

# **CME Customer Center Services Guide**

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## 1 Introduction

This document outlines available services offered via CME Group [Customer Center](#) for entity registration / onboarding, user setup, market access and transaction management for CME Globex Futures & Options, BrokerTec and EBS markets. Also included are descriptions of available functions, roles, responsibilities, entitlements and services.

For entity setup, customers must designate individuals that are responsible for administration, assigning entitlements and service configuration. These individuals are assigned roles including Entity Officers, Admin Managers, and Service Admins, Operations Contact.

Prior to requesting and accessing CME Customer Center functions, review this guide to view available technology solutions that can be used by your entity.

### 1.1 Overview

The solutions described herein are intended to introduce application self-service, reduce paperwork and enhance the customer experience. The goal is to simplify the registration and management of tools used to access CME Group markets, tools, and services.

Available functions vary by market type and requested services by an entity. The applications, services and functions described in this guide are indicated by availability for CME Globex [BrokerTec](#), [EBS](#) and / or [Futures & Options](#).

### 1.2 Customer Notification

CME Customer Center activity includes email notifications, which provide alerts of self-service requests, access and entitlements, items that require review and administrator decision.

Email notifications are sent to the requestor and entity administrators (Admin Manager / Application Administrator).

### 1.3 Terms

The following terms are used within the document:

- Application Programming Interface (API): Customers can use direct system connection to CME Globex to perform a set of functions and procedures to manage trading and related data for the following services:
  - iLink Order Entry Sessions: Connect trading systems to transact business (i.e. order routing) on the CME Globex platform.  
Also known as Order Entry Sessions, for BrokerTec / EBS.
  - Drop Copy: A service to perform real-time monitoring of trading activity on the CME Globex platform, including iLink execution reports, heartbeats and acknowledgement, and trade bust messages for one or many source sessions through the FIX protocol.
  - Market Data: A service that disseminates bid, ask, trade, and statistical data for CME Group markets, via an API connection.
- BrokerTec / EBS Support Portal: A secure information repository that offers technical content for BrokerTec and EBS business solutions and services. To access the portal, entity users must have system entitlements and an active customer agreement.  
Access can be requested from the following link: <https://support.brokertec.com/Account/Register>.
- CME Globex Credit Controls (GC2) is a tool used to manage limits at the Globex Firm ID (GFID) level for Futures and Options.
- Globex Firm ID (GFID): A GFID has both a technical and business definition.
  - Technical: It is used and part of the SenderComp ID that establishes the software logical connectivity to CME Globex.

- Business: A GFID is also used to segregate customer or business unit activity for risk controls and administration.
- Administrative Group: A logical grouping of GFIDs with a designated individual that is assigned entitlements to group GFIDs and manage their details. Entity officers must designate an individual that is responsible for overall administration, including assignment of privileges to additional individuals that can manage AGs and associated GFIDs.
- Globex User Signature (GUS): Identifies BrokerTec and EBS participants (persons or algo operators) authorized to manage a group of market participants.
- Legal Entity Identifier / Legal Identifier (LEI): A unique identifier associated with a single entity and identifies parties that engage in financial transactions (e.g. trading). The LEI is also used for recordkeeping and reporting as required by regulatory agencies.
- Secure File Transfer Protocol (SFTP): A network transmission protocol that uses a Secure Shell (SSH) connection and public / private key pair to authenticate report and file access over a secure connection.

## 2 CME Globex Applications and Services for BrokerTec / EBS

The following sections describe individuals responsible for administration, available functions for BrokerTec and EBS, fees, reporting options and application layout in the front, middle and back office.

### 2.1 Customer Registration

Before accessing and using the CME Customer Center, an [authorized user](#) must complete and submit the *BrokerTec CME Customer Center Self-Service Form / EBS CME Customer Center Self-Service Form* which is offered for BrokerTec and EBS customers to enable the use of Self-Service tools.

To obtain self-service form(s), contact [Global Account Management \(GAM\)](#).

#### 2.1.1 CME Group Login

CME Group Login is a self-managed, centralized user profile service for registering and authenticating access to CME Group premium digital content, applications, and services.

Prior to requesting or accessing the CME Customer Center, related tools and services, all users must have a [CME Group Login](#).

To establish application access users may be required to generate and provide an authentication token to their front office admin manager or CME Group.

**Note:** *The Admin Manager, Application Administrator or CME Group will never ask for your password.*

## 2.2 Administrative Group Roles and Responsibilities

Following are descriptions of officer and administrator roles firms to manage self-service for their firm:

- [Entity Officer](#)
- [Admin Manager](#)
- [Application / Service Administrator](#)

For back-up and resilience, CME Group requires AGs designate, on the [CME Customer Center Self-Service Form \(BrokerTec and / or EBS\)](#), one Entity Officer and at least two Admin Managers.

AGs are responsible for notifying CME Group of updates Entity Officers, Admin Managers, Service Administrators or other Default Contacts; when required for individual applications and services.

Updates are entered on a CME Customer Center Self-Service Agreement Maintenance Form, available from [Global Account Management \(GAM\)](#).

#### 2.2.1 Entity Officer

The Entity Officer (EO) is the person or persons authorized to act on behalf of the firm to enter into a legal agreement with CME Group. This individual can be the customer's Chief Executive Officer (CEO) or equivalent individual with authority to be designated as an entity officer. Entity Officers must have a [CME Group Login ID](#) to authenticate access to the CME Customer Center. Entity officer(s) will use the CME Customer Center to view and update (as permitted) Administrative Group (AG) information. The Entity Officer can delegate Administrative authority for the AG to Admin Managers. The Entity Officer is a vital role and CME Group requires firms designate two Entity Officers, which are specified on the *BrokerTec CME Customer Center Self-Service Form / EBS CME Customer Center Self-Service Form*.

An Entity Officer must be an authorized signatory for the AG and the associated affiliates. The Entity Officer must register for a CME Group Login to manage communication preferences. Entity Officers will be notified of changes in services offered through the CME Customer Center portal and it is critical that the AG notify CME Group in a timely manner if Entity Officers must be added or removed from the AG.

Entity Officers are required to identify Admin Manager(s) that are responsible for day-to-day administration as described in this document. Entity Officers must exercise caution when selecting Admin Managers, as these users have privileged

access to act on behalf of the AG to grant access to Application Admins and/or end users. Entity Officers must notify CME Group of changes to their Admin Manager roster when applicable as roles change within the AG.

### 2.2.2 Admin Manager

The Admin Manager (AM) is an individual authorized by the Entity Officer(s) with responsibility for self-service applications used by the AG, including Front, Middle, and Back Office applications, services and/or assigning system permissions for end users. AM(s) have authority to create, submit and approve Self-Service requests that requires the entity's authorization; however, they cannot approve their own [Request Center](#) entity requests.

AM(s) are required to have a [CME Group Login](#) to access the CME Customer Center and related CME Group applications. To access tools, services and grant entitlements to other users, Admin Managers must initially add the required roles to themselves, via the [User Administration](#) function.

AM(s) use the CME Customer Center to view / update AG information and register contact information within the scope of their authority.

AM(s) are assigned access at the highest entity level and have authority for GFIDs and [Administrative Groups](#) and may have the scope of their authority limited to Front, Middle and/or Back Office applications/self-service requests. AM(s) are granted access to applications and service requests depending on the type of entity they are representing (Clearing Firm, Trading Firm, etc.) and whether they are responsible for Front, Middle and/or Back Office.

Entity Officers and all AM(s) will be notified of changes in applications and services offered within the CME Customer Center.

AM(s) should exercise caution when assigning Application Admins as these resources may have privileged access and the ability to grant application user access. Admin Managers are also responsible for removing access for Application Admins or end-users that no longer require access.

The Admin Manager is also a vital role that support entity operations and CME Group requires at least two designated entity Admin Managers.

### 2.2.3 Application Administrator

The Application Administrator (AA) has access to specific named Applications or Self-Service management functions, for managing user access, permissions and/or requests. Service Administrator is the designated individual at a BrokerTec / EBS entity that performs this role.

To access tools, services and entitle other users, AA must use the User Administration function to assign required roles to themselves. After user entitlements are assigned, use the CME Customer Center to view entity, user and contact information under your access authority.

AA will be notified of changes in their authority related to specific Applications and / or Self-Service capabilities.

## 2.3 User Administration

User Administration is a CME Customer Center function that enables an entity Admin Manager(s) to grant administrative and application privileges to individuals that will manage access to CME Group applications for BrokerTec / EBS. [Admin Managers](#) and [Application Admins](#) have the authority to grant application and self-service tools access to authorized users within the AG. In some cases, the Admin Manager may act in both capacities and may authorize themselves as an Application Admin for a tool or service, then grant themselves access to the application or service.

By authorizing an Admin Manager to use the User Administration tool, the Entity agrees to waive all rights to segregation of sensitive duties as the Admin Manager role allows authorization for access to tools and services.

CME Group will notify Admin Managers of updates to applications and services. Admin Managers will be given access to different applications and service requests depending on the type of entity they are representing, trading venue and whether they are responsible for Front, Middle, or Back Office. Admin Managers will automatically receive access to new tools and services within the Front, Middle, and Back Office suite once they become available in the CME Customer Center.

Following are self-service BrokerTec / EBS applications and user administration functions.

## 2.4 Firm Administrator Dashboard (FADB)

The CME Customer Center includes a self-service capability for Admin Managers and Application Admins, at AGs, to assign user entitlements to manage self-match prevention function via the Firm Admin Dashboard - Update role and view order entry sessions details, which is also available in Request Center – [Order Entry Sessions](#). For additional details on FADB entitlements, refer to: [Firm Administrator Dashboard WebHelp](#).

To enable access to FADB functions, the CME Customer Center includes self-service user administration functions that allows [Admin Managers and Application Administrators](#) to authorize users by assigning the following roles:

- Firm Admin Dashboard – Update - all
- Firm Admin Dashboard – Update - partial

## 2.5 FirmSoft

FirmSoft is an order management tool that provides real-time access to information on working and filled CME Globex orders. BrokerTec Global Front End (GFE) privileged traders can manage orders submitted on behalf of a manual trader, by an API, and import/submit orders into the BrokerTec GFE application.

FirmSoft access is granted by an [Admin Manager](#) via the User Administration function via the following roles:

- FirmSoft - Order Management – Order Inquiry + Cancel: View detailed order information including fill information and order cancel / replace history.
- Privileged Trader: Users with the BrokerTec GFE privileged trader role can cancel an individual order, multiple orders, all *working orders* and mass quotes. Access can be restricted by firm, account and / or Order Entry Session.

## 2.6 BrokerTec / EBS Reporting

BrokerTec and EBS reports will be distributed through CME's Enterprise Reporting Portal (EREP) or through an authenticated connection via the Secure File Transfer Protocol (SFTP).

To establish access to EREP and SFTP, an authorized [Admin Manager](#) via the CME Group Login - [SFTP Function](#). Users must also submit access request registration forms with their entity location and requested data.

## 2.7 Request Center

### BrokerTec / EBS Requests

CME Globex offers self-service tools to manage BrokerTec entity configuration via Request Center tools and application-level user entitlements via the User Administration tool.

- [User Administration](#) allow Admin Managers, Application Administrators to authorize Request Center user entitlements for CME Globex related services.
- CME [Request Center](#) allows authorized users to complete CME Globex entity requests and manage the ability to securely connect to CME Group API connections. Available applications include:
  - [Globex Firm ID](#)
  - [Globex User Signature](#)
  - [Administrative Groups](#)
  - [Drop Copy Group Sessions](#)

- [Algorithmic Trading \(Algo\)](#)
- [Order Entry Sessions](#)
- [Market Data Sessions](#)

### 2.7.1 Globex Firm ID

The CME Customer Center portal includes a self-service capability to allow Admin Managers and delegates to create and manage Globex Firm IDs, equivalent to the legacy BrokerTec firm signature, are used to segregate customer or business unit activity. This self-service capability intends to streamline and simplify the existing process by enabling authorized users to set up a *Globex Firm ID* and request that the Firm ID be mapped to an AG.

The requestor in this process can:

- Identify firms with whom the AG has a business relationship.
- Upon submission, the Admin Manager(s) of those Clearing Firms will receive an approval task allowing them to accept or reject the request. If accepted, identify the appropriate position account into which the new *Globex Firm ID* should map for each contract market.

With AG self-service, administrative control of existing GFIDs is transferred to AGs to set up and enable CME Globex market access.

In addition to its obligations under the CME Rules, the AG agrees that it will be financially responsible for all Customer orders sent to CME Group Interfaces via any CME Group approved Access Method that contains the Firm Numbers and for clearing any trades that are matched because of such orders. The AG will be responsible for trades even if the orders received via the CME Globex Interface Direct (i) were entered because of a failure in the security controls and / or credit controls, (ii) were entered by an unknown or unauthorized user, or (iii) exceeded credit parameters.

To enable access to Request Center – Globex Firm ID functions, authorized [Admin Managers and Application Administrators](#) can authorize users to view, create and manage Order Entry sessions by assigning the following roles:

- Request Center – BrokerTec GFID Full Access
- Request Center – BrokerTec GFID Read Only
- Request Center – EBS GFID Full Access
- Request Center – EBS GFID Read Only

#### 2.7.1.1 Port Closure Charges

Currently, there is no charge for BrokerTec / EBS sessions. For additional information, refer to the [CME Globex Port Closure Policy](#) or contact [Global Account Management](#).

### 2.7.2 Globex User Signature

Globex User Signatures (GUS), equivalent to the legacy BrokerTec User Signature, identify market participants (persons or algo operators) authorized to manage a group of BrokerTec EU/US - GFID market participants and submit orders for a specific GFID at a given entity. A GUS must be assigned administrative control of all GFIDs and can be assigned to multiple GFIDs, including groups. Existing *User Signatures* have been migrated and set up as GUS users. GUS assignment is one individual that is responsible for managing just one GFID.

To enable access to Request Center - GUS functions, the CME Customer Center includes self-service user administration functions that allows [Admin Managers and Application Administrators](#) to authorize users by assigning the following roles:

- Request Center – BrokerTec GUS Full Access
- Request Center – BrokerTec GUS Read Only
- Request Center – EBS GUS Full Access
- Request Center – EBS GUS Read Only

### 2.7.3 Administrative Groups



An Administrative Group (AG) is a logical grouping of GFIDs, at an entity, with a designated individual that is assigned entitlements to view and manage GFIDs, GFID details and creation of groups of GFIDs to aid in management. AGs must designate an individual that is responsible for overall administration (Entity Officer) and assignment of privileges to additional individuals (Admin Manager) that can manage AGs and associated GFIDs.

#### 2.7.4 Drop Copy Group

To enable self-service for Drop Copy for existing Drop Copy groups, the Drop Copy group must be linked to the AG. If you would like to link a Drop Copy group to your newly AG, please contact [Global Account Management](#).

All new Drop Copy groups created through the Drop Copy self-service solution described in this document will be linked to the AG at the time the Drop Copy group is created.

The CME Customer Center includes self-service capability to allow Admin Managers and delegates (Application Administrators), at AGs, to create and manage Drop Copy groups.

Through this capability, authorized users can create Drop Copy groups on behalf of the AG and add Order Entry Sessions - SenderCompIDs to the Drop Copy group provided they have administrative control over the Globex Firm ID.

Authorized users can associate the iLink SenderCompIDs with Drop Copy groups even if their client firm has taken administrative control of the Globex Firm ID as described in “Globex Firm IDs” above.

For existing Drop Copy groups, the AG can remove iLink SenderCompIDs from the Drop Copy group.

Charges may be incurred for new Drop Copy groups created through this self-service capability. Fees are disclosed on the Drop Copy Group setup screens.

To enable access to Request Center – Drop Copy Group functions, authorized [Admin Managers and Application Administrators](#) can authorize users to view, create and manage Drop Copy sessions by assigning the following roles:

- Request Center – BrokerTec Drop Copy Full Access
- Request Center – BrokerTec Drop Copy Read Only
- Request Center – EBS Drop Copy Full Access
- Request Center – EBS Drop Copy Read Only

For current Drop Copy pricing, refer to Exhibit A of the [Customer Connection Agreement](#).

#### 2.7.5 Algorithmic Trading (Algo)

The Algorithmic Trading function allows authorized users to associate trading systems with a Globex Firm ID and submit an Algorithmic Trading Annual Certification Form, which certifies conformance to CME Group Requirements. Users can view a list of trading systems associated with Globex Firm ID (GFID)s.

To enable access to Request Center – Algorithmic Trading functions, an authorized front office [Admin Manager](#) must authorize users to view Algo sessions by assigning the following roles:

- Request Center – BrokerTec ALGO Full
- Request Center – BrokerTec ALGO Read Only
- Request Center – EBS ALGO Full
- Request Center – EBS ALGO Read Only

#### 2.7.6 Order Entry Sessions

The Order Entry Sessions function allows authorized users to create / manage iLink Session IDs for [Globex Firm IDs](#). Upon creation or modification of iLink Session ID requests, a Clearing Firm's Admin Manager(s) will receive e-mail notification and are entitled to approve or reject access for iLink.

This capability seeks to streamline and simplify the existing request and approval process, which has historically been facilitated through e-mail communication between the client, Clearing Firm and CME Group.

Charges may be incurred for new Order Entry Session IDs created through this self-service capability.

To enable access to Request Center – Order Entry Sessions functions, authorized [Admin Managers and Application Administrators](#) can authorize users to view, create and manage iLink Order Entry sessions by assigning the following roles:

- Request Center – BrokerTec Order Entry Full Access
- Request Center – BrokerTec Order Entry Read Only Access
- Request Center – EBS Order Entry Full Access
- Request Center – EBS Order Entry Read Only Access

For iLink Session ID policy details and related charges, refer to the [CME Globex iLink Session ID Policy and Operational Guidelines](#).

In addition, authorized administrators can manage selectable front-end system providers that can be associated with order entry sessions.

To update the list of available front-end system providers, contact [Global Account Management](#).

### 2.7.7 Market Data Self-Service

The CME Customer Center includes functions that allow authorized users to create and manage sessions to allow access TCP market data via an API connection, subject to Admin Manager approval.

To enable access to Request Center – Market Data functions, the CME Customer Center includes self-service user administration functions that allows [Admin Managers and Application Administrators](#) to authorize users by assigning the following roles:

- Request Center – BrokerTec Market Data Full Access
- Request Center – BrokerTec Market Data Read Only Access
- Request Center – EBS Market Data Full Access
- Request Center – EBS Market Data Read Only Access

#### 2.7.7.1 Market Data Billing / Pricing

Market Data services available for BrokerTec users may result in fees and charges. Details are available from the BrokerTec Support Portal - [BrokerTec Market Data Licensing and Fees](#) on the BrokerTec Support Portal.

### 2.7.8 BrokerTec / EBS Reporting

BrokerTec reports will be distributed through CME's Enterprise Reporting Portal (EREP) or via Secure File Transfer Protocol (SFTP). Reports detail activity related to Trades, Averages, Billing, and Regulatory information.

Report access can be requested from an entity's [Admin Manager](#) and submitting access / registration forms and user access can be added via the CME Group Login - [SFTP Function](#).

## 2.8 BrokerTec Applications and Services – Front, Middle and Back Office

Application	Front Office	Back Office
User Administration	x	n/a
Firm Administrator Dashboard - SMP	x	n/a
FirmSoft	x	n/a
<b>Request Center Functions</b>		
Globex Firm ID	x	x
Globex User Signature	x	n/a
Algorithmic Trading	x	n/a
Order Entry Sessions	x	n/a
Drop Copy Groups	x	n/a
Market Data sessions	x	n/a

## 2.9 EBS Applications and Services – Front, Middle and Back Office

Application	Front Office	Middle Office	Back Office
User Administration	x	n/a	n/a
Firm Administrator Dashboard - SMP	x	n/a	n/a
FirmSoft	x	n/a	n/a
Reports	n/a	n/a	x
EBS Risk Management	n/a	X	n/a
<b>Request Center Functions</b>			
Globex Firm ID	x	n/a	x
Globex User Signature	x	n/a	n/a
Algorithmic Trading	X	n/a	n/a
Order Entry Sessions	x	n/a	n/a
Drop Copy Groups	x	n/a	n/a
Market Data sessions	x	n/a	n/a

## 3 CME Globex Applications and Services for Futures & Options

### 3.1 Futures & Options Customer Registration

Before accessing and using the CME Customer Center, an [entity officer](#) must complete and sign the *CME Customer Center Self-Service Agreement (SSA)* “the agreement”.

In the CME Customer Center Self Service Agreement, individuals must be designated with authority to administer access and / or assign administrative rights on behalf of the entity.

Current customers with an existing Self-Service Agreement for Futures & Options markets can complete and sign the *Self-Service Agreement Maintenance Form*; to request additional services or update designated administrative [users](#). The SSA also captures related affiliate entity information that will be managed through the main Administrative Group (AG) through a suite of technology solutions.

AGs can create associations with the existing services and users through the administrative control processes. Due to the diverse entity registration framework, administrative control processes are outlined separately.

#### 3.1.1 CME Group Login

CME Group Login is a self-managed, centralized user profile service for registering and authenticating access to CME Group premium digital content, applications, and services.

Prior to requesting or accessing the CME Customer Center, related tools and services, all users must have a [CME Group Login](#).

To establish application access users may be required to generate and provide an authentication token to their front office application administrator or CME Group.

**Note:** *The entity Application Administrator or CME Group will never ask for your password.*

### 3.2 Administrative Group Roles and Responsibilities

Following are descriptions of officer and administrator roles firms to manage self-service for their firm:

- [Entity Officer](#)
- [Admin Manager](#)
- [Application Administrator / Service Administrator](#)

For back-up and resilience, CME Group requires firms designate, on the [CME Customer Center Self-Service Agreement](#), one Entity Officer and at least two Admin Managers.

AGs are responsible for notifying CME Group of updates to Entity Officers, Admin Managers, Service Administrators or other Default contacts; when required for individual applications and services.

Updates are entered on a *CME Customer Center Self-Service Agreement Maintenance Form*, available from [Global Account Management](#).

#### 3.2.1 Entity Officer

The Entity Officer (EO) is the person or persons authorized to act on behalf of the firm to enter into a legal agreement with CME Group. This individual may be the customer’s Chief Executive Officer (CEO) or equivalent individual with authority to be designated as an entity officer. Entity Officers are required to have a [CME Group Login ID](#) to authenticate access to the CME Customer Center. Entity officer(s) will use the CME Customer Center to view and update (as permitted) AG information. The Entity Officer can delegate Administrative authority to one or more Admin Managers.

An Entity Officer must be an authorized signatory for the AG and the associated affiliates covered in the CME Customer Center Self Service Agreement. The Entity Officer must register for a CME Group Login for the purposes of managing communication preferences. Entity Officers will be notified of any changes in services offered through the CME Customer

Center portal and it is critical that the AG notify CME Group in a timely manner should Entity Officers need to be added or removed from the AG.

Entity Officers are required to identify Admin Manager(s) that will be responsible for day-to-day administration as described in this document. Entity Officers must exercise caution when selecting Admin Managers, as these resources will have privileged access to act on behalf of the AG in granting access to Application Admins and/or end users. Entity Officers are obligated to notify CME Group of changes to their Admin Manager roster when applicable as roles change within the AG. The Entity Officer is a vital role and CME Group requires firms to designate two Entity Officers, which are specified on the CME Customer Center Self-Service Agreement.

### 3.2.2 Admin Manager

The Admin Manager (AM) is an individual authorized by the Entity Officer(s) with authority over main areas of responsibility across the AG, including Front, Middle, and Back Office application and services administration and/or end users of applications and services. AM(s) have authority to create, submit and approve Self-Service requests that requires the entity's authorization; however, they cannot approve their own [Request Center](#) entity requests.

AM(s) are required to have a [CME Group Login](#) to access the CME Customer Center and related CME Group applications. To access tools, services and grant entitlements to other users, Admin Managers must initially add the required roles to themselves, via the [User Administration](#) function.

AM(s) use the CME Customer Center to view / update AG information and register contact information within the scope of their authority.

AM(s) are assigned access at the highest entity level and have authority for GFIDs related to the AG and may have the scope of their authority limited to Front, Middle and/or Back Office applications/self-service requests. AM(s) are granted access to applications and service requests depending on the type of entity they are representing (Clearing Firm, Trading Firm, etc.) and whether they are responsible for Front, Middle and/or Back Office.

Entity Officers and all AM(s) will be notified of changes in applications and services offered within the CME Customer Center.

AM(s) should exercise caution when assigning Application Admins as these resources may have privileged access and the ability to grant application user access. Admin Managers are also responsible for removing access for Application Admins or end-users that no longer require access.

The Admin Manager is also a vital role that support entity operations and CME Group requires at least two designated entity Admin Managers.

### 3.2.3 Application Administrator

The Application Administrator (AA) has access to specific named Applications or Self-Service management functions, for managing user access, permissions and/or requests. Service Administrator is the designated individual at a BrokerTec and/or EBS entity that performs this role.

To access tools, services and entitle other users, AA must use the User Administration function to assign required roles to themselves. After user entitlements are assigned, use the CME Customer Center to view entity, user and contact information under your access authority.

AA will be notified of changes in their authority related to specific Applications and / or Self-Service capabilities.

## 3.3 Billing

Some services may result in fees and charges. A consolidated invoice will be sent to the billing contact provided on the self-service agreement. If you have an existing billing relationship with CME Group and would like trading, non-trading and

clearing charges consolidated with the AG, contact [Global Account Management](#).

### 3.4 User Administration

User Administration is a CME Customer Center function that enables an entity Admin Manager(s) to grant administrative and application privileges to individuals that will manage access to CME Group applications. [Admin Managers](#) and [Application Admins](#) have the authority to grant application and self-service tools access to authorized users within the AG. In some cases, the Admin Manager may act in both capacities and may authorize themselves as an Application Admin for a tool or service, then grant themselves access to the application or service.

By authorizing an Admin Manager to use the User Administration tool, the AG agrees to waive all rights to segregation of sensitive duties as the Admin Manager role allows authorization for access to tools and services.

CME Group will notify Entity Officers and Admin Managers of updates to applications and services. Admin Managers will be given access to different applications and service requests depending on the type of entity they are representing, trading venue and whether they are responsible for Front, Middle, or Back Office. Admin Managers will automatically receive access to new tools and services within the Front, Middle, and Back Office suite once they become available in the CME Customer Center.

### 3.5 Firm Administrator Dashboard (FADB)

The CME Customer Center includes a self-service capability for Admin Managers and Application Admins, at AGs, to assign user entitlements. Access to the Firm Administrator Dashboard, the Messaging Efficiency Program, Session Policy and Self-Match Prevention occur at the [GFID](#) level.

For additional details on FADB entitlements, refer to: [Firm Administrator Dashboard User Help](#).

### 3.6 FirmSoft

The CME Customer Center includes a self-service capability for Admin Managers and Application Admins, at AGs, to create and manage FirmSoft application user access, via the following roles:

- **Order Management – Order Inquiry Only**
- **Order Management – Order Inquiry plus Cancel**

Access can be restricted by execution firm, account, tag 50 and / or iLink Session. Authorized users can view detailed order information including fill information and order cancel / replace history. When authorized, users may also cancel an individual order, a selection of orders, all working orders and mass quotes.

### 3.7 DeliveriesPlus

The CME Customer Center includes self-service capability for Admin Managers and Application Admins, at AGs, to create and manage the following DeliveriesPlus application user access via updated roles:

- **DeliveriesPlus – Read-Write:** Provides clearing firm users with inventory and delivery management capability for CME Group contracts.
- **DeliveriesPlus – Read Only:** Provides clearing firm users the ability to inquire and view inventory and delivery information of their CME Group contracts.

### 3.8 Asset Management Firm / Settlement Firm

The CME Customer Center includes self-service capability for Admin Managers and Application Admins, at AGs, to create and manage the user application access, via the following roles:

- **Asset Mgmt Firm Inquiry – Read Only:** Provides ability to view asset / currency summary and detail, including asset transactions status.
- **Asset Mgmt Firm – Update:** In addition to viewing and asset / currency summary and details. Authorized users can enter and manage asset pledges, amendments, withdrawals and view transactions status.
- **Settlement Firm – Read Only:** Provides ability to view currency requirements and settlement variation.

### 3.9 Risk Management Tools (RMT)

The CME Customer Center includes self-service capability for Admin Managers and Application Admins, at AGs, to manage Risk Management Tools application, user access, via the following roles:

**Risk Management Tools – Full Access:** Provides ability for Clearing Member Firm (CMF) Risk Administrators to view and manage CME Group [Risk Management Tools](#) functions: CME Globex Credit Controls, Access Manager, Kill Switch and Risk Management Interface.

- **Risk Management Tools – Partial Access:** Provides ability for non-CMF Executing Firm Risk Administrators to access and operate CME Group [Risk Management Tools](#) functions. Kill Switch can be used at the GFID level for Futures and Options only.

### 3.10 Request Center

CME Globex offers self-service tools to manage entity configuration and application-level user entitlements via the CME Request Center. CME Request Center allows authorized users to complete CME Globex entity requests.

The CME Customer Center includes self-service capability, via User Administration or Request Center tools, to allow Admin Managers and Application Administrators to authorize Request Center user entitlements for CME Globex related services:

- [Globex Firm ID](#)
- [Drop Copy Group](#)
- [iLink Sessions](#)
- [CME Globex Operator ID \(Tag 50 ID\)](#)

#### 3.10.1 Globex Firm ID

The CME Customer Center portal includes a self- service capability to enable Admin Managers and delegates to create new *Globex Firm IDs*. Through this capability, authorized users can reserve a *Globex Firm ID* and request that the Firm ID be mapped to clear with an authorized CME Group or Partner Exchange Clearing Firm. The requestor in this process can:

- Identify the Clearing Firms with whom the AG has a business relationship.
- Upon submission, the Admin Manager(s) of those Clearing Firms will receive an approval task allowing them to accept or reject the clearing relationship. If accepted, identify the appropriate position account into which the new *Globex Firm ID* should map for each Designated Contract Market (e.g., CME, CBOT, NYMEX, etc.).

With self-service, administrative control of existing GFIDs is transferred to AGs to set up and enable CME Globex market access.

Transferring administrative control to a client does not prevent AGs from managing risk through [CME Globex Credit Controls \(GC2\)](#), [Account Management Service](#), or other exchange-provided [risk management tools](#). In addition, GCC Outbound Contacts are registered at the GFID level for Futures and Options.

To transfer control of GFIDs, please contact [Global Account Management](#).

In addition to its obligations under the CME Rules, the Clearing Firm agrees that it will be financially responsible for all Customer orders sent to CME Group Interfaces via any CME Group approved Access Method that contains the Firm Numbers and for clearing any trades that are matched because of such orders. Clearing Firm will be responsible to clear such trades even if the orders received via the CME Globex Interface Direct (i) were entered because of a failure in the security controls and / or credit controls, (ii) were entered by an unknown or unauthorized user, or (iii) exceeded Clearing Firm's credit parameters.

This self-service capability seeks to streamline and simplify the existing process completed through e-mail request to CME's Clearing Customer Support team and paper-based authorization leveraging the [Schedule 6](#), Exhibit B.

#### 3.10.2 Port Closure Charges

The administrative owner of a GFID / iLink session that causes detrimental behavior will be assessed \$1,000 per session and up to \$10,000 per event port closure fee. This charge will appear as “Port Closure Fee” on the AG’s monthly statements under the Description column. For additional information, refer to the [CME Globex Port Closure Policy](#).

### 3.10.3 Error Trade Charges

The administrative owner of a GFID responsible for an error trade will be charged \$1,000 per occurrence. For additional information, refer to [Rule 588.G - Schedule of Administrative Fees](#).

### 3.10.4 Messaging Efficiency Program (MEP) Surcharges

Effective May 1, 2019, MEP surcharges will be charged to the AG that is the administrative owner of the GFID that incurred the surcharge(s). This charge will appear as Messaging Efficiency Program Surcharge (MPS) on the AG’s monthly statement, Description column. For additional information, refer to the [CME Globex Messaging Efficiency Program](#).

### 3.10.5 Drop Copy Group

The CME Customer Center includes self-service capability to allow Admin Managers and delegates (Application Administrators), at AGs, to create and manage Drop Copy groups. Through this capability, authorized users will be able to create new Drop Copy groups on behalf of the AG. The user will then be able to add iLink SenderCompIDs to the Drop Copy group provided they have administrative control over the Globex Firm ID. Clearing Firm users will also be able to associate the iLink SenderCompIDs that they clear to their own Drop Copy groups even if their client has taken administrative control of the Globex Firm ID as described in “Globex Firm IDs” above. For existing Drop Copy groups, the AG will be able to remove iLink SenderCompIDs from the Drop Copy group should the need arise.

Charges may be incurred for new Drop Copy groups created through this self-service capability, see [Pricing Schedule Billing and Fees – Drop Copy](#).

For current Drop Copy pricing, refer to Exhibit A of the [Customer Connection Agreement](#).

### 3.10.6 iLink Sessions

The iLink Sessions (Order Entry) function allows authorized users to create / manage iLink Session IDs for [Globex Firm IDs](#). Upon creation or modification of iLink Session ID requests, a Clearing Firm’s Admin Manager(s) will receive e-mail notification and are entitled to approve or reject access for iLink SenderCompIDs that clear through [risk management tools](#), including but not limited to the [Kill Switch](#) and the [Risk Management Interface](#).

Further information about risk control mechanisms is available from the Risk Management tools [web page](#).

Charges may be incurred for new iLink Session IDs created through this self-service capability. For further details, refer to [iLink Sessions](#).

This self-service capability seeks to streamline and simplify the existing request and approval process, which has historically been facilitated through e-mail communication between the client, Clearing Firm and CME Group.

To enable access to Request Center – iLink Order Entry functions, authorized [Admin Managers and Application Administrators](#) can authorize users to view, create and manage iLink Order Entry sessions by assigning the following roles:

- iLink Sessions – Full Access
- iLink Sessions – Read Only

For iLink Session ID policy details and related charges, refer to the [CME Globex iLink Session ID Policy and Operational Guidelines](#).

In addition, authorized administrators can manage selectable front-end system providers that can be associated with order entry sessions.



To update the list of available front-end system providers, contact [Global Account Management](#).

### 3.10.7 Tag 50 (Globex Operator ID) Self Service

Authorized persons can use Request Center - Tag 50 self-service functions to register and manage Globex Operator IDs (Tag 50 IDs, associated with the AG) and enable trading / execution firm access to view details; firm, associated entity, registration type, ATS team and effective periods.

To enable access to Tag 50 (Globex Operator ID) functions, the CME Customer Center includes User Administration functions that allows Admin Managers and Application Administrators to authorize users to manage user entitlements by assigning the following roles:

- **Tag 50 - Full Access:** Register new Tag 50 IDs, create ATS teams and manage team members.
- **Tag 50 - Permissions:** Entitle execution firms to view CME Globex Operator IDs (Tag 50 IDs), associated with their AG.
- **Tag 50 - View:** View execution firm CME Globex Operator IDs (Tag 50 IDs), associated with an AG. Viewable details will include firm, associated entity, registration type, ATS team and effective periods.

### 3.11 CME Globex Futures & Options - Front, Middle and Back Office

Application	Front Office	Middle Office	Back Office
User Administration - Asset Management Firm / Settlement Firm	x	n/a	x
User Administration - DeliveriesPlus	n/a	n/a	x
User Administration - Firm Administrator Dashboard	x	n/a	x
Firm Administrator Dashboard – SOx reports	n/a	n/a	x
User Administration - FirmSoft	x	x	n/a
User Administration - Request Center	x	n/a	x
User Administration - Risk Management Tools	n/a	x	n/a
<b>Request Center Function</b>			
Manage Drop Copy	x	n/a	n/a
Manage Globex Firm IDs	x	n/a	n/a
Manage iLink Sessions	x	n/a	n/a
Manage Tag 50 (Globex Operator ID) and firm access	x	n/a	n/a

## 4 Questions and Support

For questions and support please contact:

- **Global Account Management:** General questions and onboarding  
[globalaccountmanagement@cmegroup.com](mailto:globalaccountmanagement@cmegroup.com)
- **BrokerTec / EBS Sales and Market Support:** Request BrokerTec access, services and application support
  - [US Sales & Marketing](#)
  - [UK / EMEA Sales and Marketing](#)
  - [Asia Sales and Marketing](#)
- **Global Command center (GCC):** Real-time support of live markets and trading services, including CME Globex, CME STP, FirmSoft, network connectivity, etc.
  - [General Support \(Futures / Options / BrokerTec / EBS\)](#)
  - [BrokerTec / EBS Market Support – Americas / APAC](#)
  - [BrokerTec / EBS Market Support – UK / EMEA](#)
- **Enterprise Application & Systems Entitlements (EASE):** Application access support; add, modify or remove system access and entitlements for Globex, Clearing, OTC and CME Group Login.  
[ease@cmegroup.com](mailto:ease@cmegroup.com)
- **Certification Support for Electronic Trading (CSET):** Autocert+ testing, development support.  
[cset@cmegroup.com](mailto:cset@cmegroup.com)
- **Entity Management, Due Diligence & Contracting (EDC):** Performs customer due diligence during the onboarding process.  
[edc@cmegroup.com](mailto:edc@cmegroup.com)
- **Exchange Connectivity & Hosting Operations (ECHO):** Exchange connectivity, Hosting  
[ECHO@cmegroup.com](mailto:ECHO@cmegroup.com)
- **Co-Location services:** Co-Location facility access and portal support.  
[colo@cmegroup.com](mailto:colo@cmegroup.com)

## 5 Revision History

Date	Version	Section	Description
July 13, 2022	2.3	<ul style="list-style-type: none"><li>• <a href="#">2.2.2 Admin Manager</a></li><li>• <a href="#">3.2.2 Admin Manager</a></li></ul>	Updated description to indicate that Admin Managers cannot approve their own <a href="#">Request Center</a> requests.
April 10, 2022	2.2	<ul style="list-style-type: none"><li>• 4 Questions and Support</li></ul>	<ul style="list-style-type: none"><li>• Updated support contact details (email address)</li></ul>
February 28, 2022	2.2	<ul style="list-style-type: none"><li>• Various</li></ul>	<ul style="list-style-type: none"><li>• Renamed Registered Entity to Administrative Group</li><li>• Global Account Management link updated to directly email</li></ul>
October 5, 2021	2.2	<ul style="list-style-type: none"><li>• <a href="#">2.1 Customer Registration</a></li><li>• <a href="#">2.2</a></li></ul>	<ul style="list-style-type: none"><li>• Updated Global Account Management email contact to <a href="mailto:globalaccountmanagement@cmegroup.com">globalaccountmanagement@cmegroup.com</a></li><li>• Renamed Registered Entity to Administrative Group</li></ul>

		<a href="#">Administrative Group Roles and Responsibilities</a> <ul style="list-style-type: none"> <li>• <a href="#">4 Questions and Support</a></li> </ul>	
September 29, 2021	2.2	<ul style="list-style-type: none"> <li>• <a href="#">2 CME Globex Applications and Services for BrokerTec / EBS</a></li> </ul>	<ul style="list-style-type: none"> <li>• Added descriptions of EBS (Request Center) functions and services</li> </ul>
May 20, 2021	2.1	<a href="#">Request Center - BrokerTec</a>	<ul style="list-style-type: none"> <li>• Updated Algorithmic Trading section to include a new function to association trading systems with GFIDs and attach a certification form.</li> </ul>
November 4, 2020	2.0	All	<ul style="list-style-type: none"> <li>• New version including BrokerTec functions, which are group separately from Futures &amp; Options functions</li> <li>• Renumbered topic headings</li> </ul>
January 2, 2020	1.16	<a href="#">Request Center – User Administration</a> <a href="#">iLink Self Service</a> <a href="#">Tag 50 Self Service</a>	<ul style="list-style-type: none"> <li>• Introductory listing of available Request Center services.</li> <li>• Separated (iLink and Tag 50) User Administration and Request Center functions as individual topics.</li> </ul>
September 25, 2019	1.15	Incentive Programs Self Service	<ul style="list-style-type: none"> <li>• Deprecation of the self-service Incentive Programs function.</li> </ul>
August 26, 2019	1.14	<a href="#">User Administration - Positions, Applications and Services - Front, Middle &amp; Back Office</a>	<ul style="list-style-type: none"> <li>• Removed.</li> <li>• Positions user administration is available via the FEC Plus application.</li> </ul>
April 12, 2019	1.13	<ul style="list-style-type: none"> <li>• <a href="#">iLink, Drop Copy, Port Closure Charges</a></li> <li>• <a href="#">Error Trade Charges, Messaging Efficiency Program (MEP) Surcharges</a></li> </ul>	<ul style="list-style-type: none"> <li>• Copy editing</li> <li>• Clarifies details and the billable entity, for error trades and MEP surcharges.</li> </ul>

January 13, 2019	1.12	<ul style="list-style-type: none"> <li>• <a href="#">Admin Manager</a></li> <li>• <a href="#">Application Admin</a></li> <li>• <a href="#">FirmSoft, Appendix A - Applications and Services – Front, Middle, Back Office</a></li> </ul>	<ul style="list-style-type: none"> <li>• Admin Managers and Application Admins must add required application roles to themselves, via the User Administration tool.</li> <li>• New FirmSoft administration function, from the User Administration tool.</li> <li>• Added FirmSoft administration function, from the User Administration tool – Front and Back Office functionality.</li> </ul>
March 8, 2018	1.11	<a href="#">iLink Self-Service, Appendix A - Applications and Services – Front, Middle, Back Office</a>	Authorized firm users can manage user entitlements for creating iLink sessions.
January 8, 2018	1.10	<a href="#">Tag 50, Applications and Services – Front, Middle, Back Office</a>	Added capability to manage firm entitlements to view Tag 50 details at their Administrative Group.
August 3, 2017	1.9	<ul style="list-style-type: none"> <li>• <a href="#">Request Center Self-Service Entitlements Management,</a></li> <li>• <a href="#">Applications and Services – Front, Middle, Back Office</a></li> </ul>	Adding search and view functions
June 13, 2017	1.8	<a href="#">Incentive Programs Self-Service</a>	New / update / approve functionality added
May 20, 2017	1.7	<ul style="list-style-type: none"> <li>• <a href="#">Risk Management Tools</a></li> <li>• <a href="#">Appendix A - Applications and Services – Front, Middle and Back Office</a></li> </ul>	<ul style="list-style-type: none"> <li>• Additional application functions added for User Administration – Risk Management Tools self-service.</li> <li>• Added detail for Incentive Program application enhancements</li> <li>• Added Risk Management Tools and Firm / User Registration - Front and Back Office functionality.</li> </ul>
March 8, 2017	1.6	• <a href="#">Port Closure</a>	• Change to port closure charge policy

		Fee	
February 10, 2017	1.5	<ul style="list-style-type: none"> <li>• <a href="#">Asset Management Firm / Settlement Firm</a></li> <li>• <a href="#">Incentive Programs Self-Service</a></li> <li>• <a href="#">Applications and Services - Front, Middle and Back Office</a></li> </ul>	<ul style="list-style-type: none"> <li>• Additional application functions added for User Administration – Asset Management Firm / Settlement Firm</li> <li>• Additional functionality for Request Center – Incentive Programs.</li> <li>• Added Asset Management Firm / Settlement Firm - Front and Back Office functionality.</li> </ul>
October 29, 2016	1.4	<ul style="list-style-type: none"> <li>• <a href="#">Incentive and Market Maker Self-Service</a></li> <li>• <a href="#">Applications and Services Available for Front, Middle, Back Office</a></li> </ul>	<p>Additional function to view Incentive and Market Maker Programs and agreement details.</p> <p>Viewing Incentive Programs is a front office function.</p>
June 23, 2016	1.3	<ul style="list-style-type: none"> <li>• <a href="#">User Administration - Deliveries</a></li> <li>• <a href="#">User Administration - Positions</a></li> <li>• <a href="#">Applications and Services Available for Front, Middle, Back Office</a></li> </ul>	<p>Additional application functions added for User Administration - DeliveriesPlus and Positions.</p>
5/20/2016	1.2	<a href="#">Firm Administrator Dashboard</a>	<p>New section describes Admin Manager assignment of user entitlements.</p>
5/20/2016	1.1	<a href="#">Appendix A – Applications and Services Available for Front, Middle &amp; Back Office</a>	<p>Additional references to Front and Back Office application functions for: User Administration - Firm Administrator Dashboard.</p>
3/31/2016	1.0	All	Initial version



#### CME GROUP HEADQUARTERS

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