



EMIS USER GUIDE





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I. Introduction

EMIS offers critical information from various emerging markets across the globe. This user-guide is designed to help you navigate in a clear, step-by-step manner through the services. In particular, the guide is intended to help you:

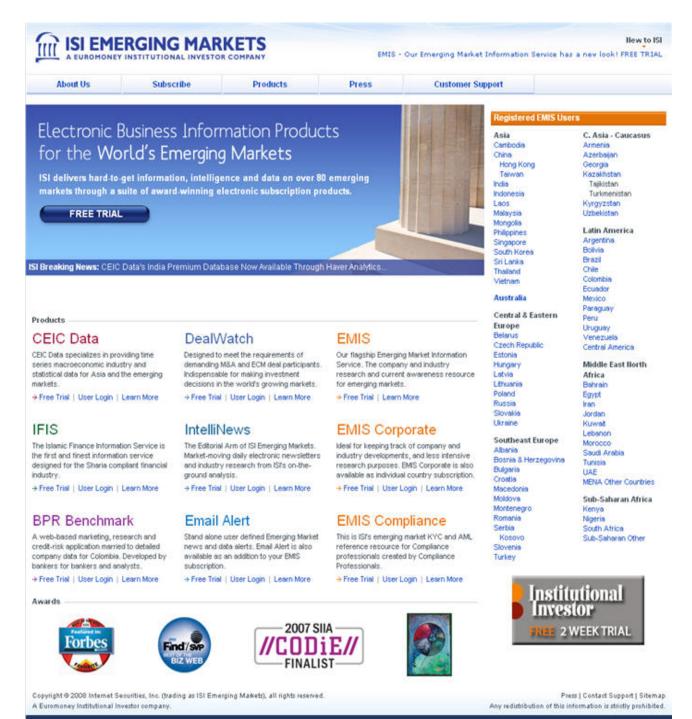
- Identify and access required data in simple and few steps
- Save your time while surfing to maximize efficiency
- Refine and narrow search options to get desired results in minimum steps
- Perform key functions such as download information into desktop applications, save, copy etc.
- Install and use foreign language characters and fonts
- Use of .MyISI. a powerful way to create an ISI Emerging Markets Portfolio. Think of it as your personal clipping service

This guide also answers some FAQs and provides a list of worldwide subscriber support contacts. Please note that Internet Securities Inc. continually enhances the ISI Emerging Market Service by offering new time-saving and innovative features and adding new and hard-to-find content regularly. If you notice that a particular product or feature is not reviewed here or need immediate assistance, please contact your local customer service representative: www.securities.com/contact.html



II. Getting Started

The ISI Home Page (http://www.securities.com)





System Requirements

Internet Securities Inc. supports the following browsers, you will need to upgrade older browsers to fully experience all our features and tools. Additionally, your browser must be Java & JavaScript enabled.

- Firefox 2
- IE5
- IE6

Browser Details: http://www.securities.com/browser requirements

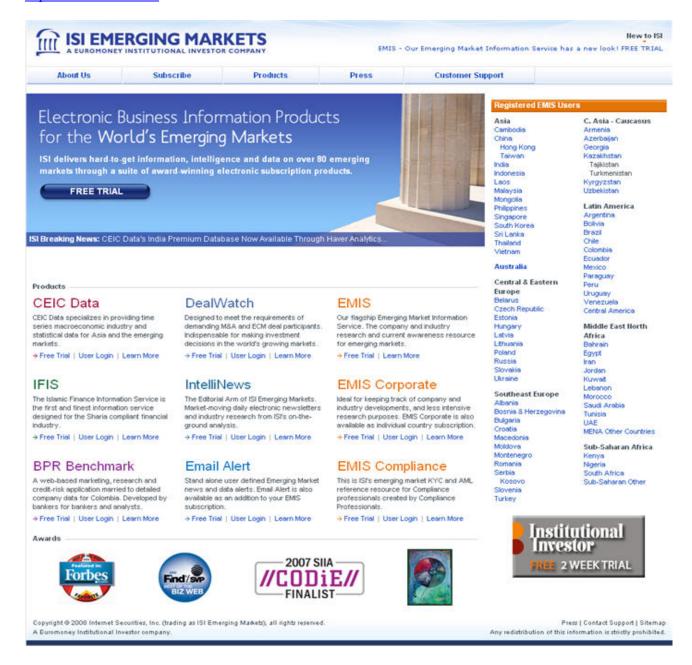
JavaScript Support: Passed Cookie Support: Passed



Home page URL

For our regular subscribers, the URL to access the ISI Emerging Markets service is: http://www.securities.com/

Our site license users are automatically authenticated (using IP addresses) on this custom site: http://site.securities.com/

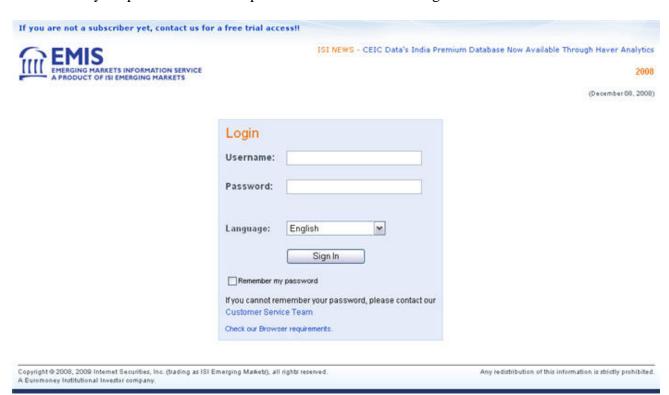




Your User name and Password

When prompted for a username & password (case sensitive) do the following:

- Enter user name in appropriate box. Use mouse or press TAB key to select password box.
- Enter your password and then press enter or click on the Sign In button.



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New EMIS User Guide

Book marking our homepage

You can save the URLs (addresses) for accessing ISI Emerging Markets - EMIS pages by adding them as favorite in IE or by bookmarking them in Mozilla Firefox. This will help you to open ISI Emerging Markets - EMIS page from the drop-down menu without actually having to remember the URL.

For Internet Explorer:

To mark a page as favorite:

- Access the desired EMIS page.
- From the **Favorites** menu, select **Add to Favorites**. The Add Favorite dialog will appear.
- In the Name box, type ISI Emerging Markets EMIS.
- Click **OK**. The ISI Emerging Markets page will be added in the Favorites folder.

To access the marked page again:

- Open **IE** browser.
- From the **Favorites** menu, select **ISI Emerging Markets EMIS**.

In Mozilla Firefox:

To bookmark a page:

- Access the desired EMIS page.
- From the **Bookmarks** menu, select **Bookmark This Page**. The Add Bookmark dialog will appear.
- In the Name box, type ISI Emerging Markets EMIS.
- Click **OK**. The ISI Emerging Markets page will be added in the Bookmarks folder.

To access the marked page again:

- Open **Firefox** browser.
- From the **Bookmarks** menu, select **ISI Emerging Markets EMIS**.



Make ISI Emerging Markets your home page

In Internet Explorer:

- Select Tools on windows menu and click on .Internet Options.
- Type in http://www.securities.com/ in text box that appears under .General. category.

In Mozilla Firefox:

- Open **Firefox** browser.
- From the **Tools** menu, click **Options**. The Options dialog will appear.
- In the **Startup** section, In the **Home Page** box, enter http://www.securities.com/
- From the When Firefox starts drop-down, select Show my home page.
- Click **OK**. The ISI Home page will appear as soon as you open a new browser window.





III. Accessing ISI Emerging Markets

The Navigation and Message area

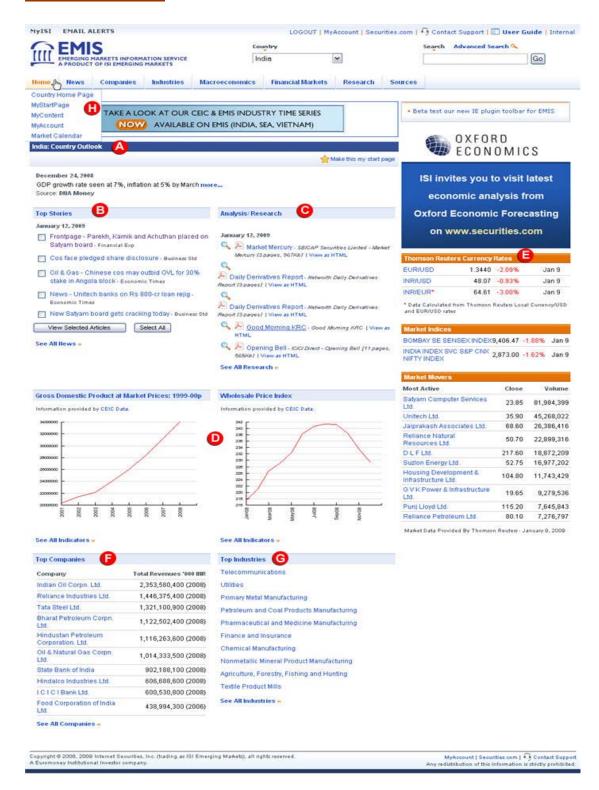


- Once you are on a country home page (Home) and you want to switch to another country product (you may need an additional subscription) simply select the country from the drop-down menu.
- Important product related messages are displayed in the area above the navigation bar.

The ISI Emerging Markets service offers eight primary categories for all country products. These categories are consistent and also comprise the primary navigation bar and will appear on every page. To access information from any of these categories, simply click on the appropriate tab.



Country Home Page





- Country Outlook: Get an overview of the economy reflecting latest trends that shape the financial landscape, political environment, governmental and financial policies, etc.
- B Top Stories: Stay on top of the most important stories of the day, put together by our editors from leading global publications.
- Analysis/Research: Obtain quick access to latest research reports, valuable, in-depth financial, macro, industry & company intelligence of the respective economy.
- Macro Charts: Displays 2 macroeconomic indicator charts, provided by CEIC Data, a product of ISI Emerging Markets as well as links to the entire set of macro economic indicators.
- Market Data: This section displays important stock quotes, that provide a quick overview on the financial market of the selected country
 - -- Currency rates from Thomson Reuters: Updated at the close of every market day, this section displays the previous day's USD, EUR & INR currency exchange rates, of the specific economy.
 - -- Market indices: A snapshot of Shares & Stock Market of the selected economy, obtained directly from Thomson Reuters, and linked to archived indices data.
 - -- The Market Movers include a listing of the most active and share builder's most requested stocks and ETFs, along with display of closing price & volume.

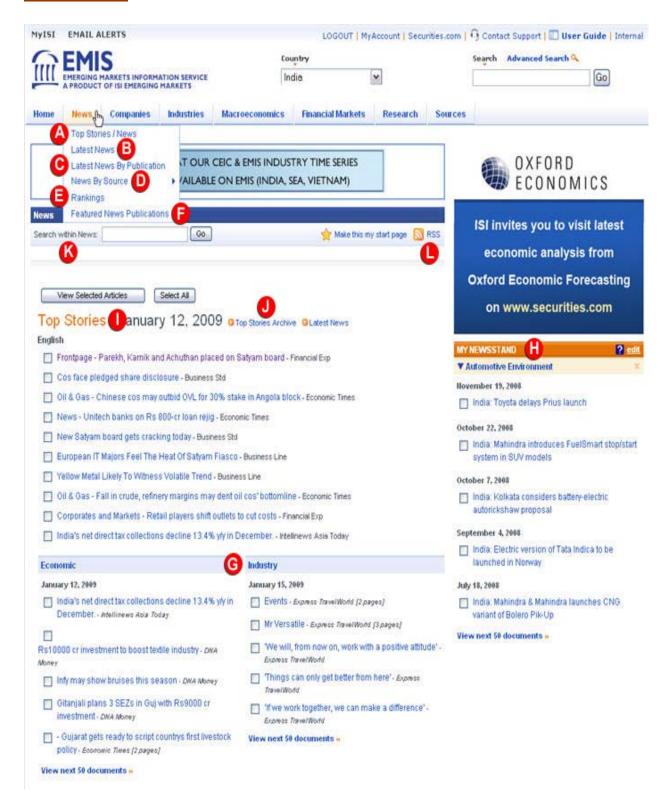
- **Top Companies:** This newly added section displays top 10 company's revenues based on net profit & financial statements.
- **G** Top Industries: Displays the 10 leading industries of each country selected by our local experts.

🚹 Sub/menus:

- -- Country Home Page: This link allows you to navigate from any other page to the Country Home Page.
- -- MyContent: Define and place publications, searches, documents, companies and industries on one customized profile page.
- -- MyAccount: Choose your default start page, language support and content language.
- -- Market Calendar: Calendar of market events and special announcements.



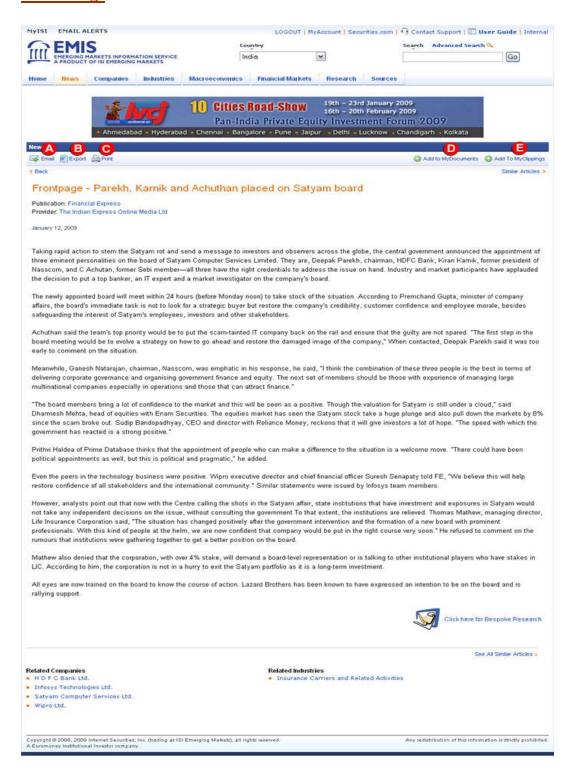
The News Page







Article Page

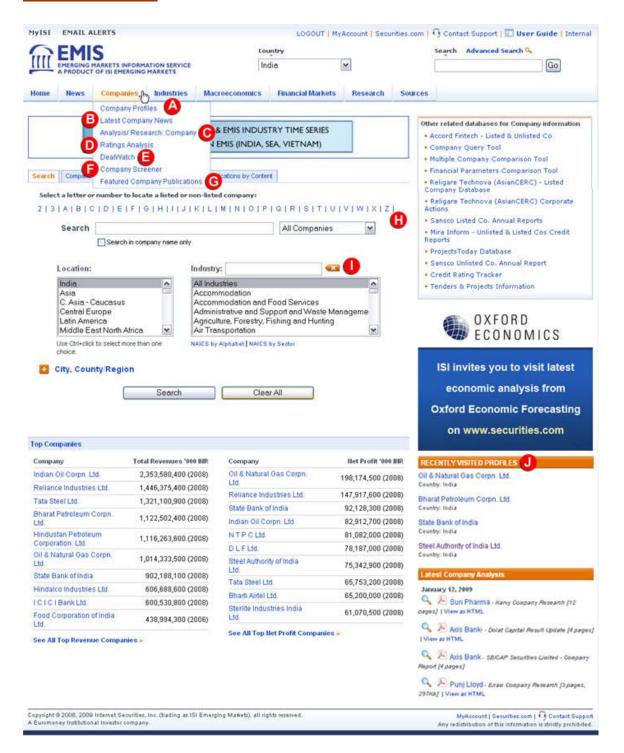




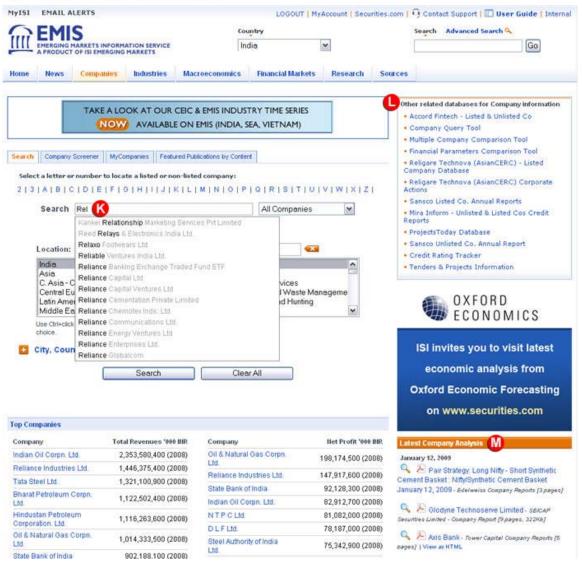
- A Email: This feature allows you to email the article or articles selected to a colleague.
- **Export:** Export to Word format: Allows you to download the data, or graphics, etc. into Word format.
- **Print:** This feature allows you to print the selected article or articles.
- Add to MyDocuments: Click on Add to MyDocuments to add any article to the MyContent page, to be accessed later.
- Add to MyClippings: Click on Add to My Clippings icon while viewing an article to add to My Clippings.



The Company Page







- A Company Profiles: Access company profiles, containing in-depth information including company description & analysis, financial information etc., of over thousands of public and private companies.
- B Latest Company News: Access important and latest news on the economy's listed and unlisted companies.
- Analysis/Research: Company: View the latest analysis and reports from various global & local sources. You can also search for specific reports using the search filter.

- Companies by Alphabetical listing: Click on a letter or number to locate a company.
- Select Companies by Industry: For quick access to companies, you can search for companies by the sector they belong to.
- Recently Visited Profiles: Get quick access to the profiles you just visited, using the links of the last 5 visited company profiles, displayed under this tab.
- Auto-completion: Get quick access to Companies you are searching for, with the help of the new Auto-completion feature,



- Ratings Analysis: This section presents evaluations provided by rating companies. (For e.g.; Rating on Sovereign, Insurance, Banks and Financial Institutions, Corporate and Structured Finance, Companies etc)
- DealWatch: Designed to fulfill requirements of dealmakers, this section provides a comprehensive outlook of Emerging Market M&A and ECM transactions.
- Company Screener: Search for companies or generate rankings, by selecting the provided criteria on the Company Screener tool.
- **G** Featured Company Publications: Click on any of the displayed links, to view all the latest reports published by that specific company.

that suggests company names, as soon as you type the first 3 letters.

- Other Related Databases: View other relevant company information, related to your current search in this section.
- Latest Company Analysis: Obtain valuable in-depth company intelligence, through the latest company research reports, displayed on the Company page.

- Recently Visited Profiles . Get quick access to the profiles just visited through the displayed links of the last 5 visited company profiles, even if the company profiles you just visited is from another country page.
- Auto-completion: Get quick access to Companies you are searching for, with the help of the new Auto-completion feature, that suggests company names, as soon as you type the first 3 letters.



The Company Page > Sample Company Profile





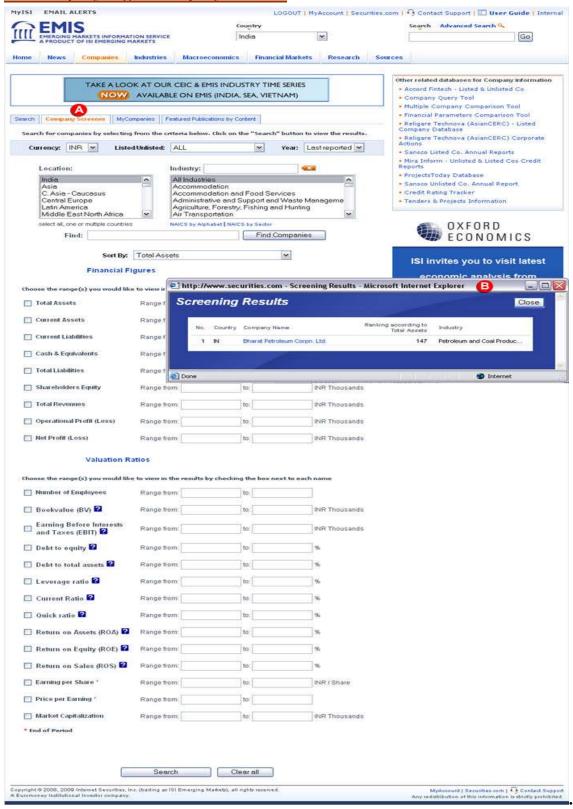
Company Profiles: Access company profiles containing in-depth information including company description, company analysis, financial information etc of thousands of public and private companies.

- A Email: This feature allows you to email the profile or articles selected to a colleague.
- **E** View as PDF: Allows the user to convert the data into a PDF format.
- MyCompanies: Get quick access to your favorite company profiles, by simply clicking on Add to My Companies icon and later access the data at My Companies tab, on the company page.
- MyFinancialAlerts: Add a company to this alert by clicking on "Add to MyFinancialAlerts' link in the selected company profile.

- Balance Sheet: On the right column of the company profile we display the 8 key indicators and 10 financial ratios from the company's latest financial statements.
- Income Statements: This section provides you with a summary of a business' financial operations for a specific period of time, Income Statements are now displayed on the company page.
- **Ratios:** Displays 10 financial ratios from the company's latest financial statements.
- Company Description: Access in-depth company details including Company Description, Outstanding Shares, Key Executives, Company Analysis, Main Activities, News, Companies with similar activities, charts etc.



The Company Page > Company Screener





A

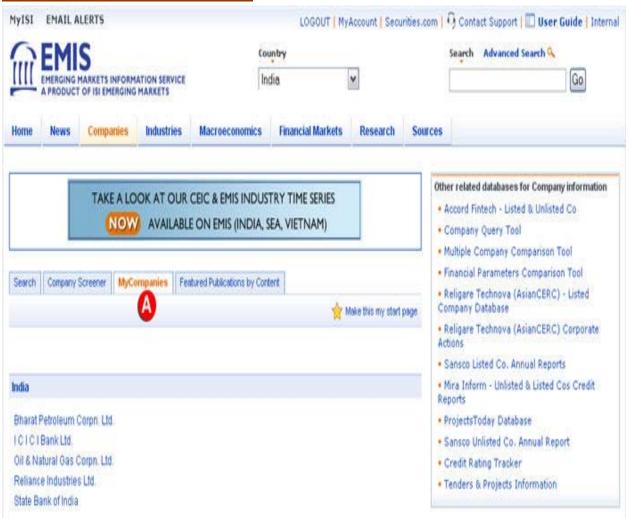
The Company Screening Tool is a powerful query tool, that allows you to create league tables for companies and industries, from our financial database.

You can easily create tables, based on 9 financial criteria such as Assets, Liabilities, Revenue, Profit or 14 financial criteria such as Return On Equity, Debt to equity, Current Ratio, etc

- You can display the last 2 or 3 years results for up to 5 indicators
- You can also select the region/country/industry for the particular search
- The company search allows easy access to the financial statements and quotes pages of the company, through links displayed on the result's page
- The results also displays the company's ranking in its industry
- You can display the results in 3 different currencies. Local currency, US dollar and Euro
- You can search for a company, by specifying the total revenue within the range fields (for example: you can specify the total revenue to be larger than 1 million USD)
- B The Screening Results pop-up window, displays the searched company's Name, Country and the industry it belongs to, along with its ranking.



The Company Page > MyCompanies



For quick access to your favorite company profiles, click on MyCompanies link, and access them later at MyCompanies tab, on the company page.



The Company Page > Featured Publications by Content.





The Company Page > Accessing Financial Statements

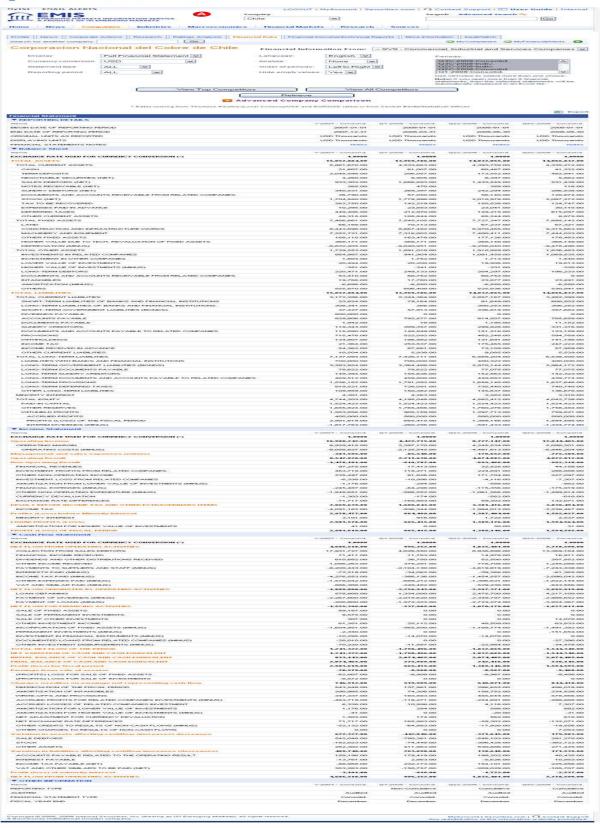


"Financial Statements" provides access to complete financial statements of a company, including quantitative analysis, displaying financial details such as revenue, expenses, assets, liabilities and all the other financial aspects of a company.

- Financial Comparison enables you to keep track of trends, compare a company with its competitors and gain insight on a company's present and past performance.
- Complete financials are available under the link of Financial Data.
- Financial highlights comprise up to 45 key financial fields such as: Total Assets, Shareholder Equity, Cash & Equivalents, Current Assets, Current Liabilities, Total Revenues, Operating Profit (Loss), Net Profit (Loss) etc & up to 37 ratio fields like EV/EBITA, ROA, EBITDA, EBIT, Enterprise Value, ROE, Operating Profit Margin etc
- Financial Accounts are categorized into Balance Sheet, Income Statement, Cash-flow, Sources/Uses of funds, Ratios etc.

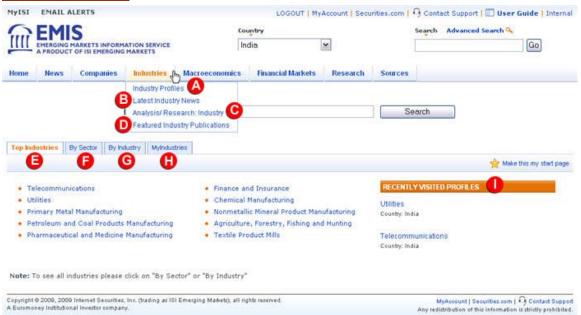
The Financial Data tab also provides the facility to compare the financial statements of the company against its competitors, regardless of the financial standard, country or currency.







The Industry Page

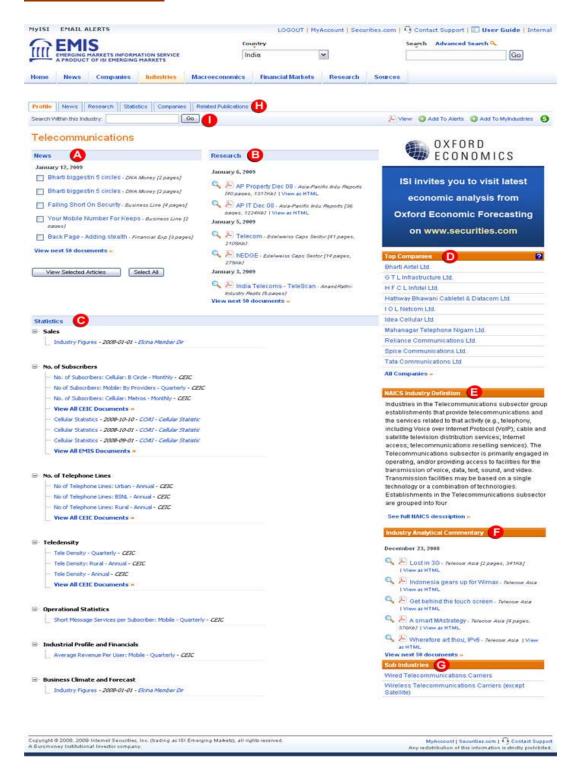


- A Industry Profiles: provides you with detailed economic and financial characteristics as well as trends for the selected industry.
- **By sector:** Get quick access to industries by the sector they are in.
- B Latest Industry News: Access relevant and latest news about featured industries for each market. The coverage may vary from product to product.
- **G** By Industry: Search for any particular industry within the listing provided under this tab.
- Analysis/Research: Industry: View latest industry analysis and research reports from various global & local sources.
- MyIndustries: To get quick access to any industry of your preference, click on "MyIndustry" link and access it later at "MyISI" tab.
- Featured Industry Publications: Click on specific publication to view latest reports published by that publication company.
- Recently Visited Profiles: Get quick access to the profiles you visited recently, through the displayed links of the last 5 visited industry profiles, under this tab.
- **Top Industries:** This section displays the leading industries of the economy based on net sales revenue generated.

Access Industry Statistics on Industry profile that now show both CEIC Industry Statistics and EMIS Industry Statistics, displayed in Tree format, Industry statistics tagged to 4th level NAICS. (currently available for Asia).



The Industry Profile



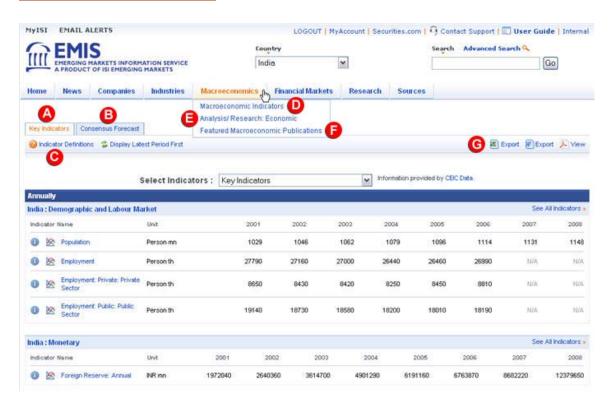


- A News: Access most important news stories put together by our content editors and updated several times a day.
- **B** Research: View latest comprehensive analysis and research reports from various global & local sources that keeps you abreast of the latest industry developments and trends.
- Statistics: View or download, latest company statistical data of your preference, in an excel spreadsheet format.
- **Top Companies:** This newly added section displays top 10 companies of the industry.
- NAICS Industry Definition: This section defines industry types & specifies industries under a particular sector, in accordance with the NAICS Industry definition.

- Industry Analytical Commentary: Find latest industry reports & analysis from leading global & local sources that provide you with an overview of industry developments.
- **Sub Industries:** Access news, research, statistics, top companies and NAICS Industry Definition of all the related sub- industries.
- Related Publications: Displays list of publications, including magazines, reports, analysis, dailies & other Publications that contain latest stories or articles related to industry you are searching for.
- Find an Industry: Search for an industry using a wide range of keywords, related to the industry you are looking for. This search is available in English or the local language.



Macroeconomic Information

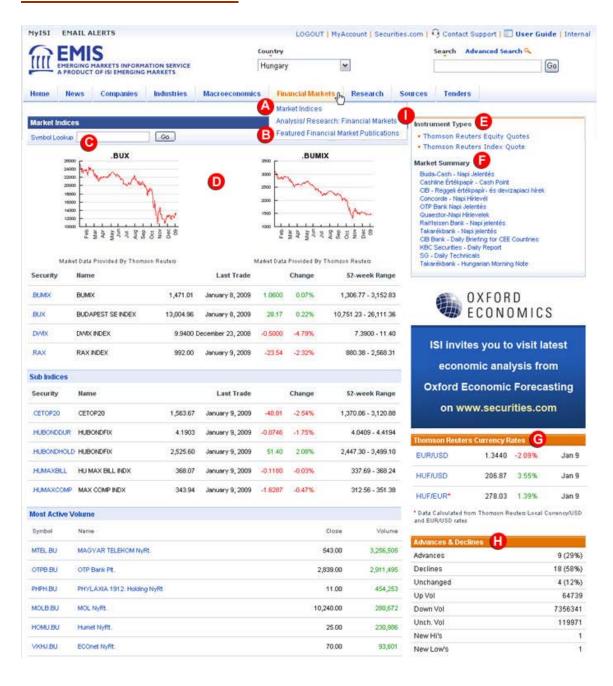


- A Key Indicators: Find key selected indicators, with their respective graphical charts and indicator properties.
- Consensus Forecast: Economic indicators from international economists Consensus Forecasts compiled by Internet Securities.
- Indicators Definitions: View basic definitions of various indicators.
- Macroeconomic Indicators: Provides you with overall aspects of an economy, such as income, output, and the interrelationship among diverse economic sectors, allowing the analysis of economic performance and forecasts.

- Analysis/ Research: Economic: View latest analysis and research reports from various leading global & local sources.
- Featured Macroeconomic Publications: Click on specific publication to view & access its latest reports.
- G Export Table to Excel or Word format:
 Allows you to download the table, data,
 graphics, etc. into Excel and Word format.
 Also, allows conversion of data to PDF format.
- Now access a **Mouse over** facility to view **Graph** and **Indicator Properties** like Source Name, Last & Last Observation, Update date etc.
- You can now track Publications from this category by adding to MyPublications. Select and add publications in the MyPublications folder which can be viewed on your custom MyISI page.



Financial Markets Information



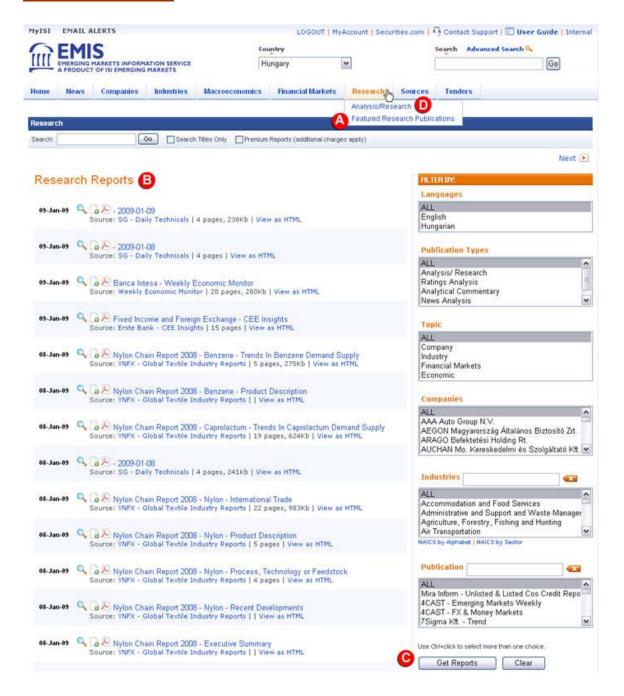


- A Market Indices: View end of the day market information, from key stock markets of the country.
- B Featured Financial Market publications: View latest financial market reports published by leading publication companies.
- Symbol lookup: View charts and figures of various securities by entering stock market symbols. For more search options, click "Symbol Lookup" link.
- Charts: View stock market charts with 3 months, 1 year and maximum available history.

- **E Instrument Types:** View details of share market indices, common type stocks etc., under this section.
- Market Summary: Provides a quick overview of financial market of the country.
- **Currency rates:** View details of the country's currency rates.
- Advances and Declines: Advances and Declines: View the "Advances" and "Declines" for the previous day's trading.
- Analysis/Research: Financial Markets:
 Obtain quick access to latest research reports & valuable, in-depth financial, macro, industry & company intelligence.



Research Information

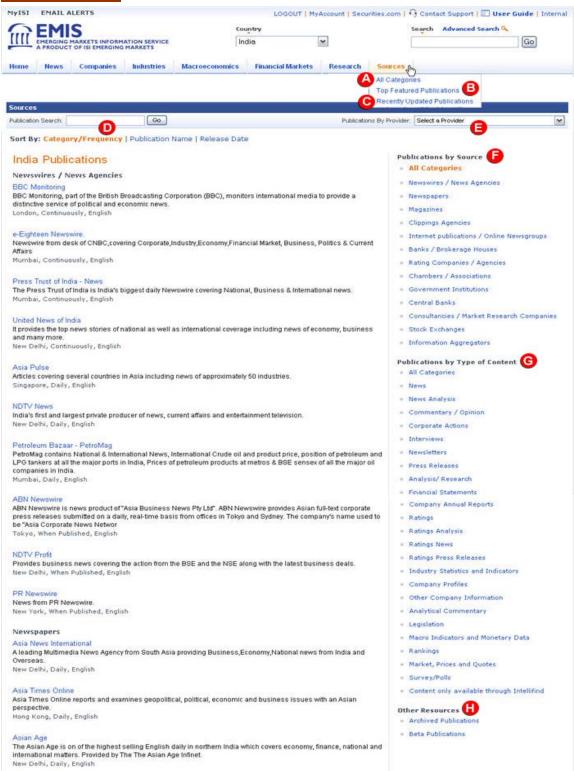




- A Featured Research Publications: Displays key research publications covering the local market. You can add these publications to "MySources" folder which can be viewed on your custom "MyISI" page. Coverage may vary from country to country.
- Research reports: Find latest research reports from the best local and global research firms, brokerage houses and analysts. Some reports are in PDF format, you may need to download Adobe Acrobat.
- Get Reports: Filter your search for any particular report using the criteria provided on the "Filter by" section, and click on "Get Reports" to retrieve reports based on your query.
- Analysis/Research: View the latest analysis and reports from various global & local sources. You can also search for specific reports using the search filter.
- Now access& select multiple reports, by using Ctrl+click.
- You can now track sources from this category, by adding to MySources. Select and add publications in the MySources folder, which can be viewed on your custom MyISI page.



The Sources page





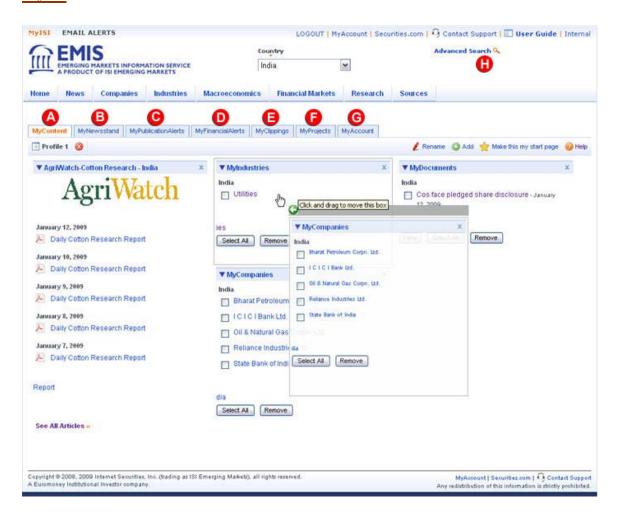
- All Categories: View the entire list of publications or view it categorized by types of publication such as News, News Analysis, Commentary / Opinion, Corporate Actions, Interviews, Newsletters, Press Releases, Analysis/ Research, Financial Statements etc.
- **B** Top Featured Publications: Lists all key publications in terms of popularity.
- Recently Updated Publications: View the list of the recently updated publications.
- Publication Search: Search for a specific publication by entering the name or a part of the name.
- Publications by providers: Select providers from the dropdown, to view the list of all their publications.

- Publications By Source: Access publications sorted by various categories, such as news agencies, government, academic institutions etc.
- Publications By Type: This section lists publications from news agencies, research firms, academic institutes, governments etc. By clicking on specific publication, you can view their latest publications.
- Archived and Beta Publications: Click here to access issues that have been discontinued or are in Beta/testing phase.

- You can now track Publications from this category by adding them to MyPublications.
- Select and add publications in the "MyPublications" folder to view them on your custom MyISI page.



MyISI



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MyISI is a powerful way to create your ISI Emerging Markets Portfolio. You will be able to:

- Add various documents, articles, publications, companies, searches, and industries of your interest to MyISI Emerging Market Services portfolio.
- View all information added to My ISI on MyISI page.
- Remove contents from MyISI.
- Customize the lay out of your categories and view your page according to your preference, using the new drag-and-drop feature.
- A MyContent: Define and place publications, searches, documents, companies and industries at one customized profile page. Customize the look and placement of the content by 'dragging and dropping' boxes.

If you have set up multiple profiles, you can move content from one profile to another, using the new 'drag and drop' feature.

- B MyNewsstand: Select publications of your preference to appear on your Country homepage, at MyNewstand. Just select your desired sources and assign a priority using the drop down boxes, and they will appear in the order you specify on the respective Country Home Page. *
- MyPublications Alerts: Select the publications you wish to view at MyNewstand, on your Country homepage. Just select your desired sources and assign a priority using the drop down boxes, and they will appear in the order you specify on the respective Country Home Page. *

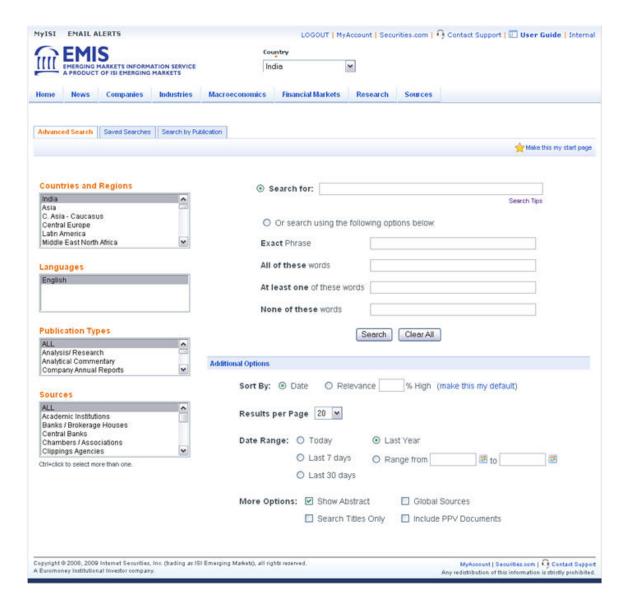
Remove: You can also remove sources from your list and select your viewing options.

- MyFinancialAlerts: Set up an alert to advise you when a new financial statement is available on EMIS, using the MyFinancialAlerts feature. You can create an alert for any company straight from a company's Profile page, and manage your alerts in the MyFinancialAlerts section.
- MyClippings: Store articles or documents in a 'Clippings folders, and send 'clippings' to your colleagues. You can add any article to your clipping folder, by clicking on the appropriate link, on any news item. *
- MyProjects: Manage access to the ISI service using project codes. Use this page to allocate expenses and assign data use to particular projects.
- MyAccount: Allows you to select a default start page when you log in into the EMIS service. You can also, select the language for the interface, or set the default language for content. For example, if only speak and read English, you can specify that the service displays only English language material.
- Advanced Search: Search for a specific term/article in your publications.

^{*} Please feel free to contact your customer service representative if you need more information or support.



IV. Advanced Search



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Selecting countries

Advanced Search allows you to search through all ISI Emerging Markets' country products to. The countries you have access to depends on the country products to which you currently subscribe. If you wish to receive access to additional products, please email mailto:info@securities.com or call your local ISI Emerging Markets representative. To select multiple countries hold down the Ctrl-key and select the relevant countries with your mouse button. If you do not select a country, Advanced search will automatically search the default, current country product.

Searching in foreign languages

Advanced Search allows you to search in English and local languages. To select multiple languages, hold down the Ctrl-key and select the languages with your mouse button. Should you select languages with conflicting character sets, Advanced Search will ask you to confirm or change your current character set.

Note: Advanced Search configures each local language with its corresponding character set. If you select multiple languages that have conflicting character sets, you will be asked to verify the character set you are using. Each character set corresponds to a language:

- Latin_1 (English, Spanish, Portuguese, French, German)
- Latin 9 (Turkish)
- cp1250 (Polish, Czech, Hungarian, Romanian, Slovakian, Estonian, Latvian)
- cp1251 (Russian, Ukrainian, Bulgarian)
- Chinese (Chinese)

Advanced Search automatically defaults to English, if you do not select a language.

Note: If you subscribe China country product, you would be able to search in Chinese. Click on the link: "Search in Chinese"

Entering search terms in foreign languages

You can enter search terms in foreign languages by:

- Using your keyboard (Your technical department can help you set this up)
- Cutting and pasting text from your browser
- For Latin character sets, you can use the common smashed version of the term(s)

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Setting up your browser to display foreign languages

Microsoft Internet Explorer (4.0 and higher)

- Go to the View menu for Explorer
- Select Encoding
- Select the appropriate encoding for the language you are using

Searching by publication dates

Advanced Search gives you the flexibility to search by publication date. Simply select from one of the following options:

- Today: searches for articles published today.
- Last 7 days: searches for articles published during the last 7 days.
- Last 30 days: searches for articles published during the last 30 days.
- Last year: searches for articles published during the last year.
- Date range: searched through a specific date range in yyyy/mm/dd format.

Searching by Date Range

To search for articles published between February 01, 2001 and May 30,2001 enter preferred dates into the below shown date range box:

Range from (yyyy/mm/dd)	Range fr	rom	to	(VVV/IIIII/dd)	
-------------------------	----------	-----	----	----------------	--

Understanding the default settings

Advanced Search will automatically default to the following settings if you leave them blank or don't change them:

o Country/Region: The country product you are currently using

o Language: Presents the option to select any specific language

o Content types: All

Publication Date: Last yearSearch Term: AND search



Search Results

After you submit your search, Advanced Search conveniently lists the results of your query in the following format:

In Advance Search, there is a new feature "Display Results" which provides you with two options:

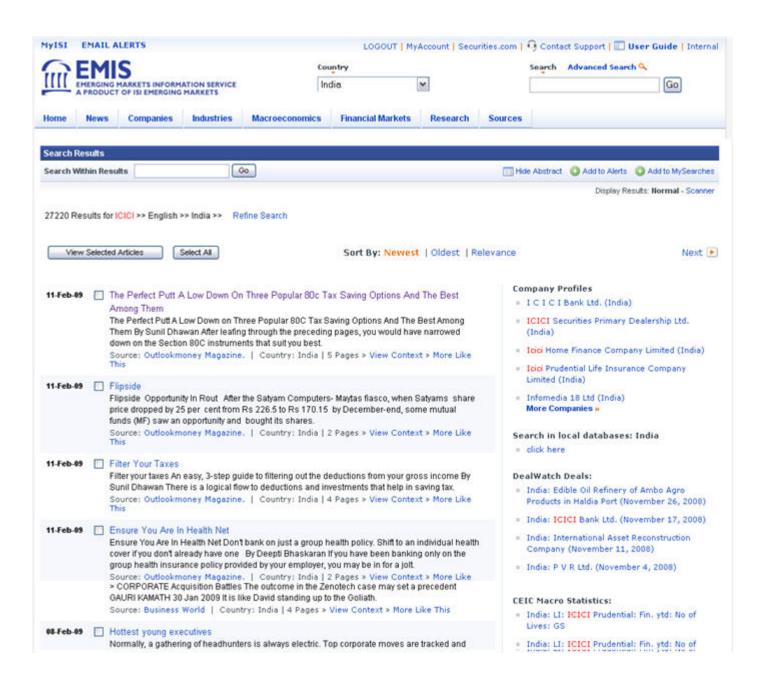
Normal: It will retrieve all the results on one page but selected articles on a different window.

Scanner: Select this option to include all the results and articles of interest on the same page. This will allow you to scan information without the need to open each article on a new window. (Please note that, this is applicable only for HTML articles, however other types of files for example: EXCEL, PDF, etc. opens in a new window).

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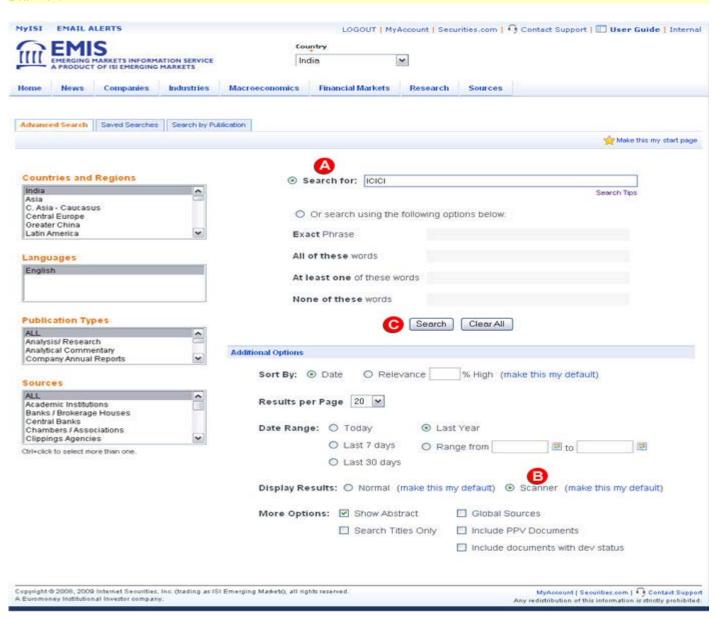


- Search for: Fill in the query or the keyword you wish to look up
- Normal: It will retrieve all the results on one page but selected articles on a different window.
- **Search:** Click on Search to retrieve the results for the query.



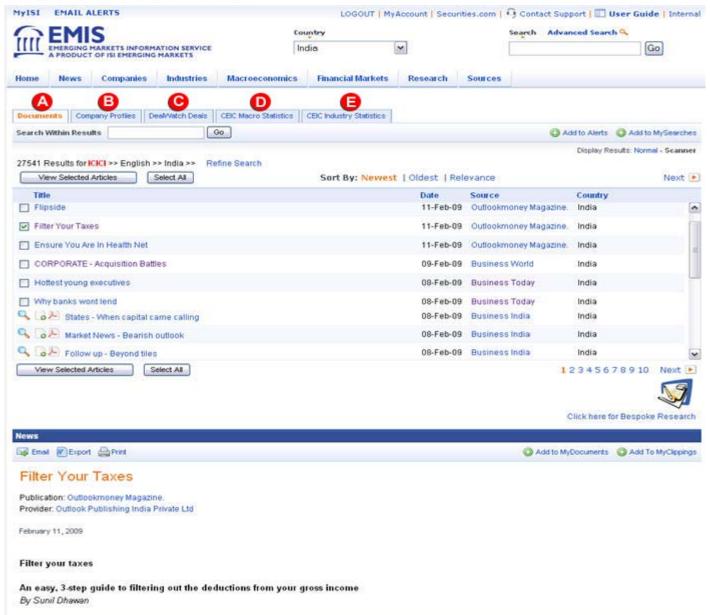


Scanner:



- A Search for: Fill in the query or the keyword you wish to look up
- Scanner: Select this option to include all the results and articles of interest on the same page. This will allow you to scan information without the need to open each article on a new window. (Please note that, this is applicable only for HTML articles, however other types of files for example: EXCEL, PDF, etc. opens in a new window).
- Search: Click on Search to retrieve results for the query.





- A Documents: Now access articles which you are searching for on the same page, by clicking on the article links at the search page result.
- **B** Company Profiles: This section offers the search query related company profiles.
- DealWatch Deals: Get comprehensive merger and acquisition deals information with respect to your search query in this section.
- CEIC Macro Statistics: Get various macro statistics related to searched query, by clicking on this tab to access charts and data.
- ceic Industry Statistics: Now access Industry statistics related to the searched query, along with a mouse over facility to view charts and various indicators under this section.



Retrieving PDF articles

Advanced Search allows you to retrieve PDF documents. If your query results are in PDF format, you will see this icon in the results column.

Viewing PDF articles

Any article with the PDF icon hext to it, can be viewed using Adobe Acrobat Reader. Since Acrobat Reader is a plug-in, you will not be able to select multiple PDF articles at the same time. You will have to view them one by one.

If you can not view PDF documents, you will need to install Adobe Acrobat Reader:



Case Insensitive Search

With Advanced Search you will be able to enter terms in either case (lower or upper) and get the same results

Multiple phrases and wildcards

To locate exact or context-specific phrases, use quotation marks (single or double), brackets, or parentheses around words or phrases that must appear together. For example: To find articles about energy and crude oil, type the words energy and crude oil in the search box.

However, if you do not use quotation marks, the search engine will not recognize the separate phrases.

Wildcards may also be used to broaden your search. By typing an asterisk (*) after a root word, Advanced Search will search for all words containing that root word. For example: Type tele* to find articles containing any words with the root or wildcard tele, such as "telecommunications", "telecom", Telebras", "telephones" or "television".



Refining your search (Logical Operators: AND, OR, NOT, NEAR)

At it's simplest, a search query may have one word, but you also have the option to refine your search by using the following operators:

Operator	Examples
and	Searching for BPO and Growth and Employment will retrieve articles containing all 3 words. The search engine also works the same way for keywords not joined by any operator, i.e.: BPO and Growth and Employment will return the same results as BPO Growth Employment .
	Note that searching is <u>not</u> case sensitive, so this is same as searching for bpo growth employment.
Or	e-governance or egovernance This search will retrieve articles that contain either the word e-governance or egovernance or both.
Not	Internet <i>not</i> banking This search will retrieve articles that contain the word <i>Internet</i> , but not <i>banking</i> .
*	bank* This will retrieve articles containing words derived from bank: bank, banks, banking, banker, etc.
nearN	Internet nearN Banking (where N is an integer) This search will retrieve articles that contain Internet within N words (or less) of the keyword Banking. Note: The N is artically if a mitted, the number 100 is assumed.
4499	Note: The N is optional; if omitted, the number 100 is assumed. "real estate" This search will retrieve articles that contain the exact phrase <i>real estate</i> .
Parentheses ()	Use parentheses to separate search operators. Take for instance, a search such as the following: (PE OR "private equit*" OR pes OR "joint venture") and ITES This search will retrieve articles containing any of the words (phrases) in within the parentheses, and the word ITES. You cannot mix operators without parentheses. For example: Incorrect - BPO and growth or employment
	Correct - BPO and (growth or employment)



&	The ISI Search Engine treats an ampersand (&) as a searchable character, and not as an operator. To search for words containing &, like AT&T, key in the words without spaces surrounding the & for example AT&T, P&G etc. Or if the & is surrounded by spaces then the keyword should be enclosed in ""like "AT & T", "P & G" or "M & M" etc. If you search for AT & T (without enclosing in "") the & will stripped from the search string and the search will be performed on keywords: AT and T. In short, ampersands are characters, not Boolean operators, and should not be used in place of AND as an operator.
-	To search for words containing a hyphen (-), like e-governance , key in the word without spaces surrounding the hyphen. If you search for e - governance the - will stripped from the search string and the search will be performed on keywords: e and governance.
?	The ? operator will substitute for any character . Use ? to search for words which can be spelled in different ways. For example : if you search for <i>organi?ation</i> , the search will retrieve results containing either <i>organisation</i> or <i>organization</i> .
% / \$	These characters are unsupported and the search string will be stripped of these characters before performing the search.

Examples of bad queries

Inefficient queries	Recommended queries
Morgan and Stanley	morgan stanley; "morgan stanley"
el and paso and energy	el paso energy; "el paso" and energy
mergers and & and acquisitions	merger* and acquisition*
Garments and industry or garments and sector	(garment* and industry) or (garment* and sector)
Deposits	deposit*
telecommunications OR telecom OR wireless OR GSM	telecom* or wireless or gsm
investments and in and infrastructure	investment* and infrastructure