

# Argus Metal Services FAQ

## Overview

Argus Metals is a powerful, fully customizable market intelligence platform covering the global ferrous and non-ferrous metals markets.

With over 950 industry-leading proprietary assessments, up-to-the-minute news, analysis, and exchange feeds from the LME, COMEX, NYMEX, and the Shanghai Futures Exchange, Argus Metals provides buyers, sellers, and traders with dependable prices and actionable market intelligence.

## Table of Contents

- **What information is available via Argus Metals?**
- **New platform, new features**
- **User guide to getting started**
- **Platform Q&A**
  - Data
  - News and reports
  - Price alerts/notifications
  - Custom dashboards
  - Methodology
- **Customer Service**
- **Related Argus Services**



## What information is available via Argus Metals?

Argus Metals is an enhanced online platform that provides a comprehensive view of the global metals markets. Argus Metals provides access to up to three Argus market services allowing users to choose the appropriate coverage for their needs:

- **Argus Steel Feedstocks:** Global ferrous market coverage, including ferrous and stainless scrap, iron ore, finished steel, coking coal and steel feedstocks.
- **Argus Metals International:** Global non-ferrous market coverage, including base metals, minor metals, ferro-alloys, non-ferrous scrap and secondary alloys, and rare earths.
- **Argus Metal Prices:** Regional North American coverage, including ferrous and non-ferrous scrap, base metals, stainless steel, minor metals, ferro-alloys, and non-ferrous secondary alloys.

*Each of these services is available separately and delivered via the Argus Metals platform.*

## New Platform, New Features

- Indexation-quality price assessments
- Daily end-of-day email PDF reports with insightful, market-critical market commentary, news analysis, prices and more
- Robust, public Argus methodologies and documentation
- Custom workspaces, together with pre-built workspaces demonstrating the depth of Argus' coverage

- Up-to-the-minute news and analysis, customized to clients' metals of interest
- Data history is available as far back as the 1980s (over 10 years for most items)
- Charting tools, including Argus and relevant exchange prices
- Spreadsheet downloads into Microsoft Excel
- Price and news notifications to your inbox
- Consolidated 'Metals of Interest' daily news briefing via email

## Users Guide to Getting Started

### How do I get up-and-running on the new Argus Metals platform?

- To get started, visit <http://metals.argusmedia.com> and login with your account username and password.

Feel free to contact us with any questions at [metals@argusmedia.com](mailto:metals@argusmedia.com)

### Where are online tutorials located?

- Check out the new demo video at [www.argusmedia.com/argusmetals](http://www.argusmedia.com/argusmetals) that provides a "how-to" guide for navigating the new platform, allowing you to maximize its capabilities to drive your business.
- Your Argus account manager is available to provide one-on-one support and answer any questions.

## Platform Features Q&A

### Data

#### Does the new Argus Metals platform provide additional content?

Yes. You will see additional coverage and benefits depending on your subscription options - including exchange data, new spot market assessments, forward curves and fundamentals data. To discuss subscription options, email [metals@argusmedia.com](mailto:metals@argusmedia.com).

#### Does Argus Metals provide access to domestic and international data?

Yes, all of our services include a variety of core market assessments. Your Argus account manager can provide more information on the market data and pricing coverage you require.

#### Why does the 'Prices & data' drop down show a limited number of metals?

The Argus Metals platform provides access to our three comprehensive services, covering the global nonferrous, global ferrous and regional North American metals markets. The prices available to you will depend on your subscription. Your Argus account representative is available to provide a custom consultation to determine your needs.

#### How often are the news and reports updated?

Your news is updated throughout the day, keeping you informed of the latest market activity and the critical intelligence needed to run your business. Frequently referenced markets are linked to exchange-basis prices. Because of this, all Argus Metals clients receive 30 minute delayed exchange data from the LME and SHFE, and 10 minute delayed exchange data from COMEX and NYMEX as part of their subscription. Real time data access from the LME and COMEX is also available - contact [metals@argusmedia.com](mailto:metals@argusmedia.com) for more information.

#### What are PA Codes and why are they included in the data display?

Argus PA Codes are unique identifiers for Argus price assessments and indexes. These allow you to easily reference the Argus prices and indexes required for contracts or other purposes, and are provided alongside many of the data displays in the Argus Metals platform.

#### Can data be downloaded?

Argus Metals provides tools to download and analyze current and historical market data. Custom charts and tables are available on the website and users can download data to Microsoft Excel to perform analysis.

### News and Reports

#### Can daily news be emailed directly to my inbox?

Yes. Your 'Metals of Interest', located in Settings (click on the cogwheel in the upper right hand corner), can be customized to suit your interests. Your selections here will designate the headlines you receive in your daily summary email provided with your daily PDF report.

#### Can news notifications be sent directly to me?

Yes. News notifications of particular interest are created by selecting categories of interest in the 'News & analysis' drop-down and then 'Add to notifications'. These notices are customized in your Settings Notifications (click on the cogwheel in the upper right hand corner). You can select the desired time of news delivery (ASAP or a specific time of the day) and set other key preferences through the Settings page.

#### Does the new service have custom reporting functions?

Yes. The service does include custom reporting available from the 'Publications' drop-down, however, your daily PDF report will contain all key news events, market commentary, prices and more.

#### Can other employees in my company be added to the PDF distribution?

Your Argus account manager can assist with those additional individuals requiring data and services. You can email [metals@argusmedia.com](mailto:metals@argusmedia.com) for more information. Please note that the service agreement prohibits re-distribution of the services.

#### Is there an option to turn off the automatic daily PDF distribution?

Yes. You can configure this in Settings (click on the cogwheel in the upper right hand corner).

### Price Alerts/Notifications

#### Are price alerts available?

Yes. Exchange data price alerts, can be sent via email based on your selected trigger threshold settings in the Tools/Price Alerts menu. (e.g., Alert me when Copper prices on the LME are above 5,500 USD/mt). You can also set up email delivery notifications of Argus physical price assessment values by selecting any data item(s) using 'Add to Notifications' available in most price tables and workspaces. Price notifications can be removed in your Settings/Notifications (click on the cogwheel in the upper right hand corner).

### Custom Dashboards

#### Can I create a customized workspace?

Workspaces are one of the key features of the Argus Metals platform. Your subscription grants two fully customizable workspaces, as well as multiple additional market specific workspaces. Market workspaces are built by Argus' editors to display the most important market- and metal-specific information. Customizable workspaces allow you to track your key pricing, news, charts, and exchange data in one place, providing you with a direct path to your most useful information and data.

#### Can I create a saved search in 'My Workspace'?

Yes. You can customize news/analysis searches, in your workspaces. For example, you can create a news search for just 'chromium' and 'cobalt' (depending on service subscription) that only highlights news/analysis related to these metals.

#### Are there market specific workspaces available?

Yes. Each metal group has its own market workspace. These market workspaces are pre-built by Argus' editors to display the most important market information, including pricing information, data, news, downloads and more.

## Platform Features Q&A (cont.)

### How many custom 'My Workspaces' can be created?

Two.

### Methodology

#### How are Argus metals prices assessed?

Argus strives to provide the clearest, most transparent methodology possible and we take great pride in our documentation of our work. Argus has detailed and robust price assessment methodologies across all services, and methodologies for the Argus Metals services are available for download at [argusmedia.com/methodology-and-reference](https://argusmedia.com/methodology-and-reference)

### Support

#### Will region-specific support be available?

Yes. With over 20 offices around the globe, your Argus regional account manager will be available to assist with any questions.

#### How can changes/upgrades be made to my subscription?

For any upgrades or changes to your subscription services, contact your Argus account manager or email [metals@argusmedia.com](mailto:metals@argusmedia.com).

## Customer Service

#### Where are questions/concerns directed?

Contact Argus customer support [metals@argusmedia.com](mailto:metals@argusmedia.com) directly; your local representative will follow up with you within one working day.

#### Where can I find more information on the new Argus Metals platform?

Access on-demand webinars, additional tutorials, FAQ documents and more at [argusmedia.com/metals](https://argusmedia.com/metals) or email [metals@argusmedia.com](mailto:metals@argusmedia.com).

### Related Argus Services

#### What other Argus products might help me and my business?

- Argus Metal services: [argusmedia.com/metals](https://argusmedia.com/metals)
- Argus Coal services: [argusmedia.com/coal](https://argusmedia.com/coal)
- Argus Freight services: [argusmedia.com/transportation](https://argusmedia.com/transportation)

For further information, please contact us

[argusmedia.com/metals](https://argusmedia.com/metals)

Contact [metals@argusmedia.com](mailto:metals@argusmedia.com)

