Session**. **Review** screen appears.

d. Click **Yes, Cancel All**. **Confirmation** screen appears.

e. Click **OK** to return to **Mass Quote Cancel All** tab or click **Mass Quote Cancellation History** to view the **Mass Quote Cancellation History** tab.



   - **Cancel by Trader**:



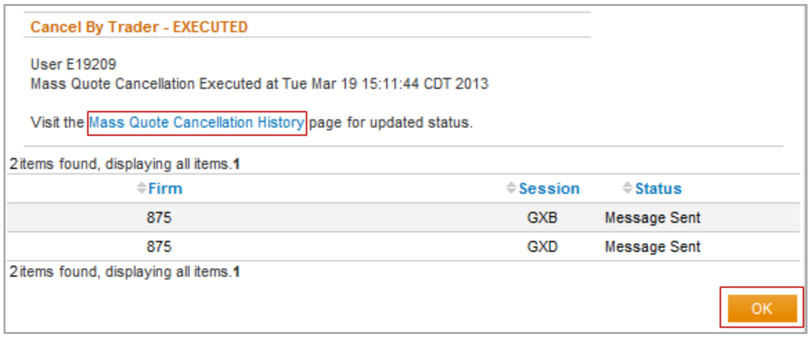
a. Enter a **Trader ID**.

Note: Following the entry of one character in the Trader ID field, a list displays with matching entries. If desired, select an option from the list.

b. Click **Cancel by Trader**. **Review** screen appears.

c. Click **Yes, Cancel All**. **Confirmation** screen appears.

d. Click **OK** to return to **Mass Quote Cancel All** tab or click **Mass Quote Cancellation History** to view the **Mass Quote Cancellation History** tab.

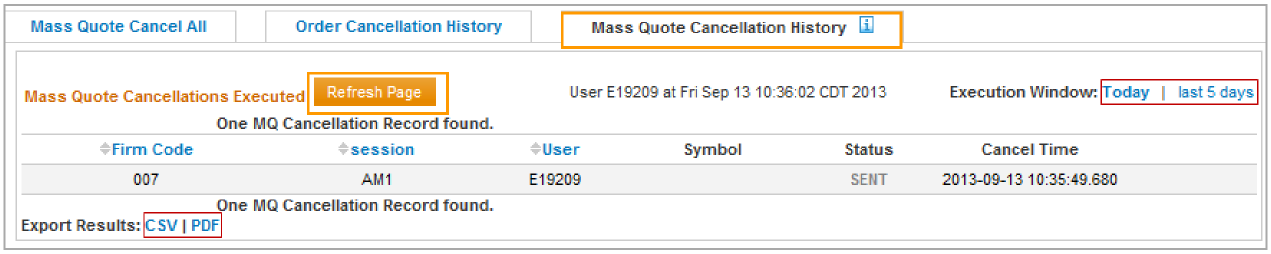


View Cancellations - Mass Quotes

View mass quotes that were cancelled using FirmSoft Mass Quote Cancellation.

To view canceled mass quotes:

1. Click the **Cancellations** tab.
2. Click the **Mass Quote Cancellation History** tab.

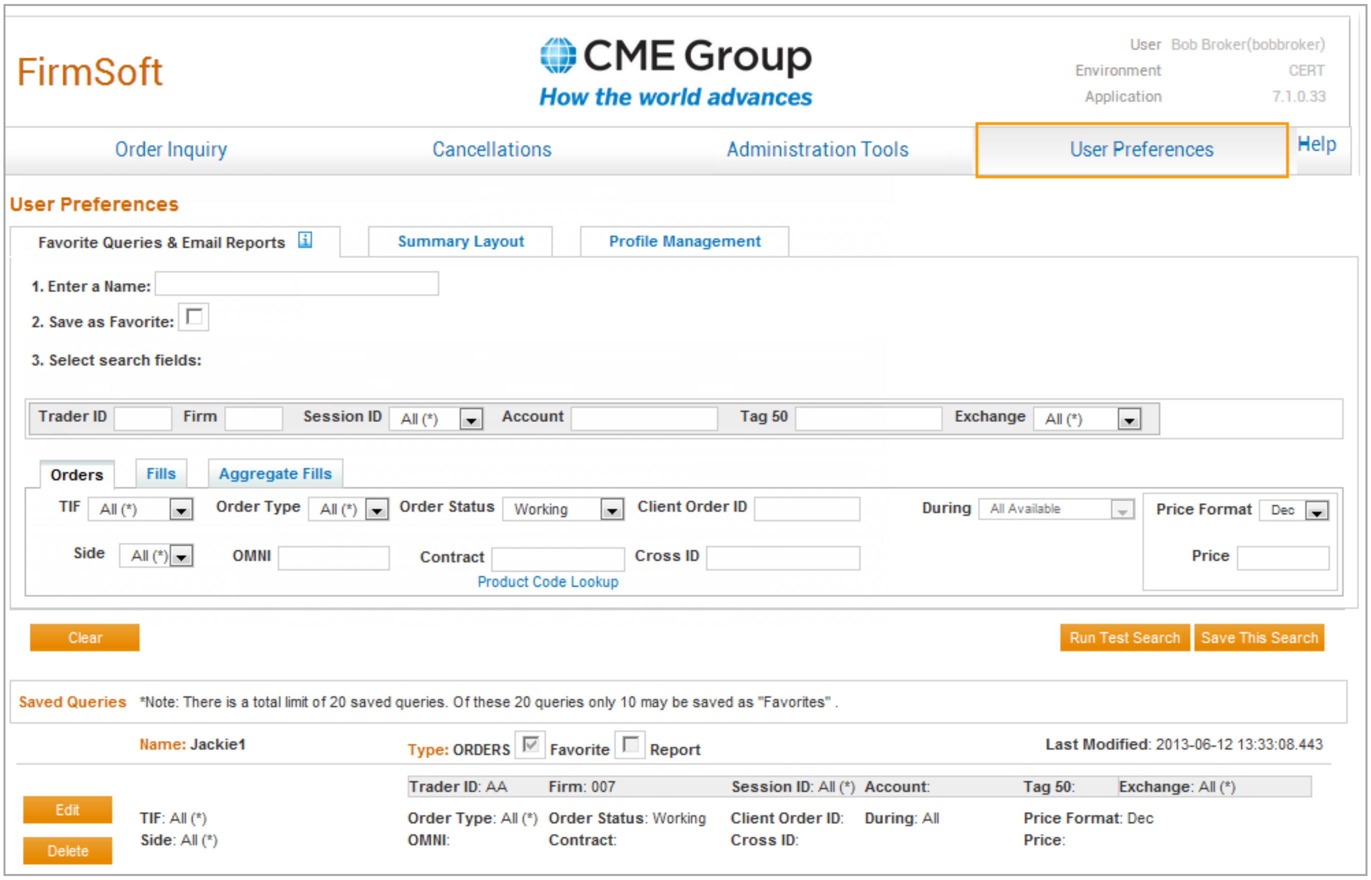


Options:

- Sort by clicking the arrows (⬍) adjacent to any column.
- To export results, at the bottom of the page, click **CSV** for Excel or **PDF** for an Adobe output file.
- Click the **Last 5 days** link to view cancellations for the previous five days or click the **Today** link to view today's cancellations.
- Click **Refresh Page** to display status changes for the cancellation.

User Preferences

Use the User Preferences page to set up queries and email reports, modify summary layouts and manage profiles.

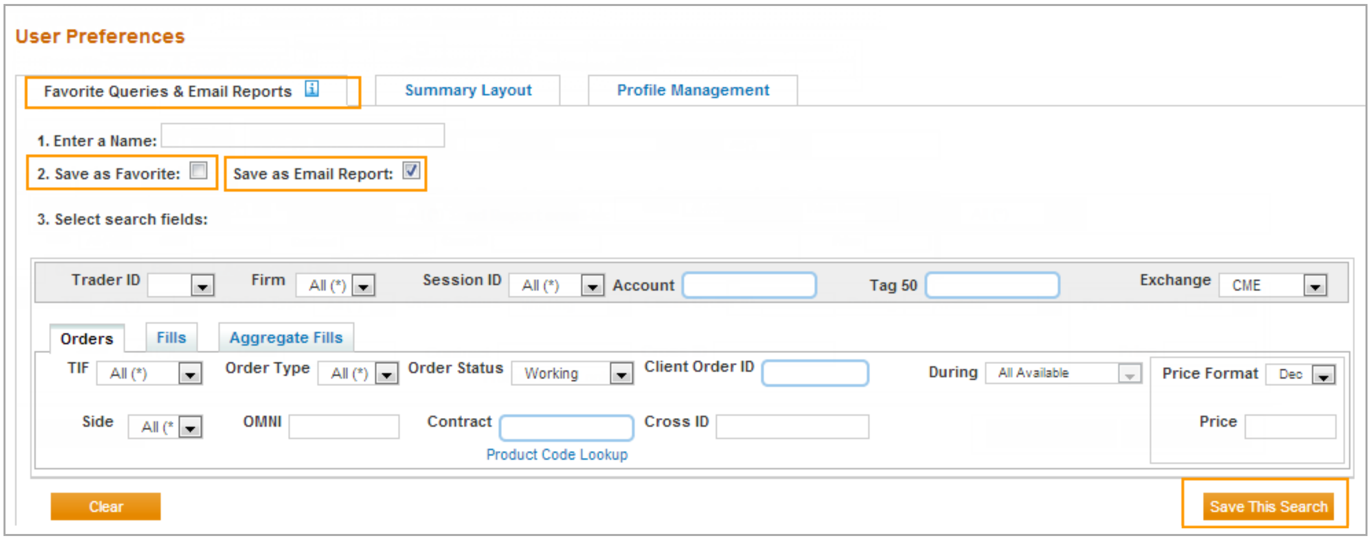


Options:

- [Save Query as Favorite]()
- [Summary Layout]()
- [Profile Management]()

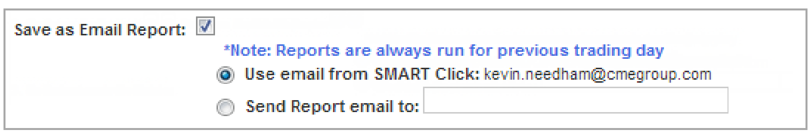
Favorite Queries

Save a search as a favorite or email report.



To save queries and reports:

1. Enter search **Name**.
2. To save as a favorite, click **Save as Favorite** (Optional).
3. To save as an email report, cick **Save as Email Report** (Optional). Email report options display.



- Select **Use email from SMART Click** or enter email address in **Send Report email to** box.

Note: **Aggregate Fills** cannot be saved as an **Email Report**.

4. Enter search criteria. **Firm** selection is mandatory.

Note: **Wildcard matching** is available for Account, Tag 50, Client Order ID and Contract.

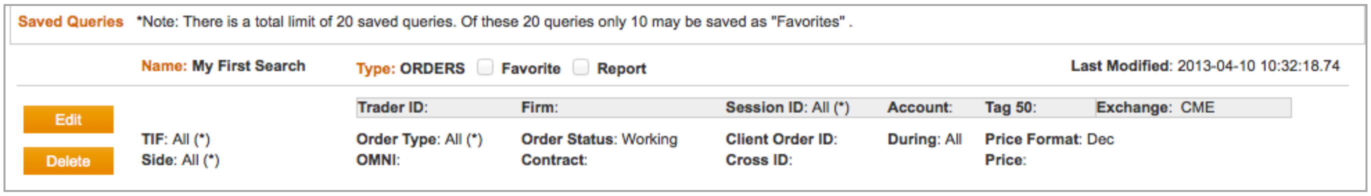
Note: Click **Product Code Lookup** to access CME Group Product Codes Listing web pages, if needed.

5. Click **Save This Search**. Search is added to the **Saved Queries** list.

At the bottom of the **User Preferences** window, FirmSoft provides a summary of all saved queries. The display area identifies the name of the query, the query type, and whether is was selected as a Favorite or an Email report.

To edit a saved query, click **Edit**.

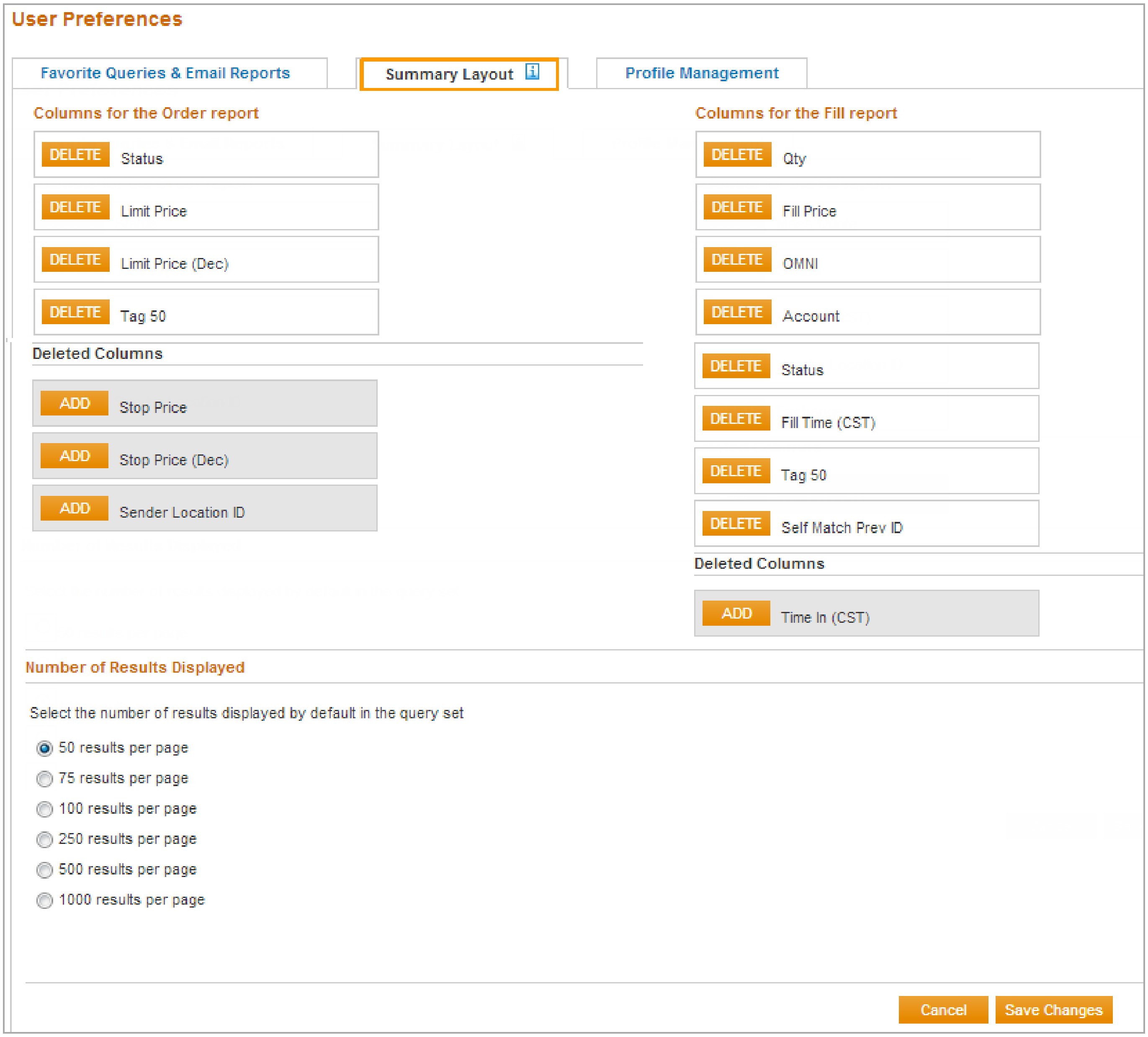
To delete a saved query, click **Delete**.



Note: The **total limit** for **Saved Queries** is configurable. Current query limits are based upon user type and are displayed on the Summary Layout page.

User Preferences - Summary Layout

FirmSoft provides options to modify the displayed data columns and the pagination of results.



Note: This is a representation of the screen and does not include all Order / Fill columns that appear on the actual screen.

The following functions are available to modify these reports from the Summary Layout window:

- Modify report field order
- Delete a report field
- Change the number of Items per page

To modify search results fields:

1. Click the **User Preferences** tab, select **Summary Layout**.
2. In the **Columns for the Order report** section, drag columns up or down, until they are in the desired location in the report.

To delete or add a search results field:

1. From the **User Preferences** tab, select **Summary Layout**.
2. In the **Columns for the Order report** section, do one of the following:
   - Click **Delete** adjacent to the field to delete.

     OR
   - Click **Add** adjacent to a field in the **Deleted Columns** section to add it back into the report.
3. Click **Save Changes** when finished.

To change the number of results displayed:

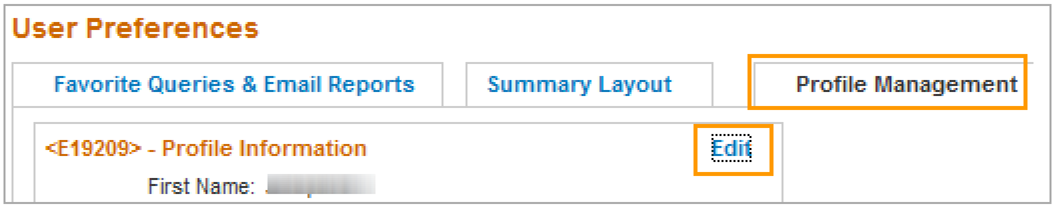
1. From the **User Preferences** tab, select **Summary Layout**.
2. In the **Number of Results Displayed** section, click the radio button for your selection.
3. Click **Save Changes** when finished.

Profile Management

Profile Management provides access to modify your user profile.

To view / edit profile information:

1. On the **Profile Management** tab, click **Edit** in the **Profile Information** section.

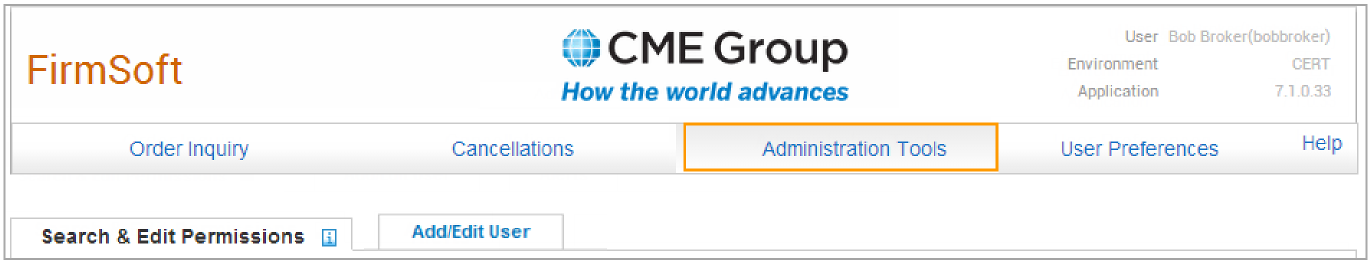


The **SMART Click Login** page displays.

2. Enter a **SMART Click ID** and **Password**.
3. Click **Login**. The **My Profile** page appears with your personal information.
4. Click **Edit My Information** in the upper right of the **Personal Information** box.
5. Modify Personal or Login information as appropriate.
6. Click **Submit**. Message displays indicating information has been updated
7. Click **Logout** in the upper right of the **SMART Click Registration** page. Log back into FirmSoft, or use the browser back button options to return to the FirmSoft application.

FirmSoft Administration

The FirmSoft Administrator establishes permissions for users. When the FirmSoft Administrator logs into FirmSoft, the **Administration Tools** tab is available for modifying a user's permissions.



From the Administration Tools page:

- Search and Edit Permission
- Add/Edit User

GCC Inbound Contacts Support

Effective Monday, November 17, 2014, the CME Group Global Command Center (GCC) will begin to support GCC Inbound Contacts based on the FirmSoft permissions authorized through the FirmSoft Admin tool for their SMART Click user ID. The GCC will continue to support existing GCC Inbound Contacts based on a previously submitted CME Group Globex Schedule 3&4 until March 31, 2015. After this date, only users with a SMART Click ID and permissioned FirmSoft rights will be considered GCC Inbound Contacts with the necessary permission(s) to status and/or cancel orders.

Note: A SMART Click ID is a unique user ID that allows access to CME Group systems. The SMART Click ID is retained by the user even when the user changes firms (clearing or trading). All users should only have 1 SMART Click ID. Additional SMART Click information is available here.

As a result of this new model, Clearing Firm Administrators will no longer be required to submit a CME Group Globex Schedule 3&4 to register GCC Inbound Contacts. Instead, the Administrators will use the FirmSoft tool to enable permissions for GCC Inbound Contacts as necessary.

FirmSoft Roles and Status

FirmSoft provides three roles with varying levels of permission.

If the Role is:	Role appears as:	Permissions allowed:
Firm Admin User	Firm User + Crown ( )	Administrate users at firms they are permissioned for. Search and cancel orders if they are permissioned.
Firm User	Firm User	Search and cancel orders if they are permissioned by the Firm Admin.

Example:

Status Descriptions

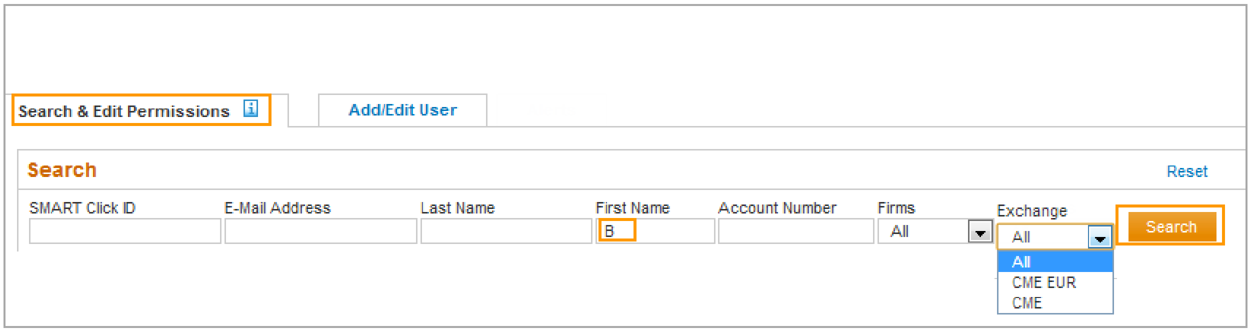
Status Icon	Description
	All permissions within the FirmSoft Administrator's view are inactive for this user.
	Disabled and enabled permissions within the FirmSoft Administrator's view exist.
	All permissions within the FirmSoft Administrator's view are active for this user.

Search and Edit Permissions

From the **Search & Edit Permissions** tab, the clearing firm FirmSoft Administrator locates a user by entering any of the available search criteria.

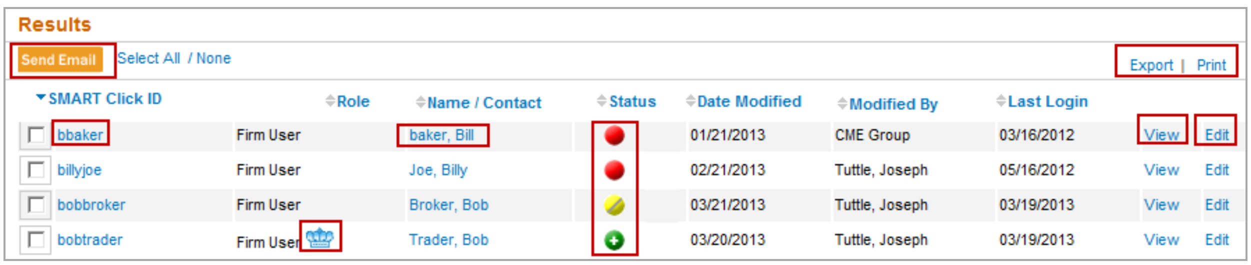
To search for a user:

Enter critieria in field or select from list, and click **Search**. Enter one or more characters in a field to retrieve all possible matches that start with those characters.



The results display in the **Results** section.

Note: The crown icon indicates a FirmSoft Administrator.



Options:

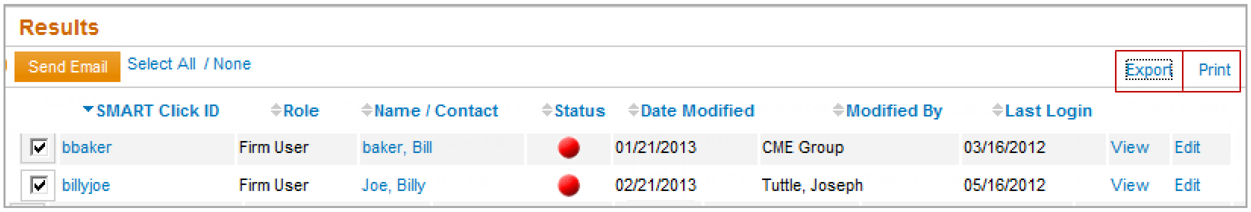
- Export or print
- Send an email
- View current permissions for a contact
- Edit current permissions for a contact

Note: To view **Name/Contact** information, place cursor over the **Name/Contact**. A pop-up displays the email and contact phone numbers.

Note: The Status indicates the state of FirmSoft access for a user.

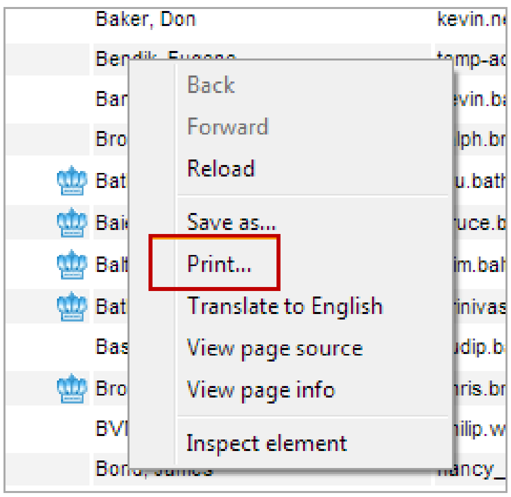
Export or Print Search Results

Use the print or export buttons in the Results section to print or export contact information.



To print search results:

1. From the **Results** section, click **Print**. Results list displays in new window, in printer-friendly format.
2. Right-click on the list and select **Print** from the menu.



3. Select printer options and click **Print**.

To export search results:

From the **Results** section, click **Export**. Depending on the browser, the file will automatically download and may be opened or saved, or a dialog box will prompt to open or save the file.

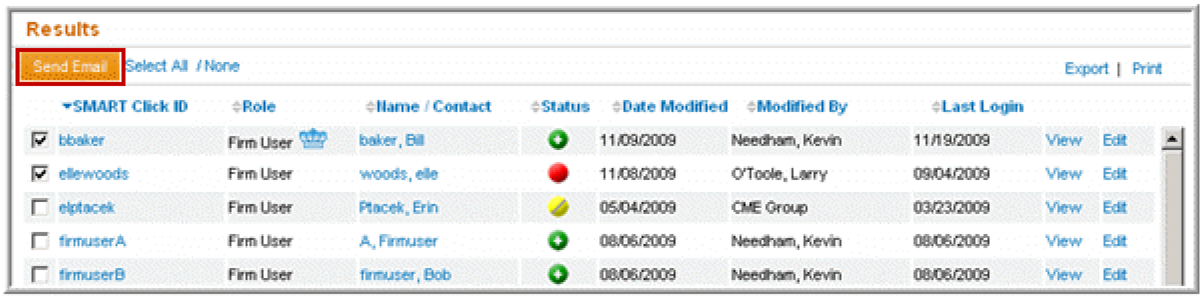
Send an Email to One or More Users

Use Send Email to send an email to one or more users.

Note: Functiionality and number of users allowed may vary by browser type.

To send email:

1. From the **Results** list, click the check box adjacent to the user or click **Select All**.



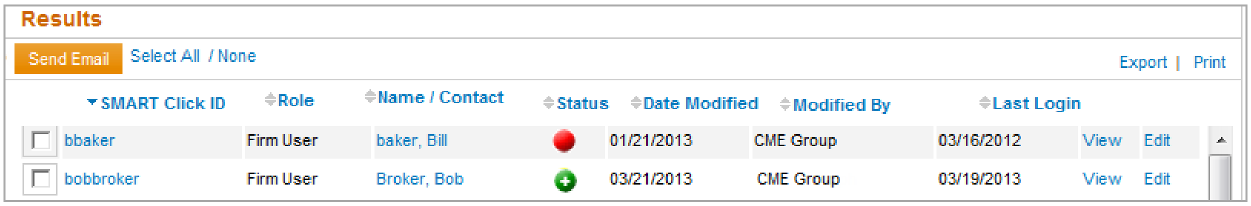
2. Click **Send Email**. FirmSoft launches the firm's email application with all selected email addresses populated in the **Bcc** field.
3. Enter text and click **Send**.

View a Name / Contact Permissions

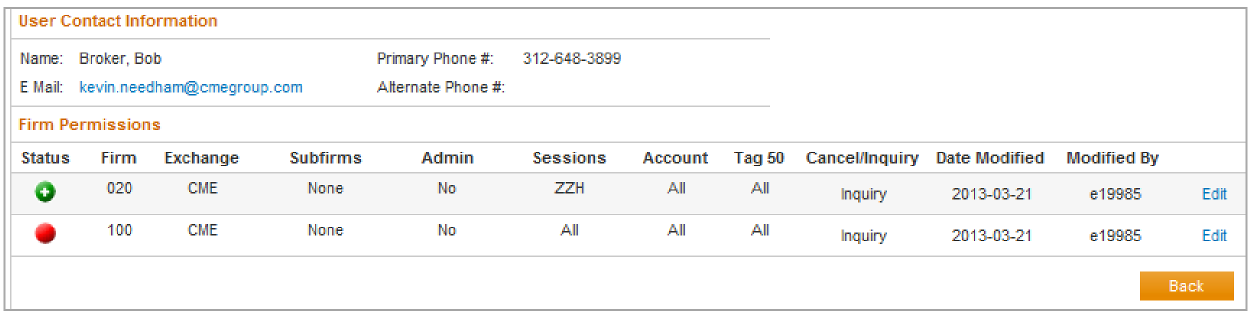
To display current permissions for a contact:

1. Do one of the following:
    - From the **Results** list, click a **SMART Click ID** or a **Name / Contact**

      OR
    - From the **Results** list, click **View** in the row of the **Name / Contact** to view



The selected user permissions display.



2. Click **Back** to return to **Search Results** or **Edit** to edit user permissions.

Add or Edit a User

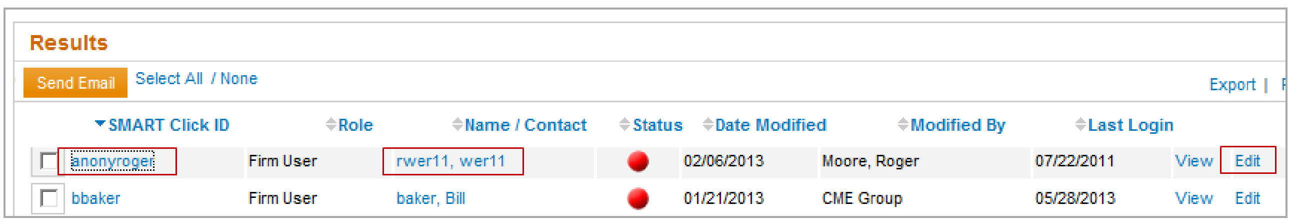
Firmusers can be added or edited:

- Add Firm Users from the **Add/Edit User** tab.
- Edit Firm Users from the **Search & Edit Permissions** tab or the **Add/Edit User** tab.

To add a Firm User:

1. From the **Add/Edit User** tab, enter a user'a **SMART Click ID** and **SMART Click Token** and click **Continue**.
2. Select **Firm User** and click **Next.**
3. Do one or more of the following:
    - Add firms
    - Modify Firm Permissions
    - Set Sessions, Cancel / Inquiry, Accounts and Tag 50
4. When all changes have been made, click **Next**.
5. On the **Confirm Changes** page, click **Submit**.

To edit a Firm User:



1. Do one of the following:
    - Enter a search on the **Search & Edit Permissions** tab, and from the **Results** list do one of the following:
        - Click a **SMART Click ID** or **Name/Contact**. When the **Current Permissions** page displays, click **Edit**.

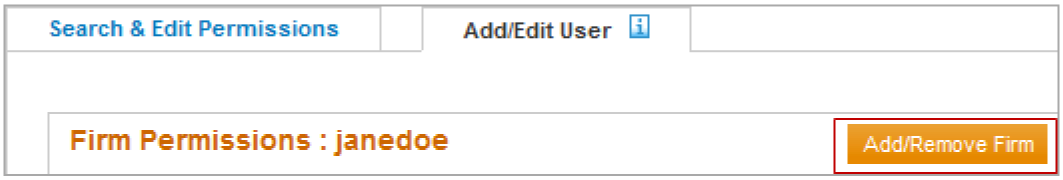
          OR
        - Click **Edit** in the row of the **Name / Contact** to edit.
    - From the **Add/Edit User** tab, enter the user's **SMART Click ID** and **SMART Click Token**, and click **Continue**.
2. Do one or more of the following:
    - Add or Remove a Firm
    - Modify Firm Permissions
    - Set Sessions, Cancel / Inquiry, Accounts and Tag 50
3. When all changes have been made, click **Next**.
4. On the **Confirm Changes** page, click **Submit**.

Add or Remove a Firm Permission

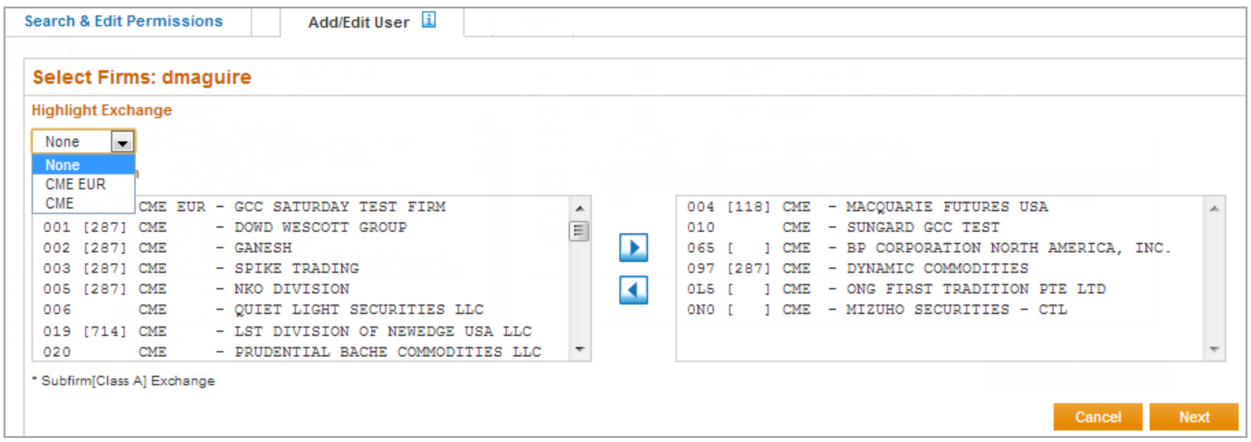
To add or remove a firm permission:

1. To access the **Firm Permissions** section of the **Add / Edit User** tab page, either:
   - Enter a search on the **Search & Edit Permissions** tab, and from the **Results** list do one of the following:
     - Click a **SMART Click ID** or **Name/Contact**. When the **Current Permissions** page displays, click **Edit**.

       OR
     - Click **Edit** in the row of the **Name / Contact** to edit.
   - From the **Add/Edit User** tab, enter the user's **SMART Click ID** and **SMART Click Token**, and click **Continue**.
2. On the **Add/Edit User** tab, click **Add/Remove Firm**.

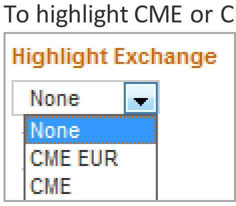


The list of firms displays.



Note: In the **Select Firms** list, FirmSoft displays two different types of entries. The value "001" represents a Class A firm. The value "001 [287]" represents subfirm "287" in Class A firm "[001]". If a user requires permissions for the Class A firm and all subfirms, select only the Class A firm. If a user requires distinct permissions for multiple subfirms, the Firm Administrator must select each Firm / Subfirm.

3. To highlight CME or CME Europe firms, select an option under **Highlight Exchange** (Optional).



Note: A single firm may have individual exchange codes; they are treated as separate permissions.

4. Do one of the following:
   - To **Add Firms**, select a firm or firm/ subfirm combination in the left column and click ▶. Selected firm information moves from left column to right.

- To **Delete Firms**, select a firm or firm/ subfirm combination in the right column and click . Selected firm moves from right column to left.

Note: If a user is being added, no firms will display on the right.

5. When finished adding or deleting firms, click **Next** to return to the **Firm Permissions** section of the **Add / Edit User** page.

Modify Firm Permissions

The following options are available for User Firm Permissions:

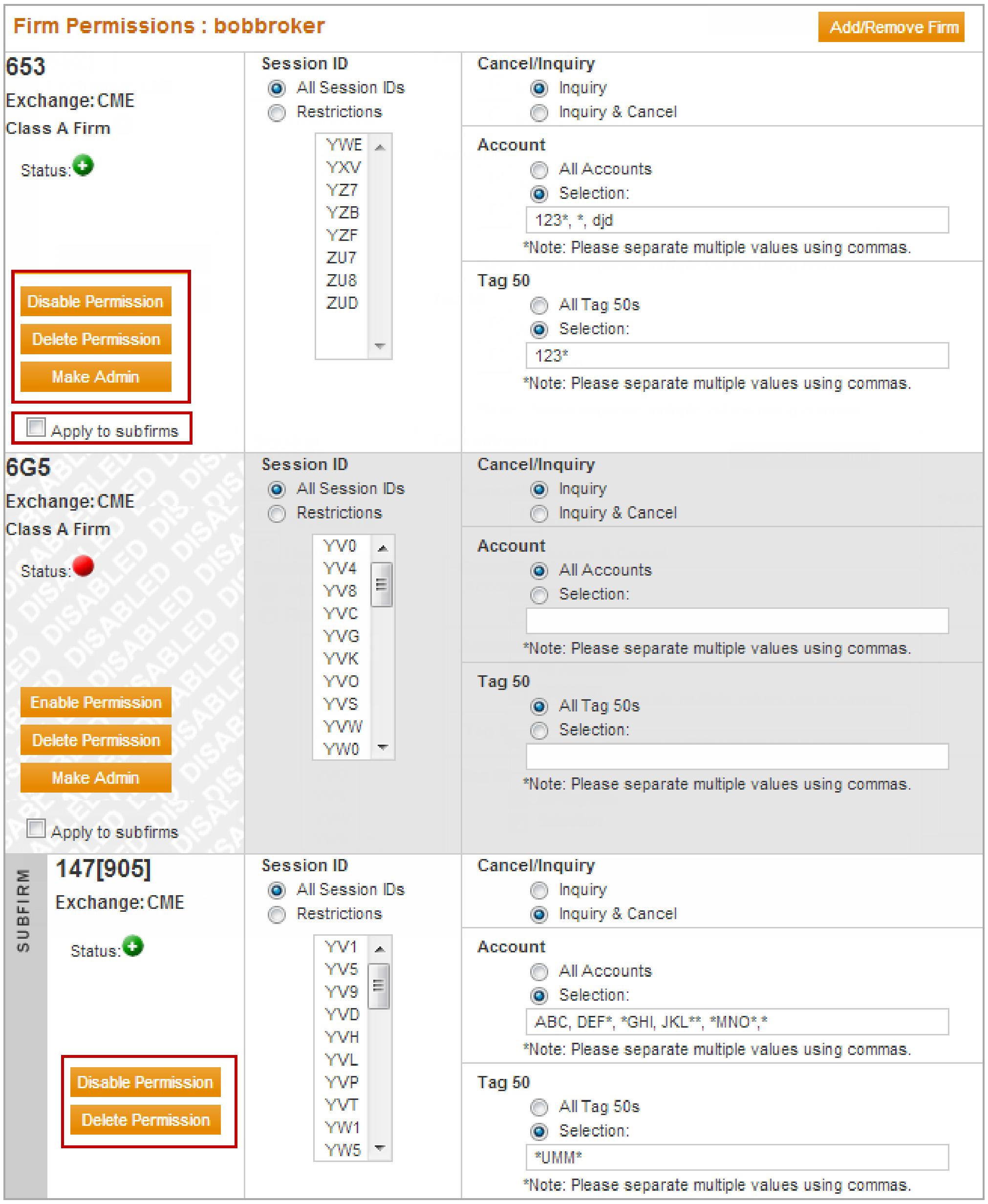
- Enable/Disable permissions
- Delete permissions
- Make Admin / Remove Admin
- Apply to subfirms

Note: Trading member firms will have different Firm IDs if they trade with both CME and CME Europe. Class A firms may have different exchanges within the same firm. Each Firm / Exchange combination will have a unique row.

To modify permissions:

1. To access the **Firm Permissions** section of the **Add / Edit User** tabpage, either:
    - Enter a search on the **Search & Edit Permissions** tab, and from the **Results** list do one of the following:
        - Click a **SMART Click ID** or **Name/Contact**. When the **Current Permissions** page displays, click **Edit**.

          OR
        - Click **Edit** in the row of the **Name / Contact** to edit.
    - From the **Add/Edit User** tab, enter the user's **SMART Click ID** and **SMART Click Token**, and click **Continue**.
2. From the **Add/Edit User** tab, scroll up or down to find the firm to modify.

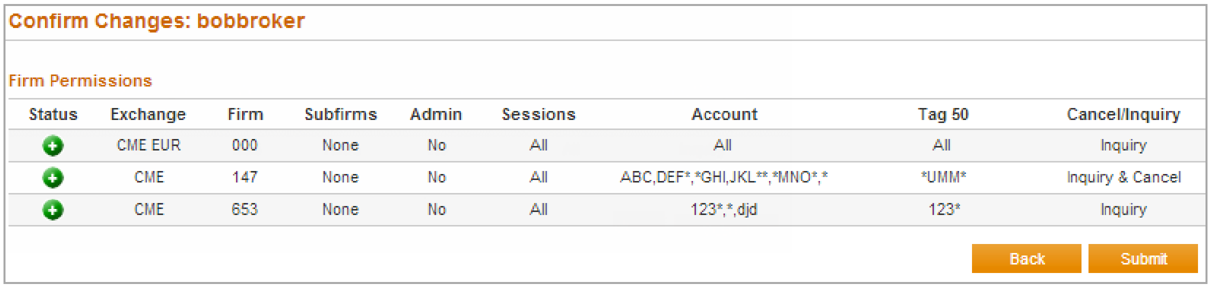


Note: If the firm is a subfirm, there will be a gray band indicating this along the left side, and the **Make Admin** and **Apply to Subfirms** options will not be available.

Note: If Permissions are **Disabled**, Firm row will be grayed out. Status will be red.

3. Do one or more of the following:
   - Click **Disable Permission** to disable a permission, or **Enable Permission** to enable.
   - Click **Delete Permission** to delete permission for the selected firm or subfirm.
   - Click **Make Admin**, to make the user a Firm Admin for the selected firm, or click **Remove Admin** to remove the user as a Firm Admin.
   - Click **Apply to subfirms** to apply permissions to all subfirms. Subfirms display to the right of the firm information box.
   - Set Sessions, toggle Cancel / Inquiry, restrict Accounts or Tag 50.

4. Repeat step 2 for additional Firms / Subfirms, as necessary.
5. When finished with changes, click **Next**. **Confirm Changes** page displays.


Confirm Changes: bobbroker

Firm Permissions

Status	Exchange	Firm	Subfirms	Admin	Sessions	Account	Tag 50	Cancel/Inquiry
	CME EUR	000	None	No	All	All	All	Inquiry
	CME	147	None	No	All	ABC,DEF*,*GHI,JKL**,*MNO*,*	*UMM*	Inquiry & Cancel
	CME	653	None	No	All	123*,*,djd	123*	Inquiry

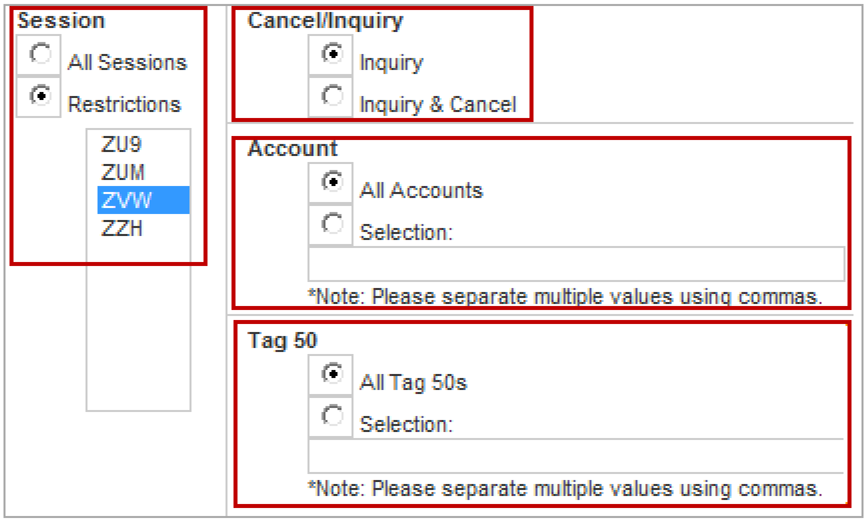
Back Submit

6. Click **Submit**. The **Finished Editing** page displays.
7. Click **Continue** to return to the **Search & Edit Permissions** page.

Set Sessions, Cancel / Inquiry, Accounts and Tag 50

In addition to assigning Firms and Firm Permissions to a user, the following user permissions may be modified:

- Sessions
- Cancel/Inquiry
- Account
- Tag 50



Note: Modify access on each firm separately.

Access the Firm Permissions

Switch to the **Firm Permissions** section of the **Add / Edit User** tab, if not currently on it.

To access the Firm Permissions:

Either:

- Enter a search on the **Search & Edit Permissions** tab, and from the **Results** list do one of the following:
  - Click a **SMART Click ID** or **Name/Contact**. When the **Current Permissions** page displays, click **Edit**.

    OR
  - Click **Edit** in the row of the **Name / Contact** to edit.
- From the **Add/Edit User** tab, enter the user's **SMART Click ID** and **SMART Click Token**, and click **Continue**.

Modify Session Access

Access can be given to all sessions for a firm, or restricted to a smaller number.

To allow access to all sessions:

Click the **All Sessions** radio button in the **Session** area.

To limit session access:

1. Click the **Restrictions** radio button in the Session area.
2. Select the appropriate **Session(s)**.

Note: Press the **Crtl** key to select multiple sessions.

Change Cancel / Inquiry Permissions

Users may have Inquiry or Inquiry & Cancel permissions for a firm.

To set cancel/Inquiry access:

Click the appropriate **Cancel / Inquiry** permission.

Accounts

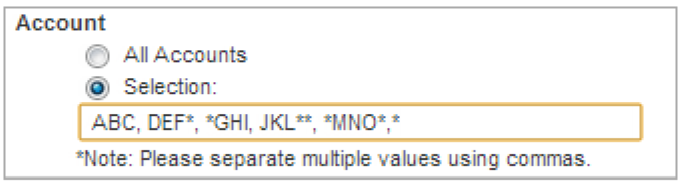
A user can have access to All Accounts, or account access can be limited.

To access all accounts:

Click the **All Accounts** radio button.

To access selected accounts:

1. Click the **Selection** radio button.
2. Enter the **Accounts** separated by a comma. Use **Wildcards** to restrict order selection.



Tag 50

A user can have access to All Tag 50s, or Tag 50 access can be limited.

To access all Tag 50s:

Select the **All Tag 50s** radio button.

To access specific Tag 50s:

1. Select the **Selection** radio button.
2. Enter the **Tag 50s** separated by a comma. Use **Wildcards** to restrict order selection.