

Trading platform

User Guide

[V.1.2020]

If any part of the instruction is unclear, or you feel the need to add more details, as well as if you have any other comments or suggestions for improvement, please email us at: mail@genex.ge

Also watch a video Instruction:



Contents

1.	,	Sett	ing Up	3
	1.1	1.	Browser and system requirements	3
	1.2	2.	Log in to the trading platform web application system	3
	1.3	3.	password recovery	4
	1.4	4.	Information messages	5
2.		Mai	n Page	6
3.		Ord	er Placement Process	8
	3.2	1	Download Order Template	8
	3.2	2 Fill	ing in the order template	9
	3.3	3 Pla	cing the order on the trading platform	9
		3.3.	1 Copy hourly orders	.10
		3.3.	2 Upload order template	.10
		3.3.	3 Copy application from the previous period	.11
		3.3.	4 Flexible upload capabilities	.12
	3.4	4 Vie	ew uploaded orders	.12
	3.5	5	Simultaneous export of the uploaded orders	.12
4		Defi	nicies in the order-upload process and problem elimination	.13
	4.1	1	Required Requirements:	.13
	4.2	2. Ty	pical error messages	.13
5		Viev	v trading results	.16
	5.2	1 WI	nat do we see when we click on trading results?	.16
	5.2	2 Tra	ding results by market participant and trade zone	.16
	5.3	3 Tra	ding results by portfolio and trading area	.17
	5.4	4	Change the text size in the results section	.17
	5.5	5	Simultaneous export of the result	.17
6		Swit	ching to the winter time (Long Day)	.18
7		Swit	ching to the Summer Time (Short Day)	.19
8		Ord	er Template - Defining time zone	.20
9		Qui	k Instruction During Technical Difficulties	.21
T	ach.	nica	Lassistance	21

1. Setting Up

1.1. Browser and system requirements

Supported browsers

The trading platform web application is supported at least by the following web browsers (for the best quality it is recommended to use Google Chrome):

- Google Chrome
- Firefox
- Microsoft Edge
- Internet Explorer 11, Internet Explorer 10, Internet Explorer 9

Additional browser requirements

- JavaScript must be enabled
- Local Storage must be activated

1.2. Log in to the trading platform web application system

In order to Log in to the trading platform, use the following link:

https://auctions.test.genextrade.ge/#/1



Enter the SSO username sent to your email address:

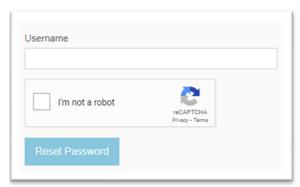
- 1. Then enter your password in the Password field
- 2. Click the Log in button

¹ The given link connects to the test platform

1.3. password recovery

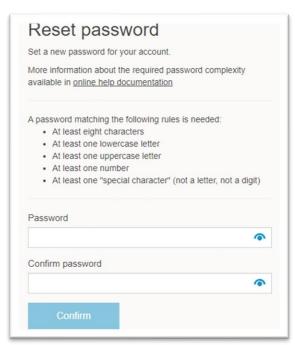


If you have forgotten your login password, in order to reset it you will need to click "Forgotten your passwords?" button.



In the newly opened window, follow the instructions:

- 1. Enter your Username
- 2. Click the "I'm not a robot" button.
- 3. Click "Reset Password".



You will then receive a special letter to the email address provided from your side.

- 1. Click on the link provided in the email
- 2. Enter a new password in the password field, which must contain at least:
 - 8 characters
 - One lowercase letter
 - One uppercase letter
 - One number
 - One "special character" (not a letter, not a digit)
- 3. Click the "Confirm" button
- 4. Try logging in with a new password

If you still can not log in, contact the exchange operator: mail@genex.ge, or by phone: +995 32 205 45 88 Internal 103 or 104

1.4. Information messages

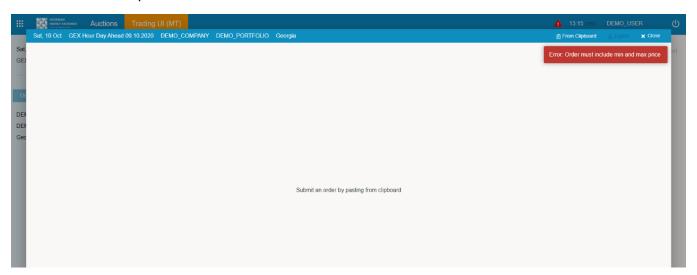
Toast Messages

As a result of various actions taken, a message placed in a green frame may appear in the upper right corner of the market platform for a short period of time. A "green" message indicates that the operation you just completed was successfully implemented. These types of messages are known as "toast messages" in the Nord Pool system.



Error Messages

If you try to perform prohibited/illogical on the day ahead market platform, a message in a red frame will appear in the upper right corner of the screen for a short period of time. Each error, or incorrectly entered information will appear in the system as given. A "red" message contains information about an action you have taken incorrectly.



2. Main Page

Header

The header section gives you the following information and the ability to take action:

- Time Central European Time.
- Clicking on the red sign with an exclamation mark will display a list of Error Messages with a
 description of each error and an indication of the access time.
- The user name entered in the program is displayed, by clicking on which you can manage the user settings.
- Logout button.
- If there is a bug in the system that you notified about, the notification mark will also be visible in the title.



Filters and other functionality



A. Date Filter

Date Filter allows the user to easily move between different dates, review orders, and place them. Typically, the program displays the date of the next day, however, it is possible to select any consecutive day for which the bidding deadline has not expired. Also, it is possible to choose historical dates to view the submitted orders and results. When uploading the order, it is necessary to take into account that the chosen date is the Delivery Day.

B. Auction Filter

By clicking on the auction filter button, you can choose which market and/or which trade zone you want to participate in (as of today, only day ahead market is available. With the launch of the intraday market, the data of this market will also be available).

C1. Placed Orders

C2. Results

D. Market Participant Filter

By clicking on the market participant filter you will see which members you have access to. Here, you can use the search field to search for a specific name for the entity.

E. Portfolio Filter

By clicking on the portfolio filter you will see which portfolios you have access to.

F. Copy application from the previous period

By clicking "Copy from past" you will be able to submit the application of the previous period.

G. Upload a completed Order Template

H. Download an order template

The downloaded order template corresponds to the parameters selected in sections A, B, D, E.

3. Order Placement Process

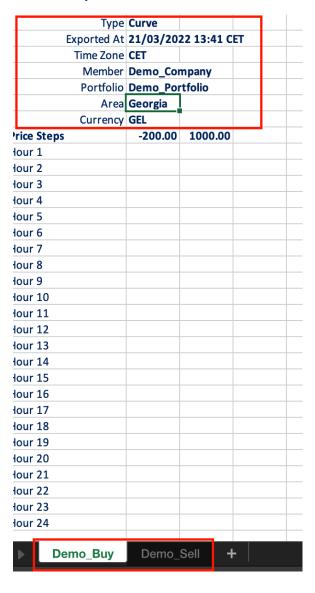
3.1 Download Order Template

Download order Template



Clicking the Download Templates button (G) will bring up a new window where you can choose whether or not you want to create an additional page for instruction by selecting "Include Instructions". Download the form (.xls format) by clicking the "Yes" button

Order Template



The order template is a .xls format file, which can be downloaded and completed by the participant to upload it to the trading platform. The application form may contain several sheets, depending on the portfolios assigned to the company.

The first section of the order template includes the following information:

- A. Order type
- B. Download Date
- C. Time Zone(CET)
- D. Member Name
- E. Portfolio Name
- F. Trading Area
- G. Currency

This information is needed to place the file in the system (if necessary, this data can be corrected in the form itself).

Full names must be used for the company, portfolio, and trading area. 3 symbols (eg GEL, EUR, etc.) are always used to fill in the currency field. This information is automatically filled in the downloaded order template.

3.2 Filling in the order template

Price Steps	-200.00	0.00	1 35.00	35.01	1000.00
Hour 1	300.0	3a 300.0	0.0	-500.0	3b -500.0
Hour 2	300.0	300.0	0.0	-500.0	-500.0
Hour 3	300.0	300.0	0.0	-500.0	-500.0
Hour 4	300.0	300.0	0.0	-1075.5	-1075.5
Hour 5	300.0	300.0	2 0.0	-1075.5	-1075.5
Hour 6	300.0	300.0	0.0	5 -1075.5	-1075.5
Hour 7	300.0	300.0	0.0	-1075.5	-1075.5
Hour 8	300.0	300.0	6 0.0	-1075.5	-1075.5
Hour 9	300.0	300.0	0.0	-1075.5	-1075.5
Hour 10	300.0	300.0	0.0	-1075.5	-1075.5
Hour 11	300.0	300.0	0.0	-1075.5	-1075.5
Hour 12	300.0	300.0	0.0	-1075.5	-1075.5
Hour 13	300.0	300.0	0.0	-1075.5	-1075.5
Hour 14	300.0	300.0	0.0	-1075.5	-1075.5
Hour 15	300.0	300.0	0.0	-1075.5	-1075.5
Hour 16	300.0	300.0	0.0	-1075.5	-1075.5
Hour 17	300.0	300.0	0.0	-750.5	-750.5
Hour 18	300.0	300.0	0.0	-750.5	-750.5
Hour 19	300.0	300.0	0.0	-750.5	-750.5
Hour 20	300.0	300.0	0.0	-750.5	-750.5
Hour 21	300.0	300.0	0.0	-750.5	-750.5
Hour 22	300.0	300.0	0.0	-750.5	-750.5
Hour 23	300.0	300.0	0.0	-750.5	-750.5
Hour 24	300.0	300.0	0.0	-750.5	-750.5

In a placed order for a specific hour,

- Positive Number = Buy (6)
- Negative Number = Sell (7)

With the increase in the price of electricity, the amount:

- Should not be reduced in the sell order
- Should not be increased in the purchase order

The following technical characteristics must be taken into account when filling out the template:

- 1. When filling in the Price Steps, the numbers must be rounded to hundreds (two digits after the comma).
- The amount of electricity to be purchased or for sale should be rounded to tens (one digit after the comma)
- 3. It is mandatory to maintain the existing technical limits in the price range:
 - a. Minimum price (reference is mandatory) = -200 ₾
 - b. Maximum price (reference is mandatory) = 1000₾
- 4. The number of price steps should not exceed 200

3.3 Placing the order on the trading platform

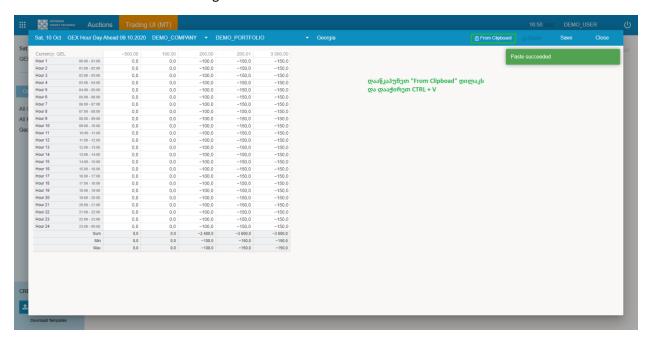
There are three ways to place hourly orders on the trading platform:

- Create an order table in a standalone .xls file, copy the application number matrix and paste it directly into the system [Copy hourly orders];
- Download the application form (.xls format), fill it out and then upload it to the system Upload order template].
- Download/Copy the application from the previous trading days Copy order from the previous period].

See a detailed description of all three methods below.

3.3.1 Copy hourly orders

- Download the order template or click the "Export" button to download the already imported orders in .xls format.
- Enter orders and pricing steps in the downloaded .xls format, subject to the requirements in Section 3.2.
- Select price steps and hourly volumes and copy (CTRL + C)
- In the system, follow the steps below:
 - On the main page, click on the button "Add Curve"
 - Select a portfolio from the menu at the top
 - Click the "From Clipboard" button and paste the copied values into the system (CTRL + V)
 - Click the following buttons in this order "Save" and "Close".



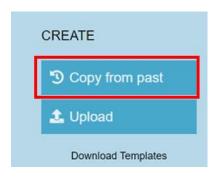
3.3.2 Upload order template



- Download the order template or click the "Export" button to download the already imported orders in .xls format;
- Fill out the orders in the downloaded file, meeting the requirements in Section 3.2;
- Save the file to your computer;
- Click the "Upload" button and either grab the uploaded file and drop it on the platform screen or click the "Select from your computer" button and select the filled out file;
- Click "Submit" button.

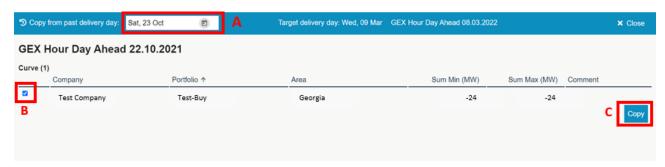
3.3.3 Copy order from the previous period

Step 1



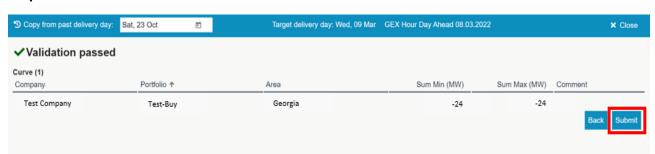
Click on the "Copy from past" button move to a new window [Step 2];

Step 2



- **A. Period -** We choose the period for which we want to submit an order for further trading.
- **B. Marking -** The company must be indicated. In the case of several companies or portfolios, it is possible to copy each one as well as all of them together.
- **C. Copy** Click on the "Copy" button to move to the last step [Step 3].

Step 3



Final Step - Submit selected order

3.3.4 Flexible upload capabilities

Different file upload functionality allows the platform user to easily place the order in the system. In particular, it has the ability to:

- 1. Fill in the order template for more than one portfolio by adding sheets in the template (.xls file).
- 2. Place different types of orders in the same file (currently, only curve orders are allowed).
- 3. Use a combination of alternatives 1 and 2.

Place orders on different sheets of the form (.xls format). For reference, the order template sheet namet does not have to be relevant to the portfolio.

3.4 View uploaded orders

Uploaded orders will appear on the home page. It is possible to delete an already uploaded order from the same page.



3.5 Simultaneous export of the uploaded orders

By clicking on the "As Report" button, you can export all the placed orders in a .xls format file. Portfolios with which you did not place the order will not be presented in a single file. Each portfolio order will be placed on a separate sheet in a single file. The sheets in the file will be sorted alphabetically. Note that clicking the "As Report" button loads all orders regardless of the specified filters.



4 Definicies in the order-upload process and problem elimination

4.1 Required Requirements:

When filling out the order form, to avoid error messages, the participant:

- Must fill in each page of the order form (Sheet), except for the instruction page (if any)
 - Should not delete important information in the file:
 - Initial information in the first few rows
 - Minimum and maximum technical price limits
 - o Time Steps in the first column
- Should not change the format of the given file (font, character size, color, etc.)
- Must comply with the requirements given in Section 3.2 when filling in the form.

4.2. Typical error messages

"A worksheet has been ignored. It contained no order data"

A worksheet has been ignored. It contained no order data.

When uploading the order, the given type of message will be displayed to the participant if:

- The order template uploaded by him/her is empty
- The order template uploaded by him/her contains only zero values

"Upload failed for Curve Order - Hour 24 label is missing"

Upload failed for Curve Order - DEMO_COMPANY - DEMO_PORTFOLIO - Georgia: Hour 24 label is missing.

When uploading an order, the user will be notified of an error mesage of the given type on the platform if he/she has filled in the template incompletely and has left the filling boxes blank.

"Upload failed for Curve Order – Decreasing volume check"

Upload failed for Curve Order -DEMO_COMPANY - DEMO_PORTFOLIO -Georgia: Order is illogically formed, as it failed decreasing volume check When uploading the order, the participant will be notified of the given type of error message on the platform if the volume of each subsequent purchase/sale of electricity is not sorted in descending order along with the price increase in the application form.

"Upload failed for Curve Order - Unknown portfolio"

Upload failed for Curve Order -DEMO_COMPANY - Unknown portfolio -Georgia: Portfolio is required When uploading the order, the participant will be notified of the given type of error message on the platform if the initial information existing at the time of downloading the template is deleted/not retrieved/changed in the filled form.

"Upload failed for curve Order – minimum and maximum price step"

Upload failed for Curve Order -DEMO_COMPANY - DEMO_PORTFOLIO -Georgia: Volume in curve order must exist in minimum and maximum price step When uploading the order, the user will be notified of the following type of error message on the platform:

- During violation of the price increase principle between technical limits;
- When the order template is incomplete.

"Upload failed for Curve Order: Invalid volume value: 0.9999"

Upload failed for Curve Order -DEMO_COMPANY - DEMO_PORTFOLIO -Georgia: Invalid volume value: 0.99999 The error message and error that occurred while uploading the order can be corrected through the following ways:

By Editing the order teamplate (.xls file)

- Step 1: Copy the spreadsheet data you entered and paste it into any blank space in the file
- Step 2: Using the Excel Round function, round each number to tens (eg, Round (B9,1))
- Step 3: Copy the values obtained and paste them into the initial data matrix
- Step 4: Make sure the numbers are formatted as Number in Excel
- **Step 5:** Delete the calculations given in the previous steps
- Step 6: Upload the Excel file

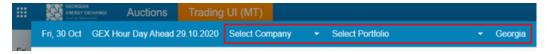
By copying orders

Follow the process:

- Copy (ctrl + C or command + C) the order matrix
- Click the "Add Curve" button on the trading platform

Price Steps	-200.00	1000.00	
Hour 1		10	10
Hour 2		10	10
Hour 22		10	10
Hour 23		10	10
Hour 24		10	10

- At the top of the menu, select each option according to your company and portfolio



- Paste the matrix you copied (ctrl + V or command + V)
- Click the **Save** button

In other cases:

If after considering the above recommendations and ways to eliminate error messages, you still can not fix the problem, first of all:

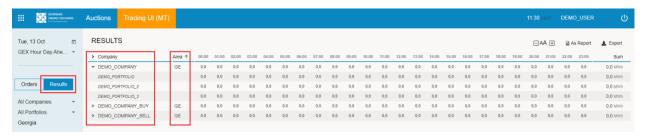
- 1. Check your internet connection
- 2. Make sure your browser meets all the requirements for the platform
- 3. Make sure the Excel file of the downloaded order is backed up with the original formatting
- 4. Try uploading the order template through another browser
- 5. Try uploading the order template through another computer
- 6. GENEX Technical Assistance Team at: +99532 205 45 88 Internal 103 or 104

5 View trading results

On the main page, you will see the "Results" button, which turns gray when trading results are not available. As soon as the trading results are available, the button will be activated and there will be a possibility to click on it.

5.1 What do we see when we click on trading results?

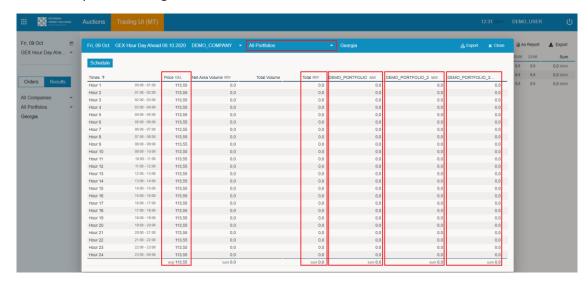
The first page shows the fully realized quantity, which is given in total for all types of orders according to the market participant and trade zone, both hourly and in the form of the daily sum in the "Sum" column. Clicking on the arrow to the left of the market participant will also break down the data on realized volumes in the portfolio section.



5.2 Trading results by market participant and trade zone

The following columns will appear by clicking on the row along with the name of the market participant on the trading results page:

- "Total": Total realized volume for the selected trading area for all portfolios
- "Your portfolio name (s)": Amount of realized amount for each portfolio, side by side
- "Price": the price of electricity per hour and the price of the system at the end of the column for the selected trade area
- "Net Area Volume": The Difference Between Total Purchased and Sold Electricity Within a Selected Trade Zone
- If necessary, the exchange rate



5.3 Trading results by portfolio and trading area

Schedule

The following columns will appear on the schedule page by clicking on the row along with the name of a specific portfolio on the trading results page:

- Realized volumes for each type of order ("Curve", "Block", etc.)
- "Curt.": Potentially, curtailments received
- If necessary, the exchange rate

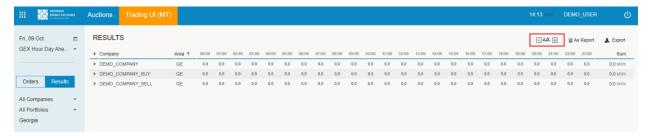
Block - will be added in the future

Exclusive (Exclusive Groups) - will be added in the future

Flexible - will be added in the future

5.4 Change the text size in the results section

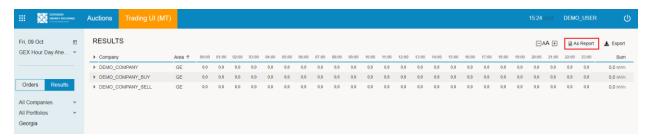
You can resize the text on the trading results page by clicking on the "+" and "-" signs.



5.5 Simultaneous export of the result

By clicking the "As Report" button in the upper right corner of the results page, you can export all your trading results to an Excel file. Portfolios where you do not have trading results will not be included in this file.

Each order type ("Curve", "Block", etc.) and the portfolios are displayed as separate pages of the Excel file alphabetically. Note that clicking this button loads all orders regardless of the filters specified.

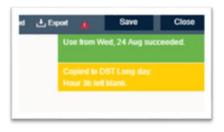


6 Switching to the winter time (Long Day)

Form

Price Steps	CET/CEST	GET (CET)
Hour 1	00:00-01:00	02:00-03:00
Hour 2	01:00-02:00	03:00-04:00
Hour 3a	02:00-03:00	04:00-05:00
Hour 3b	03:00-04:00	05:00-06:00
Hour 4	04:00-05:00	06:00-07:00
Hour 5	05:00-06:00	07:00-08:00
Hour 6	06:00-07:00	08:00-09:00
Hour 7	07:00-08:00	09:00-10:00
Hour 8	08:00-09:00	10:00-11:00
Hour 9	09:00-10:00	11:00-12:00
Hour 10	10:00-11:00	12:00-13:00
Hour 11	11:00-12:00	13:00-14:00
Hour 12	12:00-13:00	14:00-15:00
Hour 13	13:00-14:00	15:00-16:00
Hour 14	14:00-15:00	16:00-17:00
Hour 15	15:00-16:00	17:00-18:00
Hour 16	16:00-17:00	18:00-19:00
Hour 17	17:00-18:00	19:00-20:00
Hour 18	18:00-19:00	20:00-21:00
Hour 19	19:00-20:00	21:00-22:00
Hour 20	20:00-21:00	22:00-23:00
Hour 21	21:00-22:00	23:00-00:00
Hour 22	22:00-23:00	00:00-01:00 (D+2)
Hour 23	23:00-00:00	01:00-02:00 (D+2)
Hour 24	00:00-01:00	02:00-03:00 (D+2)

Information on the screen



Unlike usual, when switching to winter time, an order is placed for a period of 25 hours. The name of the additional hourly order is 3b. (See Figure 1)

The transition from winter time to 02-03 period [in the system] is called 3a hour. In addition to period 3a, an additional 3b hour appear in the order matrix as shown in Figure (Fig. 1).

- When placing an order on the platform, make sure that each column contains accurate and complete information;
- When using the "Add Curve" order upload method, be sure to copy all 25 time series

When copying order, a notification message appears stating that orders are left blank (see Figure 2). Information for 3b hour can be entered manually.

Complete application form:

When entering information in the order, process should be guided by Central European time. Use the given table.

7 Switching to the Summer Time (Short Day)

Form

Price Steps	CET/CEST	GET (CEST)
Hour 1	00:00-01:00	03:00-04:00
Hour 2	01:00-02:00	04:00-05:00
Hour 4	03:00-04:00	06:00-07:00
Hour 5	04:00-05:00	07:00-08:00
Hour 6	05:00-06:00	08:00-09:00
Hour 7	06:00-07:00	09:00-10:00
Hour 8	07:00-08:00	10:00-11:00
Hour 9	08:00-09:00	11:00-12:00
Hour 10	09:00-10:00	12:00-13:00
Hour 11	10:00-11:00	13:00-14:00
Hour 12	11:00-12:00	14:00-15:00
Hour 13	12:00-13:00	15:00-16:00
Hour 14	13:00-14:00	16:00-17:00
Hour 15	14:00-15:00	17:00-18:00
Hour 16	15:00-16:00	18:00-19:00
Hour 17	16:00-17:00	19:00-20:00
Hour 18	17:00-18:00	20:00-21:00
Hour 19	18:00-19:00	21:00-22:00
Hour 20	19:00-20:00	22:00-23:00
Hour 21	20:00-21:00	23:00-00:00
Hour 22	21:00-22:00	00:00-01:00 (D+2)
Hour 23	22:00-23:00	01:00-02:00 (D+2)
Hour 24	23:00-00:00	02:00-03:00 (D+2)

Unlike usual, during the summer shift, an application is placed for a period of 23 hours. (See Figure 1)

The hourly order matrix looks the same as on other days, except that Hour 3 is deleted.

- If you try to upload an order file or copy an application that contains more than 23 hours / intervals, a bug report will appear on the platform (see Figure 2).
- When copying an order and using the "Add Curve" upload method, if you do not copy the row representing each hour interval, the platform will show you The message Fig. 2;

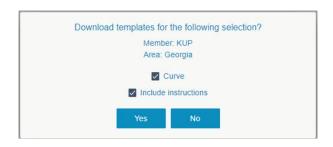
Complete application form:

When entering information in the order, process should be guided by Central European time. Use the given table.

Information on the screen



8 Order Template - Defining time zone



CET/CEST Price Steps GET (CET) **GET (CEST)** 00:00-01:00 03:00-04:00 02:00-03:00 01:00-02:00 04:00-05:00 03:00-04:00 02:00-03:00 05:00-06:00 04:00-05:00 03:00-04:00 05:00-06:00 Hour 4 06:00-07:00 06:00-07:00 Hour 5 04:00-05:00 07:00-08:00 Hour 6 05:00-06:00 08:00-09:00 07:00-08:00 Hour 7 06:00-07:00 09:00-10:00 08:00-09:00 Hour 8 07:00-08:00 10:00-11:00 09:00-10:00 Hour 9 08:00-09:00 11:00-12:00 10:00-11:00 Hour 10 09:00-10:00 12:00-13:00 11:00-12:00 10:00-11:00 13:00-14:00 12:00-13:00 Hour 11 11:00-12:00 14:00-15:00 13:00-14:00 Hour 12 12:00-13:00 15:00-16:00 14:00-15:00 Hour 13 16:00-17:00 Hour 14 13:00-14:00 15:00-16:00 14:00-15:00 17:00-18:00 Hour 15 16:00-17:00 18:00-19:00 15:00-16:00 17:00-18:00 Hour 16 16:00-17:00 Hour 17 19:00-20:00 18:00-19:00 17:00-18:00 20:00-21:00 19:00-20:00 Hour 18 18:00-19:00 20:00-21:00 Hour 19 21:00-22:00 Hour 20 19:00-20:00 22:00-23:00 21:00-22:00 Hour 21 20:00-21:00 23:00-00:00 22:00-23:00 Hour 22 21:00-22:00 | 00:00-01:00 (D+2) | 23:00-00:00 Hour 23 22:00-23:00 | 01:00-02:00 (D+2) | 00:00-01:00 (D+2) Hour 24 23:00-00:00 02:00-03:00 (D+2) | 01:00-02:00 (D+2) In the process of downloading the order template, it is possible to attach instructions to the file by selecting "Include Instructions". As a result of this action, a new sheet called Instruction - Curve will be added to the participant Order Template (Excel file).

This page lists in English all the important aspects that the trade representative should take into account when filling out the order template (this information is identical to the entries made in this guide) and as a supporting material is presented in the table to determine the hourly intervals.

This table contains 4 main columns:

- Hour Steps;
- CET/CEST Notes the connection of the time step in relation to Central European time;
- GET (CET) Notes the connection of the time step in relation to the Georgian time, when Europe is in winter time;
- GET (CEST) Notes the connection of the time step series with the Georgian time, when Europe is in summer time.

9 Quick Instruction During Technical Difficulties

In case of difficulties with the trading platform, first of all:

- 1. Check to see if there are any notifications about the planned upgrade of the day ahead market platform.
- 2. Exit the trading platform, close the web browser and then open it again and try logging in again.
- 3. Check your internet connection by logging in to another website.
- 4. If possible, contact your IT specialist to find out if anything has changed in your network security settings. The most common cause of the problem is the firewall and/or proxy server settings. Also, make sure that you have the right to enter the trading platform on the website.
- 5. Senby Technical Assistance Team at +995 32 205 45 88 Internal 103 or 104

10 Technical assistance

The participant is entitled to request technical assistance from the market operator if he/she does not have access to the platform or the required information.

10.1 Access to the platform and viewing information

- Assistance in accessing the platform providing a link to the platform, password recovery, assistance in troubleshooting system Access problem;
- Review of the Results Review the compliance of the participant's trading results with the uploaded order;

10.2 Problem with Uploading Order

If a participant has a problem submitting an order, he or she should check that the order form is completed correctly and that it complies with the rules set out in this guide. If, despite all attempts, the participant is unable to upload the order, he / she can apply to GENEX for technical assistance.

GENEX will assist the bidder to enable to upload the order to the auction system. If, despite all measures, the participant is unable to place an order and the said issue is not fixed within a reasonable time, the participant (Trade Representative) is entitled to ask GENEX to place the desired order. This request may also be made to GENEX if he / she is unable to submit an order due to force majeure circumstances not related to access to or suspension of the platform.

The order is placed instead of the participant according to the following procedure:

- The participant must apply to the Trade Operations Officer within the reasonable time to place the order. In addition, the exchange operator is entitled not to receive the order submitted by the participant by e-mail in the presence of the cases presented in Article 16 of the Day-Ahead and Intraday Market Rules, as well as in other cases specified in this Chapter;
- The communication must be made via e-mail: from the e-mail address of the Trade representative indicated in the Exchange registration application to the e-mail address of GENEX

(support@genex.ge). In case of doubt, GENEX may request a duplicate verification from the trade representative via his / her telephone number recorded in the application. In exceptional cases, if it is technically possible and also possible to identify the trade representative, the order can be obtained by phone call;

- Participant's Trade Representative must attach the completed order form to the relevant notice. If you do not have a form, you can request it and receive it by email from GENEX. GENEX checks the information in the order form and uploads it on the platform;
- After placing the order, GENEX saves the uploaded form of the order in the form of a screenshot
 and sends it to the trade representative of the relevant participant. The trades representative is
 obliged to confirm the validity of the information within 10 minutes after receiving the notification,
 in the form requested by GENEX. Otherwise the uploaded order will be deleted / replaced with the
 old version.

10.3 Contact Means

In order to receive technical assistance, the participant must apply through the contact channels provided for technical assistance by GENEX:

- By phone: +995 32 205 45 88 Internal 105 or 106
- By e-mail: support@genex.ge. Within 5 minutes of sending the letter, the participant will receive a
 confirmation of receipt of the letter by e-mail. If confirmation is not received within this period, the
 participant should assume that there is a delay in sending the letter and should contact GENEX
 Technical Assistance at the above telephone number. The letter must indicate:
 - Subject: The name of the requestძირითადი
 - The text should indicate the identifying data of the participant and, if necessary, the portfolio, as well as a detailed description of the problem / question (if necessary, an image / file should be attached) and a specific request for GENEX. A specific requirement may be the need to upload an order or eliminate other technical issues.

In order to communicate effectively with GENEX, the participant must ensure that his / her e-mail is managed in such a way that letters are received smoothly from GENEX through the e-mail addresses specified in this document (E-mails do not get blocked or get in other folders [spam, junk]).