

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:

- NSCC AIP Support – Test or Production (options 5, 5 ,2)
- Password Reset (options 5, 1)
- NSCC Connectivity Support (options 5, 2)
- 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 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
AIP E-Doc Zip Input	05385	45385

**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
AIP E-Doc Zip Output	02532918	02982918