



Turquoise Terminal Returns User Guide for Creating & Uploading a Turquoise Terminal Return

End-User Documentation

Contents

Accessing the Terminal Returns application	3
Creating a Terminal Return	4
Preparing your Terminal Return for uploading	6
Uploading a Terminal Return	7
Upload Failed	9
Appendix A: Example of CSV file for uploading	10
Appendix B: Country Names	11

Accessing the Terminal Returns Application

To access the Terminal Returns application you will need to contact realtimedatareturns@londonstockexchange.com who will provide you with access to the application.

Once the necessary rights have been obtained, follow these steps to access the **Terminal Returns Homepage**:

1. On the LSE Web site navigate through: **LSE Homepage > Products and services > Real time data > Terminal Returns** or click on the following link:

<http://www.londonstockexchange.com/products-and-services/market-data/realtimedata/terminal-returns/terminal-returns.htm>

2. Enter your e-mail address and password and then click on the **Log in** button.
3. You will now be logged into the Terminal Return homepage.

Note: When you have finished working with the Terminal Returns application please log out by clicking on the **Log out** button in the top right area of the page.

1. Creating a Terminal Return

To create a new Terminal Return:

1. Click on **Enter return** in the Navigation Menu which located in the top left area of the Homepage. The Edit return page will then be displayed (below).
2. Enter a **Purchase order number**, if required (this field is optional).
3. Select **Turquoise** from the Exchange drop down menu.

Edit return

Save Discard changes Back Prefill

Exchange: Turquoise
Return period: July 2012
Account: zxrgs
Account name: AAdirect reporting
Return status: Draft
Return ID:
Purchase order no:
Type: Direct

Terminal returns				TQ Lvl 1	TQD Lvl 1	TQ Lvl 2	TQD Lvl 2
N	M	NB	Customer				
1	x	<input type="checkbox"/>	<input type="checkbox"/> [Input Details]				
2	x	<input type="checkbox"/>	<input type="checkbox"/> [Input Details]				
3	x	<input type="checkbox"/>	<input type="checkbox"/> [Input Details]				
4	x	<input type="checkbox"/>	<input type="checkbox"/> [Input Details]				
5	x	<input type="checkbox"/>	<input type="checkbox"/> [Input Details]				
6	x	<input type="checkbox"/>	<input type="checkbox"/> [Input Details]				
7	x	<input type="checkbox"/>	<input type="checkbox"/> [Input Details]				
8	x	<input type="checkbox"/>	<input type="checkbox"/> [Input Details]				
9	x	<input type="checkbox"/>	<input type="checkbox"/> [Input Details]				
10	x	<input type="checkbox"/>	<input type="checkbox"/> [Input Details]				

Add input rows

Other enablements

M	NB	Product	Devices	Net
---	----	---------	---------	-----

4. The Terminal returns list will be blank (as above) ready for you to input your terminal return.
5. You may prefill the form to duplicate the last submitted return, which can be edited as required. To Prefill, click on **Prefill**. To edit a pre-filled return or input a new return follow these steps:
 - Click on the **Input Details** link to display the End Customer Details page.
 - Input the end customer details.
 - Select the relevant country from the country drop down list.
 - Customer type must be **Professional** or **Private Investor**.

- Click on the **Apply** button to save the details or the **Cancel** button to close the window without saving.

Customer details - Windows Internet Explorer

End customer details

Name *

Subscriber ID

Standalone flag * --Empty--

Address 1

Address 2

Address 3

Address 4

Post code

Country * --Empty--

Customer type * --Empty--

Contention

- Empty--
- Professional
- Private investor

* indicates mandatory fields

6. In the Terminal returns list, enter the number of devices for each end customer, for each product.
7. To add additional rows, click on the **Add input rows** button. To remove an unwanted row click on the **x**.
8. To save the terminal return at any time without exiting the Edit Return page, select **Save**.

2. Preparing Your Terminal Return for Uploading

To prepare your terminal return for uploading:

1. Input the following column headings for the CSV File into a new excel spreadsheet on row 1 (see Appendix A).

a) **Product Column**; Use the codes for each product for each customer in the product column. (**Note**: If an end customer has more than one level of data a separate line has to be created. See the attached excel spreadsheet example).

Product	Product Code
Turquoise Level 1	TQ Lvl 1
Turquoise Level 2	TQ Lvl 2
Discounted Turquoise Level 1 (when also subscribing to London Stock Exchange Level 1 data)	TQD Lvl 1
Discounted Turquoise Level 2 (when also subscribing to London Stock Exchange Level 2 data)	TQD Lvl 2
Turquoise Derivatives Level 1	TQDV Lvl 1
Turquoise Derivatives Level 2	TQDV Lvl 2

b) **Subscriber Number**: This column may be left blank if you do not use them.

c) **Subscriber Name**: End customer name.

d) **Address Lines 1-4**: Address details for each customer.

e) **Postcode**: Customer Post/Zip code.

f) **Country**: The list of accepted countries is detailed in Appendix B.

g) **Membership**: 'Professional' or 'Private Investor'

h) **Quantity**: The number of terminals being reported for each end customer.

i) **SA/DF**: Whether the Devices are fed by a data feed or if they stand alone.


2. Once this has been completed save as a **.CSV (comma delimited)** (*.csv) file.

3. Uploading a Return

1. Click on the **Upload return** link in the Navigation Menu which is located in the top left area of the Homepage. The Upload return page will then be displayed (see below).
2. Select Turquoise from the Exchange drop down list.

Upload return

[Upload for preview](#)

Exchange: 

Customer: [Select](#)

Return period:

Purchase order number:

Data file: [Browse](#)

[Download file example](#)

All rights reserved

3. Select **Browse** and search for the CSV file you created.
4. Attach the relevant CSV file and select **Upload for review**. The declaration will then be sent to the database.

Upload preview

[Confirm upload](#) [Cancel](#)

8 End customer(s).

Upload results

Service	Membership	Quantity	Unit total	
Turquoise Level 1	Professional	34	170.00	GBP
Turquoise Level 1 Discounted	Private investor	884	0.00	GBP
Turquoise Level 1 Discounted	Professional	15	45.00	GBP
Turquoise Level 2	Private investor	22	0.00	GBP
Turquoise Level 2	Professional	16	160.00	GBP
Turquoise Level 2 Discounted	Private investor	222	0.00	GBP
Turquoise Level 2 Discounted	Professional	54	324.00	GBP

Page 1 of 1 Prev | 1 | Next

Totals

Currency	NET	Manual adjustment
GBP	699.00 GBP	0.00 GBP

Manual adjustments

Customer	Service	Quantity	Manual net
----------	---------	----------	------------

5. Click on **Confirm upload** to submit your terminal return.

Upload result

Return [77341](#) has been imported successfully.

8 End customer(s).

Upload results

Service	Membership	Quantity	Unit total	
Turquoise Level 1	Professional	34	170.00	GBP
Turquoise Level 1 Discounted	Private investor	884	0.00	GBP
Turquoise Level 1 Discounted	Professional	15	45.00	GBP
Turquoise Level 2	Private investor	22	0.00	GBP
Turquoise Level 2	Professional	16	160.00	GBP
Turquoise Level 2 Discounted	Private investor	222	0.00	GBP
Turquoise Level 2 Discounted	Professional	54	324.00	GBP

Page 1 of 1

Prev | 1 | Next

Totals

Currency	NET	Manual adjustment
GBP	699.00 GBP	0.00 GBP

6. To view the details of the new terminal return click on the number hyperlink located at the top of the page. The **View return** page will then be displayed.

AAdirect reporting

[Preview](#) [Delete](#) [Approve](#) [Refer back](#) [Export](#) [Sub-total](#) [Back](#)

[Terminals validation](#) [Subscribers validation](#) [Membership validation](#) [Private investor validation](#)

Exchange	Turquoise	Return ID	77341
Return period	July 2012	Return status	Submitted
Account	zxrgs	Purchase order no	
Account name	AAdirect reporting	Type	Direct

Terminal returns

699.00 GBP

Page 1 of 1

Prev | 1 | Next

#	M	NB	Customer	Country	Membership	TQ Lvl 1	TQD Lvl 1	TQ Lvl 2	TQD Lvl 2
1	<input type="checkbox"/>	<input type="checkbox"/>	HSBC Bank Plc	United Kingdom	Professional	10			
2	<input type="checkbox"/>	<input type="checkbox"/>	Barclays Bank PLC	United States	Professional	24			
3	<input type="checkbox"/>	<input type="checkbox"/>	JP Morgan	Russian Federation	Professional			16	
4	<input type="checkbox"/>	<input type="checkbox"/>	L Hamilton	Cyprus	Private investor			22	
5	<input type="checkbox"/>	<input type="checkbox"/>	P Wilson	Sweden	Private investor		884		
6	<input type="checkbox"/>	<input type="checkbox"/>	Deutsche Bank	Denmark	Professional		15		
7	<input type="checkbox"/>	<input type="checkbox"/>	Citigroup	Switzerland	Professional				54
8	<input type="checkbox"/>	<input type="checkbox"/>	Goldman Sachs	Germany	Private investor				222

Page 1 of 1

Prev | 1 | Next

[Other enablements](#)

0 GBP

Totals

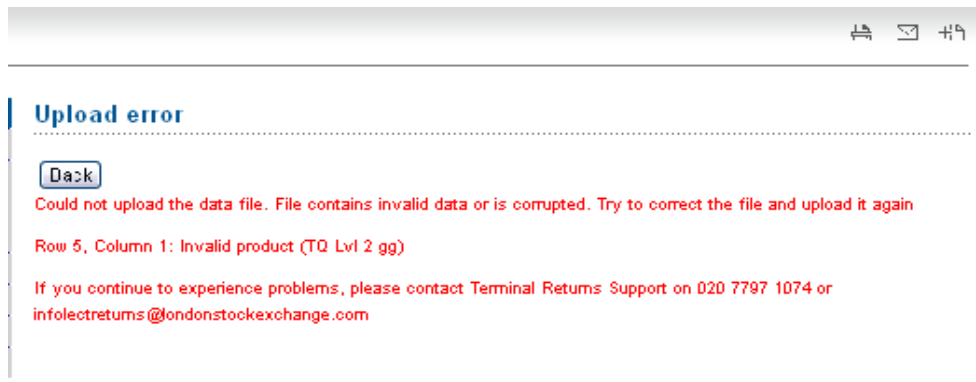
Currency	Invoice total	Credit total	NET	Manual adjustment
GBP	699.00 GBP	0.00 GBP	699.00 GBP	0.00 GBP

Grand Total

699.00 GBP

4. Upload Failed

If the upload fails due to incorrect file format or data, then the application displays an error log on the **Upload return** page (see below). Correct the problem and try again.



If you are experiencing difficulties or require any further help with the system please e-mail us at:

realtimedatareturns@londonstockexchange.com

Or alternatively phone us:

Barry White	- 020 7797 4212
Lina Ganiti	- 020 7797 1026
Chris Ling	- 020 7797 1925

Appendix A

An example of a csv file ready to upload.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Product Code	Subscriber number	Subscriber name	Address 1	Address 2	Address 3	Address 4	Postcode	Country code	Membership	Quantity	SA/DF
2	TQ Lvl 1	1	HSBC Bank PLC	20 Eastcheap			London		United Kingdom	Professional	10	DF
3	TQ Lvl 1	2	Barclays Bank PLC	21 Eastcheap			London		United States	Professional	24	DF
4	TQ Lvl 2	3	JP Morgan	22 Eastcheap			London		Russian Federation	Professional	16	SA
5	TQ Lvl 2	4	L Hamilton	23 Eastcheap			London		Cyprus	Private Investor	22	SA
6	TQD Lvl 1	5	P Wilson	24 Eastcheap			London		Sweden	Private Investor	884	SA
7	TQD Lvl 1	6	Deutsche Bank	25 Eastcheap			London		Denmark	Professional	15	SA
8	TQD Lvl 2	7	Citigroup	26 Eastcheap			London		Switzerland	Professional	54	DF
9	TQD Lvl 2	8	Goldman Sachs	27 Eastcheap			London		Germany	Professional	222	DF

Appendix B

Country Names to be used when uploading a terminal return.

Albania	Egypt	Macao	Sao Tome And Principe
Algeria	Estonia	Madagascar	Saudi Arabia
Andorra	Ethiopia	Malawi	Serbia And Montenegro
Angola	Falkland Islands (Malvinas)	Malaysia	Seychelles
Argentina	Finland	Malta	Singapore
Australia	France	Mauritania	Slovakia
Austria	Germany	Mauritius	Slovenia
Bahamas	Ghana	Mexico	South Africa
Bahrain	Gibraltar	Moldova, Republic Of	Spain
Bangladesh	Greece	Monaco	Sri Lanka
Barbados	Holy See (Vatican City)	Mongolia	Swaziland
Belarus	Hong Kong	Morocco	Sweden
Belgium	Hungary	Mozambique	Switzerland
Belize	Iceland	Namibia	Syrian Arab Republic
Benin	India	Nepal	Taiwan, Province of China
Bermuda	Indonesia	Netherlands	Thailand
Botswana	Iran, Islamic Republic Of	Netherlands Antilles	Trinidad And Tobago
Brazil	Ireland	New Zealand	Tunisia
Brunei Darussalam	Israel	Niger	Turkey
Bulgaria	Italy	Nigeria	Turks And Caicos Islands
Cambodia	Jamaica	Norway	Uganda
Cameroon	Japan	Oman	Ukraine
Canada	Jordan	Pakistan	United Arab Emirates
Cayman Islands	Kazakhstan	Panama	United Kingdom ³
Chile	Kenya	Paraguay	United States
China	Korea, Democratic People's Republic Of ²	Peru	Uruguay
Colombia	Korea, Republic Of	Philippines	Uzbekistan
Costa Rica	Kuwait	Poland	Venezuela
Cote d'Ivoire ¹	Latvia	Portugal	Vietnam
Croatia	Lebanon	Qatar	Virgin Islands, British
Cyprus	Libyan Arab Jamahiriya	Romania	Yemen
Czech Republic	Liechtenstein	Russian Federation	Zambia
Denmark	Lithuania	Saint Kitts And Nevis	Zimbabwe
Dominican Republic	Luxembourg	San Marino	

¹ Ivory Coast

² North Korea

³ United Kingdom: Includes England, Scotland, Wales, Northern Ireland, Isle of Man and Channel Islands