

USTI Support On-Line Enhancement Service Request (SR) Voting Instructions

The USTI Support On-Line Enhancement SR Voting System has been developed to broaden the base of USTI customers who are able to vote on Enhancement SRs (heretofore voting was only offered to those who attended either the US UserForum in Dallas, the Canada UserForum in London, or the MMUG Meeting in Manitoba). Votes will be tallied by USTI at the end of each year and those votes will determine what enhancements will be provided to each of the respective applications during the upcoming year. You may vote at any time during the year, and change your votes at any time up to the end of the calendar year when votes are tallied and the process starts over again. We'll continue to offer an incentive to attend the annual meetings by allocating additional votes to organizations which send a representative to any of the above mentioned meetings.

Using the USTI Support On-Line Enhancement SR Voting System is simple.

Click on the drop-down list of Applications to display all of the applications on which you may vote for Enhancements. This list should contain all of the applications for which you have an active Support Agreement. If there is a discrepancy, please log a HELPLINE Support call to let us know of the problem. Select the application for which you would like to vote from the drop-down list. Then, click on the Get SR List button. The Enhancement SRs for the selected application will be displayed, 10 to a page, in reverse chronological order.

The SR number, the budgeted time to program the Enhancement, and a brief description of the Enhancement are displayed. To the left of this information, for each Enhancement SR, is a button labeled **Add to Short List**. The Short List is a list of SRs (one list for each application) which you want to consider for voting. As you click on the Add to Short List button, the individual selected SRs are added to the Short List that appears in a column to the right of the Enhancement List. Each one has a **Remove** button to the left of it. Clicking on the Remove button will remove the SR from your short list, unless, of course, you have already allocated some of your votes to it. You can click on the **Remove 0 Vote SRs** button to reduce your short list to only those SRs to which you have allocated points.

When you have completed selection of the Enhancement SRs for further review, click on the **Review Short List** button. This will display the Enhancement SR Short List page. Voting is done by allocating Points to individual SRs. You are given Points to allocate according to the following formula: 15 points per licensed copy of the application.

Allocate points as you choose. We also restrict the maximum points that can be allocated to a single SR to 5 points per licensed copy of the application. When you are finished allocating points (you can leave previously selected SRs with zero (0) allocations), you have two options. You can click the **Cast Votes & Save Entire List** or you can click the **Cast Votes & Drop 0 Point SRs**. If you do not use either of these buttons then your Short List will not be saved at all.

The Cast Votes & Save Entire List button allows you to save the points you have allocated so far and save your entire Short List for future review. All of your selections will be saved for future voting.

If you have selected more SRs than you choose to allocate points to, and you wish to "clean up" the Short List, simply click on the Cast Votes & Drop 0 Point SRs and those SRs with 0 points will not be saved on your Short List.

Remember, you can vote as many times as you wish. We won't double count your votes. Voting tabulation occurs at the end of the calendar year, so you can vote and change your mind and vote again as often as you want up to that point. Whenever you log back in, your Short List will be available for addition, deletion or review, so you can spread this work out over whatever time period is convenient.