



SEMOPx Intraday Continuous OMM Improvements

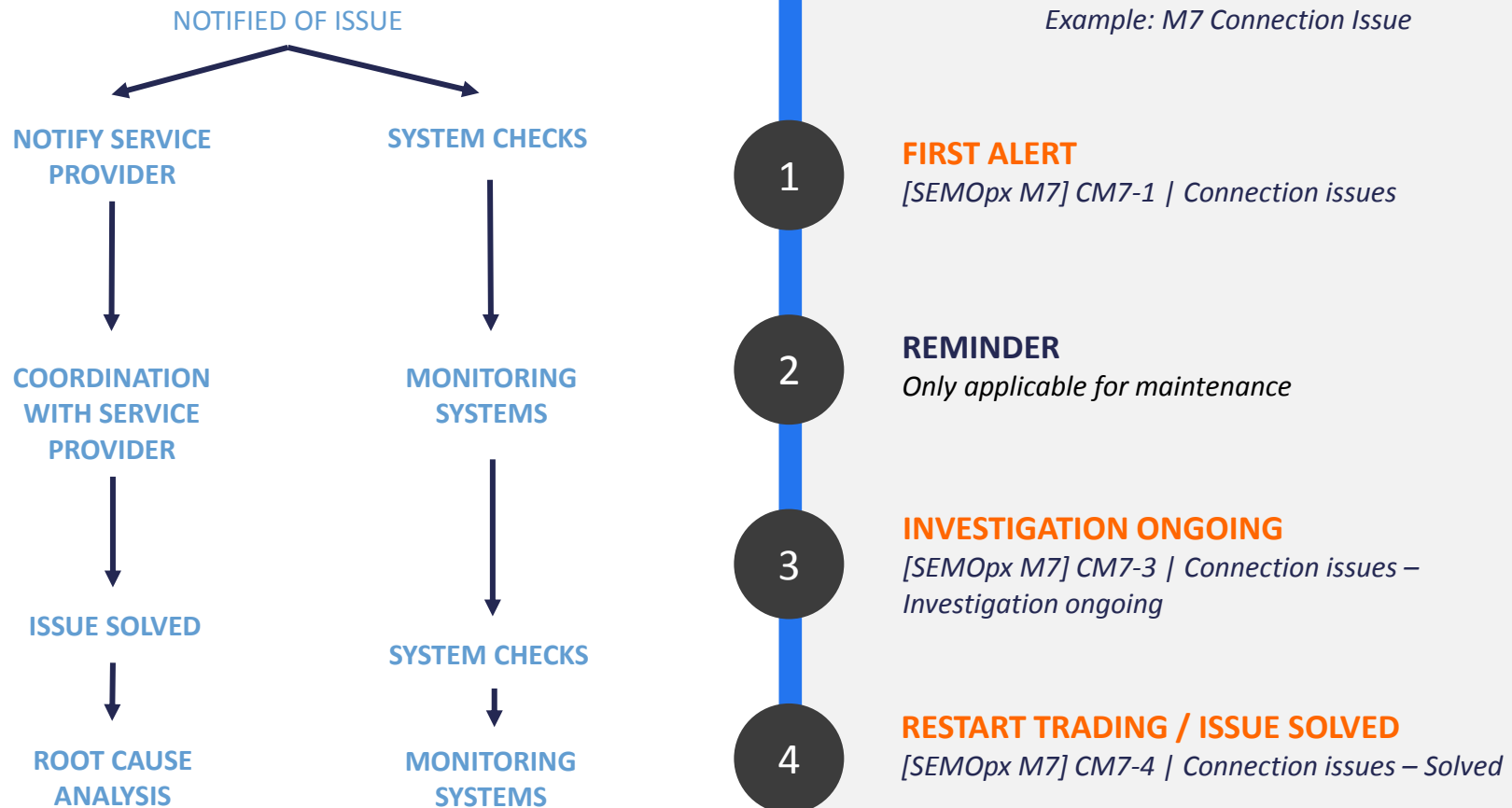
- New Table & Coding Scheme –
06 October 2020

Incident timeline & messaging sequence

SEMOpx Market Operations

Email Sequence

Trading Participants



New email layout & content in production

- **OBJECTIVE:** Make it easier for our members to quickly grasp the content and take any necessary actions

➤ Email header format

e.g. *[SEMOpX system affected] code / type details*

- **Harmonized and coded** based on an exhaustive overview of all our market message templates
- The coding is also useful to [automate your process](#)

➤ Implementation of a table within each message highlighting the critical information

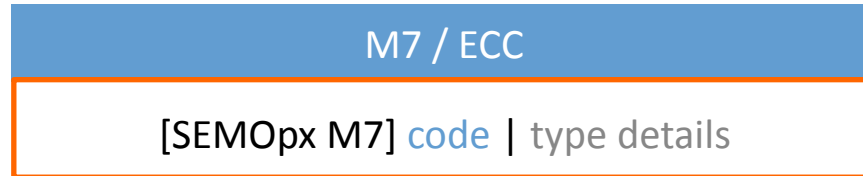
Type	Technical issue
EPEX market(s) impacted	All SEMOpX Intraday continuous markets
Member impact	Members cannot access the M7 trading system
Actions on member side	No
Next update	Within 30 min or when there is a new update

Important note: These two new proposals (coding & table) will simply be **added** to the existing format and will **not replace** the messages you are used to receiving. See next slides for the detailed examples.

New email layout & content in production

Exhaustive overview of coding scheme

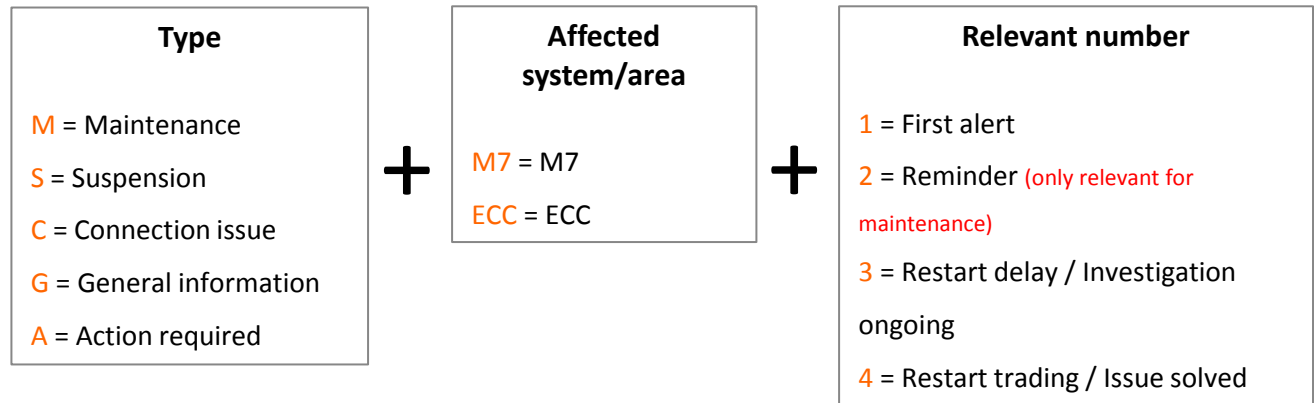
Email Subject



Code

Definition & Logic

(type + affected system/area + relevant number)



Type details

Examples: Maintenance on DD/MM/YYYY or Trading suspended until further notice

Outcome example (M7 Outage)

[SEMOpX M7] SM7-1 | Trading suspended until further notice

Email coding scheme – exhaustive list of possibilities

You will see this coding scheme overview in each Intraday continuous email signature

M7	
MM7 (1, 2, 3, 4)	Maintenance on M7
SM7 (1, 3, 4)	Trading Suspension on M7
CM7 (1, 3, 4)	Connection issue on M7
GM7 (1,4)	General information on M7
AM7 (1,4)	Action required on M7
ECC	
SECC (1, 3, 4)	Suspension ECC's request

- 1 = First alert
- 2 = Reminder (only relevant for maintenance)
- 3 = Restart delay / Investigation ongoing
- 4 = Restart trading / Issue solved

Email content - Examples

Email Sequence

Example 1 M7 Trading Suspension

Example 2 M7 maintenance

1	FIRST ALERT	<i>[SEMOpX M7] SM7-1 Trading suspended until further notice</i>	<i>[SEMOpX M7] MM7-1 Maintenance on DD/MM/202X</i>
2	REMINDER (Only relevant for maintenance)		<i>[SEMOpX M7] MM7-2 Maintenance starts in 15min</i>
3	RESTART DELAY / INVESTIGATION ONGOING	<i>[SEMOpX M7] SM7-3 Trading suspended – Investigation ongoing</i>	<i>[SEMOpX M7] MM7-3 Maintenance extended – Restart delay</i>
4	RESTART TRADING / ISSUE SOLVED	<i>[SEMOpX M7] SM7-4 Restart trading, ALL markets available in 15 min</i>	<i>[SEMOpX M7] MM7-4 Restart trading, ALL markets available</i>

Email content - Examples

Example 1: M7 Trading Suspension

[SEMOpX M7] SM7-1 | Trading suspended until further notice

Type	Technical issue
SEMOpX market(s) impacted	All SEMOpX Intraday continuous markets
Member impact	Members cannot access the M7 trading system
Actions on member side	No
Next update	Within 30 min or when there is a new update

Dear member,

Please be informed that due to technical reasons, **the M7 trading system is suspended until further notice.**

We apologise for the inconvenience this may cause and will keep you informed as soon as possible of the restart.

If you have any questions, please feel free to contact us on our hotlines.

[SEMOpX M7] SM7-3 | Trading suspended – Investigation ongoing

Type	Technical issue
SEMOpX market(s) impacted	All SEMOpX Intraday continuous markets
Member impact	Members cannot access the M7 trading system
Actions on member side	No
Next update	Within 30 min or when there is a new update

Dear member,

Please be informed that **investigations on the current M7 technical issues are still ongoing.**

We are investigating the issue with priority on getting the system up and running as soon as possible.

We apologise for the inconvenience this may cause. If you have any questions, please feel free to contact us on our hotlines.

Email content - Examples

Example 1: M7 Trading Suspension

[SEMOpX M7] SM7-4 | Restart trading, ALL markets available in 15 min

Type	Technical
EPEX market(s) impacted	All SEMOpX Intraday continuous markets
Member impact	Members are now able to connect and submit orders
Actions on member side	Yes
Next update	Not applicable

Dear member,

Intraday trading on **M7 will be restarted within the next 15 minutes.**

Please note that all orders will remain deactivated by default after the restart and that you can manually reactivate them in your "Own Orders" overview where required.

If you have any questions, please feel free to contact us on our hotlines.

Review of coding scheme

SM7-1 = First alert

SM7-3 = Investigation ongoing

(we will continue to send code SM7-3 until restart has been confirmed)

SM7-4 = Restart trading

Email content - Examples

Example 2: M7 maintenance

[SEMOpX M7] MM7-1 | Maintenance on DD/MM/202X

Type	M7 maintenance
SEMOpX market(s) impacted	All SEMOPX Intraday continuous markets
Member impact	Members cannot access the M7 trading system
Actions on member side	No
Next update	15 min before maintenance will start

Dear Member,

Please be informed that the M7 trading system will be under maintenance on DD/MM/202Y from approx. XX:XX to XX:XX CET/CEST (XX:XX to XX:XX GMT/BST) on SEMOPX markets.

This maintenance is related to:

- System update
- etc.

We kindly ask you to log out from ComTrader or your API before the maintenance begins and to restart ComTrader or your API once it is finished.

Please feel free to inform your colleagues about this maintenance, and to contact us on our hotlines for any questions you may have.

[SEMOpX M7] MM7-2 | Maintenance starts in 15min

Type	M7 maintenance
SEMOpX market(s) impacted	All SEMOPX Intraday continuous markets
Member impact	Members cannot access the M7 trading system
Actions on member side	No
Next update	10 min before restart or when there is a new update

Dear member,

We would like to remind you that the M7 trading system will be under maintenance in 15 minutes on SEMOPX markets from approx. XX:XX to XX:XX CET/CEST (XX:XX to XX:XX GMT/BST).

This maintenance is related to:

- System update
- etc.

We kindly ask you to log out from ComTrader or your API before the maintenance begins and to restart ComTrader or your API once it is finished.

If you have any questions, please feel free to contact us on our hotlines.

Email content - Examples

Example 2: M7 maintenance

[SEMOpX M7] MM7-3 | Maintenance extended – Restart delay

Type	M7 maintenance
SEMOpX market(s) impacted	All SEMOPX Intraday continuous markets
Member impact	Members cannot access the M7 trading system
Actions on member side	No
Next update	5 min before restart or when there is a new update

Dear member,

Please be informed that due to a technical issue, the scheduled M7 maintenance will be extended.

We apologise for the inconvenience this may cause and will keep you informed.

If you have any questions, please feel free to contact us on our hotlines.

[SEMOpX M7] MM7-4 | Restart trading, ALL markets available

Type	M7 maintenance
SEMOpX market(s) impacted	All SEMOPX Intraday continuous markets
Member impact	Members cannot access the M7 trading system
Actions on member side	Yes
Next update	Not applicable

Dear Member,

Intraday trading on **M7 will be restarted within the next 5 minutes.**

Please note that all orders will remain deactivated by default after the restart and that you can manually reactivate them in your "Own Orders" overview where required.

If you have any questions, please feel free to contact us on our hotlines.

Email content - Examples

Example 2: M7 maintenance

Review of coding scheme

MM7-1 = First alert

MM7-2 = Reminder

(XXX-2 codes are only used
for maintenance reminders)

MM7-3 = Restart delay

(we will continue to send code MSIDC-3 until restart
has been confirmed)

MM7-4 = Restart trading

Email Signature

➤ SEMOpx auction signature remains unchanged

➤ SEMOpx continuous signature now includes a [Coding Scheme Review]

SEMOPX AUCTION

Kind regards

SEMOPx Market Operations Team



Auction / Continuous / SEMOPx Hotlines

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E-mail: marketops@ops.semopx.com • Web: <https://www.semopx.com>

SEMOPX CONTINUOUS

Kind regards

SEMOPx Market Operations Team



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Continuous Coding Scheme Review

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ECC	
SECC (1, 3, 4)	Suspension on ECC's request

1 = First alert, 2 = Reminder (only relevant for maintenance), 3 = Restart delay / Investigation ongoing, 4 = Restart trading / Issue solved

THANK YOU