



ACE User Guide

Risk Manager/Company Admin Tool

14 June 2019

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Overview

ACE is a web application for risk managers or company administrators to view active orders and deals within their company(s). The order and deal searches provide ability to search by specific criteria, as well as functionality to withdraw orders and log off users on the trading platform within their company. This user guide will explain how to navigate and perform functions within ACE. Contact ICE Helpdesk to get access to ACE.

Overview of functionality:

- Search for Active Orders or Deals by Company, User ID, Clearing Account, Order/Deal ID or FIX Tag (116)
- Search for Deals for all companies by Product, Strip, Trade Type, Qty/Price up to 5 days prior.
- Withdraw Order(s)
- View logged in Users
- Log off Users
- Export Order and Deal information to csv

1. Login

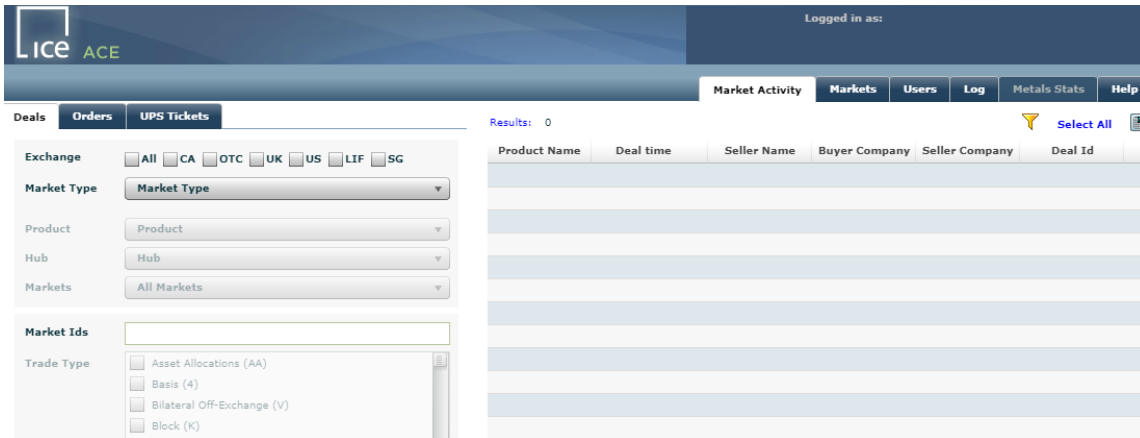
To launch the ACE application, go to the ICE Homepage at <https://www.theice.com/homepage.jhtml> and select ACE.

A screenshot of the ACE login interface. At the top right is a small 'x' icon. The word "LOGIN" is displayed in blue. Below it is a dropdown menu with "ACE" selected. Underneath are three input fields: "USERNAME" with "Username" as a placeholder, "PASSWORD" with "Password" as a placeholder, and a "Change or Forgot Password?" link. A blue "LOGIN" button is positioned to the right of the password field.

ICE HELP DESK
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[Email the Help Desk](#)

Enter your User ID and password and click GO. This will launch ACE



1.1. Overview of Tabs

ACE has seven tabs for which user may perform various search functions.



1. Market activity

- **Deals** - Search for top day deals by filterable search criteria such as (company, user ID, accounts, deal ID, fix tag 116)
 - **Orders** - Search for active orders by filterable search criteria such as (company, user ID, accounts, order ID, fix tag 116)
 - **UPS Tickets** (ACE Customer) Only view and withdraw their own UPS markets and tickets
2. **Markets** - Search UPS markets activity within company by product, hub, specific user id, company or UPS market ID
 3. **Users** - This tab will allow searches for all users logged in or not (by company or by market access), view contact information and ability to log off user.
 4. **Log** - This tab provides admin ability to view actions performed within the ACE application (withdraw orders, log off users, kill orders, kill UPS tickets or all the above).

2. Market Activity

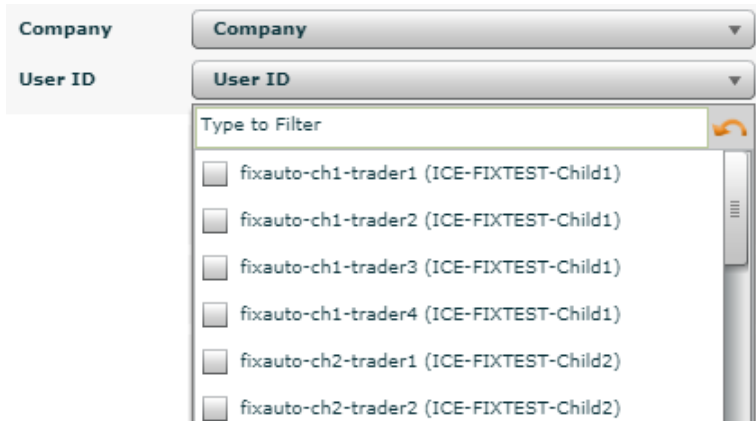
2.1. Deals

The Deals screen will give the user the ability to search for top day deals.

If the admin or risk manager using ACE belongs to a parent company they may select a child company for which to search for deals, otherwise the company list will only contain the company name for which the user resides.

E.g. Admin ID sits at parent company A and has child companies B, C and D under it. Risk manager can select company B, C or D for which to perform deal searches.

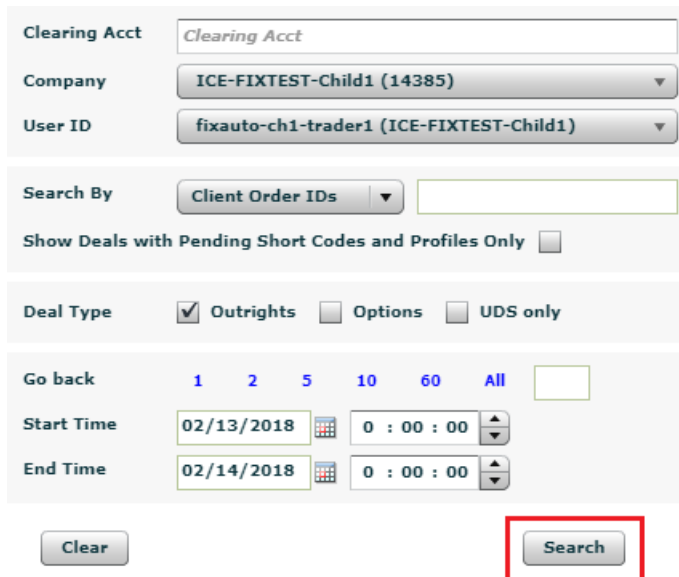
Admin may also search by user ID. The search option can either be a dropdown (shown below) or provide the "type ahead" logic by filtering the users that contain the characters being typed.



The image shows a search interface with two dropdown menus. The top one is labeled 'Company' and the bottom one is labeled 'User ID'. The 'User ID' dropdown is open, showing a search box with the text 'Type to Filter' and a list of user IDs with checkboxes. The list includes: fixauto-ch1-trader1 (ICE-FIXTEST-Child1), fixauto-ch1-trader2 (ICE-FIXTEST-Child1), fixauto-ch1-trader3 (ICE-FIXTEST-Child1), fixauto-ch1-trader4 (ICE-FIXTEST-Child1), fixauto-ch2-trader1 (ICE-FIXTEST-Child2), and fixauto-ch2-trader2 (ICE-FIXTEST-Child2).

Additional search criteria can be set prior to search. These fields are optional. Queries into Deals or Orders may be as broad or granular as desired.

Once criteria is set, click the search button



The image shows a search form with several fields and buttons. The 'Clearing Acct' field contains 'Clearing Acct'. The 'Company' dropdown is set to 'ICE-FIXTEST-Child1 (14385)'. The 'User ID' dropdown is set to 'fixauto-ch1-trader1 (ICE-FIXTEST-Child1)'. The 'Search By' dropdown is set to 'Client Order IDs'. There is a checkbox for 'Show Deals with Pending Short Codes and Profiles Only' which is unchecked. The 'Deal Type' section has three checkboxes: 'Outrights' (checked), 'Options' (unchecked), and 'UDS only' (unchecked). The 'Go back' section has buttons for '1', '2', '5', '10', '60', and 'All'. The 'Start Time' field is set to '02/13/2018' and '0 : 00 : 00'. The 'End Time' field is set to '02/14/2018' and '0 : 00 : 00'. There are 'Clear' and 'Search' buttons at the bottom. The 'Search' button is highlighted with a red box.

Use the Clear button to remove any previously set search criteria.

Any deals that match the search criteria will appear in the data grid to the right of the screen.

The screenshot shows a trading application interface. On the left, there are search filters: Exchange (All, CA, OTC, UK, US, LIF, SG), Market Type (Market Type), Clearing Acct (Clearing Acct), Company (ICE-FIXTEST-Child1 (14385)), and User ID (fixauto-ch1-trader1 (ICE-FIXTEST-Child1)). On the right, a data grid displays search results. The grid has columns for Product Name, Deal time, Quantity, Strip, Price, Option Type, Strike Price, and Buyer ID. There are 4 results listed, all for Brent Crude Futures with a quantity of 1 and a price of 69.20.

Product Name	Deal time	Quantity	Strip	Price	Option Type	Strike Price	Buyer ID
Brent Crude Fut...	21:40:39.009	1	May18	69.20	none		fixauto-ch1-trad...
Brent Crude Fut...	21:38:31.333	1	May18	69.20	none		fixauto-ch1-trad...
Brent Crude Fut...	21:38:19.021	1	May18	69.20	none		fixauto-ch1-trad...
Brent Crude Fut...	21:37:44.307	1	May18	69.20	none		fixauto-ch1-trad...

*Note: The default search result is **100,000 max rows**, if you see an error appear (below), use the drop down list to increase the size of the search. The max number is 200,000.*

The additional search items are **Clearing Account** (these are the server managed accounts held at FCM and assigned to traders). Search by **Order/Deal ID**, **FIX ID** (tag 116 for those who submit orders via FIX to the exchange), **Customer Account Ref** (this is the locally managed account ID for firms that use an exchange member mnemonic (e.g. ICE Futures U.S., CA, or EU) type in the up to 12-14 character long account) to search for deals with this ref account info. The client order ID for RFC allows for searching of crossing orders submitted to the exchange (currently only functional within ICE Futures US options markets).

Right click on any deal to perform additional searches

The screenshot shows a right-click context menu with the following options: Export Selected Deals, Get Order History, View Contact Details, View Row Details, Open Column Preferences, Hide Column, Lock Column, Settings..., Global Settings..., Check for Updates..., and About Adobe Flash Player 28.0.0.161...

Click **Search for Orders** to flip to the Orders tab with the same search criteria used in the deals search (e.g. Searching deals for User ID icetest10, clicking search for Orders, will result in searching for orders for icetest10.)

Click **Export Selected Deals** to see some basic deal information in a different format. This view can be copy/pasted or exported in csv format

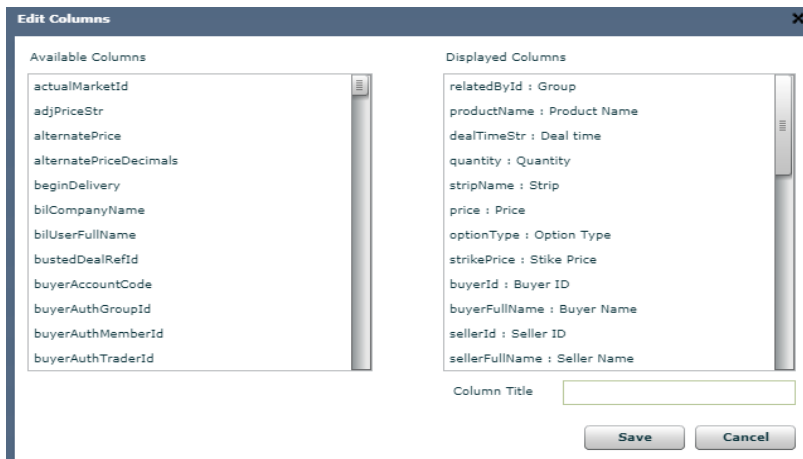


Use **Get Order History** to search for any additional information from this deal that pertains to the original order entered for this company.

Note: Currently order history will only return additional order information if it was a price maker, not a price taker.

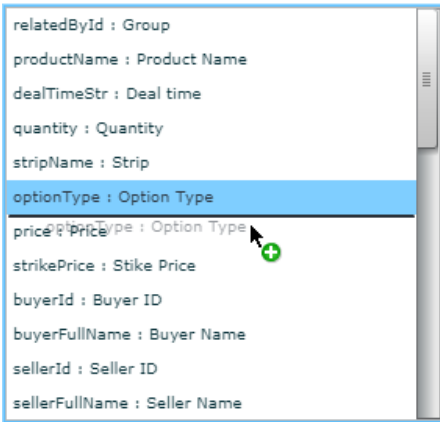
View Contact and **Row Details** are additional windows to view user contact information and deal information.

Use the **Column Preference** to Add or Remove Columns from view. There are defaulted Displayed columns set to reduce the number of rows from view.




Admin may add or remove columns or even name the column. Click Save to save the changes. The Admin may also move columns to a desired layout by dragging/dropping the columns.

Displayed Columns



Flip from Search view to **filter** view to filter the returned data by the desired criteria.

Results: 32

Find: Previous Next 

Product Name	Deal time	Quantity	Strip	Price	Option Type	Stike Price	Buyer ID	Buyer Name	Seller ID	Seller Name	Buyer Company	Seller Company
brent crude												
Brent Crude Fut...	21:40:39.059	1	May18	69.30	none		fixauto-ch1-trad...	Fix Trader	fixauto-ch1-trad...	Fix Trader	ICE-FIXTEST-Chi...	ICE-FIXTEST-Chi... 130
Brent Crude Fut...	21:38:31.333	1	May18	69.30	none		fixauto-ch1-trad...	Fix Trader	fixauto-ch1-trad...	Fix Trader	ICE-FIXTEST-Chi...	ICE-FIXTEST-Chi... 130
Brent Crude Fut...	21:38:19.021	1	May18	69.30	none		fixauto-ch1-trad...	Fix Trader	fixauto-ch1-trad...	Fix Trader	ICE-FIXTEST-Chi...	ICE-FIXTEST-Chi... 130
Brent Crude Fut...	21:37:44.307	1	May18	69.30	none		fixauto-ch1-trad...	Fix Trader	fixauto-ch1-trad...	Fix Trader	ICE-FIXTEST-Chi...	ICE-FIXTEST-Chi... 130
Brent Crude Fut...	22:26:23.875	1	Jan19	67.64	none		fixauto-ch5-trad...	Fix Trader	fixauto-ch5-trad...	Fix Trader	ICE-FIXTEST-Chi...	ICE-FIXTEST-Chi... 130
Brent Crude Fut...	22:17:02.866	1	Jan19	67.64	none		fixauto-ch5-trad...	Fix Trader	fixauto-ch5-trad...	Fix Trader	ICE-FIXTEST-Chi...	ICE-FIXTEST-Chi... 130
Brent Crude Fut...	22:16:17.300	1	Jan19	67.64	none		fixauto-ch5-trad...	Fix Trader	fixauto-ch5-trad...	Fix Trader	ICE-FIXTEST-Chi...	ICE-FIXTEST-Chi... 130
Brent Crude Fut...	22:16:10.222	1	Jan19	67.64	none		fixauto-ch5-trad...	Fix Trader	fixauto-ch5-trad...	Fix Trader	ICE-FIXTEST-Chi...	ICE-FIXTEST-Chi... 130
Brent Crude Fut...	22:12:11.544	1	Apr18	67.64	none		fixauto-ch5-trad...	Fix Trader	fixauto-ch5-trad...	Fix Trader	ICE-FIXTEST-Chi...	ICE-FIXTEST-Chi... 130

Deals view:

The deal rows will display both buyer and seller columns. The admin will only see their respective side of the deal. If their company is on both side of the transaction then both sides will appear. This masking of counterparty information will be in effect for all deals views (Deals tab and market activity/deals tab).

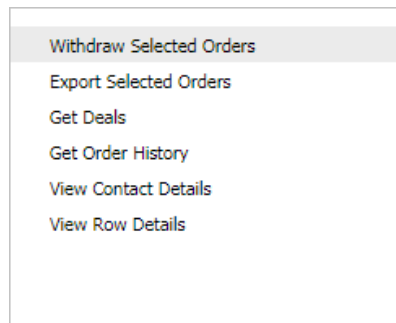
2.2. Orders

Modification Time	Product	Strip	Order Type	Price	Qty
19:31:05.000	E-P Cont, FP	Q3 19	Bid	1.00000	5
19:30:21.000	E-P Cont, FP	Jun18	Bid	1.00000	5
19:30:30.000	E-P Cont, FP	Q3 18	Bid	1.00000	5
19:30:32.000	E-P Cont, FP	Feb19	Bid	2.00000	5
19:30:27.000	E-P Cont, FP	Q4 19	Bid	1.00000	5
19:31:07.000	E-P Cont, FP	Jul18	Offer	1.00000	5
19:30:24.000	E-P Cont, FP	Mar19	Offer	1.00000	5
19:30:32.000	E-P Cont, FP Spr	Feb19/Mar19	Bid	1.00000	5

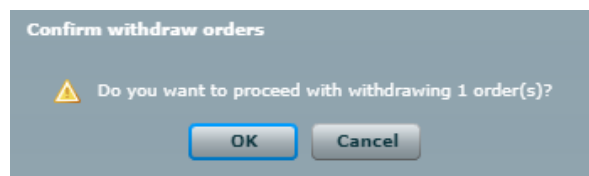
The Orders tab has similar screen and search criteria as deals tab with the query returning only active orders in the market for the requested search. Search criteria includes: Company, User ID, Clearing Account, Order ID, FIX ID (Tag 116) or Customer Account Ref (Locally managed account for futures).

The data grid and filters are similar to the deals tab as shown in Orders tab however, has an additional feature where admin may withdraw an active order.

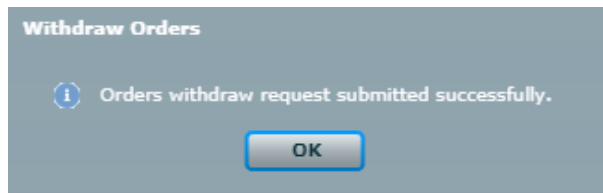
Highlight an order by clicking on it, to highlight multiple orders use the ctrl key to select non-contiguous or shift to highlight contiguous rows. Then right click and choose withdraw order(s)



A confirmation window will appear, click OK to proceed with the order withdraw attempt



Once withdraw request is submitted a confirmation of submission will be received.



Note: The order withdraw request is only a request and not a guaranteed withdraw. Check activity log to confirm order has been successfully withdrawn (see section 2.9 for activity log)

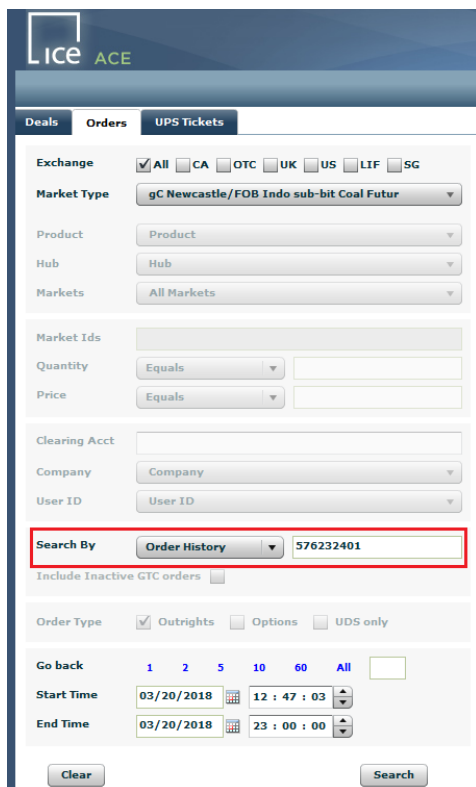
2.3. Order History

Order History screen can be used to search for all actions on a single order. Enter the Order or Deal ID and click Search.

You can access order history from Deals and Orders Tab

Deals tab- Right click on deal to pull order history

Orders tab- Right click on order or search field drop down



To view Order History right click and select 'Get Order History'

Modification Time	Product	Strip	Order Type	Price	Qty	Orig User	Orig Company	Order Id	Ors
13:43:40.476	Brent Crude Futures	Jan20	Bid	44.00	1			576232401	000300
13:42:33.869	Brent Crude Futures	Feb20	Bid	58.28	1			167878737	000300

Modification Time	Product	Strip	Order Type	Price	Qty	Orig User	Orig Company	Order Id	Orig Acct	Time In Force
13:43:40.476	Brent Crude Fu...	Jan20	Bid	44.00	1	bboast1		576232401	00030000	GDay

Note: All times for searches are in GMT

Note: Order History will currently only return order information from an originators or price maker perspective.

2.4. UPS Tickets

User Private Strategy gives WebICE users the ability to create their own strategies, view implied prices in these strategies, enter tickets (orders) to work in these strategies and hit/lift directly in these markets.

ACE costumers can only view and withdraw their own UPS markets and tickets.

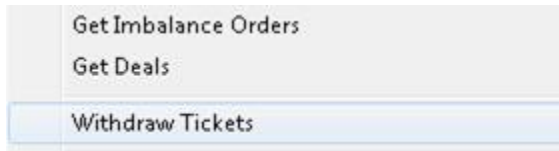
2.5. UPS Ticket search

Search UPS tickets by:

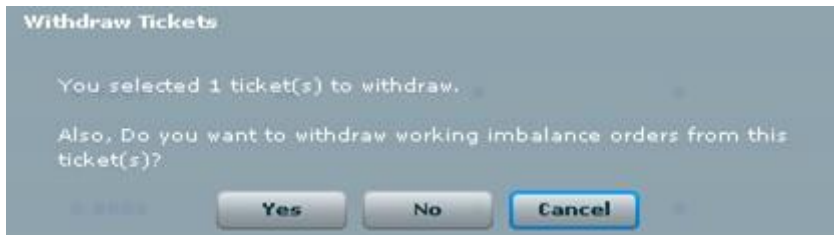
- Exchange (one, multiple or all)
- Market type, product, hub and strip(s)
- UPS Market ID
- UPS Ticket ID
- Company/User
- Specific Time range during the session

2.6. Withdraw UPS ticket(s)

To withdraw a ticket or tickets, highlight the ticket(s) and right click select Withdraw Tickets



Admin will be prompted to withdraw any imbalance order that may be working for this ticket. Click Yes to withdraw the imbalance, click No to leave imbalance working or click Cancel to withdraw nothing.



2.7. Markets

The markets screen is another way to query orders and deals. These queries are designed for a specific market or time frame search. The deals or orders returned will be for all users and accounts.

The search criteria include:

- Market Type
- Product
- Hub
- Strip (month, spread)
- Outrights or Options (including UDS)
- Trade types (off exchange, marker/tas, etc.)
- Quantity or price
- Time frame
- Company
- Search by (Order/Deals, Mnemonic, UPS ticket ID, Fixed ID, etc)
- Order/Deal type (Outrights, Options and UDS only)

User must specify a market type first, then select additional search criteria. The markets field allows for multiple selections. Use the ctrl or shift keys to select the desired markets.

The screenshot shows a search interface for 'UPS Tickets'. The 'Markets' dropdown menu is open, displaying a list of market identifiers with checkboxes. The selected items are Mar18 (5480186), May18 (5513229), Jun18 (5524141), and Jul18 (5550927). Other search criteria include Exchange (All), Market Type (Physical Gas), Product (NG Firm Phys, FP), Hub (EGT-Flex), and Order Type (Outrights). The interface also includes 'Clear' and 'Search' buttons.

Trade types also allow for multi selections.

The screenshot shows the 'Trade Type' selection interface. A list of trade types is displayed with checkboxes. The selected items are Block (K) and Brent Sing Marker (B). Other trade types include Bilateral Off-Exchange (V), Block TAS (W), and COV EEP Trade (Q).

Enter a specific price or qty (<, > or =)

The screenshot shows the 'Quantity' and 'Price' input fields. The 'Quantity' field has a dropdown menu open showing options: equals, less or equals, and greater or equals. The 'Quantity' value is 50. The 'Price' field is empty.

The trade times will default to the full session time in GMT (0:00:00) Use the quick times to search for deals within the last 60, 10, 5 etc. minutes.

Go back **1** **2** **5** **10** **60** **All**

Start time within the last 10 minutes

End time

Click **Search** to query for deals that match the specified criteria, choose **Clear** to remove the search criteria.

The data grid will provide the same right click functionalities are defined in sections 2.1 (deals) and 2.2 (orders)

2.8. Users

Search for logged in users either by Market type (user with access to a particular market type), Exchange, company or by a specific user ID in the left hand panel.

A list of logged in users will appear in the data grid to the right based on the search criteria results.

User ID	User ID	Last Name	Last Login Time	Phone	Email	Mnemonic	Company Names
fixauto-ch1-os1	Order	Server	Tue Feb 27 09...				ICE-FIXTEST-Child1
fixauto-ch1-trader1	Fix	Trader	Thu Feb 22 09...			552(CA)	ICE-FIXTEST-Child1
fixauto-ch1-trader2	Fix	Trader	Tue Feb 13 16...			AZ9(UK) 8000(...)	ICE-FIXTEST-Child1
fixauto-ch1-trader3	Fix	Trader				552(CA)	ICE-FIXTEST-Child1
fixauto-ch1-trader4	Fix	Trader				AY9(UK) 8001(...)	ICE-FIXTEST-Child1
fixauto-ch2-os1	Order	Server	Mon Jan 29 13...				ICE-FIXTEST-Child2
fixauto-ch2-trader1	Fix	Trader	Mon Jan 29 13...			552(CA)	ICE-FIXTEST-Child2
fixauto-ch2-trader2	Fix	Trader	Mon Jan 29 13...			AX9(UK) 8002(...)	ICE-FIXTEST-Child2
fixauto-ch2-trader3	Fix	Trader	Mon Jan 29 13...			552(CA)	ICE-FIXTEST-Child2
fixauto-ch2-trader4	Fix	Trader	Mon Jan 29 13...			AW9(UK) 8003...	ICE-FIXTEST-Child2
fixauto-ch3-os1	Order	Server	Mon Feb 26 13...				ICE-FIXTEST-Child3
fixauto-ch3-trader1	Fix	Trader	Wed Feb 21 1...			552(CA)	ICE-FIXTEST-Child3
fixauto-ch3-trader2	Fix	Trader				AV9(UK) 8004(...)	ICE-FIXTEST-Child3
fixauto-ch3-trader3	Fix	Trader				552(CA)	ICE-FIXTEST-Child3
fixauto-ch3-trader4	Fix	Trader				AU9(UK) 8005...	ICE-FIXTEST-Child3
fixauto-ch4-os1	Fix	Test	Mon Feb 26 13...				ICE-FIXTEST-Child4
fixauto-ch4-trader1	Fix	Trader	Mon Feb 26 21...			552(CA)	ICE-FIXTEST-Child4

To logout a user, right click on the user ID row and select Logout Selected User(s). To logout multiple users use the Ctrl or shift keys or use the Select All in the upper right quadrant.

User ID	Last Name ▲	Last Login Time
test		

Logout selected user(s)

Get user access info

Get User Details

A logoff prompt will appear. Click Yes to proceed with logoff request, click No to cancel this request.



The user will receive a notification that they are being logged out.



Click search to refresh the logged in users display grid. That user ID will no longer be displayed until they log back into the trading platform.

See the activity log for results or actions performed here.

2.9. View User Access Information

A list of users at the company searched on will appear in the bottom left section of the orders and deals tabs. This will allow an Admin to see some basic contact information for the user ID.

Right click on the user ID to get User Access Info

User Access Info Mon Jan 29 13:...

User ID: fixauto-ch2-trader4
Name: Fix Trader
Company: ICE-FIXTEST-Child2 (14386)
Permissions:
ICE-FIXTEST-Child2 (14386)
(1) - superUser
Oil (2) - superUser
Power (3) - superUser
(5) - superUser
Physical Gas (6) - superUser
Financial Gas (7) - superUser
(8) - superUser
Financial Power (9) - superUser
(10) - superUser
(11) - superUser
(12) - superUser
(13) - superUser
(16) - superUser
(17) - superUser
(18) - superUser
(19) - superUser
Coal (20) - superUser

The User Access information will contain the list of markets the user ID has access to and any clearing accounts, along with limits within each product for which the user has access to.

2.10. Log

The activity log will track actions performed by Admin within ACE. The available actions to search on are Kill Order, Logout user, Kill UPS tickets or all the above.

ICE ACE

User

Action **All** ▼

Notes All

Details Kill Order
Logout User
Kill UPS Tickets

Go back 1 2 5 10 60 All

Start Time 02/26/2018 19:00:00

End Time 02/27/2018 19:00:00

Click on the details section to see confirmations of Logoff and Order Kill

Action **Kill UPS Tickets** ▼

Notes All

Details Kill Order
Logout User
Kill UPS Tickets

Sample of logout

Date	User	Action	Notes	Details
Tue Mar 13 15:53:30 GMT-0400 2018		Logout User	Success	
Tue Mar 13 15:52:24 GMT-0400 2018		Logout User	Success	
Tue Mar 13 15:46:09 GMT-0400 2018		Logout User	Success	

Sample of order kill status

Date	User	Action	Notes	Details
Tue Mar 13 15:33:25 GMT-0400 2018		Kill Order	Sent to QCMR	5988311:833684992

Sample of UPS ticket kill status

Date	User	Action	Notes	Details
Tue Mar 20 13:28:59 GMT-0400 2018		Kill UPS Tickets	Processed by GS	968747515:1521566907000
Tue Mar 20 13:28:43 GMT-0400 2018		Kill UPS Tickets	Processed by GS	968747515:1521566907000
Tue Mar 20 13:25:42 GMT-0400 2018		Kill UPS Tickets	Processed by GS	860880539:1521566513000

2.11. Exporting Data

All screens are equipped with an export function.



Contact the ICE Helpdesk for any assistance with this application.