

DTCC Alternative Investment Product Services Client Support Quick Reference Card

AIP Client Support Hotline: 888-382-2721

For support outside of the US: +1 212-855-8099

Client Support will be available Mon - Fri, 24 hrs; Saturday 12:00 a.m. - 4:00 p.m ET

AIPSupport@dtcc.com

FOR SUPPORT REGARDING:

- Application Support – Test or Production (options 5, 4)
- File Transmissions – Test or Production (*options 5, 4*)
- DTCC Web Registration Support (*options 5, 2*)
- Service Activation (*options 5, 4*)
- Connectivity Questions (*options 5, 4*)
- Billing Questions should be emailed to **billingsupport@dtcc.com**

PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE:

- AIP NSCC Participant Number or AIP DataTrak Originator Code
- Environment: PSE (Test) or Production
- AIP Datatrak or AutoRoute ID (*see back for listing*)
- AIP Control Number (*if applicable*)

DTCC

Securing Today. Shaping Tomorrow.®

**AIP PRODUCTION OUTPUT CYCLE TIMES
(MONDAY – FRIDAY) EASTERN TIME**

6:10 a.m. (C1)

9:10 a.m. (C2)

12:10 p.m. (C3)

4:10 p.m. (C4)

5:10 p.m. (C5)

7:00 p.m. (C98) – End of Day Cycle

**AIP PSE OUTPUT CYCLE TIMES
(MONDAY – FRIDAY) EASTERN TIME**

9:00 a.m. – 7:00 p.m.
Output runs every 30 minutes

**AIP PRODUCTION OUTPUT CYCLE TIME
(SATURDAY) EASTERN TIME**

5:10 a.m. (C98) – End of Day Cycle

**AIP PSE OUTPUT CYCLE TIME
(SATURDAY) EASTERN TIME**

5:10 a.m. (C98) – End of Day Cycle

**PRODUCTION INPUT
DATATRAK ID:**

**PSE/TEST INPUT
DATATRAK ID:**

AIP Firm Input	05346	45346
AIP Fund Input	05376	45376

**PRODUCTION OUTPUT
AUTOROUTE ID:**

**PSE/TEST OUTPUT
AUTOROUTE ID:**

AIP Records Output	02530046	02980046
AIP Settlement Output	02530076	02980076
AIP Reminders & Security Broadcast Messages	02531540	02981540