

**Prathibha Daine**

– Lead User Experience Architect & Usability Engineer

# Portfolio

## Industry Experience – 18+ Years

Rich industry experience, in E-Com, Print, Telecom, Cable Network, Media & Financial (Banking/Card Services/Mortgage/AUM/Brokerage/Trading/Post Trade Settlements/Accounting/Wealth Management -Managed Accounts).

# Expertise and Industry Experience

Portfolio



## Expertise

- Information Architecture
- User Experience
- User-Centered Design (UCD)
- User Interface & Interaction design
- Customer Experience
- Usability Engineering
- Heuristic Evaluation
- Accessibility

## Industry Experience

- Internationalization & Localization (I18N & L10N)
- Investment Banking
- Mortgage
- Assets under Management
- Financial Applications
- Mobile Applications
- Account Aggregation
- E-commerce
- Telecommunication
- Web Portals and Intranets

# Clientele 18+ Years

Citigroup, Cablevision, JPMorgan & Chase, Merrill Lynch (Bank Of America Group), Capital Blue Cross, Omgeo LLC, JPMorgan & Chase, Capital One Bank, Readers Digest, ADVISORport-PNC Bank, JPMorgan & Chase/Bear Stearns, GSI Commerce, T-Mobile, Legg Mason, Vista Print, Freddie Mac, JPMorgan & Chase, Bank One, World Bank, Citibank, HDFC, Monex –Japan and Sun Micro systems, Motorola, Wipro Technologies, CDC ventures India, Y-Style Inc (USA), UNEXT – USA, McDowell India, TTK NRI Services, Blue Dart (Courier Services), Scullers, Easybuymusic, Indigonation, IndianITonline, TMG.

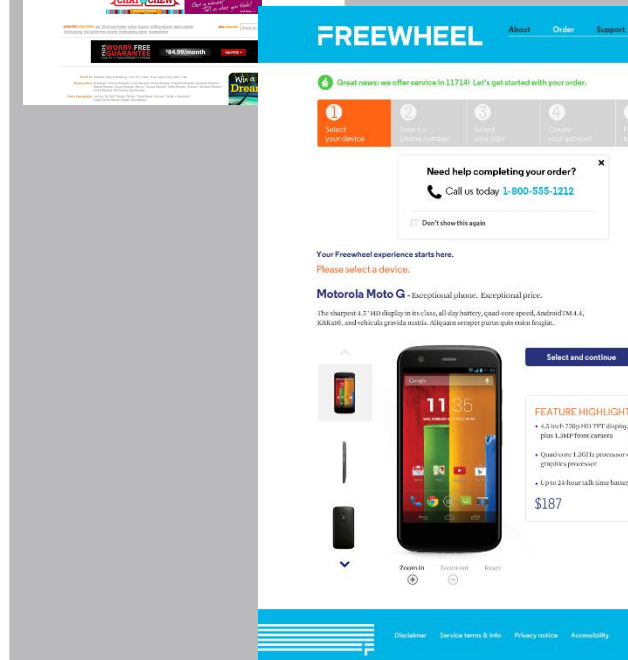
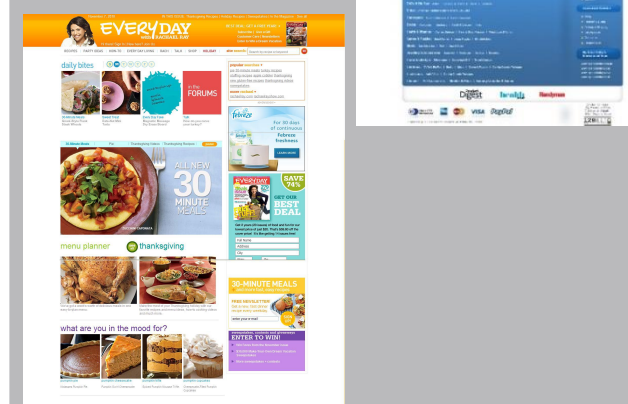
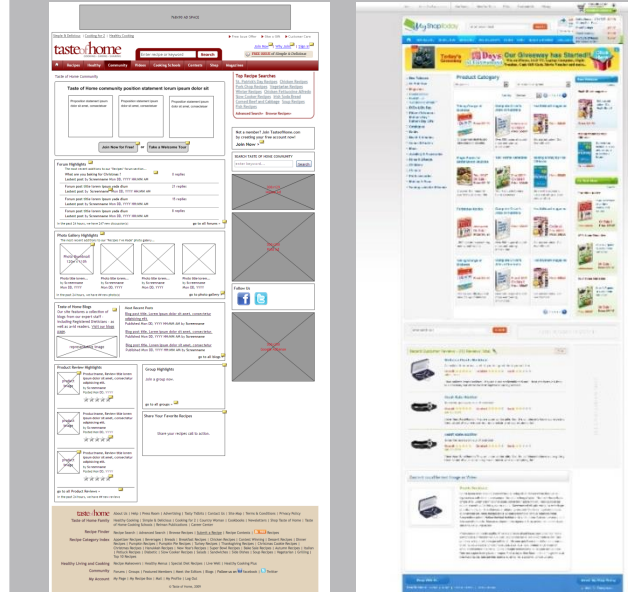
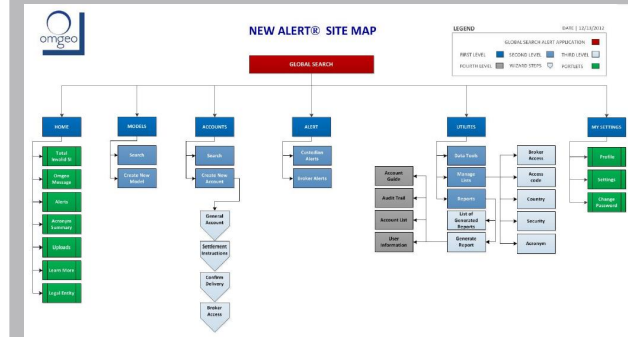
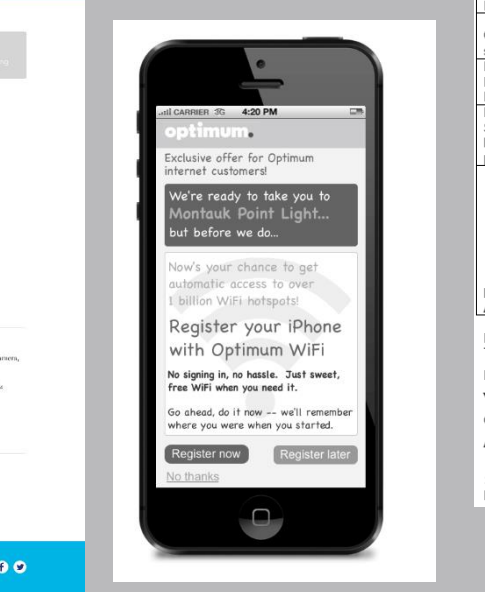
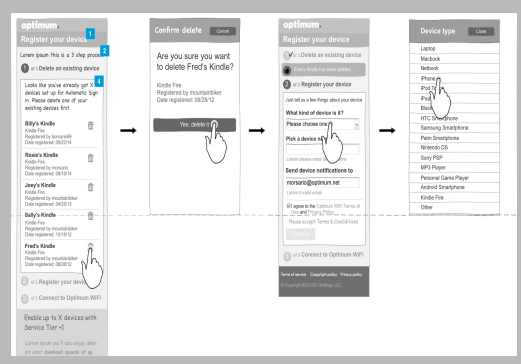
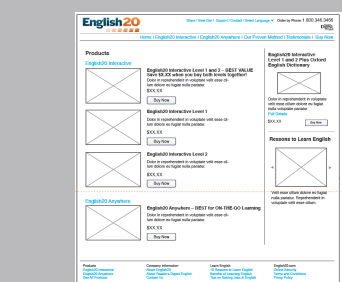
# Most Recent Clients



# Process & Deliverables

# Artifacts - Work Samples

- Heuristic Evaluation
- User Surveys
- Focus Groups
- User / Contextual Inquires
- Personas
- Competitive Best Practice Analysis
- Taxonomy & Information Architecture
- Sitemaps
- Task flows / Process Flows
- Storyboards
- Wireframes
- Mockups
- Low/High Fidelity Prototypes - (Clickable)
- Visual Design
- User/Usability Testing
- Style Guide & Widget Creation

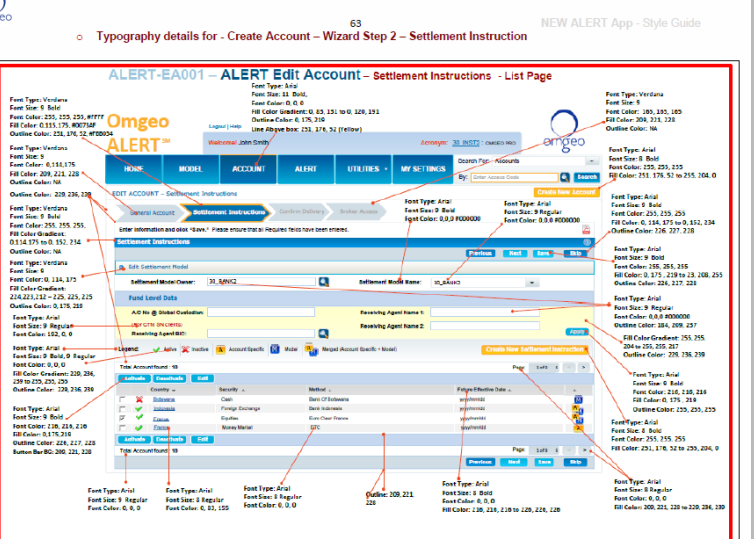
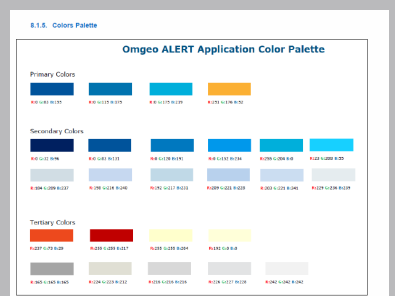




**2) User 2**  
 Background info:  
 Has not ever visited the Services Tab and did not know it was there or what it could be used for  
 Directly types the names of the kiosks as he/she is very familiar with them and requests services on a regular basis (every other week at least).  
 Orders office supplies, telephone services, people database, lotus notes accounts, coffee services, moving services, business cards, etc.]  
 Would love to see all services in one place to make life easier.

Task	Correct Answer	User's path	Overall Status	Time Taken	No of Questions asked	No of Clicks	Remarks
Fax	Yes	Telecom> Fax	easy	< 1 min	1	5	
Insurance	Yes	HR> Benefits> GSU> Shipping> Mail> Courier> Transact	easy	2 min	None	4	
Courier service	Yes	View by Special Package	Easy	2 min	none	4	
Leaving Bank Package	Yes	ISG> Telecom> spotted Employee Special	easy	1.5 min	3 ques	4	
Employee Special-Mobile phone	Yes	1 Looks to bottom left of homepage first. 2 Then looks under most requested packages. 3 Then looks under packages. 4. After sometime and direction-sees my acct tab	guided	4 min	5 ques	5	

**Feedback:**  
 This new portal is going to make life easier.  
 Looking forward to it.  
 Very nice, looks good.  
 Once one studies the design, it will be very easy to pick up on because is intuitive.  
 A little practice or training would be helpful.

**Suggestions:**  
 None



# Citigroup (Compliance) – NAM, EMEA, APAC, Japan

**Project:** (CGS application) Control Group Systems –

Currently working on redesigning the CGS application, the project is within the Compliance division of CitiGroup.

CGS is similar to a case management system where Bankers enter transactions between clients globally, which go through approval process and review and analysis of the Deals for insider trading within the company.

*(Cannot provide work Samples – Sensitive Info)*

# Cable Vision – Bethpage, NY

**Project:** (CPC) Customer Preferred Communications, Static NAT, and Optimum.net –

Worked on multiple projects within Cablevision.

Cablevision offers digital cable TV, high speed Internet & home phone services.

# Cable Vision – Optimum.com – Visual Design

en Español

[How can we help you?](#)

**Residential Services**

- [Cord-cutter Offers](#)
- [Optimum Triple Play](#)
- [TV & Internet](#)
- [Internet & Phone](#)
- [Cable TV](#)

**High Speed Internet**

**Why Optimum Online?**

**Features**

- [Optimum Online Ultra 50](#)
- [Optimum Online Ultra 75](#)
- [Optimum Online Ultra 101](#)
- [Optimum Hotspots](#)
- [Smart Router](#)
- [Installation](#)
- [Pricing](#)
- [Order Now](#)

**Home Phone**

- [Pricing & Packages](#)
- [Cable TV Channel Lineups](#)
- [Moving?](#)
- [Optimum Rewards](#)

**Business Services**

**Customer Support**

**My Account**

**En Español**

## Optimum Online® Faster Internet

Stop battling over data overages.

Save your data with over 1 million Optimum WiFi hotspots.

[Learn more](#)

Optimum Online customers get fast, free, and unlimited WiFi access at over 1 million Optimum WiFi hotspots.

- You'll be able to stay connected to the people and things that matter while you're at shopping centers, restaurants, cafes, train stations, parks, marinas, malls, and wherever your day takes you.
- Enjoy free WiFi instead of racking up unnecessary cellular data charges on your phone or tablet. Plus leave the slower speeds of your cellular network behind.
- Save yourself the hassle of signing in every time. With Automatic Sign In, after you sign in once on your device you're automatically connected whenever you're in an Optimum hotspot.

You'll be able to register up to 15 devices for Automatic Sign-In to an Optimum Hotspot:

Service Tier	# of devices for Automatic Sign-In
Internet Basics	3
Optimum Online	5
Optimum Online Ultra 50	10
Optimum Online Ultra 75	12
Optimum Online Ultra 101	15

Of course you can sign on with an unlimited number of devices without Automatic Sign-In.

**Battle for data**  
Stay connected when you're away from home with Optimum WiFi

**Call us today.**  
1-866-218-3259

**Chat with us**  
Click to chat

Battle for data

WiFi Cat Videos

WiFi Delivery

Auto Sign-in

Sign up to receive updates about our latest offers  [Register Now](#)

[About Cablevision](#)

[Contact Us](#)

[Terms of Use](#)

[Your Privacy](#)

[Other Optimum Sites](#)

[Site Index](#)

[Terms of Service](#)

[Careers](#)

Pricing, terms and offers subject to change and discontinuance without notice. All trademarks and service marks are the property of their respective owners.

let's connect more
Page 1 of 2

## Optimum TV Channel Guide

Your listings for Woodbury, NY

2	Oprah Winfrey Network	HD	GO	2	Oprah Winfrey Network	HD	GO
3	The Weather Channel	HD		3	The Weather Channel	HD	
4	Investigation Discovery	HD	GO	4	Investigation Discovery	HD	GO
5	National Geographic Wild	HD		5	National Geographic Wild	HD	
6	Hallmark Movie Channel	HD	GO	6	Hallmark Movie Channel	HD	GO
7	Crime & Investigation Network	HD		7	Crime & Investigation Network	HD	
8	Showtime Showcase West	HD	GO	8	Showtime Showcase West	HD	GO
9	National Geographic Mundo	HD		9	National Geographic Mundo	HD	
10	TV Globo	HD	GO	10	TV Globo	HD	GO
12	Phoenix N. American Chinese Chann.	HD		12	Phoenix N. American Chinese Chann.	HD	
13	BRONXNET Commercial Access TV	HD	GO	13	BRONXNET Commercial AccessTV	HD	GO
17	Bronxville Government Access	HD		17	Bronxville Government Access	HD	
18	World Picks Russian On Demand	HD	GO	18	World Picks Russian On Demand	HD	GO
19	Hallmark Channel Heart of TV	HD		19	Hallmark Channel Heart of TV	HD	
20	The Korean Channel	HD	GO	20	The Korean Channel	HD	GO
21	NTV America	HD		21	NTV America	HD	
22	SET Asia	HD	GO	22	SET Asia	HD	GO
100	Zee TV	HD		100	Zee TV	HD	
101	ITV Gold	HD	GO	101	ITV Gold	HD	GO
102	ET Global NY	HD		102	ET Global NY	HD	
103	H2 More 2 History	HD	GO	103	H2 More 2 History	HD	GO
104	CW11 New York (CW-WPIX)	HD		104	CW11 New York (CW-WPIX)	HD	
1000	The Jewish Channel On Demand	HD	GO	1000	The Jewish Channel On Demand	HD	GO
1001	NBA League Pass	HD		1001	NBA League Pass	HD	
1002	ONE World Sports Network	HD	GO	1002	ONE World Sports Network	HD	GO
1003	Cable5-Community Program	HD	GO	1003	Cable5-Community Program	HD	GO
1004	World Picks Latino On Demand	HD	GO	1004	World Picks Latino On Demand	HD	GO
1005	Hallmark Channel Heart of TV	HD	GO	1005	Hallmark Channel Heart of TV	HD	GO
1006	WACP Atlantic City Philadelphia	HD	GO	1006	WACP Atlantic City Philadelphia	HD	GO

HD Available in HD GO Available on TV to GO

# Cable Vision – Freewheel.com – Visual Design

**FREEWHEEL** About Order Support My Account

Great news: we offer service in 11714! Let's get started with your order.

- 1 Select your device
- 2 Select a phone number
- 3 Select your plan
- 4 Create your account
- 5 Provide billing information

**Need help completing your order?**

Call us today **1-800-555-1212**

Don't show this again

Your Freewheel experience starts here.

Please select a device.

**Motorola Moto G** - Exceptional phone. Exceptional price.

The sharpest 4.5" HD display in its class, all-day battery, quad-core speed, Android™ 4.4, KitKat®, and vehicula gravidia mattis. Aliquam semper purus quis enim feugiat.



Select and continue

### FEATURE HIGHLIGHTS

- 4.5 inch 720p HD TFT display, 5MP rear camera, plus 1.3MP front camera
- Quad-core 1.2GHz processor with 450MHz graphics processor
- Up to 24-hour talk time battery

\$187

**FREEWHEEL** About Order Support My Account

Great news: we offer service in 11714! Let's get started with your order.

- 1 Select your device
- 2 Select a phone number
- 3 Select your plan
- 4 Create your account
- 5 Provide billing information

**Who will we be chatting with?**

All fields are required

First name:

Last name:

Email address:  Please enter a valid email address, for example, you@domain.com

How can we help?

I'm not a robot

Start chat Cancel

Your Freewheel experience starts here.

Please select a device.

**Motorola Moto G** - Exceptional phone. Exceptional price.

The sharpest 4.5" HD display in its class, all-day battery, quad-core speed, Android™ 4.4, KitKat®, and vehicula gravidia mattis. Aliquam semper purus quis enim feugiat.



Select and continue

### FEATURE HIGHLIGHTS

- 4.5 inch 720p HD TFT display, 5MP rear camera, plus 1.3MP front camera
- Quad-core 1.2GHz processor with 450MHz graphics processor
- Up to 24-hour talk time battery

\$187

**FREEWHEEL** About Order Support My Account

Great news: we offer service in 11714! Let's get started with your order.

- 1 Select your device
- 2 Select a phone number
- 3 Select your plan
- 4 Create your account
- 5 Provide billing information

**Select all images with baby carriages**

All fields are required

First name:

Last name:

Email address:

How can we help?

I'm not a robot

Start chat Cancel

Your Freewheel experience starts here. Please select a device.

**Motorola Moto G** - Exceptional phone. Exceptional price.

The sharpest 4.5" HD display in its class, all-day battery, quad-core speed, Android™ 4.4, KitKat®, and vehicula gravidia mattis. Aliquam semper purus quis enim feugiat.



Select and continue

### FEATURE HIGHLIGHTS

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- Quad-core 1.2GHz processor with 450MHz graphics processor
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\$187

**FREEWHEEL** About Order Support My Account

Great news: we offer service in 11714! Let's get started with your order.

- 1 Select your device
- 2 Select a phone number
- 3 Select your plan
- 4 Create your account
- 5 Provide billing information

**Who will we be chatting with?**

**We're sorry. It looks like we need a little more information.**

All fields are required

First name:

Last name:

Email address:

How can we help?

I'm not a robot

We don't really think you're a robot, but please check this box and answer a quick question just so we're sure.

Start chat Cancel

Your Freewheel experience starts here.

Please select a device.

**Motorola Moto G** - Exceptional phone. Exceptional price.

The sharpest 4.5" HD display in its class, all-day battery, quad-core speed, Android™ 4.4, KitKat®, and vehicula gravidia mattis. Aliquam semper purus quis enim feugiat.

Zoom in Zoom out Reset

Zoom in Zoom out Reset

Zoom in Zoom out Reset

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Zoom in Zoom out Reset

Zoom in Zoom out Reset



# Cable Vision – Optimum.net – Mobile Registrations

**optimum.**  
Register your device

1 of 3 Delete an existing device

2 of 3 Register your device

3 of 3 Connect to Optimum WiFi

Looks like you've already got X devices set up for Automatic Sign in. Please delete one of your existing devices first

- Billy's Kindle  
Kindle Fire  
Registered by borsario99  
Date registered: 09/22/14
- Rosie's Kindle  
Kindle Fire  
Registered by morsario  
Date registered: 06/18/14
- Joey's Kindle  
Kindle Fire  
Registered by mountainbiker  
Date registered: 04/25/13
- Sally's Kindle  
Kindle Fire  
Registered by mountainbiker  
Date registered: 10/18/12
- Fred's Kindle  
Kindle Fire  
Registered by mountainbiker  
Date registered: 08/28/12

Enable up to X devices with Service Tier +1

Lorem ipsum you'll also enjoy dolor sit amet download speeds of up

**optimum.**  
Confirm delete

Are you sure you want to delete Fred's Kindle?

Kindle Fire  
Registered by mountainbiker  
Date registered: 08/28/12

Yes, delete it

**optimum.**  
Register your device

1 of 3 Delete an existing device

2 of 3 Register your device

3 of 3 Connect to Optimum WiFi

Just tell us a few things about your device

What kind of device is it?  
Please choose one

Pick a device name  
Lorem please enter device name

Send device notifications to  
morsario@optimum.net  
Lorem Invalid email

I agree to the Optimum WiFi Terms of Use and Privacy Policy

Please accept Terms & Conditions

Continue

Terms of service Copyright policy Privacy policy  
© Copyright 2013 CSC Holdings, LLC.

**optimum.**  
Device type

Laptop  
Macbook  
Netbook  
iPhone  
iPod Touch  
iPad  
BlackBerry  
HTC Smartphone  
Samsung Smartphone  
Palm Smartphone  
Nintendo DS  
Sony PSP  
MP3 Player  
Personal Game Player  
Android Smartphone  
Kindle Fire  
Other

**optimum.**

Exclusive offer for Optimum internet customers!

We're ready to take you to Montauk Point Light... but before we do...

Now's your chance to get automatic access to over 1 billion WiFi hotspots!

Register your iPhone with Optimum WiFi

No signing in, no hassle. Just sweet, free WiFi when you need it.

Go ahead, do it now -- we'll remember where you were when you started.

Register now Register later

No thanks

**optimum.**  
Register your device

1 of 3 Delete an existing device

2 of 3 Register your device

3 of 3 Connect to Optimum WiFi

Just tell us a few things about your device

What kind of device is it?  
iPhone

Pick a device name  
Marina's iPhone

Send device notifications to  
morsario@optimum.net

I agree to the Optimum WiFi Terms of Use and Privacy Policy

Continue

Terms of service Copyright policy Privacy policy  
© Copyright 2013 CSC Holdings, LLC.

**optimum.**  
Register your device

1 of 3 Delete an existing device

2 of 3 Register your device

3 of 3 Register your device

Marina's iPhone has been registered

Register your device

Lorem ipsum Please click below to connect to Optimum WiFi now

Lorem ipsum it will only take few moments for your device to connect with the router. Do it now, and you will be connected automatically dolor sit amet, consectetur.

Tell me how

Done!

Need help

- Let us walk you through it step by step.
- Call us at (XXX) XXX - XXXX

Live chat now

Step by Step Instructions for Connecting to Optimum WiFi

There are hundreds of different types of WiFi-enabled devices that can access the

**optimum.**  
Register your device

All done. Your iPhone is good to go

We saved your place for you!

Here's your original lorem destination:

Nassau County Department of Parks, Recreation & Museums

GO

We'll take you there automatically in X seconds...

- Your iPhone lorem now knows to be on the lookout for free Optimum WiFi Hotspots wherever you go. There are 400,000 in the Tri-State area alone!
- Lorem ipsum once you're connected to Optimum WiFi for the first time, it will connect automatically, when it finds one dolor sit amet.

Terms of service Copyright policy Privacy policy  
© Copyright 2013 CSC Holdings, LLC.

# Cable Vision – Optimum.net – Register a Device on Optimum WiFi

optimum. Exclusive offer for Optimum internet customers!

We're ready to take you to Nassau County Aquatic Center... but before we do...

Now's your chance to get automatic access to over 1 billion WiFi hotspots!

Register your device now with Optimum WiFi

Once you do, we'll remember it whenever you connect to an Optimum WiFi Hotspot. There are 1 billion alone in the Tri-State area, lorem ipsum more nationwide.

No signing in, no hassle. Just sweet, free WiFi when you need it. Go ahead, do it now -- we'll remember where you were when you started.

Register now Register later No thanks

en Español Hi morsario! Sign out

optimum.

Register your device for automatic Optimum WiFi access

1 Register your device 2 Connect to Optimum WiFi

Just tell us a couple of things about your device.

What kind of device is it?

Please choose one

Pick a device name that's easy to remember.

Send device notifications to

morsario@optimum.net

Over 400,000 Hotspots in the Tri-State area alone

en Español Hi morsario! Sign out

optimum.

Register your device for automatic Optimum WiFi access

Marina's Macbook has been registered. We'll remember it whenever you're connected to an Optimum WiFi Hotspot.

1 Register your device 2 Connect to Optimum WiFi

Please connect to Optimum WiFi now

To make sure your device knows to look for free Optimum WiFi hotspots when you're out and about, please take a moment to select optimumwifi from your Macbook's list of available wireless networks.

Lorem do it now and we will get you where you wanted to go.

Need help?

- Let us walk you through it step by step
- Call us at (XXX) XXX - XXXX

Or

Live chat now

en Español Hi morsario! Sign out

optimum.

Optimum WiFi Automatic Sign In

All done. Your Macbook is good to go!

We saved your place for you!

Here's your original lorem ipsum destination dolor sit amet, ut vel eros quaestio, ne munere tritani patrioque:

Nassau County Department of Parks, Recreation & Museums

GO

We'll take you there automatically in X seconds

- ✓ Lorem ipsum Your Macbook now knows to be on the lookout for free Optimum WiFi Hotspots wherever you go. There are 400,000 in the Tri-State area alone!
- ✓ Lorem ipsum once you're connected to Optimum Wifi for the first time, it will connect automatically, when it finds one.

en Español Hi morsario! Sign out

optimum.

Register your device for automatic Optimum WiFi access

1 Delete an existing device 2 Register your device 3 Connect to Optimum WiFi

Enable up to X devices with Service Tier +1

Looks like you've already got X devices set up for Automatic Sign in. That's the max allowed for Service Tier Name.

Device Name	Device Type	Device Name	Device Name	
Rosie's Kindle	Kindle Fire	morsario	06/18/14	
Joey's Kindle	Kindle Fire	mountainbiker	04/25/13	
Sally's Kindle	Kindle Fire	morsario	10/18/12	
Fred's Kindle	Kindle Fire	morsario	08/28/12	

Call us at (XXX) XXX - XXXX

Or

Live chat now

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# JPMorgan & Chase – NYC & Whippany, NJ

**Project:** (CSWS) Client Services Work Station / PD Dashboard –

Worked on CSWS project within JPMorgan's Prime Brokerage division. The project is a revamp of the existing Dashboard application for internal Account Managers and Middle Office users to have a view into, various Business Processes. Each Business process would provide an overall Status on the Summary View with Charts and a detailed view from each of the Statuses.

# Capital Blue – Harrisburg, PA

**Project:** (MVEP) Medical –

Worked on the ML One and trust Accounts projects within Merrill Lynch a group of Bank of America Company. Merrill Lynch (ML) is largely into Wealth Management. “Merrill Lynch One,” is one of ML’s platforms for managing Household Accounts. Household accounts are a part of the ML One platform and the Trust accounts are managed by another application/platform. The projects aim was to integrate both the Household accounts and the Trust accounts through a single platform, i.e. into ML One Platform and would continue to offer integrated Managed Wealth Accounts.

# Capital Blue – MVEP (Desktop) - Persona



## MVEP PERSONAS



<b>title</b>	ACA	<b>industry</b>	Health Care
<b>company name</b>	Capital Blue	<b>location</b>	Harrisburg PA
<b>description</b>			
Description of the company goes here. Description of the company goes here. Description of the company goes here. Description of the company goes here. Description of the company goes here. Description of the company goes here.			

**ACA Persona**

NO TECH

LOW TECH

MODERATE TECH

HIGH TECH

[Dr. James Skolnick Says – "Type a quote"]

**[GOALS:** Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. ]

**[CORE TASKS:** Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. ]

**[CONCERNS:** Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. ]

**[TOOLS:** Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. ]

**[NEEDS:** Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. ]

C  
A  
R  
E  
  
P  
E  
R  
F  
O  
R  
M  
A  
N  
C  
E

**Over View:** Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged.

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Page 5

# Capital Blue – MVEP (Desktop) - Mockups

The dashboard provides a comprehensive overview of healthcare performance metrics. Key components include:

- Performance Overview:** Displays an Overall Performance Score of 4.20 and a Peer Performance Score of 3.78. Metrics include Customer Satisfaction (82.50%), Quality Score (3.00), Efficiency Score (0.94), Risk Adjusted Medical PMPM (\$412), and Risk Adjusted Rx PMPM (\$55).
- Population Measures:** Shows 324 Patients in Panel, Average Age 53, 121 New Patients, 64 Not Seen in 12 Months, 10 Patients in Hospital, 20 Discharged in 10 Days, 7% Readmit %, and a Weighted Risk Score of 1.432.
- Peer Comparison:** Compares Quality Score (2.40), Efficiency Score (1.60), Risk Adjusted Medical PMPM (\$435), and Risk Adjusted Rx PMPM (\$62) against peers.
- Scorecard:** Summarizes the overall performance and peer comparison metrics.
- Utilization Overview:** Provides a detailed breakdown of various services, comparing Actual, Peer, and Variance values.

Service	Actual	Peer	Variance
Hospital Services/K	197	150	47
ER Visits/K	250	500	-250
Specialty Visits/K	300	500	-200
PCP Visits/K	1,500	1,200	300
Radiology Visits/K	1,000	1,300	-300
Scripts Visits/K	10,000	1,700	8,300
Lab Visits/K	12,000	2,000	10,000

Service	Actual	Peer	Variance
ER Visits/K	197	150	47
Urgent Care Visits/K	250	500	-250
IP Admits Via ER/K	300	500	-200
Observations/K	1,500	1,200	300

Service	Actual	Peer	Variance
SNF Visits/K	197	150	47
Rehab Visits/K	250	500	-250
Acute Visits/K	300	500	-200
Readmits Visits/K	1,500	1,200	300
MHSA Visits/K	125	346	-211

# Capital Blue – MVEP (Desktop) - Mockups

The interface displays a patient summary table with the following data:

Physician Name	Patient Name	Patient Months	Gender	DOB	Phone	Address	City	State	Zip	Patient Status	First Month	Last Visit With Group
Frank Daniel	Anderson David	5	M	mm/dd/yyyy	XXX-XXX-XXXX	1111 Mocking Bird Lane	Harrisburg	PA	17113	C	mm/dd/yyyy	mm/dd/yyyy
Frank Daniel	Beckman Sally	23	F	mm/dd/yyyy	XXX-XXX-XXXX	900 Susquehanna Blvd	Harrisburg	PA	17113	C	mm/dd/yyyy	mm/dd/yyyy
Frank Daniel	Charles Jackson	12	M	mm/dd/yyyy	XXX-XXX-XXXX	1010 Progress Ave	Harrisburg	PA	17113	C	mm/dd/yyyy	mm/dd/yyyy
Frank Daniel	Dean Jeff	1	M	mm/dd/yyyy	XXX-XXX-XXXX	202 Chocolate Caramel Ave	Hershey	PA	17033	N	mm/dd/yyyy	mm/dd/yyyy
Frank Daniel	Frank, Robert	7	M	mm/dd/yyyy	XXX-XXX-XXXX	1831 Spring Hill Drive	Hershey	PA	17033	C	mm/dd/yyyy	mm/dd/yyyy
Frank Daniel	Jones, Jackie	3	F	mm/dd/yyyy	XXX-XXX-XXXX	207 Colonial Ct	Hershey	PA	17033	N	mm/dd/yyyy	mm/dd/yyyy
Frank Daniel	Kensington Tom	11	M	mm/dd/yyyy	XXX-XXX-XXXX	812 Susquehanna Blvd	Lanchester	PA	17601	C	mm/dd/yyyy	mm/dd/yyyy
Frank Daniel	O'Connor Jane	29	F	mm/dd/yyyy	XXX-XXX-XXXX	1313 Mocking Bird Lane	Mechanicsburg	PA	10550	C	mm/dd/yyyy	mm/dd/yyyy

The interface also includes a navigation menu with 'DASHBOARD', 'REPORTS', 'ALERTS', and 'SETTINGS', and a footer with 'TRUSTe' and '© 2013 Powered By Geneia'.

# Capital Blue – MVEP – Responsive Design (I-Pad) Mockups



Enter your User Id and Password to login:

Login ID

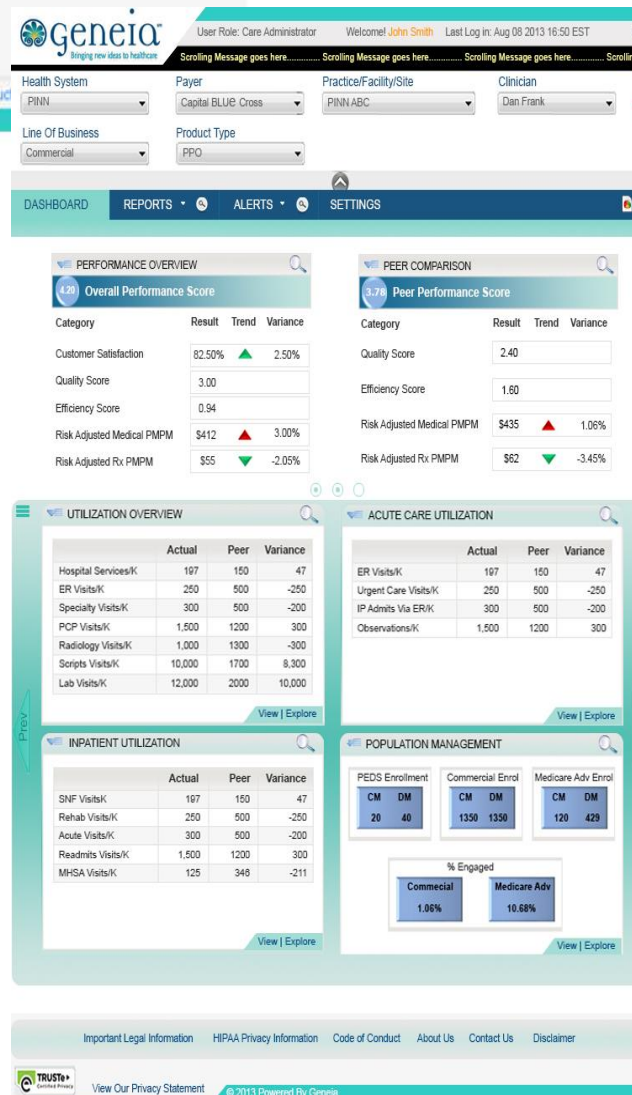
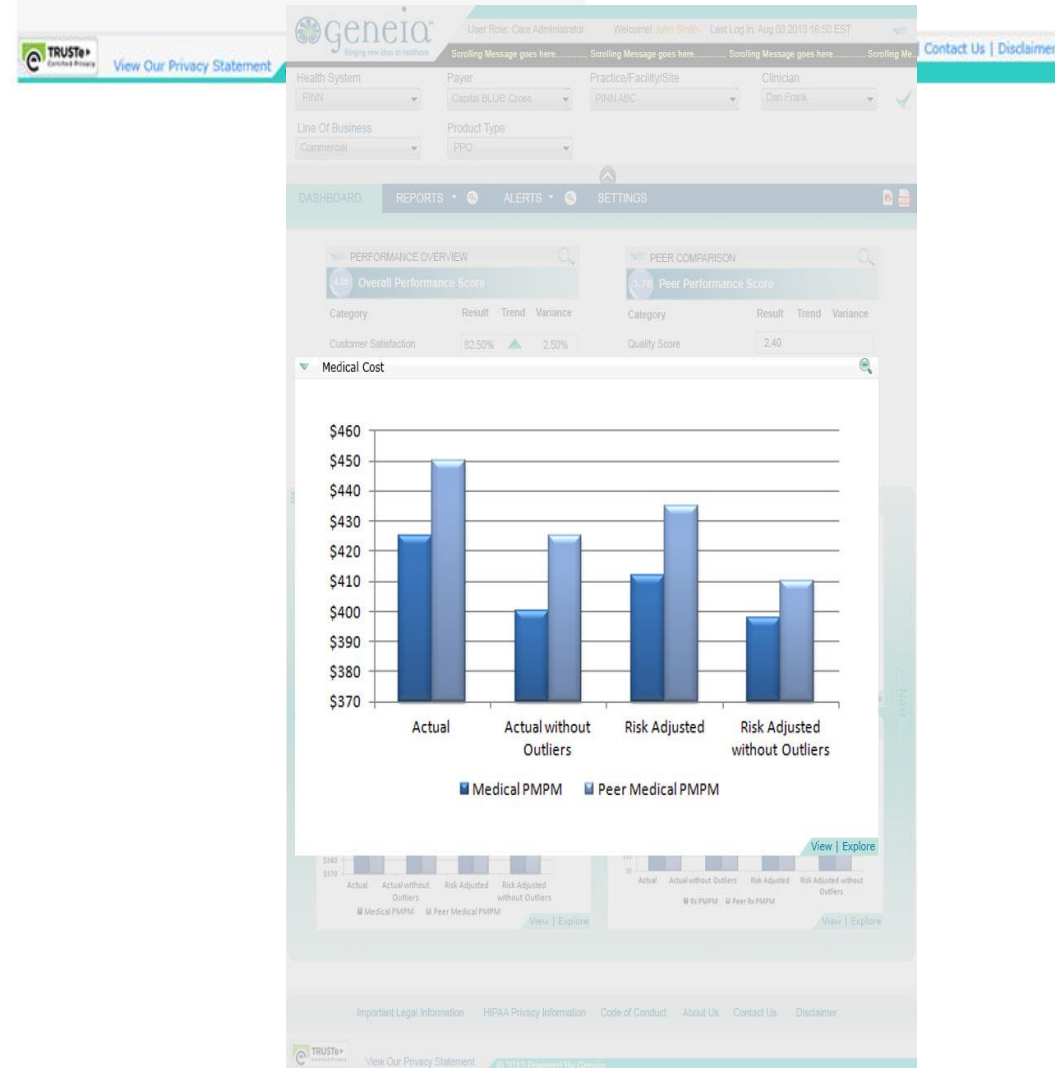
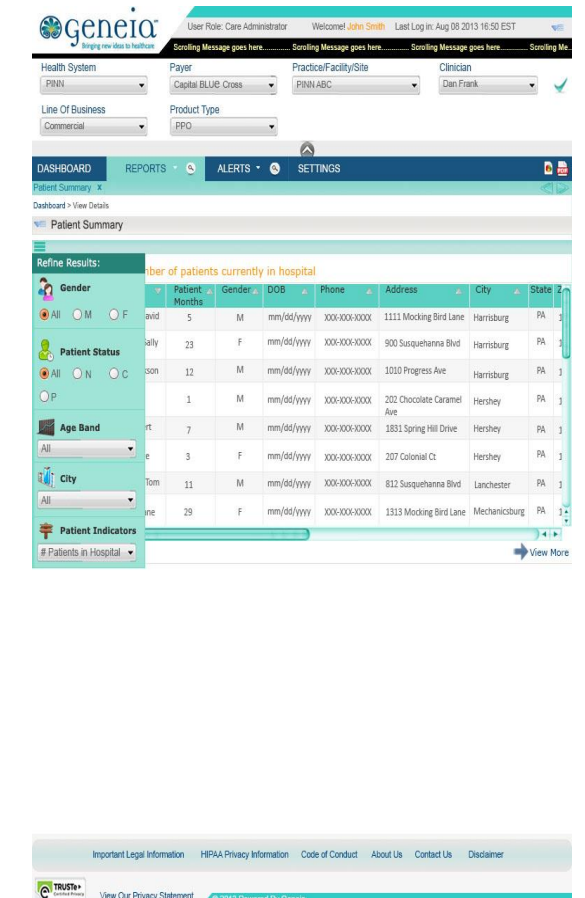
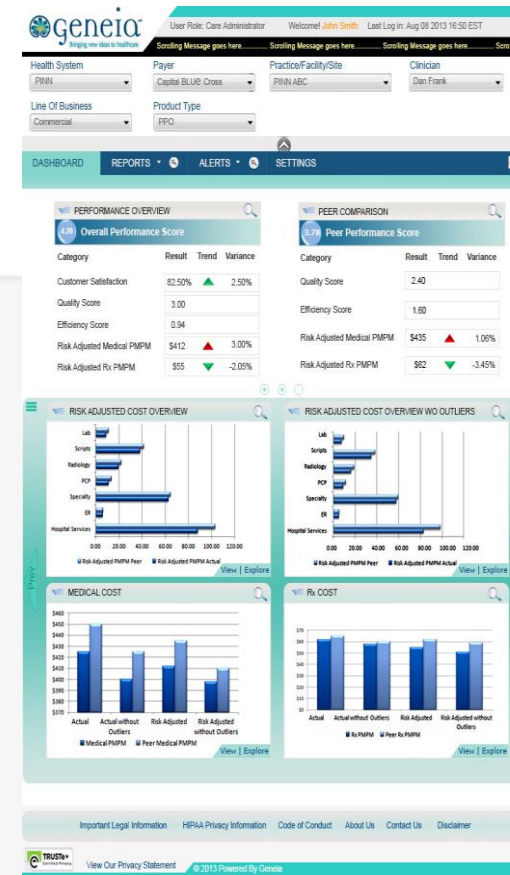
Password

Login

Stay signed in

[Forgot Password?](#)

Display Ad Banners





# Capital Blue – MVEP - Responsive Design (I-Phone) - Mockups

User Role: Care Administrator Welcome! John Smith

Last Log in: Aug 08 2013 16:50 EST

Scrolling Message goes here..... Scrolling Message goes here..... Scrolling Message goes....

DASHBOARD | REPORTS | ALERTS | SETTINGS

PERFORMANCE OVERVIEW

4.20 Overall Performance Score

Category	Result	Trend	Variance
Customer Satisfaction	82.50%	▲	2.50%
Quality Score	3.00		
Efficiency Score	0.94		
Risk Adjusted Medical PMPM	\$412	▲	3.00%
Risk Adjusted Rx PMPM	\$55	▼	-2.05%

User Role: Care Administrator Welcome! John Smith

Last Log in: Aug 08 2013 16:50 EST

Scrolling Message goes here..... Scrolling Message goes here..... Scrolling Message goes....

DASHBOARD | REPORTS | ALERTS | SETTINGS

POPULATION MEASURES

Patients in Panel	324	Average Age	53
New Patients	121	Not Seen in 12 Months	64
Patients in Hospital	10	Discharged in 10 Days	20
Readmit %	7%	Weighted Risk Score	1.432

User Role: Care Administrator Welcome! John Smith

Last Log in: Aug 08 2013 16:50 EST

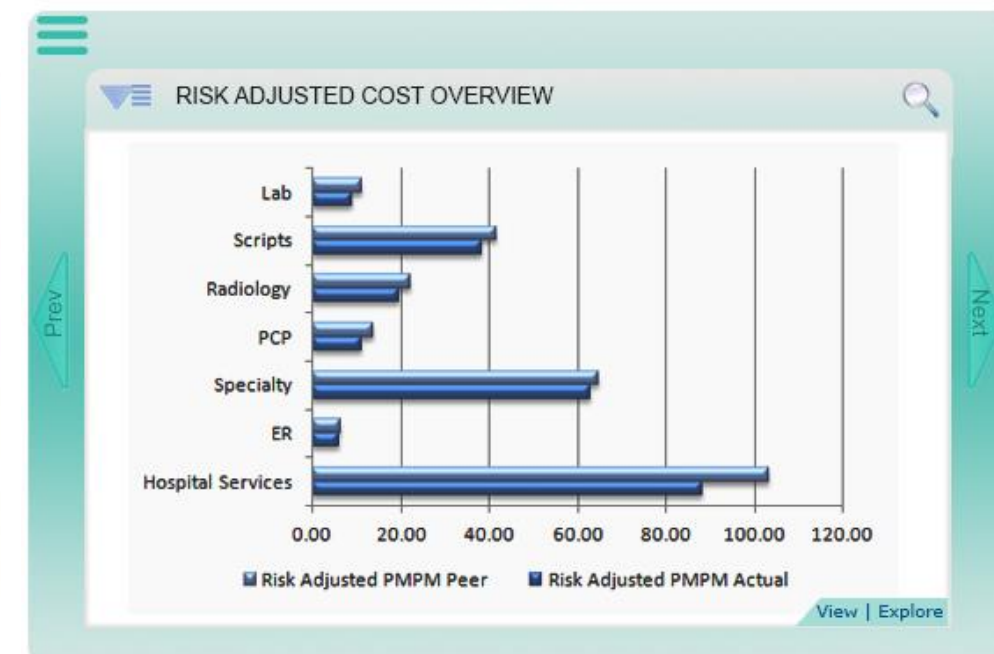
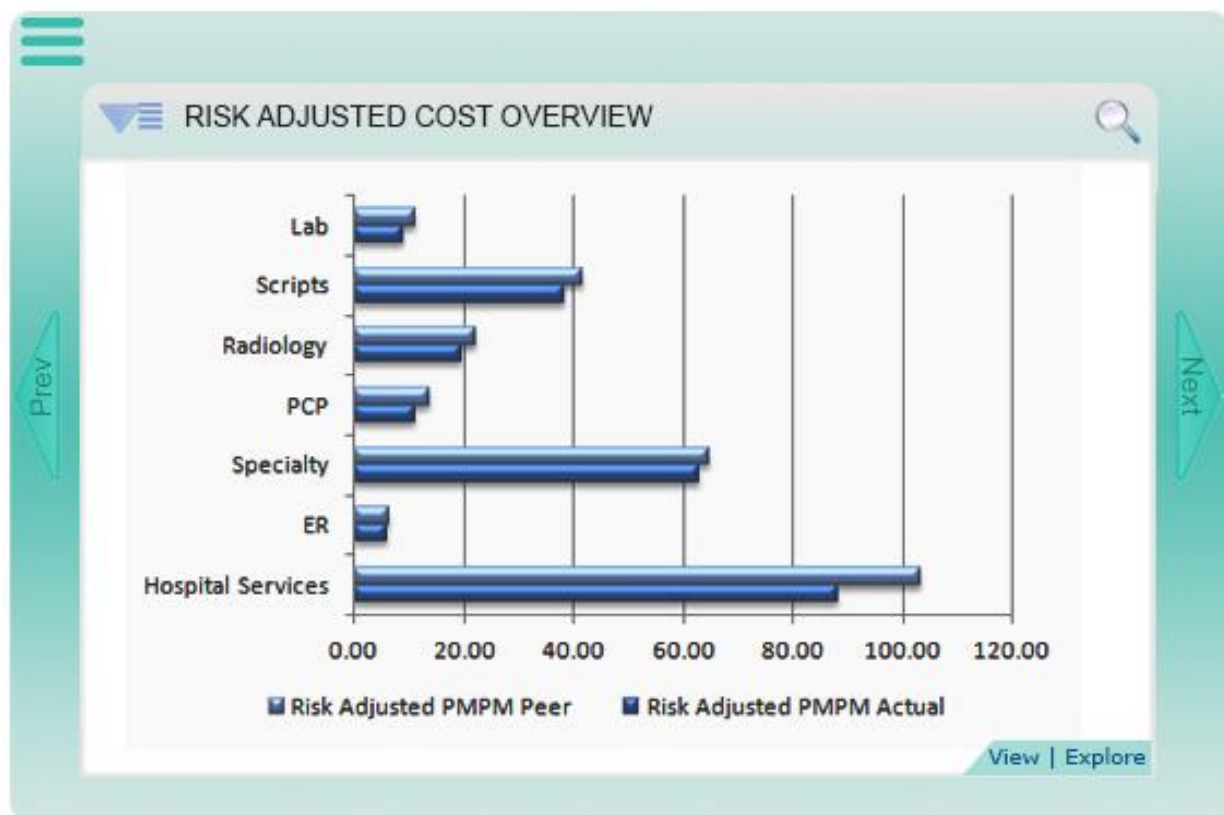
Scrolling Message goes here..... Scrolling Message goes here..... Scrolling Message goes....

DASHBOARD | REPORTS | ALERTS | SETTINGS

PERFORMANCE OVERVIEW

4.20 Overall Performance Score

Category	Result	Trend	Variance
Customer Satisfaction	82.50%	▲	2.50%
Quality Score	3.00		
Efficiency Score	0.94		
Risk Adjusted Medical PMPM	\$412	▲	3.00%
Risk Adjusted Rx PMPM	\$55	▼	-2.05%



REPORT TYPE

- Risk Adjusted Cost Overview
- Risk Adjusted Cost Overview wo Outliers
- Medical Cost
- Rx Cost
- Quality Opportunities
- Medicare Risk Adjustment
- Commercial Risk Adjustment
- Utilization Overview
- Acute Care Utilization
- Inpatient Utilization
- Population Management

# Capital Blue – MVEP - Responsive Design (I-Phone) - Mockups

User Role: Care Administrator | Welcome! John Smith | Last Log in: Aug 08 2013 16:50 EST

geneia  
Bringing new ideas to healthcare

Health System: PINN

Line Of Business: Commercial

Payer: Capital BLUE Cross

Product Type: PPO

Practice/Facility/Site: PINN ABC

User Role: Care Administrator | Welcome! John Smith | Last Log in: Aug 08 2013 16:50 EST

geneia  
Bringing new ideas to healthcare

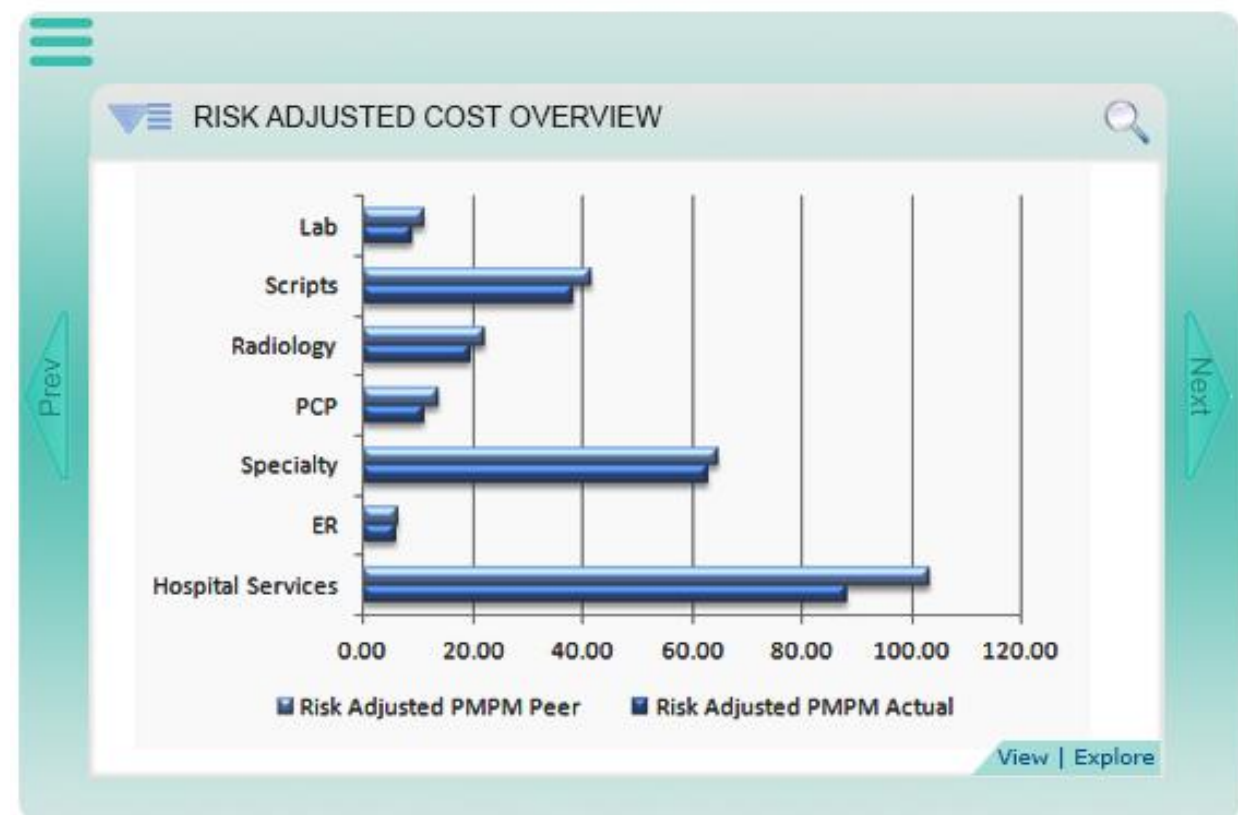
Health System: PINN

Line Of Business: Commercial

Payer: Capital BLUE Cross

Product Type: PPO

Practice/Facility/Site: PINN ABC



Handwritten list of names:

- ALL
- ABC INCORPORATION
- HOLY SPIRIT
- PINNACLE
- MAGELLAN
- NYL CORPORATION

DONE

User Role: Care Administrator | Welcome! John Smith | Last Log in: Aug 08 2013 16:50 EST

geneia

PERFORMANCE OVERVIEW

4.20 Overall Performance Score

Category	Result	Trend	Variance
Customer Satisfaction	82.50%	▲	2.50%
Quality Score	3.00		
Efficiency Score	0.94		
Risk Adjusted Medical PMPM	\$412	▲	3.00%
Risk Adjusted Rx PMPM	\$55	▼	-2.05%

RISK ADJUSTED COST OVERVIEW

View | Explore

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View Our Privacy Statement | © 2013 Powered By Geneia



# Omgeo.LLC

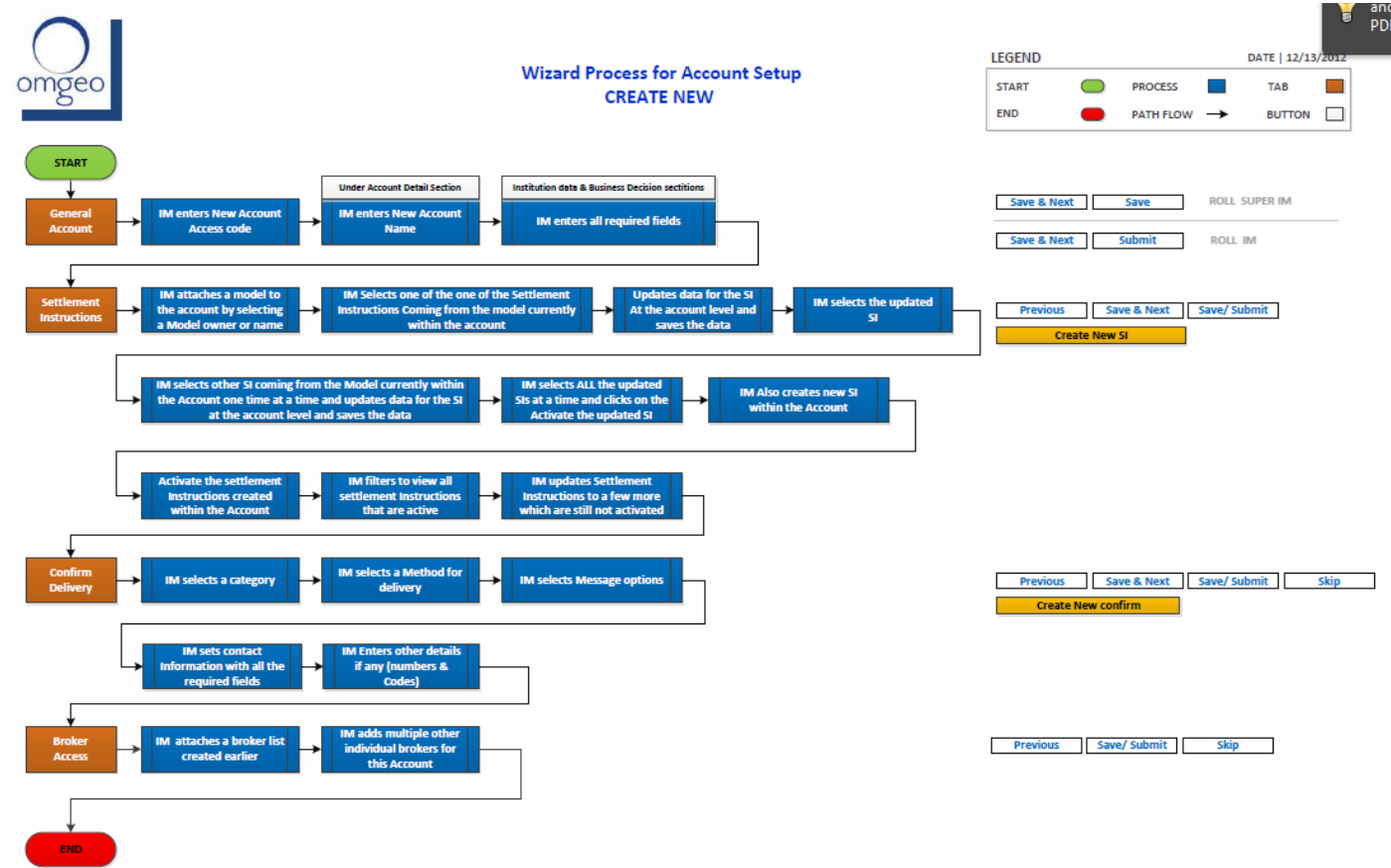
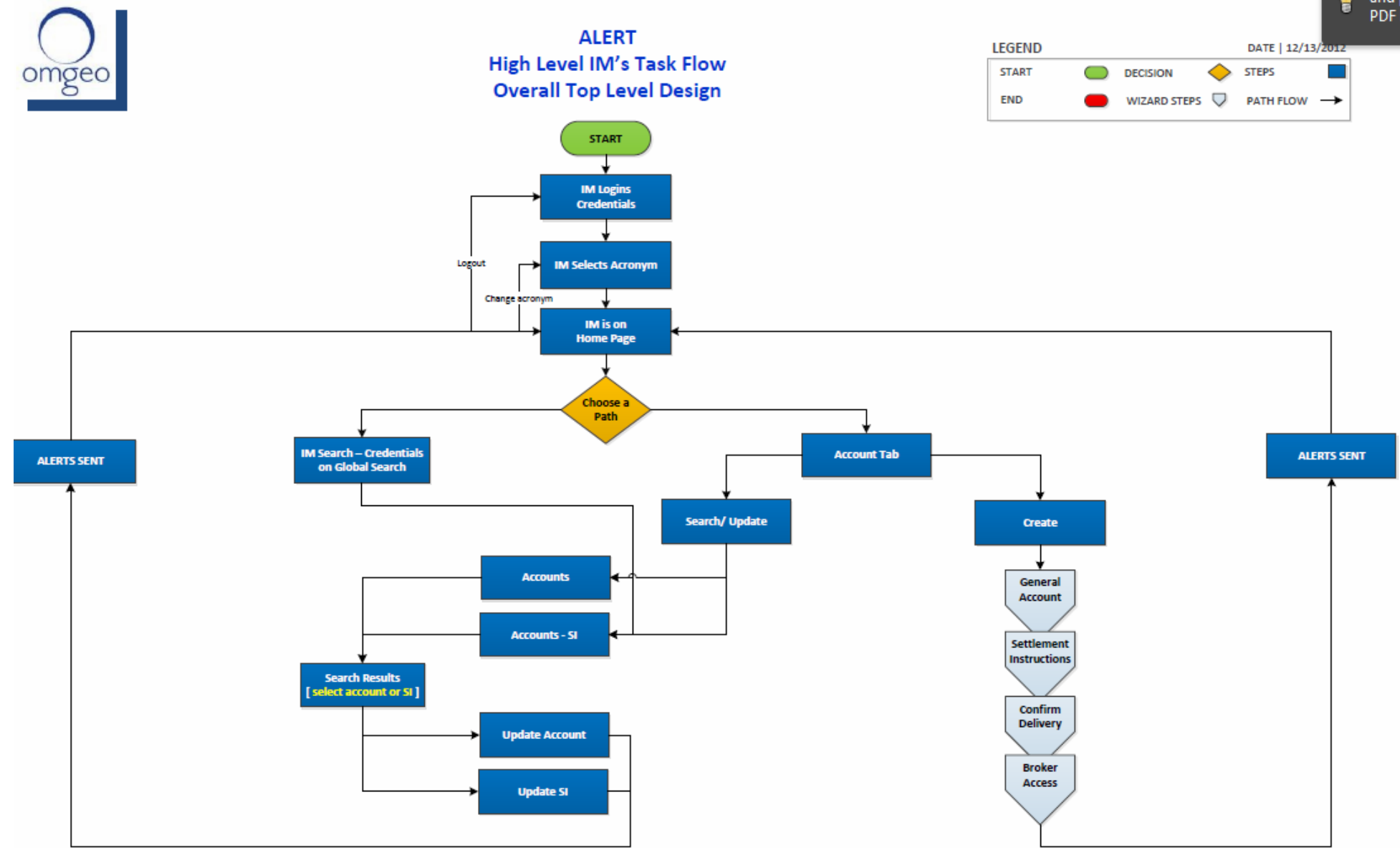
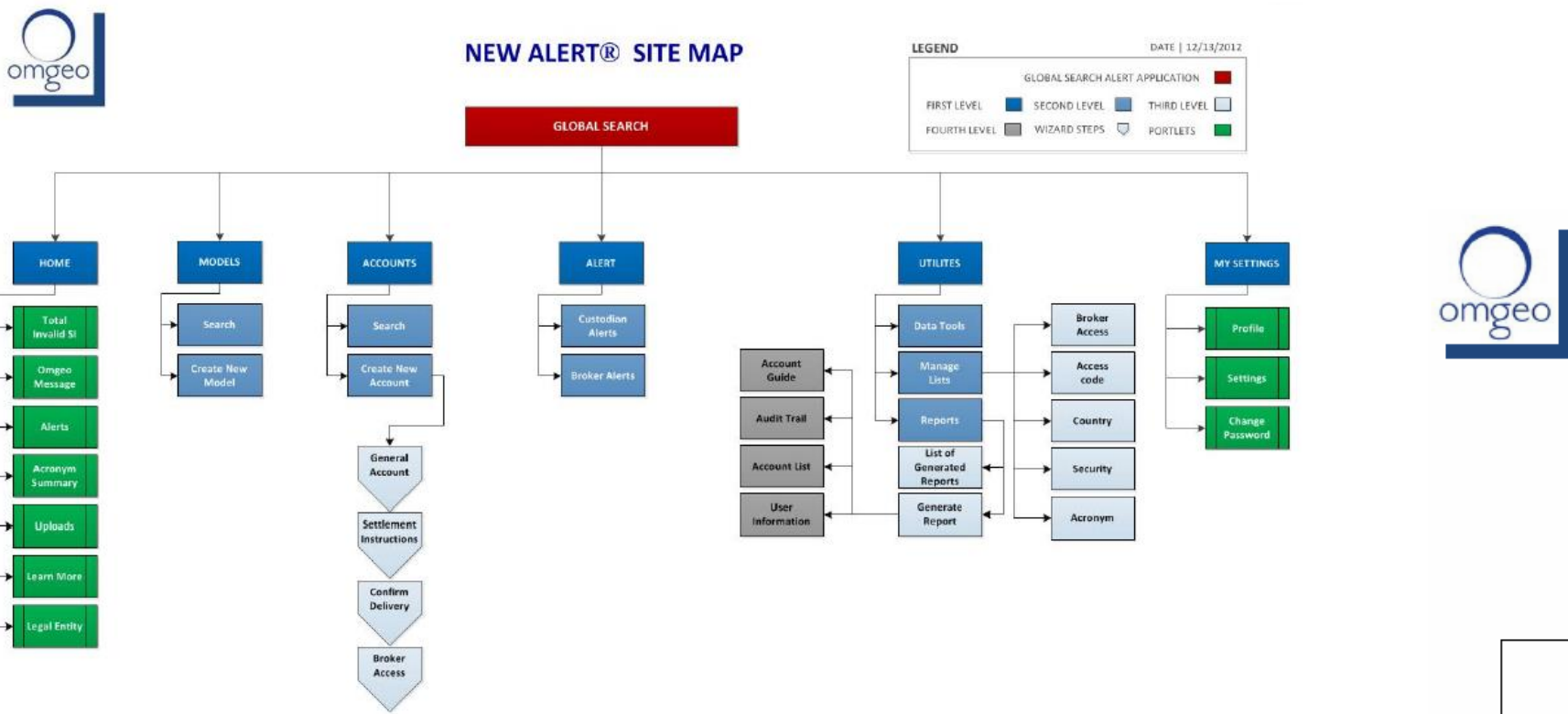
(Earlier part of Thompson Reuters now part of DTCC) –  
Boston, NYC

**Project:** Alert Application –

Worked on the redesign of the CTM & ALERT application for Omgeo, LLC.

Omgeo ALERT facilitates the communication of Account details and Settlement Instructions in support of "Post Trade" settlement.

# Omgeo – ALERT App – Sitemap, Task flow



# Omgeo – ALERT App - Mockups

Omgeo ALERT<sup>SM</sup> Logout | Help

Welcome! John Smith Acronym: 30\_INST2 : OMGEO PRO Change Acronym:  Set

HOME MODEL ACCOUNT ALERT UTILITIES MY SETTINGS Search For: Accounts By:  Search

MESSAGE FROM OMGEO  
Omgeo Announces that Legal & General Investment Management Has Signed Up to Its Central Trade Manager. Omgeo Announces 25% Increase in Omgeo CTM Clients to More Than 1,175 Investment Managers and Broker/Dealers

1 of 5

Instructions	Total	Total Falling
Active Account SI	16847	15088
Model SI	1602	455

Country	Security	Method	PSET	Model Owner	Model Name	Total Falling
CH	CSH	CASH		30_INST2	BURNS INTL	57
CA	CSH	CASH		30_INST2	BURNS INTL	58
CH	EQU	SEGA	INSECHZZ	30_INST2	BURNS INTL	58
CH	FIX	UNIVERSAL	INSECHZZ	30_INST2	BURNS INTL	
EU	EQU	SEGA	MGTCEBE	30_INST2	BURNS INTL	

Last Scanned 10 Minutes Ago

User	Alerts
Investment manager	150
Custodian	50
Broker	25

ACRONYM SUMMARY 30\_INST2

Organization	Test2
Models	317
Accounts with Models (OWN 800 + GC 53) =	922
Accounts without Models	511
Total No. of Accounts	1433

UPLOADS

- Status
- Pending
- Completed
- Failed/Partial

LEGAL ENTITY

- View Data
- Add Data

LEARN MORE - Best Practices & Documentation

- Suppression of Broker Account
- Statement Agreement
- For best practices and training information, please visit the Omgeo Documentation Library

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Omgeo ALERT<sup>SM</sup> Logout | Help

Welcome! John Smith Acronym: 30\_INST2 : OMGEO PRO

HOME MODEL ACCOUNT ALERT UTILITIES MY SETTINGS Search For: Accounts By:  Search

CREATE & SET UP AN ACCOUNT

General Account Settlement Instructions Confirm Delivery Broker Access

Enter Information and click "Save." Please ensure that all Required fields have been entered. Required =  Recommended =

General Account Information

Date

Last Updated Date: yyyy/mm/dd

Account Details

Access Code:  Account Name:  Country Of Origin:

Short Name:  Markit Entity Identifier:  Tax ID:

Access Code Legal Entity Identifier:  Affirming Party: Institution & All Agents  Tax Exempt  Tax Withholding

Omnibus Access Code:  Account Type:  Type Of Fund:

Institution Data

Institution Name:  Contact Name:  Large Trader ID:

BIC:  Contact Phone:   Client Of Investment Advisor

Legal Entity Data Assigned Legal Entity: Baring International Investment Limited Acronym: BAM - UK

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# Omgeo – ALERT App - Mockups

Omgeo  
ALERT<sup>SM</sup>

Logout | Help

Welcome! John Smith

Acronym: 30\_INST2 : OMGEO PRO



HOME

MODEL

ACCOUNT

ALERT

UTILITIES ▾

MY SETTINGS

Search For: Accounts

By:

Search

CREATE ACCOUNT

General Account

**Settlement Instructions**

Confirm Delivery

Broker Access

Enter Information and click "Save." Please ensure that all Required fields have been entered.

Create New Settlement Instruction

Settlement Instruction

Previous Next Save Skip

Add Settlement Model

Settlement Model Owner:

Settlement M

Fund Level Data

A/C No @ Global Custodian:

Receiving A

(For CTM SN clients)

Receiving Agent BIC:

Receiving A

Omgeo  
ALERT<sup>SM</sup>

Logout | Help

Welcome! John Smith

Acronym: 30\_INST2 : OMGEO PRO



HOME

MODEL

ACCOUNT

ALERT

UTILITIES ▾

MY SETTINGS

Search For: Accounts

By:

Search

CREATE & SET UP AN ACCOUNT

General Account

Settlement Instructions

**Confirm Delivery**

Broker Access

Confirms: Recipients and delivery methods for trade detail confirmations. To Create confirms Click on the "Create New Confirm" button.

Create New Confirm

Currently, "No Confirm Delivery Instructions exist on this account"

To add Confirm Delivery Instructions click on "Create New Confirm"

# Omgeo – ALERT App - Mockups

The image displays two mockups of the Omgeo ALERT application interface, showing the process of creating and setting up an account.

**Top Mockup: Settlement Instructions**

- Header:** Omgeo ALERT<sup>SM</sup> logo, Logout | Help, Welcome! John Smith, Acronym: 30\_INST2 : OMGEO PRO, and the Omgeo logo.
- Navigation:** HOME, MODEL, ACCOUNT, ALERT, UTILITIES, MY SETTINGS. Search For: Accounts. By: Enter Access Code. Search.
- Progress:** General Account, Settlement Instructions (highlighted), Confirm Delivery, Broker Access.
- Form:** Enter Information and click "Save." Please ensure that all Required fields have been entered. Create New Settlement Instruction. Settlement Instruction. Previous, Next, Save, Skip. Add Settlement Model. Settlement Model Owner: [Search]. Settlement Model: [Search]. Fund Level Data. A/C No @ Global Custodian: [Search]. Receiving Agent: [Search]. (For CTM SN clients) Receiving Agent BIC: [Search].

**Bottom Mockup: Confirm Delivery**

- Header:** Omgeo ALERT<sup>SM</sup> logo, Logout | Help, Welcome! John Smith, Acronym: 30\_INST2 : OMGEO PRO, and the Omgeo logo.
- Navigation:** HOME, MODEL, ACCOUNT, ALERT, UTILITIES, MY SETTINGS. Search For: Accounts. By: Enter Access Code. Search.
- Progress:** General Account, Settlement Instructions, Confirm Delivery (highlighted), Broker Access.
- Form:** Confirms: Recipients and delivery methods for trade detail confirmations. To Create confirms Click on the "Create New Confirm" button. Create New Confirm. Currently, "No Confirm Delivery Instructions exist on this account". To add Confirm Delivery Instructions click on "Create New Confirm".

# Omgeo – ALERT App - Mockups

### Create Confirm

Required =

**General Information**

Category:

**Delivery Information**

Confirms to be Sent:  Send Original Confirm  Send Duplicate Confirm  Send Statement

To the Attn Of: Attn1:  Attn2:  Attn3:

Prioritized Delivery Methods: Select the priority of each delivery method (At least one must be prioritized)

ETC:  Select Mail:  Select Copies:  1

Email:  Select Fax:  Select

Phone:  Select

**Contact Information**

First:  Last Name:

Phone:  Phone:

Address1:  Address2:

Locality:  State:

Post Zip Code:

**Numbers & Codes**

BIC:  Other ETC Code:  OASYS Acronym:

Omgeo  
ALERT<sup>SM</sup>

Logout | Help

Welcome! John Smith

Acronym: 30\_INST2 : OMGEO PRO



HOME MODEL ACCOUNT ALERT UTILITIES MY SETTINGS

Search For: Accounts

By:  Enter Access Code

CREATE & SET UP AN ACCOUNT

General Account Settlement Instructions Confirm Delivery **Broker Access**

Select and Add Brokers from the Broker Lists or Individual Brokers.

Broker Access

Broker Lists Individual Brokers

Choose Brokers: To select more than one acronym, use SHIFT click or CONTROL click


30\_INST2 (2)  
BBroker (2)  
BEAR1 (5)  
BEARSTRW (134)  
BROKER2 (4)  
BROKERS (6)  
BROKERT (2)  
BURNSAD (2)  
Brokers (4)  
Burns AD (2)  
CC (2)  
CRAIG (5)  
CSRTEST (4)  
CoolBro\_ (2)  
DASH (1)  
DCBROKER (1)  
EQUITIES (4)  
GANGREEN (2)  
GSAMAK1 (4)  
GSBROKER (2)

Brokers Selected: Brokers who can access the account

Select to View or Edit List each Broker List:



# Omgeo – ALERT App - Mockups

Omgeo ALERT<sup>SM</sup> Logout | Help Welcome! John Smith Acronym: 30\_INST2 : OMGEO PRO 

HOME MODEL ACCOUNT ALERT UTILITIES MY SETTINGS Search For: Accounts  Search

ACCOUNT SEARCH Create New Account

**Search & Maintain Accounts**

Search For: Account – Settlement Instructions By: 30\_INST

Filter By: Model Name: Country: Security: Method:

Legend:  Active  Inactive  Account Specific  Model  Merged (Account Specific + Model)

Total Account found : 25 Page: 1 of 9

Edit Copy Delete Rename View


Search Results of Settlement Instructions for Model Owner 30\_BANK2

Access Code	Account Short Name	Model Owner	Model Name	Last Updated																				
12345678	ABC	30_BANK2	Jim's Fund	yyyy/mm/dd																				
<table border="1"> <thead> <tr> <th>Country</th> <th>Security</th> <th>Method</th> <th>Future Effective Date</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> Botswana</td> <td>Cash</td> <td>Bank Of Botswana</td> <td>yyyy/mm/dd</td> </tr> <tr> <td><input checked="" type="checkbox"/> Indonesia</td> <td>Equities</td> <td>Bank Indonesia</td> <td>yyyy/mm/dd</td> </tr> <tr> <td><input checked="" type="checkbox"/> France</td> <td>Foreign Exchange</td> <td>Euro Clear France</td> <td>yyyy/mm/dd</td> </tr> <tr> <td><input checked="" type="checkbox"/> United States</td> <td>Money Market</td> <td>DTC</td> <td>yyyy/mm/dd</td> </tr> </tbody> </table>					Country	Security	Method	Future Effective Date	<input checked="" type="checkbox"/> Botswana	Cash	Bank Of Botswana	yyyy/mm/dd	<input checked="" type="checkbox"/> Indonesia	Equities	Bank Indonesia	yyyy/mm/dd	<input checked="" type="checkbox"/> France	Foreign Exchange	Euro Clear France	yyyy/mm/dd	<input checked="" type="checkbox"/> United States	Money Market	DTC	yyyy/mm/dd
Country	Security	Method	Future Effective Date																					
<input checked="" type="checkbox"/> Botswana	Cash	Bank Of Botswana	yyyy/mm/dd																					
<input checked="" type="checkbox"/> Indonesia	Equities	Bank Indonesia	yyyy/mm/dd																					
<input checked="" type="checkbox"/> France	Foreign Exchange	Euro Clear France	yyyy/mm/dd																					
<input checked="" type="checkbox"/> United States	Money Market	DTC	yyyy/mm/dd																					
23456789	EFG	30_BANK2	30_BANK2	yyyy/mm/dd																				
<table border="1"> <thead> <tr> <th>Country</th> <th>Security</th> <th>Method</th> <th>Future Effective Date</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> Australia</td> <td>Exchange Traded Futures</td> <td>AustraClear Limited</td> <td>yyyy/mm/dd</td> </tr> </tbody> </table>					Country	Security	Method	Future Effective Date	<input checked="" type="checkbox"/> Australia	Exchange Traded Futures	AustraClear Limited	yyyy/mm/dd												
Country	Security	Method	Future Effective Date																					
<input checked="" type="checkbox"/> Australia	Exchange Traded Futures	AustraClear Limited	yyyy/mm/dd																					

Total Account found : 25 Page: 1 of 9

Edit Copy Delete Rename

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Omgeo ALERT<sup>SM</sup> Logout | Help Welcome! John Smith Acronym: 30\_INST2 : OMGEO PRO 

HOME MODEL ACCOUNT ALERT UTILITIES MY SETTINGS Search For: Accounts  Search

EDIT ACCOUNT – Broker Access Create New Account

**Search & Maintain Accounts**

Search For: Accounts – Settlement Instructions By: 30\_INST

Filter By: Model Name: 30\_BANK2 Country: France Security: Equities Method:

Legend:  Active  Inactive  Account Specific  Model  Merged (Account Specific + Model)

Total Account found : 25 Page: 1 of 9

Edit Copy Delete Rename View

Search Results of Settlement Instructions for Model Owner 30\_BANK2

Access Code	Account Short Name	Model Owner	Model Name	Last Updated								
23456789	EFG	30_BANK2	30_BANK2	yyyy/mm/dd								
<table border="1"> <thead> <tr> <th>Country</th> <th>Security</th> <th>Method</th> <th>Future Effective Date</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> France</td> <td>Equities</td> <td>Euro Clear France</td> <td>yyyy/mm/dd</td> </tr> </tbody> </table>					Country	Security	Method	Future Effective Date	<input checked="" type="checkbox"/> France	Equities	Euro Clear France	yyyy/mm/dd
Country	Security	Method	Future Effective Date									
<input checked="" type="checkbox"/> France	Equities	Euro Clear France	yyyy/mm/dd									

Total Account found : 25 Page: 1 of 9

Edit Copy Delete Rename

# Omgeo - ALERT App - Mockups

Omgeo ALERT<sup>SM</sup> Logout | Help Welcome! John Smith Acronym: 30\_INST2 - OMGEO PRO

HOME MODEL ACCOUNT ALERT UTILITIES MY SETTINGS

Search For: Accounts  
By:

EDIT ACCOUNT - Broker General Access Create New Account

General Account Settlement Instructions Confirm Delivery Broker Access

Enter Information and click "Save." Please ensure that all Required fields have been entered. Required =  Recommended =

General Account Information

Date

Account Details

Access Code:  Account Name:  Country Of Origin:

Short Name:  Markit Entity Identifier:  Tax ID:

Access Code Legal Entity Identifier:  Affirming Party:   Tax Exempt  Tax Withholding

Omnibus Access Code:  Account Type:  Type Of Fund:

Institution Data

Institution Name:  Contact Name:  Large Trader ID:

BIC:   Contact Phone:   Client Of Investment Advisor

Edit Settlement Instructions for - France / Equities / Euro Clear France

Required =

Model Owner: BMBONY - 80901 Model Name: 30\_INST2 Country-Security-Method: USA - CMO - DTC Instruction for Access Code: 108874210

Legend: Account Level Data Model Level Data Fund Level Data

Dates

Last Updated: yyyy/mm/dd Effective Settlement Date: yyyy/mm/dd

Depository/Clearing/Settlement Agency Data

PSET:  BIC:  ISO Country:

Settlement Currency:  YER - Yemeni R:  Alternate Currency:  Participant1:

Inst/Broker ID:  Agent ID:  Participant1:

Settlement Party Data

Local Clearing Agent Data

Security/Cash Correspondent (Internationally)

Custodian Data

Institution/Executing Broker Data

Registration Data

Receiving Agent Data

(For CTM SN clients) Receiving Agent BIC:   Receiving Agent Name 1:

Interested Party data

Miscellaneous Data

HOME MODEL ACCOUNT ALERT UTILITIES MY SETTINGS

EDIT ACCOUNT - Settlement Instructions Create New Account

General Account Settlement Instructions Confirm Delivery Broker Access

Enter Information and click "Save." Please ensure that all Required fields have been entered.

Settlement Instructions

Edit Settlement Model

Settlement Model Owner:  Settlement Model Name:

Fund Level Data

A/C No @ Global Custodian:  Receiving Agent Name 1:

(For CTM SN clients) Receiving Agent BIC:   Receiving Agent Name 2:

Legend:  Active  Inactive  Account Specific  Model  Merged (Account Specific + Model)

Total Account found : 10 Page: 1 of 9

<input type="checkbox"/>	Country	Security	Method	Future Effective Date	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Botswana	Cash	Bank Of Botswana	yyyy/mm/dd	<input type="button" value="M"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Indonesia	Foreign Exchange	Bank Indonesia	yyyy/mm/dd	<input type="button" value="A"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> France	Equities	Euro Clear France	yyyy/mm/dd	<input type="button" value="A"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> France	Money Market	DTC	yyyy/mm/dd	<input type="button" value="A"/>

Total Account found : 10 Page: 1 of 9

# Omgeo – ALERT App - Mockups

Omgeo ALERT<sup>SM</sup> Logout | Help Welcome! John Smith Acronym: 30\_INST2 : OMGEO PRO

HOME MODEL ACCOUNT ALERT UTILITIES MY SETTINGS Search For: Accounts By: Enter Access Code Search

EDIT ACCOUNT – Confirm Delivery

General Account Settlement Instructions **Confirm Delivery** Broker Access

Confirms: Recipients and delivery methods for trade detail confirmations. Maximum confirms allowed are 8 [Create New Confirm](#)

List of Confirms

Category	Name	Preferred Delivery
<input type="checkbox"/> Investment Manager	John Smith	Mail, Email, Fax, Phone
<input type="checkbox"/> Executing Broker	David Dean	Mail, Email
<input type="checkbox"/> Clearing Broker	Jacob Sean	Email, Fax, Phone
<input type="checkbox"/> Global Custodian	Arnold Geithner	Mail
<input checked="" type="checkbox"/> Beneficial Owner	Benjamin Frank	Phone
<input type="checkbox"/> Sub Custodian	Caen Carry	Mail, Email, Fax, Phone
<input type="checkbox"/> Customer	Eric Fischer	Mail, Email, Fax
<input type="checkbox"/> Investment...		

[Edit](#) [Previous](#) [Next](#) [Save](#) [Skip](#)

**Edit Confirm**

Required =

[Copy](#) [Delete Confirm](#) [Save](#) [Close](#)

General Information

Category: Investment Manager

Delivery Information

Confirms to be Sent:  Send Original Confirm  Send Duplicate Confirm  Send Statement

To the Attn Of: Attn1: John Smith Attn2: Attn3:

Prioritized Delivery Methods: Select the priority of each delivery method (At least one must be prioritized)

ETC: Select Mail: Select Copies: 1

Email: Select Fax: Select

Phone: Select

Contact Information

First: John Last Name: Email:

Phone: Phone: Fax:

Address1: 55 Address2: Water Street City: NYC

Locality: Downtown State: NY Country: United States

Post Zip Code: 10050

Numbers & Codes

BIC: Other ETC Code: OASYS Acronym: OASYS Access Code:

[Copy](#) [Delete Confirm](#) [Save](#) [Close](#)

Omgeo ALERT<sup>SM</sup> Logout | Help Welcome! John Smith Acronym: 30\_INST2 : OMGEO PRO

HOME MODEL ACCOUNT ALERT UTILITIES MY SETTINGS Search For: Accounts By: Enter Access Code Search

EDIT ACCOUNT – Broker Access

General Account Settlement Instructions Confirm Delivery **Broker Access** [Create New Account](#)

Select and Add Brokers from the Broker Lists or Individual Brokers.

Broker Access [Previous](#) [Save](#)

Broker Lists Individual Brokers

Choose Brokers: To select more than one acronym, use SHIFT click or CONTROL click

30\_INST2 (3)  
BBroker (2)  
BEAR1 (5)  
BEARSTRW (134)  
BROKER2 (4)  
BROKERS (6)  
BROKERT (2)  
BURNSAD (2)  
Brokers (4)  
Burns AD (3)  
CC (3)  
CRAIG (5)  
CSRTST (4)  
Coolbro (2)  
DASH (1)  
DCBROKER (1)  
EQUITIES (4)  
GANGREEN (2)  
GSAMAKI (4)  
GSBROKER (2)

Brokers Selected: Brokers who can access the account

30\_INST2 (3)  
BBroker (2)  
BEAR1 (5)  
BEARSTRW (134)  
BROKER2 (4)  
BROKERS (6)

[Add >](#) [< Remove](#)

Select to View or Edit List each Broker List: [View List](#) [Edit List](#)

[Previous](#) [Save](#)

# Omgeo – ALERT App – Style Guide



## 3.1.6. Window Layouts and Dimensions:

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NEW ALERT App - Style Gui

### Homepage



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NEW ALERT App - Style Guide

### Typography details for - Create Account – Wizard Step 2 – Settlement Instruction

### 8.1.5. Colors Palette

#### Omgeo ALERT Application Color Palette

**Primary Colors**

- R:0 G:83 B:155
- R:0 G:115 B:175
- R:0 G:175 B:219
- R:251 G:176 B:52

**Secondary Colors**

- R:0 G:32 B:96
- R:0 G:83 B:131
- R:0 G:128 B:191
- R:0 G:152 B:234
- R:255 G:204 B:0
- R:23 G:208 B:55
- R:184 G:209 B:237
- R:198 G:216 B:240
- R:192 G:217 B:231
- R:209 G:221 B:229
- R:203 G:221 B:241
- R:229 G:236 B:239

**Tertiary Colors**

- R:237 G:73 B:29
- R:255 G:255 B:217
- R:255 G:255 B:204
- R:192 G:0 B:0
- R:165 G:165 B:165
- R:224 G:223 B:212
- R:216 G:216 B:216
- R:226 G:227 B:228
- R:242 G:242 B:242

### 8.1.2. Typography- Fonts, Styles and Settings

Sl.	Font Name	Type and Settings	Text	Color	Location Used
1.	Helvetica Neue	35	<b>Text</b>	R: 251 G: 176 B: 52	<ul style="list-style-type: none"> <li>Header – Omgeo ALERT Logo</li> </ul>
2.	Verdana	8	Text	R: 0 G: 83 B: 131	<ul style="list-style-type: none"> <li>Sub level Section heading</li> </ul>
3.	Verdana	9	Text	R: 165 G: 165 B: 165	<ul style="list-style-type: none"> <li>Wizard Steps – Not Visited</li> <li>Internal Pages – Content area - Section Headers</li> <li>Wizard Steps - Visited</li> </ul>
4.	Verdana	9 Bold	<b>Text</b>	R: 255 G: 255 B: 255	<ul style="list-style-type: none"> <li>Internal Pages – Content area Header</li> <li>Wizard Steps – Selected state</li> </ul>

### 9.1.2. Images and Icons Styles

Icon Name	Image	Dimensions	Location where it appears	Functions
View Only		16x16	Homepage	TBD
Clear Filter		17x20		
Look Up		16x16	To the right of the Search "By" text field	
PDF		22x26	Right aligned on the Button bar, of the Search results tables for Accounts and Accounts - SIs	
Active		15x16	In the Legend of the Search results tables for Accounts - SIs	
Inactive		16x16	In the Legend of the Search results tables for Accounts - SIs	
Account Specific Data		20x21	In the Legend of the Search results tables for Accounts - SIs	
Model Specific Data		20x21	In the Legend of the Search results tables for Accounts - SIs	

# Omgeo.LLC

(Earlier part of Thompson Reuters now part of DTCC) – **Boston, NYC**

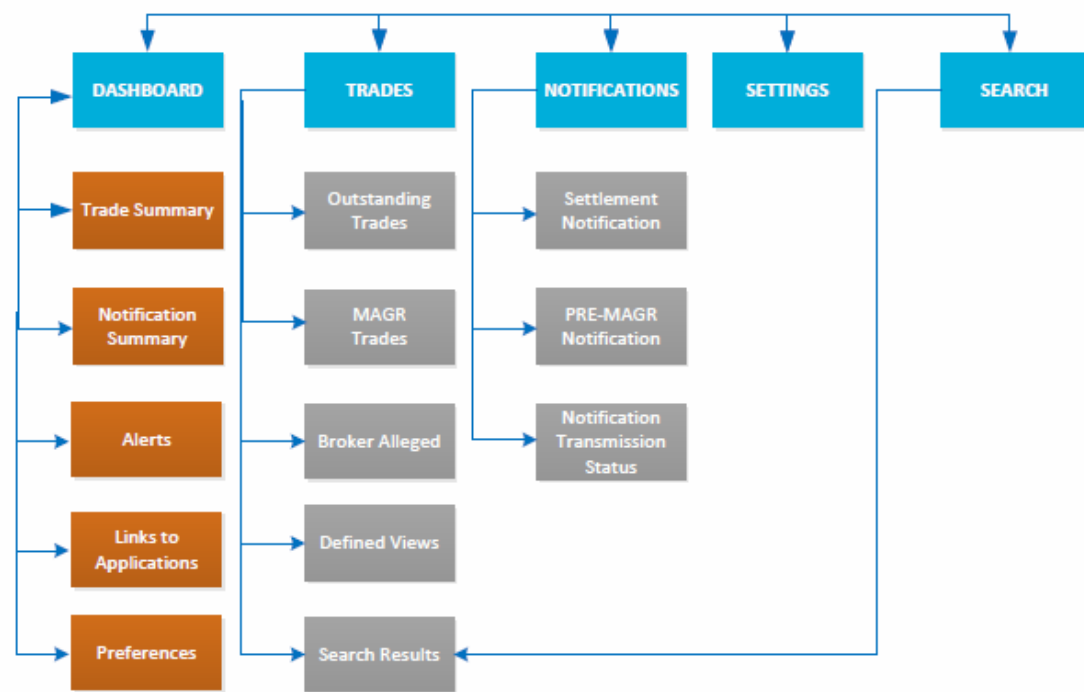
**Project:** CTM Application –

Worked on the (Call Center based) Client Summary app for Retail Financial Services/Mortgage Banking system on Matrix framework.

# Omgeo – CTM App – Sitemap, Workflow

Omgeo  
CTM<sup>SM</sup>

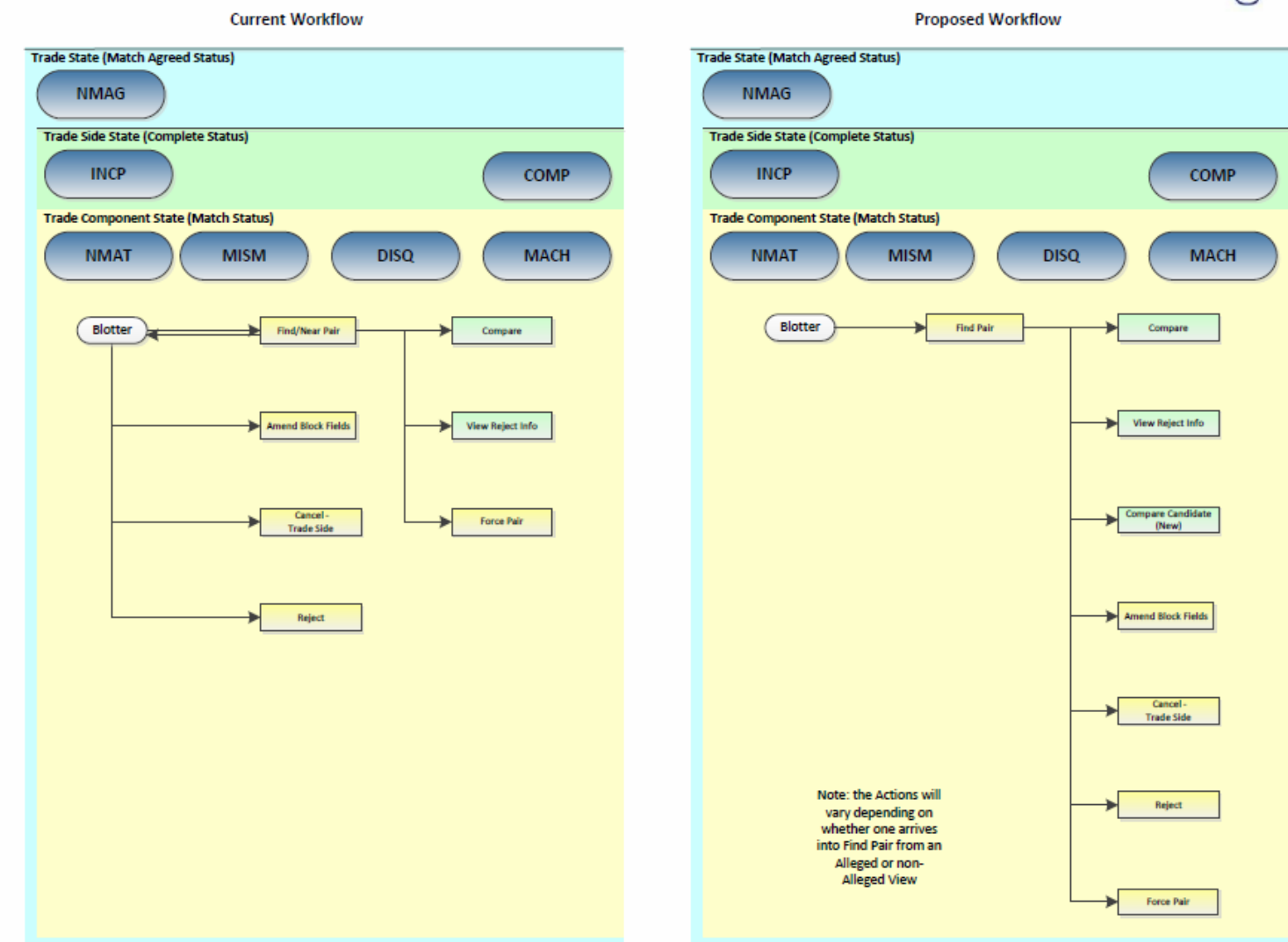
## CTM Application - High Sitemap



Omgeo  
CTM<sup>SM</sup>

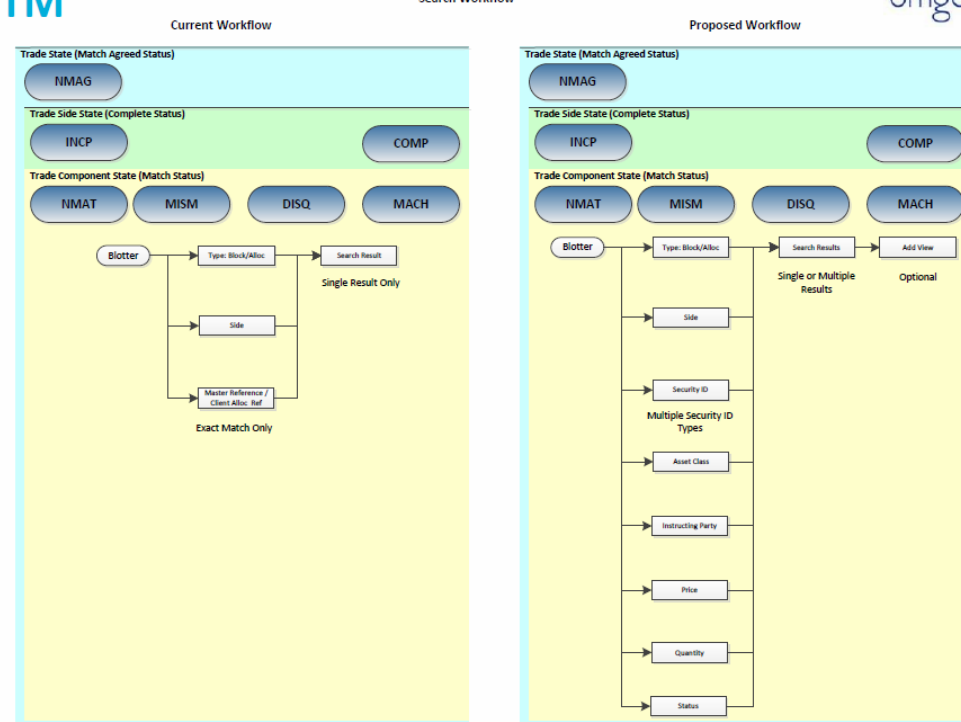
## CTM Application - DEBT & EQUITY Find Pair Block Workflow

DEBT & EQUITY Find Pair Block Workflow



Omgeo  
CTM<sup>SM</sup>

## CTM Application - Search Workflow



# Omgeo - CTM App - Mockups

Omgeo CTM SM

Logout | Help

User: John Smith  
Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization:  Set

DASHBOARD TRADES NOTIFICATIONS MY SETTINGS

SEARCH

Security ID Type: Select Security ID:  Date Range: Today's Date to Today's Date Search

TRADE SUMMARY STATS

Outstanding Trades MAGR - Trades Broker Alleged Defined Views Search Results

Last refreshed at: HH:MM:SS

Filter By: Trade Date: Yesterday's & Today's Asset Class: All Status: All Legend

Block Status	Complete	Match Agreed	Block Rej	Block Error	Executing Broker	Master Reference	Security
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ZXY	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	XYZ	IMAXOPTIONMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WXY	IMAXEQUITYMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WLM	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PQR	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KLM	IMAXOPTIONMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HGF	IMAXEQUITYMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	JPR	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	EFG	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ABC	IMAXDBTMISM	xxx Company

Total Trades Found: 20 Total Filtered: 0

Find Pair Force Match Amend View Errors View History Reject Cancel Cancel Reject

Omgeo CTM SM

Logout | Help

User: John Smith  
Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization:  Set

DASHBOARD TRADES NOTIFICATIONS MY SETTINGS

SEARCH

Security ID Type: Select Security ID:  Date Range: Today's Date to Today's Date Search

TRADE SUMMARY STATS

Not-MAGR Trades (1,500) MAGR - Trades (6,250) Broker Alleged (20) Search Results

Unmatched (300) Mismatched (1000) Rejected (100) Canceled (100)

Last refreshed at: HH:MM:SS

Filter By: Trade Date: Yesterday's & Today's Asset Class: All Status: All Legend

Complete	Block Rej	Block Error	Executing Broker	Master Reference	Security
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ZXY	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	XYZ	IMAXOPTIONMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WXY	IMAXEQUITYMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WLM	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PQR	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KLM	IMAXOPTIONMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HGF	IMAXEQUITYMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	JPR	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	EFG	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ABC	IMAXDBTMISM	xxx Company

Total Trades Found: 1,500 Total Filtered: 0

Find Pair Force Match Amend View Errors View History Reject Cancel

Omgeo CTM SM

Logout | Help

User: John Smith  
Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization:  Set

DASHBOARD TRADES NOTIFICATIONS MY SETTINGS

SEARCH

Security ID Type: Select Security ID:  Date Range: Today's Date to Today's Date Search

TRADE SUMMARY STATS

Outstanding Trades (1,500) MAGR - Trades (6,250) Broker Alleged (20) Defined Views Search Results

Last refreshed at: HH:MM:SS

Filter By: Trade Date: Yesterday's & Today's Asset Class: All Status: All Legend

Block Status	Complete	Match Agreed	Block Rej	Block Error	Executing Broker	Master Reference	Security
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ZXY	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	XYZ	IMAXOPTIONMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WXY	IMAXEQUITYMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WLM	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PQR	IMAXDBTMISM	xxx Company
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KLM	IMAXEQUITYMISM	xxx Company

Confirm Status	Confirm Reject	Confirm Error	Client Confirm Ref	Trd Amt	Qty Alloc	Comm	Acct ID
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	EBTD1_EQT	38.70	2,500.0	11.00	CTMAACCOUNT4

Block Status	Complete	Match Agreed	Block Rej	Block Error	Executing Broker	Master Reference	Security
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HGF	IMAXEQUITYMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	JPR	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	EFG	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ABC	IMAXDBTMISM	xxx Company

Total Trades Found: 1,500 Total Filtered: 0

Find Pair Force Match Amend View Errors View History Reject Cancel Cancel Reject

Omgeo CTM SM

Logout | Help

User: John Smith  
Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization:  Set

DASHBOARD TRADES NOTIFICATIONS MY SETTINGS

SEARCH

Security ID Type: Select Security ID:  Date Range: Today's Date to Today's Date Search

TRADE SUMMARY STATS

Outstanding Trades (1,500) MAGR - Trades (6,250) Broker Alleged (20) Defined Views Search Results

Last refreshed at: HH:MM:SS

Filter By: Trade Date: Yesterday's & Today's Asset Class: All Status: All Legend

Block Status	Complete	Match Agreed	Block Rej	Block Error	Executing Broker	Master Reference	Security
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ZXY	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	XYZ	IMAXOPTIONMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WXY	IMAXEQUITYMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WLM	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PQR	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KLM	IMAXOPTIONMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HGF	IMAXEQUITYMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	JPR	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	EFG	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ABC	IMAXDBTMISM	xxx Company

Total Trades Found: 1,500 Total Filtered: 950

Find Pair Force Match Amend View Errors View History Reject Cancel Cancel Reject

# Omgeo – CTM App - Mockups

Omgeo CTM SM

Logout | Help

User: John Smith  
Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization:  Set

SEARCH

Security ID Type: TICKER Security ID: LMN Date Range: Today's Date to Today's Date Search

TRADE SUMMARY STATS

Not-MAGR Trades (1,500) MAGR – Trades (6,250) Broker Alleged (20) Search Results (1) Save Search

Unmatched (1) Mismatched (0) Canceled (0)

Last refreshed at: HH:MM:SS

Filter By: Trade Date: 25 – May – 2013 to 30 – May - 2013 Asset Class: Equities (250) Legend

Complete	Block Rej	Block Error	Executing Broker	Master Reference	Security
<input checked="" type="checkbox"/>			WXY	IMAXEQUITYMISM	LMN Company

Total Trades Found: 1,500 Total Filtered: 0

Find Pair Force Match Amend View Errors View History Reject Cancel

Omgeo CTM SM

Logout | Help

User: John Smith  
Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization:  Set

SEARCH

Enter Search Criteria: Block Allocation My Side Counterparty Side Buy Sell

Security ID Type: TICKER Security ID: LMN Date Range: 25 – May - 2013 to 30 – May - 2013

Executing Party: BIC | MATSMBT1XXX | MATSM EB-T1 Quantity Of Block: 1000 to 1000

Price: 60 to 70 Currency: USD Asset Class: Equities

Additional Filter Options:

Trade Status:  NMAT  MISM  FEND  MACH  COMP  NMAG  MAGR  INCP  CAND  CREQ  CCRJ  CCRQ  CREJ  CANA

Search

KLM	IMAXOPTIONMISM	xxx Company
HGF	IMAXEQUITYMISM	xxx Company
JPR	IMAXDBTMISM	xxx Company
EFG	IMAXDBTMISM	xxx Company
ABC	IMAXDBTMISM	xxx Company

Total Trades Found: 1,500 Total Filtered: 0

Find Pair Force Match Amend View Errors View History Reject Cancel



# Omgeo – CTM App - Mockups

**Omgeo CTM** SM  
 User: John Smith  
 Client Type: EXEC  
 On Behalf Of: MATSM IM-T1  
 Change Organization: [Set]

**Navigation:** DASHBOARD | TRADES | NOTIFICATIONS | MY SETTINGS

**Search Panel (Left Mockup):**  
 Enter Search Criteria:  
 Block  Allocation  My Side  Counterparty Side  Buy  Sell  
 Security ID Type: TICKER Security ID: LMN Date Range: 25 - May - 2013 to 30 - May - 2013  
 Executing Party: BIC | MATSMBT1XXX | MATSM EB-T1 Quantity Of Block: 1000 to 1000  
 Price: 60 to 70 Currency: USD Asset Class: Equities  
 Additional Filter Options:  
 Trade Status:  NMAT  MISM  PEND  MACH  COMP  NMAG  MAGR  
 INCP  CAND  CREQ  CCRJ  CCRQ  CREJ  CANA

**Search Results (Left Mockup):**  
 Filter By: Trade Date: Yesterday's & Today's Asset Class: All  
 Complete  Block Rej  Block Error  

<input type="checkbox"/>	INCP 0		
<input type="checkbox"/>	COMP 1		
<input type="checkbox"/>	COMP 1		
<input type="checkbox"/>	COMP 2		
<input type="checkbox"/>	COMP 3		
<input type="checkbox"/>	COMP 1		
<input type="checkbox"/>	COMP 1		
<input type="checkbox"/>	COMP 2		
<input type="checkbox"/>	COMP 3		
<input type="checkbox"/>	COMP 3		
<input type="checkbox"/>	COMP 2		

 Total Trades Found: 1,500 Total Filtered: 0  
 [Find Pair] [Force Match] [Amend] [View Errors] [View History] [Reject] [Cancel]

**Main Dashboard (Left Mockup):**  
 TRADE SUMMARY STATS  
 Not-MAGR Trades (1,500) | MAGR - Trades (6,250) | Broker Alleged (20) | Search Results (1)  
 Unmatched (1) | Mismatched (0) | Canceled (0)  
 Filter By: Trade Date: 25 - May - 2013 to 30 - May - 2013 Asset Class: Equities (250)  
 Complete  Block Rej  Block Error  

	Complete	Block Rej	Block Error	Executing Broker	Master Reference	Security
<input checked="" type="checkbox"/>	COMP 1			WXY	IMAXEQUITYMISM	LMN Company
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						

 Total Trades Found: 1,500 Total Filtered: 0  
 [Find Pair] [Force Match] [Amend] [View Errors] [View History] [Reject] [Cancel]

**Search Results (Right Mockup):**  
 Filter By: Trade Date: Yesterday's & Today's Asset Class: All  
 Complete  Block Rej  Block Error  

<input type="checkbox"/>	INCP 0		
<input type="checkbox"/>	COMP 1		
<input type="checkbox"/>	COMP 1		
<input type="checkbox"/>	COMP 2		
<input type="checkbox"/>	COMP 3		
<input type="checkbox"/>	COMP 1		
<input type="checkbox"/>	COMP 1		
<input type="checkbox"/>	COMP 2		
<input type="checkbox"/>	COMP 3		
<input type="checkbox"/>	COMP 3		
<input type="checkbox"/>	COMP 2		

 Total Trades Found: 1,500 Total Filtered: 0  
 [Find Pair] [Force Match] [Amend] [View Errors] [View History] [Reject] [Cancel]

**Search Criteria (Right Mockup):**  
 Enter Search Criteria:  
 Block  Allocation  My Side  Counterparty Side  Buy  Sell  
 Security ID Type: TICKER Security ID: LMN Date Range: 25 - May - 2013 to 30 - May - 2013  
 Executing Party: BIC | MATSMBT1XXX | MATSM EB-T1 Quantity Of Block: 1000 to 1000  
 Price: 60 to 70 Currency: USD Asset Class: Equities  
 Additional Filter Options:  
 Trade Status:  NMAT  MISM  PEND  MACH  COMP  NMAG  MAGR  
 INCP  CAND  CREQ  CCRJ  CCRQ  CREJ  CANA

**Search Results Table (Right Mockup):**

Ticker	Company
KLM	IMAXOPTIONMISM xxx Company
HGF	IMAXEQUITYMISM xxx Company
JPR	IMAXDBTMISM xxx Company
EFG	IMAXDBTMISM xxx Company
ABC	IMAXDBTMISM xxx Company

# Omgeo – CTM App - Mockups

Omgeo  
CTM<sup>SM</sup>

Logout | Help

User: John Smith  
Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization:

Set



DASHBOARD TRADES NOTIFICATIONS MY SETTINGS

SEARCH  
Security ID Type: Select Security ID: Date Range: Today's Date to Today's Date Search

Outstanding Trades (6,250) Broker Alleged (20) Defined Views Search Results

Filter By: Trade Date Yesterday's

Status: All

Block Status	Match Agreed	Block Rej	Block Error	Executing Broker	Master Reference	Security
NMAT	NMAG			ZXY	IMAXDBTMISM	xxx Company
NMAT	NMAG					
NMAT	NMAG					
CAND	NMAG					
CAND	NMAG					
CAND	NMAG					
RJCT	NMAG					
RJCT	COMP 2					
RJCT	COMP 3					
RJCT	COMP 2					

Total Trades Found: 1,500 Total Filtered: 0

Find Pair Force Match Amend View Errors View History

- VIEW FIELDS - MY SIDE
- GO TO 3RD PARTY DETAIL
- FIND PAIR
- AMEND
- AMEND MISMATCHES
- FORCE MATCH
- REJECT
- CANCEL
- CANCEL REJECT
- VIEW ERROR(S)
- VIEW HISTORY
- QUICK TRADE ENTRY
- FULL TRADE ENTRY

Omgeo  
CTM<sup>SM</sup>

Logout | Help

User: John Smith  
Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization:

Set



DASHBOARD TRADES NOTIFICATIONS MY SETTINGS

SEARCH  
Security ID Type: Select Security ID: Date Range: Today's Date to Today's Date Search

Outstanding Trades (1,500) MAGR – Trades (6,250) Broker Alleged (20) Defined Views Search Results

Filter By: Trade Date: Yesterday's & Today's Asset Class: All Status: Unmatched (5)

Block Status	Complete	Match Agreed	Block Rej	Block Error	Executing Broker	Master Reference	Security
NMAT	INCP	NMAG			ABC	IMAXDBTMISM	xxx Company
NMAT	COMP				XYZ	IMAXOPTIONMISM	xxx Company
NMAT	COMP				KLM	IMAXEQUITYMISM	xxx Company
NMAT	COMP				PQR	IMAXDBTMISM	xxx Company
NMAT	COMP				WXY	IMAXDBTMISM	xxx Company

Total Trades Found: 1,500 Total Filtered: 5

Find Pair Force Match Amend View Errors View History Reject Cancel Cancel Reject

- View Fields – My Side
- Go To 3rd Party Detail
- Find Pair
- Amend
- View Error(s)
- Force Match
- Reject
- Cancel
- Cancel Reject
- View History
- Quick Trade Entry
- Full Trade Entry

# Omgeo – CTM App - Mockups

Omgeo CTM SM

Logout | Help

User: John Smith  
Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization: [Dropdown] Set

DASHBOARD TRADES NOTIFICATIONS MY SETTINGS

SEARCH  
Security ID Type: Select Security ID: Date Range: Today's Date to Today's Date Search

Outstanding Trades (6,250) Broker Alleged (20) Defined Views Search Results

Filter By: Trade Date Yesterday's

Status: All

Legend

Block Status Match Agreed Block Rej Block Error Executing Broker Master Reference Security

NMAT				ZXY	IMAXDBTMISM	xxx Company
NMAT						
NMAT						
CAND						
CAND						
CAND						
RJCT						
RJCT						
RJCT	COMP 3					
RJCT	COMP 2					

Total Trades Found: 1,500 Total Filtered: 0

Find Pair Force Match Amend View Errors View History

TRADES Menu:  
VIEW FIELDS - MY SIDE  
GO TO 3RD PARTY DETAIL  
FIND PAIR  
AMEND  
AMEND MISMATCHES  
FORCE MATCH  
REJECT  
CANCEL  
CANCEL REJECT  
VIEW ERROR(S)  
VIEW HISTORY  
QUICK TRADE ENTRY  
FULL TRADE ENTRY

Omgeo CTM SM

Logout | Help

User: John Smith  
Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization: [Dropdown] Set

DASHBOARD TRADES NOTIFICATIONS MY SETTINGS

SEARCH  
Security ID Type: Select Security ID: Date Range: Today's Date to Today's Date Search

Outstanding Trades (1,500) MAGR – Trades (6,250) Broker Alleged (20) Defined Views Search Results

Filter By: Trade Date Yesterday's & Today's Asset Class: All Status: Unmatched (5)

Legend

Block Status Complete Match Agreed Block Rej Block Error Executing Broker Master Reference Security

NMAT	INCP			ABC	IMAXDBTMISM	xxx Company
NMAT	COMF			XYZ	IMAXOPTIONMISM	xxx Company
NMAT	COMF			KLM	IMAXEQUITYMISM	xxx Company
NMAT	COMF			PQR	IMAXDBTMISM	xxx Company
NMAT	COMF			WXY	IMAXDBTMISM	xxx Company

Total Trades Found: 1,500 Total Filtered: 5

Find Pair Force Match Amend View Errors View History Reject Cancel Cancel Reject

TRADES Menu:  
View Fields - My Side  
Go To 3rd Party Detail  
Find Pair  
Amend  
View Error(s)  
Force Match  
Reject  
Cancel  
Cancel Reject  
View History  
Quick Trade Entry  
Full Trade Entry

# Omgeo – CTM App - Mockups

**View Block Fields** [Close]

Error: [Redacted]

Force Match Reject Amend Cancel Near Pair

Trade Value Submitted: COMP Block Match Status: NMAT MAGR Status: NMAG

Total Error Severity: NA [View Errors](#) Block Force Match: Block Status Start Date & Time: 01-May-2013 11:52:01

**L1 – Level Pairing Information**

**L2 – Level Matching Information**

Value	IM Value	Broker Value	Value
Price:	12,345.61 USD FILL		TL PSET:
Place of Trade:	EXCH XNYS New York		Settlement Date:
Total Trade Amt:	12,345,678.90 USD		Trade Conditions:
Total Net Cash Amt:	12,345,678.90 USD		
Total Settlement Amt:	12,345,678.90 USD		Party Capacity:

Commissions ?

IM Value					Broker Value	
Amount	Currency	Basis	Type	Reason	Amount	Currency
12,345.00	USD	PERC	LOCO	ANAL		
12,345.00	USD	FLAT	SPCN	SODO		
12,345.00	USD	FLAT	EXEC	EXEC		
37,035.00	USD	FLAT	TCOM ?	OTCT		

Charges/Taxes/Fees ?

IM Value			Broker Value
Amount	Currency	Type	Amount
12,345.00	USD	CHAR	
1,234.00	USD	COUN	
123.00	USD	LADT	
12.00	USD	LEVY	
1.00	USD	LIDT	
12,725.00	USD	TFEE ?	

[Reference Information](#)

[Additional Information](#)

**View Block Fields** [Close]

Error: [Redacted]

Force Match Reject Amend Cancel Near Pair

Trade Value Submitted: COMP Block Match Status: MISM MAGR Status: NMAG

Total Error Severity: NA [View Errors](#) Block Force Match: Block Status Start Date & Time: 01-May-2013 11:52:01

**L1 – Level Pairing Information**

**L2 – Level Matching Information**

Value	IM Value	Broker Value	Value	IM Value	Broker Value
Price:	12,345.61 USD FILL	12,545.00 USD FILL	TL PSET:	FRNYUS33	FRNYUS33
Place of Trade:	EXCH XNYS New York	EXCH XNYS New York	Settlement Date:	12-Apr-2013	12-Apr-2013
Total Trade Amt:	12,345,678.90 USD	12,345,678.90 USD	Trade Conditions:	BLKO BTEX BTMI CBN.	BLKO BTEX BTMI CBN.
Total Net Cash Amt:	12,345,678.90 USD	12,345,678.90 USD		CARG CLEN CREO CREP CONT	CARG CLEN CREO CREP CONT
Total Settlement Amt:	12,345,678.90 USD	12,345,678.90 USD	Party Capacity:	AGEN	AGEN

Commissions ?

IM Value					Broker Value				
Amount	Currency	Basis	Type	Reason	Amount	Currency	Basis	Type	Reason
12,345.00	USD	PERC	LOCO	ANAL	12,345.00	USD	PERC	LOCO	ANAL
12,345.00	USD	FLAT	SPCN	SODO	12,345.00	USD	FLAT	SPCN	SODO
12,345.00	USD	FLAT	EXEC	EXEC	12,345.00	USD	FLAT	EXEC	EXEC
37,035.00	USD	FLAT	TCOM ?	OTCT	37,035.00	USD	FLAT	TCOM ?	OTCT

Charges/Taxes/Fees ?

IM Value			Broker Value		
Amount	Currency	Type	Amount	Currency	Type
12,345.00	USD	CHAR	12,345.00	USD	CHAR
1,234.00	USD	COUN	12,345.00	USD	COUN
123.00	USD	LADT	12,345.00	USD	LADT
12.00	USD	LEVY	12.00	USD	LEVY
1.00	USD	LIDT	1.00	USD	LIDT
12,725.00	USD	TFEE ?	12,725.00	USD	TFEE ?

[Reference Information](#)

[Additional Information](#)

# Omgeo – CTM App - Mockups

**Amend Block Fields**

Error: XXXXXXXXXX

Trade Value Submitted: COMP ✔
 Block Match Status: MISM ✘
 MAGR Status: NMAG ✘

Total Error Severity: Error 
 Block Force Match:
 Block Status Start Date & Time: 01-May-2013 11:52:01

**L1 – Level Pairing Information**

TL Version:	2	1	Trade Date:	12 – Mar - 2013	12 – Mar - 2013
Asset Class:	EQT	EQT	Trade Time: (hh:mm:ss)	01:01:01	01:01:01
Type of Financial Inst:	COMM	COMM	Exec Broker Type/Val: (BIC)	MATSMBT1XXX	MATSMBT1XXX
Security ID: Num Agy/Cty Code	CUSI <input type="button" value="Edit"/>	CUSI	Exec Broker Name:	MATSM EB-T1	MATSM EB-T1
Security Code:	SECCODE_214	SECCODE_214	Instructing Party Type/Value: (BIC)	MATSMBT1XXX	MATSMBT1XXX
Security Description:	1Orderer_Desor... <input type="button" value="Edit"/>	1Orderer_DescriptionOfTheSecurity.+	Instructing Party Name:	MATSM IM-T1	MATSM IM-T1
Buy/Sell:	<input checked="" type="radio"/> BUY <input type="radio"/> SELL	BUYI	Place of Clearing:		
Quantity:	10,000.00 UNIT	10,000.00 UNIT			

**L2 – Level Matching Information**

Value	IM Value	Broker Value	Value	IM Value	Broker Value
Price:	12,345.67 USD AVER	12,545.00 USD AVER	TL PSET:	FRNYUS33	FRNYUS33
Place of Trade:	EXCH XN New York	EXCH XNYS New York	Settlement Date:	12-Apr-2013	12 – Mar - 2013
Total Trade Amount:	12,345,678. USD	12,345,678.90. USD	Trade Conditions:	BLKO BTEX BTMI CBN.	BLKO BTEX BTMI CBN.
Total Net Cash Amount:	12,345,678. USD	12,345,678.90. USD		CARG CLEN CREO CREP CONT	CARG CLEN CREO CREP CONT
Total Settlement Amount:	12,345,678. USD	12,345,678.90. USD	Party Capacity:	AGEN	AGEN

**Commissions**

IM Value					Broker Value				
Amount	Currency	Basis	Type	Reason	Amount	Currency	Basis	Type	Reason
12,345.00	USD	PERC	LOCO	ANAL	12,345.00	USD	PERC	LOCO	ANAL
12,345.00	USD	FLAT	SPCN	SODO	12,345.00	USD	FLAT	SPCN	SODO
12,345.00	USD	FLAT	EXEC	EXEC	12,345.00	USD	FLAT	EXEC	EXEC
37,035.00	USD	FLAT	TCOM	OTCT	37,035.00	USD	FLAT	TCOM	OTCT

Omgeo

[Logout](#) | [Help](#)

CTM

User: John Smith  
 Client Type: EXEC

On Behalf Of: MATSM IM-T1

DASHBOARD

TRADES

NOTIFICATIONS

MY SETTINGS

Outstanding Trades (1,500)

MAGR – Trades (6,250)

Broker Alleged (20)

Defined Views

Search Results

Last refreshed at: HH:MM:SS

Filter By: Trade Date: Yesterday's & Today's | Asset Class: All | Status: Unmatched (5)

Block Status	Complete	Match Agreed	Block Rej	Block Error	Executing Broker	Master Reference	Security
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ABC	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	XYZ	IMAXOPTIONMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KLM	IMAXEQUITYMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PQR	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WXY	IMAXDBTMISM	xxx Company

Total Trades Found: 1,500 | Total Filtered: 5

# Omgeo - CTM App - Mockups

### Amend Block Fields

Error: [REDACTED]

Trade Value Submitted: COMP  Block Match Status: MISM  MAGR Status: NMAG   
 Total Error Severity: Error  Block Force Match: Block Status Start Date & Time: 01-May-2013 11:52:01

#### L1 - Level Pairing Information

TL Version:	2	1	Trade Date:	12-Mar-2013	12-Mar-2013
Asset Class:	EQT	EQT	Trade Time (hh:mm:ss)	01:01:01	01:01:01
Type of Financial Inst:	COMM	COMM	Exec Broker Type/Val: (BIC)	MATSMBT1XXX	MATSMBT1XXX
Security ID: Num Agy/Cty Code	CUSI	CUSI	Exec Broker Name:	MATSM EB-T1	MATSM EB-T1
Security Code:	SECCODE_214	SECCODE_214	Instructing Party Type/Value: (BIC)	MATSMBT1XXX	MATSMBT1XXX
Security Description:	1Orderer_Desor...	1Orderer_DescriptionOfTheSecurity+	Instructing Party Name:	MATSM IM-T1	MATSM IM-T1
Buy/Sell:	<input checked="" type="radio"/> BUY <input type="radio"/> SELL	BUYI	Place of Clearing:		
Quantity:	10,000.00	UNIT			

#### L2 - Level Matching Information

Value	IM Value	Broker Value	Value	IM Value	Broker Value
Price:	12,345.67 USD AVER	12,545.00 USD AVER	TL PSET:	FRNYUS33	FRNYUS33
Place of Trade:	EXCH XN New York	EXCH XNYS New York	Settlement Date:	12-Apr-2013	12-Mar-2013
Total Trade Amount:	12,345,678.00 USD	12,345,678.90 USD	Trade Conditions:	BLKO BTEX BTMI CBN	CARG CLEN CREO CF CONT
Total Net Cash Amount:	12,345,678.00 USD	12,345,678.90 USD	Party Capacity:	AGEN	
Total Settlement Amount:	12,345,678.00 USD	12,345,678.90 USD			

#### Commissions

IM Value					Broker Value		
Amount	Currency	Basis	Type	Reason	Amount	Currency	Basis
12,345.00	USD	PERC	LOCO	ANAL	12,345.00	USD	PERC
12,345.00	USD	FLAT	SPCN	SODO	12,345.00	USD	FLAT
12,345.00	USD	FLAT	EXEC	EXEC	12,345.00	USD	FLAT
37,035.00	USD	FLAT	TOOM	OTCT	37,035.00	USD	FLAT

### Amend Mismatches

Error: [REDACTED]

Trade Value Submitted: COMP  Block Match Status: MISM  MAGR Status: NMAG   
 Total Error Severity: Error  Block Force Match: Block Status Start Date & Time: 01-May-2013 11:52:01

#### L2 - Level Mismatched Information

Value	IM Value	Broker Value
Price:	12,345,678.90 USD AVER	12,545,000.00 USD AVER

Logout | Help

User: John Smith Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization:

**DASHBOARD** | TRADES | NOTIFICATIONS | MY SETTINGS

SEARCH

Security ID Type: Select Security ID:  Date Range: Today's Date to Today's Date

Outstanding Trades (1,500) | MAGR - Trades (6,250) | Broker Alleged (20) | Defined Views | Search Results


Last refreshed at: HH:MM:SS

Filter By: Trade Date: Yesterday's & Today's Asset Class: All Status: Unmatched (5)

Block Status	Complete	Match Agreed	Block Rej	Block Error	Executing Broker	Master Reference	Security
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ABC	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	XYZ	IMAXOPTIONMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KLM	IMAXEQUITYMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PQR	IMAXDBTMISM	xxx Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WXY	IMAXDBTMISM	xxx Company

Total Trades Found: 1,500 Total Filtered: 5

# Omgeo - CTM App - Mockups




Logout | Help

User: John Smith  
Client Type: EXEC

On Behalf Of: MATSM IM-T1

Change Organization:  Set



DASHBOARD

TRADES ▾

NOTIFICATIONS ▾

MY SETTINGS

SEARCH

Security ID Type:  Security ID:  Date Range:  to  Search

**Outstanding Trades (1,500)** | MAGR - Trades (6,250) | Broker Alleged (20) | Defined Views

Last refreshed at: HH:MM:SS

Filter By: Trade Date: Yesterday's & Today's | Asset Class: All | Status: Unmatched (5)

Block Status	Complete	Match Agreed	Block Rej	Block Error
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NMAT		MAG		
NMAT		MAG		
NMAT		MAG		
NMAT		MAG		
NMAT		MAG		

Total Trades Found: 1,500 | Total Filtered: 5

Find Pair Force Match Amend View Errors View History

**Find Pair**

Required =

Trade Value Submitted: Complete ✓ | Block Match Status: MISM ✗ | MAGR Status: NMAG ✗

Selected Trade Level

Security	B/S	Executing Party	Quantity Of Block	Price	Curr	Trade Date	Settle Date	Total Comm	Total Trade Amt	Block Match St..
345678912	BU.	MATSM EB - T1	12,345,678,901,23	12..	USD	01-May-20..	01-May-20..	12,345,6...	12,345,6...	MISM

Search Criteria for Near Pair - Of L1 Level Pairing

To find Near Pair Candidates, specify your criteria, enter value(s) for selected criteria and click "Search"

Trade Date:  to  \* Trade Date range cannot be more than 5 day |  Security ID:

Executing Party:  |  Price:  to

Buy/Sell:  Buy  Sell |  Quantity Of Block:  to

Search Reset

Search Results for Near Pair Candidates

Filter By: All Near Pairs "X" Records met Search Criteria

L1 Diff	Security	B/S	Executing Party	Quantity Of Block	Price	Curr	Trade Date	Settle Date	Total Comm	Total Trade Amt	Block Matc..
0	345678912	BUY	MATSM EB - T1	12,345,678,901,23	12..	USD	01-May-20..	01-May-20..	12,345,6...	12,345,6...	MISM
2	123456789 <span>⚠</span>	BUY	MATSM EB - T1	10,000.0 F <span>⚠</span>	650	USD	01-May-20..	01-May-20..		749,999.0	MACH
2	567891234 <span>⚠</span>	BUY	MATSM EB - T1	10,000.0 F <span>⚠</span>						749,999.0	MACH

View Reject Information

Compare L1 Differences [Compare L1 & L2](#)

Difference Type	IM Value	Broker Value
Security	345678912	567891234
Quantity Of Block	12,345,678,901,23	10,000.0 F

Reference Information

Force Pair Close

# Omgeo – CTM App - Mockups

**Create Quick Trade Entry**

Required =   Expand All

**Create Block**

Instructing Party: <input type="text" value="BIC  MATSMIT1XXX   MATSM IM.."/>	Client Transaction: <input checked="" type="radio"/> BUY <input type="radio"/> SELL	Type Of Financial Instrument: <input type="text" value="COMM"/>	Master Reference: <input type="text" value="IMAXDBTMISM"/>
Security Code: <input type="text" value="IBM"/>	Numbering Agency Country Code: <input type="text" value="United States Ticker"/>	Security Description: <input type="text" value="INTERNATIONAL BUSINESS MACH C."/>	
Trade Date: <input type="text" value="8 - May - 2013"/>	Settlement Date: <input type="text" value="9 - May - 2013"/>		
Quantity: <input type="text" value="2,500.0"/>	Price: <input type="text" value="100.00"/>	Type: <input type="text" value="AVER"/>	Trade Currency: <input type="text" value="USD"/>

**Total Trade Amount:**

**Commissions**

Amount: <input type="text" value="5,000.00"/>	Currency: <input type="text" value="USD"/>	Basis: <input type="text" value="FLAT"/>	Type: <input type="text" value="EXEC"/>
<input type="text" value="2,000.00"/>	<input type="text" value="USD"/>	<input type="text" value="FLAT"/>	<input type="text" value="CLBC"/>
<b>7,000.00</b> TCOM			

**Charges/Taxes/Fees**

Amount: <input type="text" value="50,000.00"/>	Currency: <input type="text" value="USD"/>	Type: <input type="text" value="CHAR"/>
---	---	--

**Total Net Cash Amount:**

**Create Confirmation**

Account ID: <input type="text"/>	BIA: <input type="text"/>
-------------------------------------	------------------------------

**Quick Trade Entry – Create Confirmation For Selected Block**

Required =   Expand All

**Block Information**

Instructing Party:	BIC SANDY1A1XXX	Trade Date:	07 - Sep - 2011		Total Trade Amt:	5,000.00	USD
Security ID:	ISIN ANN5631P7253	Settlement Date:	07 - Sep - 2011		Total Commission:	20.00	USD
Security Description:	INTERNATIONAL BUSINESS MATC...	Quantity:	50.0 UNIT		Total Fees:	20.00	USD
Client Transaction:	BUYI	Deal Price:	100.00 USD		Total Net Cash Amt:	5,040.00	USD
Type Of Financial Inst:	COMM	Settlement Amt:	5,000.00 USD				

**Create Confirmation**

BIA <input type="text" value="BIADDSE"/>	Account ID: <input type="text" value="CTM_CDS_DDSE"/>	Account Name: <input type="text" value="CTM_CDS_DDSE"/>	Client Confirmation Reference: <input type="text" value="IMAXDBTMISM"/>
Quantity Allocated: <input type="text" value="25.0"/>			

**Confirmation Amount:**

**Commissions**

Amount: <input type="text" value="+10"/>	Currency: <input type="text" value="USD"/>	Basis: <input type="text" value="FLAT"/>	Type: <input type="text" value="EXEC"/>
---	---	---	--

**Charges/Taxes/Fees**

Amount: <input type="text" value="+10"/>	Currency: <input type="text" value="USD"/>	Type: <input type="text" value="LOCL"/>
---	---	--

**Net Cash Amount:**

**Confirmation Optional Fields**

**Confirmation Settlement Fields**

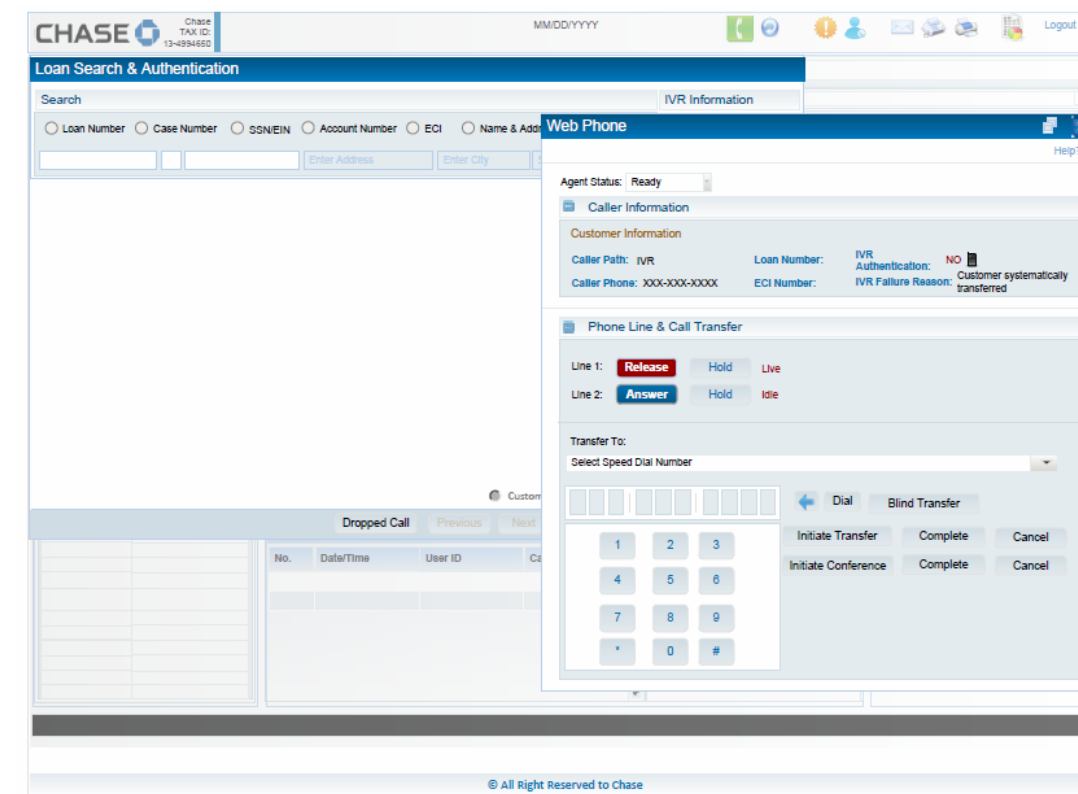
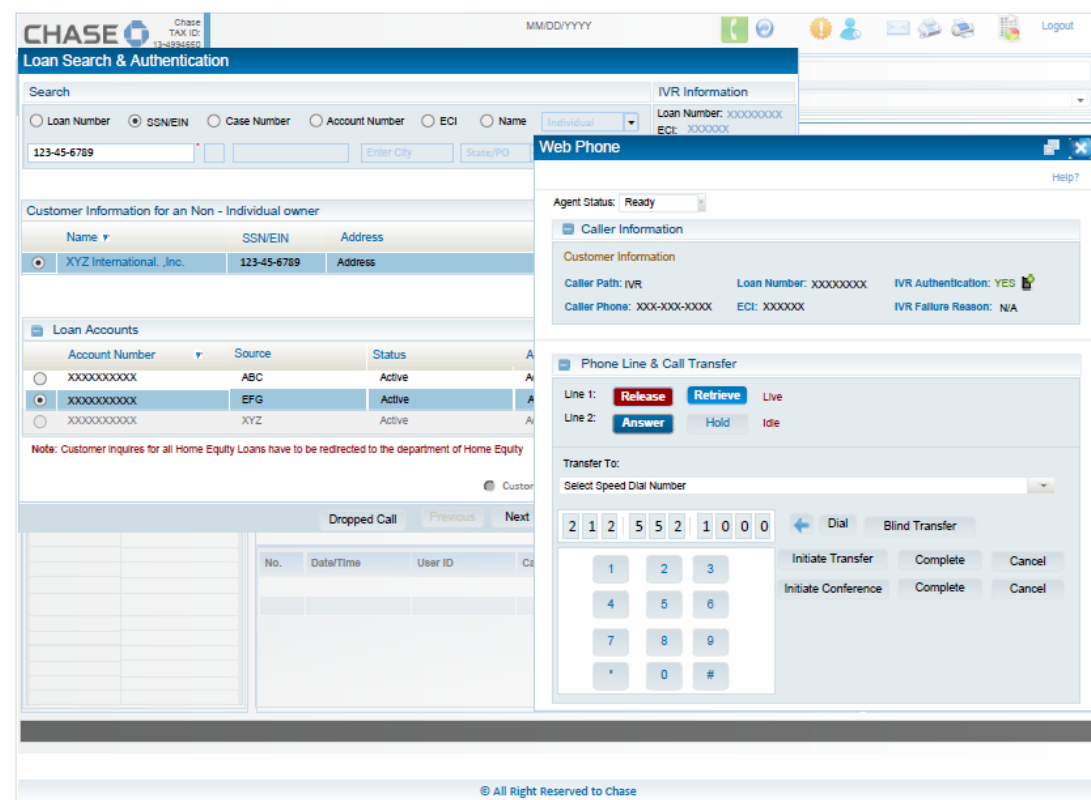
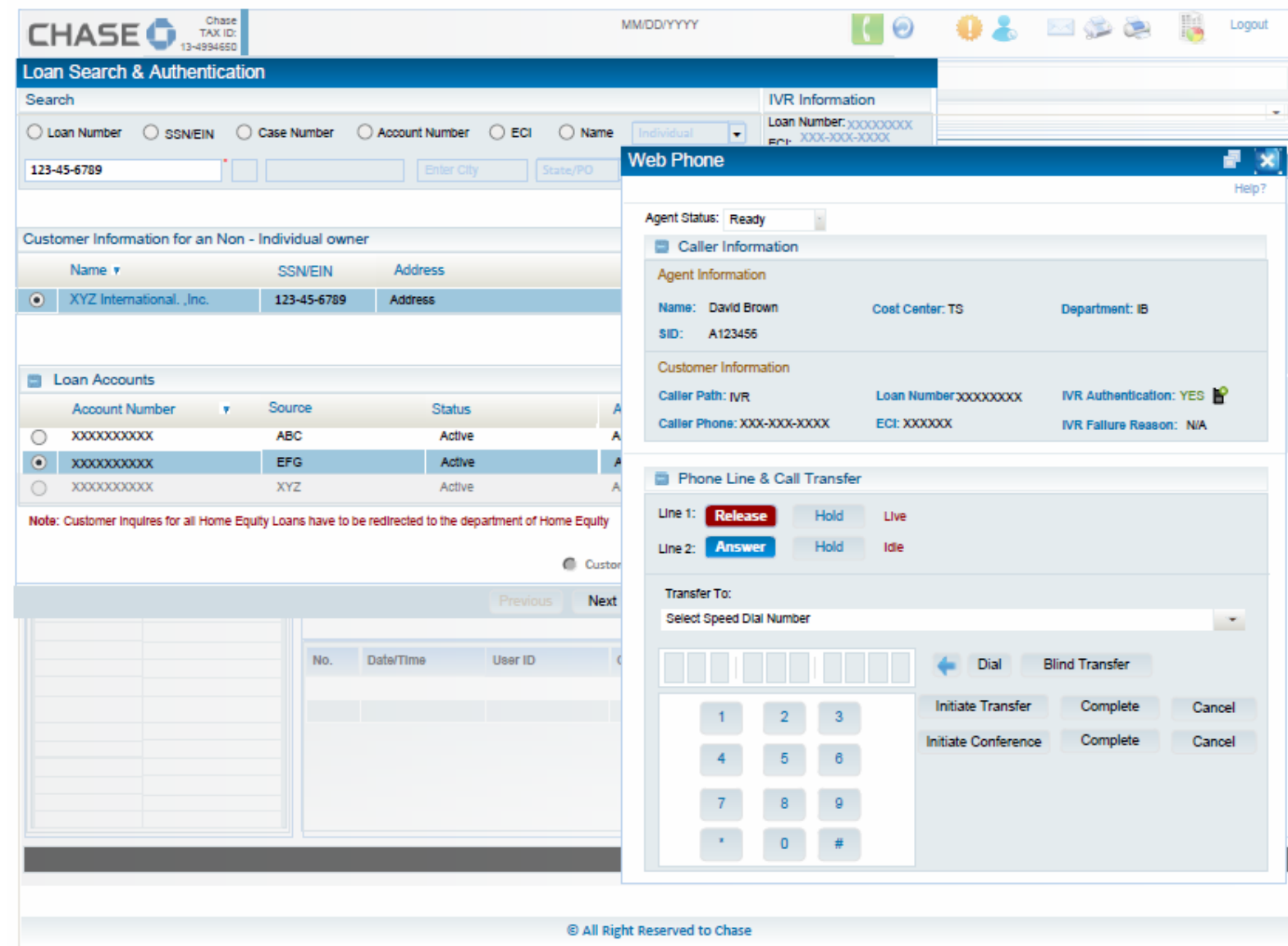
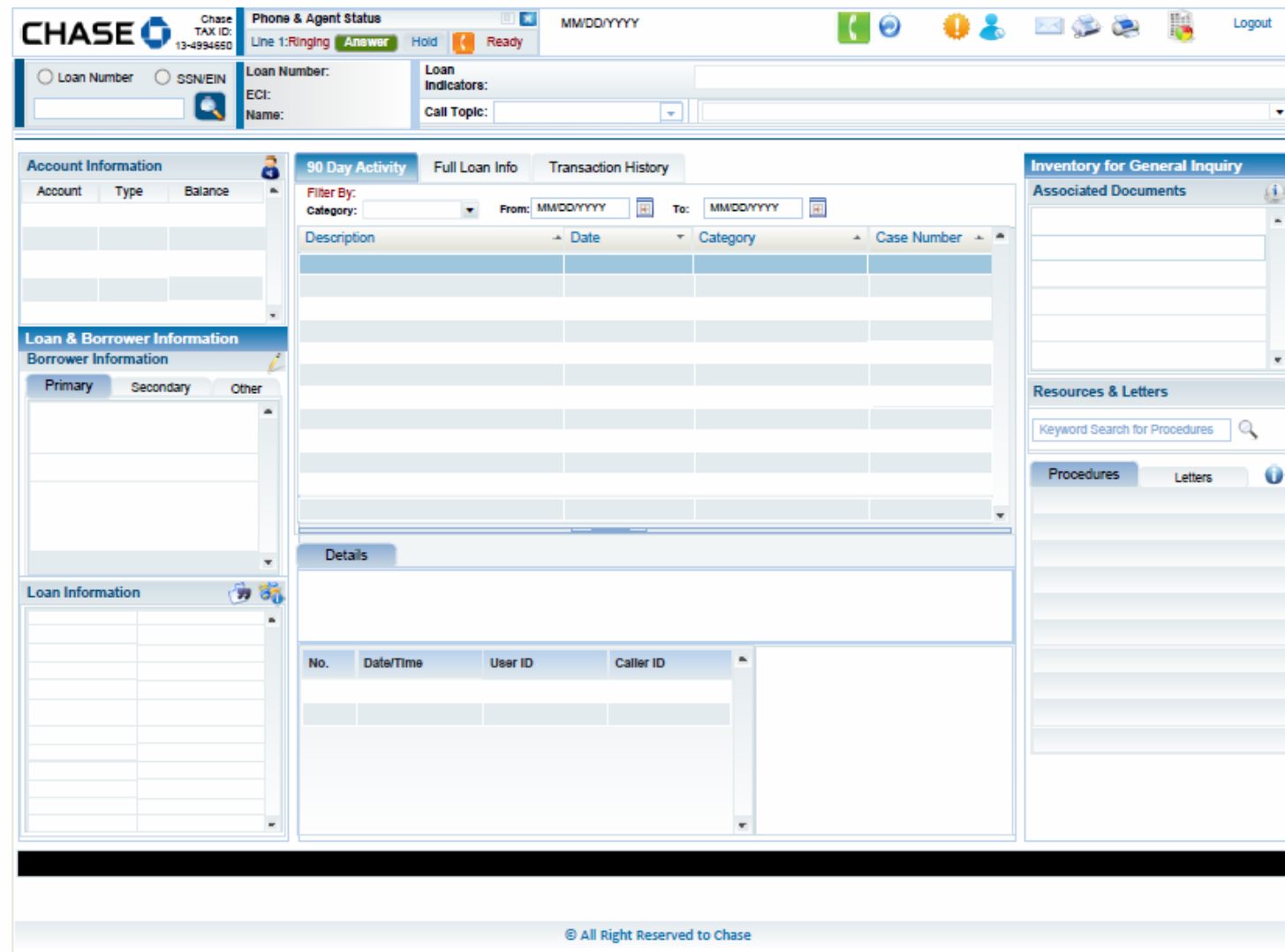


# JPMC – NYC

**Project:** (MBWS) Mortgage Banking Work Station –

Worked on the (Call Center based) Client Summary app for Retail Financial Services/Mortgage Banking system on Matrix framework.

# JPMC (IB) – MBWS (Call Center App) - Mockups





# JPMC (IB) – MBWS (Call Center App) - Mockups

CHASE Phone & Agent Status Line 1: Live Release Hold Ready MM/DD/YYYY

### Loan Search & Authentication

Search: Loan Number, SSN/EIN, Case Number, Account Number, ECI, Name (Individual), Filter By: Enter City, State/PO, Zip

IVR Information: Loan Number, ECI, Phone: XXX-XXX-XXXX, NOT AUTHENTICATED

\* Name Search has more than 100 results, you can narrow down the search by applying a filter on any or all of the Address fields

Name	SSN/EIN	Address	ECI	E	PB	SC
<input type="radio"/> John A. Smith	XXXXXXXXXX	Address	XXXXXXXXXX			
<input type="radio"/> John Jr Smith	XXXXXXXXXX	Address	XXXXXXXXXX			
<input type="radio"/> John K Smith	XXXXXXXXXX	Address	XXXXXXXXXX			
<input type="radio"/> John L Smith	XXXXXXXXXX	Address	XXXXXXXXXX			
<input type="radio"/> John R Smith	XXXXXXXXXX	Address	XXXXXXXXXX			
<input type="radio"/> John Smith	XXXXXXXXXX	Address	XXXXXXXXXX			
<input type="radio"/> John Smith	XXXXXXXXXX	Address	XXXXXXXXXX			
<input type="radio"/> John Smith	XXXXXXXXXX	Address	XXXXXXXXXX			
<input type="radio"/> John Smith	XXXXXXXXXX	Address	XXXXXXXXXX			
<input type="radio"/> John Sr Smith	XXXXXXXXXX	Address	XXXXXXXXXX			

Customer Information for Name Search John Smith

Resources: Keyword Search for Procedures, Procedures, Letters

CHASE Phone & Agent Status Line 1: Live Release Hold Ready MM/DD/YYYY

### Loan Search & Authentication

Search: Loan Number, SSN/EIN, Case Number, Account Number, ECI, Name (Individual), Filter By: Enter City, State/PO, Zip

IVR Information: Loan Number, ECI, Phone: XXX-XXX-XXXX, NOT AUTHENTICATED

\* You can narrow down the search by applying a filter on any or all of the Address fields

Customer Information for an Individual owner

Name	SSN/EIN	Address	ECI	E	PB	SC
<input checked="" type="radio"/> John Smith	XXXXXXXXXX	Address	XXXXXXXXXX			

Loan Accounts

Account Number	Source	Status	Address
<input type="radio"/> XXXXXXXXXX	ABC	Active	Address
<input checked="" type="radio"/> XXXXXXXXXX	EFG	Active	Address
<input type="radio"/> XXXXXXXXXX	XYZ	Active	Address

\* Customer inquires for all Home Equity Loans have to be redirected to the department of Home Equity

Resources: Keyword Search for Procedures, Procedures, Letters

Dropped Call

No.	Date/Time	User ID

CHASE Phone & Agent Status Line 1: Live Release Hold Ready MM/DD/YYYY

### Customer Authentication Web Phone

Customer & Loan Information: Loan Number: XXXXXXXXXX, Name: Rebecca Smith

Authenticate Customer – A

Caller Type: Third Party

Name: Chris Jones

Phone Number's: 1 2 3

Company:

Notes: Select a comment to authenticate

Third Party Authentication

Start Date: MM/DD/YYYY

Agent Status: Ready

Caller Information

Agent Information: Name: David Brown, Number: XXX-XXX-XXXX, Hold Time: 10 minutes 05 sec, SID: A123456, Department/Cost Center: IB/TS, Manager: John Smith

Customer Information: Caller Path: IVR, Loan Number: XXXXXXXX, IVR Authentication: YES, Caller Phone: XXX-XXX-XXXX, ECI: XXXXXX, IVR Failure Reason: N/A

Phone Line & Call Transfer

Line 1: Release Hold Live

Line 2: Answer Hold Ringing

Transfer To: Select Speed Dial Number

Dial Blind Transfer

Initiate Transfer Complete Cancel

Initiate Conference Complete Cancel

1 2 3 4 5 6 7 8 9 \* 0 #

Resources: Keyword Search for Procedures, Procedures, Letters



# JPMC (IB) – MBWS (Call Center App) – Homepage - Mockup

Chase  
TAX ID:  
13-4994650

**Phone & Agent Status**  
 Line 1: Live Release Hold Ready

MM/DD/YYYY
 Logout

Loan Number  
 SSN/EIN

Loan Number: xxxxxxxxxxxx  
 ECI: xxxxxxxxxxxx  
 Name: John Smith

Loan Indicators:

Call Topic: General Inquiry

Caller has called more than once in 7 days for following reasons .....

**Account Information**

Account	Type	Balance
XXXX	Mortg	500,000.00
XXXX	HE	3,500,000.00
XXXX	Ckng	5,000.00

**90 Day Activity**
Full Loan Info
Transaction History

Filter By: Category: All From: MM/DD/YYYY To: MM/DD/YYYY Go

Description	Date	Category	Case Number
End of Year Statement Mailed	MM/DD/YYYY	Letter Sent	XXXXXXXX
End of Year Re-Printed	MM/DD/YYYY	Letters Sent	
Name Change	MM/DD/YYYY	ARM Change	XXXXXXXX
Name Change confirmation emailed	MM/DD/YYYY	Letters Sent	XXXXXXXX
Power Of Attorney Requested	MM/DD/YYYY	Letters Sent	XXXXXXXX
Power Of Attorney faxed	MM/DD/YYYY	Letters Sent	XXXXXXXX
Power Of Attorney emailed	MM/DD/YYYY	Letters Sent	XXXXXXXX
Payoff Quote Requested	MM/DD/YYYY	Letters Sent	XXXXXXXX
Payoff Quote Letter faxed	MM/DD/YYYY	Letters Sent	XXXXXXXX
HUD1 document requested	MM/DD/YYYY	Letter Sent	XXXXXXXX
HUD1 document emailed	MM/DD/YYYY	Letter Sent	XXXXXXXX
HUD1 document faxed	MM/DD/YYYY	Letters Sent	XXXXXXXX

**Inventory for General Inquiry**

**Associated Documents**

- Escrow Statement 1
- Doc Code 1157
- Doc Code = 1473
- HUD1
- Power of Attorney
- 4506

**Resources**

**Procedures** | **Letters**

- Account Changes
- Chase Web Site Guide
- Credit Reporting
- Escalations
- Fraud
- MIP - Mortgage Insurance Premium
- PMI - Private Mortgage Insurance
- Satisfactions - Lien Release
- Servicing Phone Matrix
- Verification

**Loan & Borrower Information**

**Borrower Information**

Primary
Secondary
Other

Name: John Smith  
 SSN: XXX-XX-XXXX  
 Email: John.Smith@gmail.com  
 Phone: XXX-XXX-XXXX  
 Mailing Address: 12, Pleasant Hill Rd, Wood Bridge NJ - 07095  
 Chase.com User: Yes Register  
 Alerts: Yes  
 Paperless: Yes  
 Bill Pay set up for Mortgage: Yes

**Loan Information**

Source:	MSP
Portfolio:	Prime
Loan Status:	No paid in full stop
Hi-Type:	First Mortgage
Lo-Type:	VA Residential
Interest Rate:	6.25%
Property Type:	Single Family Detached
Principal Balance:	1119.26
Escrow Balance:	1119.26
Susp Amt:	0.00
Orig Loan Amt:	157414.00
Acquisition Date:	05/22/2012

**Details**

User ID: CampbellChris
Case Owner: w123456
Number Of Expansions: 1

SLQ: 3
Inquiry Type: C
Portfolio: Prime

Case Category: Tax
Case Type: Current

No.	Date/Time	User ID	Caller ID	Comments for a Allied category will be displayed here.
1	MM/DD/YYYY	XXXXXXXX	XXXXXXXX	
2	MM/DD/YYYY	XXXXXXXX	XXXXXXXX	

Ticker Message goes here.....
Ticker Message goes here.....
Ticker Message
Ticker Message goes here.....
Ticker Message goes h.....

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# JPMC (IB) – MBWS (Call Center App) - Mockups

**CHASE** Phone & Agent Status  
Line 1: Live | Ready | Hold | ACW

Loan Number: XXXXXXXXXXXX  
ECI: XXXXXXXXXXXX  
Name: John Smith  
Call Topic: General Inquiry

Call Log

\* To Merge, check one or multiple Call topics and choose a call topic to merge to, from the drop down options. To rename a call topic, select a call topic from the drill down menu of the tab:

General Inquiry | Year End | Payments

06/12/2012 03:36:25 PM  
Mortgagor talked to: Third Party  
06/12/2012 03:37:23 PM  
Talked to Mr. Biv about emailing letter to his agency in order to service the customer  
06/12/2012 03:38:34 PM  
Agent enters a Third Party Name: Roy G. Biv  
06/12/2012 03:39:05 PM  
Agent enters a Third Party Phone Number: 123-456-7890  
06/12/2012 03:42:15 PM  
Agent emailed letter: W-9  
06/12/2012 03:43:05 PM  
Agent enters: Mr. Biv was not happy about the wait time, wished to file a complaint. Gave customer correct call information  
06/12/2012 03:43:15 PM  
I tried to calm Mr. Biv down and kept him from filing a complaint  
Agent Comments

Inventory for General Inquiry  
Associated Documents  
Escrow Statement 1  
Doc Code 1157

Case 9482005  
Service Level Grade: E  
There are currently 2 open items for this loan.

Case Number | Date | Status | Category | Type | Priority | Assignee | Last Modified |

9482005 | 06/01/12 11:01 am | In Progress | General | Bankruptcy Statement for G/L/B/V | 1 | 1 | 1 | 06/01/12 11:01 am |

9482005 | 06/01/12 11:01 am | In Progress | General | Bankruptcy Statement for G/L/B/V | 1 | 1 | 1 | 06/01/12 11:01 am |

9482005 | 06/01/12 11:01 am | In Progress | General | Bankruptcy Statement for G/L/B/V | 1 | 1 | 1 | 06/01/12 11:01 am |

Escrow Date: 06/20/12 03:29:40 PM  
Call ID: 12456  
Service Date: 06/29/12 03:29:40 PM  
Call Topic Selected: Year End

Expansions: 1  
TTB1, never received tax statement.

Call Topic: Select | Merge

Tickers: Ticker Message goes here

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**CHASE** Phone & Agent Status  
Line 1: Idle | Ready | Hold | ACW

Loan Number: XXXXXXXXXXXX  
ECI: XXXXXXXXXXXX  
Name: John Smith  
Call Topic: General Inquiry

Account Information  
Account Type Bal  
XXXX Mortg 500  
XXXX HE 3,50  
XXXX Ckng 5,00  
XXXX CC 6,50  
XXXX Sav 250

Loan & Borrower Information  
Borrower Information  
Primary Secondary  
Name: John Smith  
SSN: XXX-XX-XXXX  
Email: John.Smith@gmail.com  
Phone: XXX-XXX-XXXX  
Mailing Address: 12, Pleasant Rd, Wood Bridge NJ - 07095  
Chase.com User: No Register

Call Log

\* To Merge, check one or multiple Call topics and choose a call topic to merge to, from the drop down options. To rename a call topic, select a call topic from the drill down menu of the tab:

General Inquiry | Payments | Year End

06/12/2012 03:30:15 PM  
Call Authenticated by IVR: No  
06/12/2012 03:32:15 PM  
Loan Number in Session: 123456789  
05/18/2012 10:32am  
Agent authenticated Gregory Spioer as Third Party on behalf of John Smith  
05/18/2012 10:45am  
Agent Updated Status  
05/18/2012 10:50am  
Agent emailed the Power Of Attorney and HUD1  
05/18/2012 11:00am  
Agent thanked customer and call ended systematically

Agent Comments

Inventory for General Inquiry  
Associated Documents  
Escrow Statement 1  
Doc Code 1157  
Doc Code = 1473  
HUD1  
Power of Attorney  
4506

Resources  
Keyword Search for Procedures

Procedures Letters  
Account Changes  
Chase Web Site Guide  
Credit Reporting  
Esclosures  
Fraud  
PMI - Private Mortgage Insurance  
Satisfactions - Lien Release  
Servicing Phone Matrix  
Systems  
Verification

Call Topic: Select | Merge

Tickers: Ticker Message goes here

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Annotations

**CHASE** Phone & Agent Status  
Line 1: Live | Ready | Hold | ACW

Loan Number: XXXXXXXXXXXX  
ECI: XXXXXXXXXXXX  
Name: John Smith  
Call Topic: General Inquiry

Email Message

From: Chase Mortgage Banking  
To: abc@yahoo.com  
Confirm To Address: abc@yahoo.com  
Template: XYZ  
Subject: Document Request for - Power Of Attorney

Attach File: Browse | Power of Attorney.pdf | HUD1.pdf

Preview Send Cancel

Principal Balance: 1119.26  
Susp Amt: 0.00  
Orig Loan Amt: 1574.00  
Heritage Ind: hchase  
Last Stmt Date: MMDDYYYY

Call Log

\* To Merge, check one or multiple Call topics and choose a call topic to merge to, from the drop down options. To rename a call topic, select a call topic from the drill down menu of the tab:

General Inquiry | Payments | Year End

06/12/2012 03:30:15 PM  
Call Authenticated by IVR: No  
06/12/2012 03:32:15 PM  
Loan Number in Session: 123456789  
05/18/2012 10:32am  
Agent authenticated Gregory Spioer as Third Party on behalf of John Smith  
05/18/2012 10:45am  
Agent Updated Status  
05/18/2012 10:50am  
Agent emailed the Power Of Attorney and HUD1

Agent Comments

Call Topic: Select | Merge

Tickers: Ticker Message goes here

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# JPMC (IB) – MBWS (Call Center App) - Mockups

**CHASE** Phone & Agent Status  
Line 1: Live Release Hold Ready

Loan Number: xxxxxxxxxxxx  
ECI: xxxxxxxxxxxx  
Name: John Smith  
Call Topic: General Inquiry

**Call Log**

\* To Merge, check one or multiple Call topics and choose a call topic to merge to, from the drop down options. To rename a call topic, select a call topic from the drill down menu of the tab:

06/12/2012 03:36:25 PM  
Mortgagor talked to: Third Party  
06/12/2012 03:37:23 PM  
Talked to Mr. Biv about emailing letter to his agency in order to service the customer  
06/12/2012 03:38:34 PM  
Agent enters a Third Party Name: Roy G. Biv  
06/12/2012 03:39:05 PM  
Agent enters a Third Party Phone Number: 123-456-7890  
06/12/2012 03:42:15 PM  
Agent emailed letter: W-9  
06/12/2012 03:43:05 PM  
Agent enters: Mr. Biv was not happy about the wait time, wished to file a complaint. Gave customer correct call information  
06/12/2012 03:43:15 PM  
I tried to calm Mr. Biv down and kept him from filing a complaint  
Agent Comments

**Inventory for General Inquiry**

Associated Documents  
Escrow Statement 1  
Doc Code 1157

Case 123456789  
Service Level Goals: There are currently 2 open items for this loan.

Example Date: 06/12/2012 03:29:45 PM  
Call ID: 123456789  
06/12/2012 03:29:45 PM  
Call Topic Selected: Year End

Call Topic: Select Merge

Ticker Message goes here..... Ticker Message goes here..... Ticker Message..... Ticker Message goes here..... Ticker Message goes h.....

INTERNAL ONLY

**CHASE** Phone & Agent Status  
Line 1: Idle Answer Hold ACW

Loan Number: xxxxxxxxxxxx  
ECI: xxxxxxxxxxxx  
Name: John Smith  
Call Topic: General Inquiry

**Account Information**

Account	Type	Balance
XXXX	Mortg	500
XXXX	HE	3,500
XXXX	Ckng	5,000
XXXX	CC	6,500
XXXX	Sav	250

**Loan & Borrower Information**

**Borrower Information**

Primary Secondary

Name: John Smith  
SSN: XXX-XX-XXXX  
Email: John.Smith@gmail.com  
Phone: XXX-XXX-XXXX  
Mailing Address: 12, Pleasant Rd, Wood Bridge NJ - 07095  
Chase.com User: No Register

**Loan Information**

Source: MSP  
Portfolio: Prime  
Loan Status: No paid  
HI-Type: First Mo  
Lo-Type: VA Res  
Interest Rate: 6.25%  
Property Type: Single F Detache  
Principal Balance: 1119.26  
Susp Amt: 0.00  
Orig Loan Amt: 1574.00  
Heritage Ind: hchase  
Last Stmt Date: MMDDYY

**Call Log**

\* To Merge, check one or multiple Call topics and choose a call topic to merge to, from the drop down options. To rename a call topic, select a call topic from the drill down menu of the tab:

06/12/2012 03:30:15 PM  
Call Authenticated by IVR: No  
06/12/2012 03:32:15 PM  
Loan Number in Session: 123456789  
05/18/2012 10:32am  
Agent authenticated Gregory Spicer as Third Party on behalf of John Smith  
05/18/2012 10:45am  
Agent Updated Status  
05/18/2012 10:50am  
Agent emailed the Power Of Attorney and HUD1

05/18/2012 11:00am  
Agent thanked customer and call ended systematically

**Agent Comments**

Call Topic: Select Merge

**Inventory for General Inquiry**

Associated Documents  
Escrow Statement 1  
Doc Code 1157  
Doc Code = 1473  
HUD1  
Power of Attorney  
4506

Resources  
Keyword Search for Procedures

Procedures Letters

- Account Changes
- Chase Web Site Guide
- Credit Reporting
- Escalations
- Fraud
- PMI - Private Mortgage Insurance
- Satisfactions - Lien Release
- Servicing Phone Matrix
- Systems
- Verification

Ticker Message goes here..... Ticker Message goes here..... Ticker Message..... Ticker Message goes here..... Ticker Message goes h.....

**CHASE** Phone & Agent Status  
Line 1: Live Release Hold Ready

Loan Number: xxxxxxxxxxxx  
ECI: xxxxxxxxxxxx  
Name: John Smith  
Call Topic: General Inquiry

**Email Message**

From: Chase Mortgage Banking  
To: abo@yahoo.com  
Confirm To Address: abo@yahoo.com  
Template: XYZ  
Subject: Document Request for - Power Of Attorney

Attach File: Browse Power of Attorney.pdf HUD1.pdf

Preview Send Cancel

Principal Balance: 1119.26  
Susp Amt: 0.00  
Orig Loan Amt: 1574.00  
Heritage Ind: hchase  
Last Stmt Date: MMDDYY

**Call Log**

\* To Merge, check one or multiple Call topics and choose a call topic to merge to, from the drop down options. To rename a call topic, select a call topic from the drill down menu of the tab:

06/12/2012 03:30:15 PM  
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Agent authenticated Gregory Spicer as Third Party on behalf of John Smith  
05/18/2012 10:45am  
Agent Updated Status  
05/18/2012 10:50am  
Agent emailed the Power Of Attorney and HUD1

**Agent Comments**

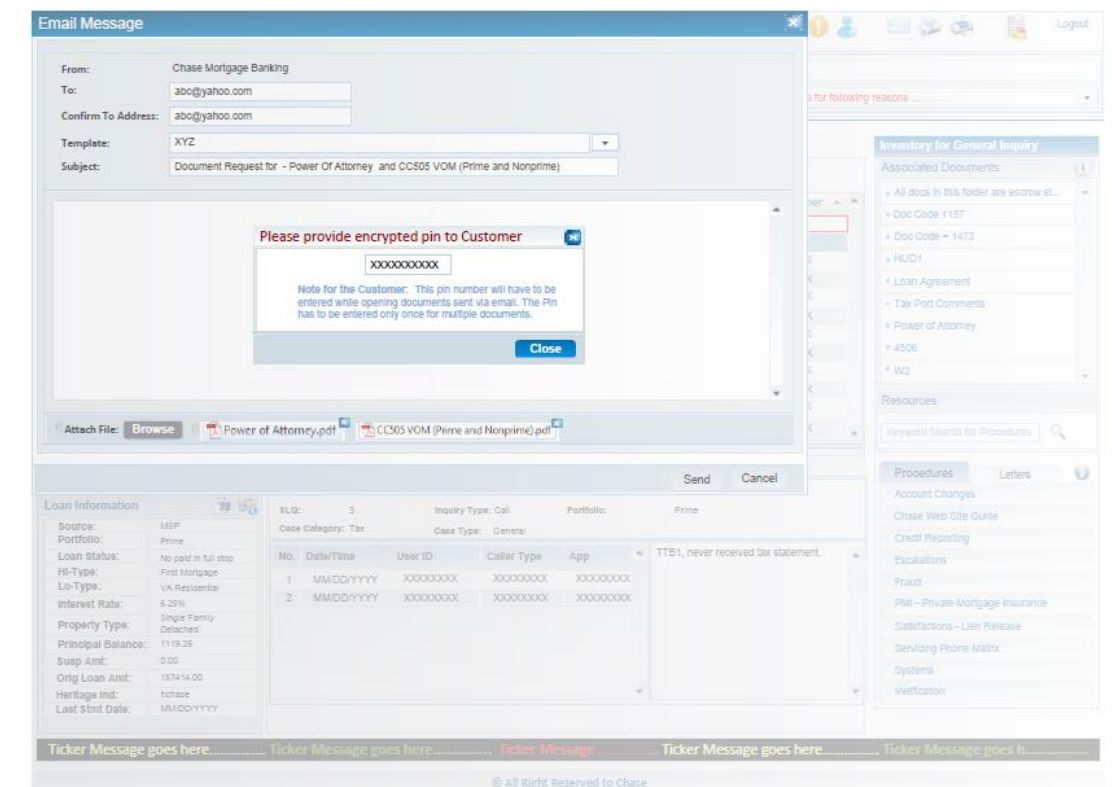
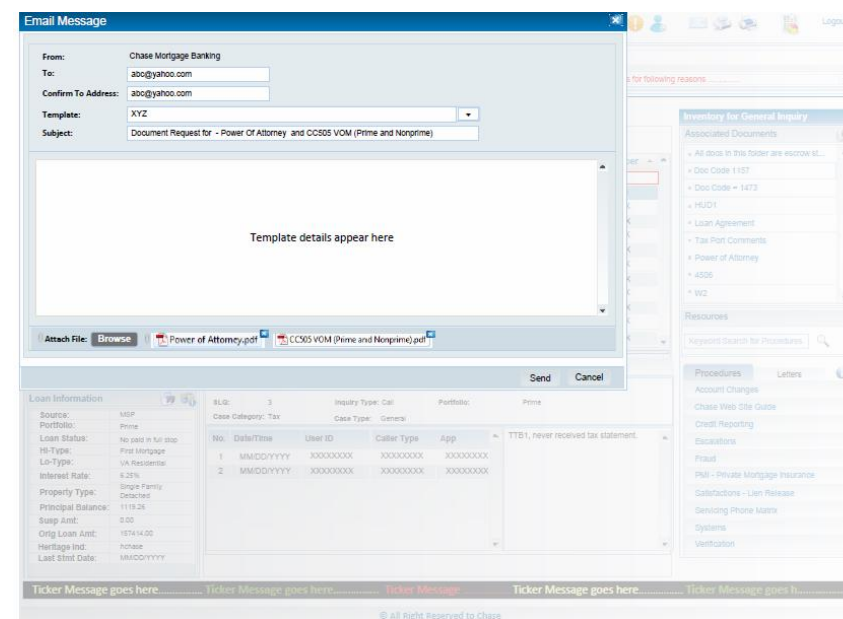
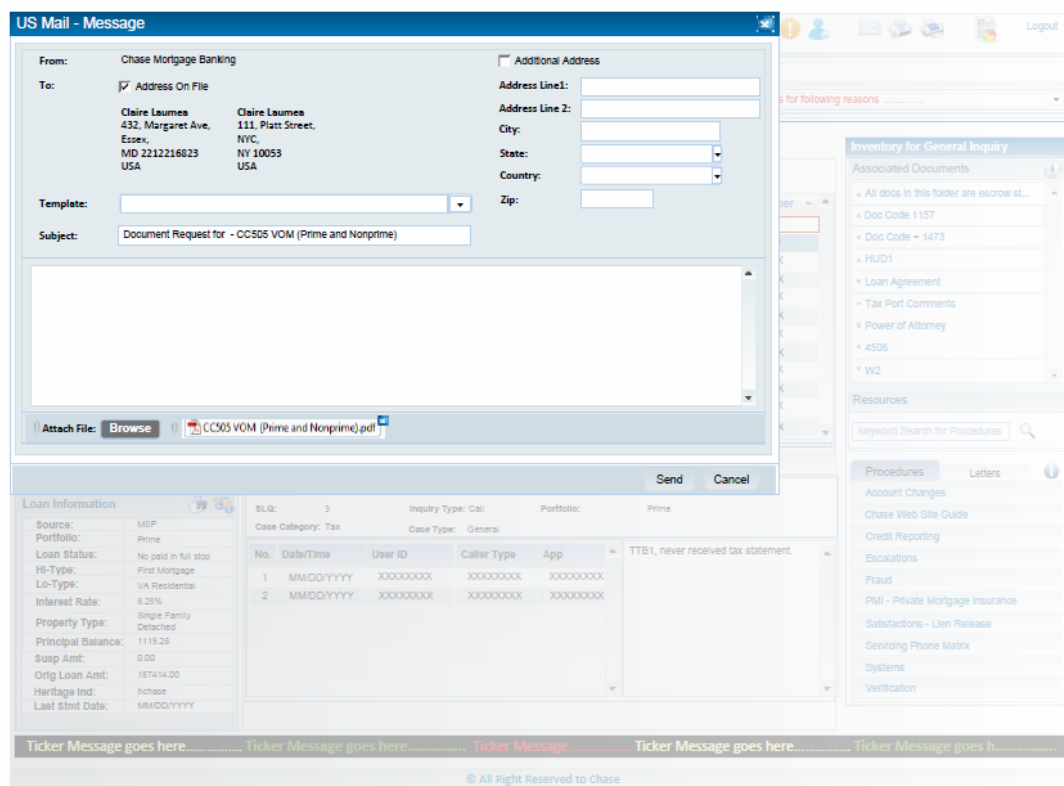
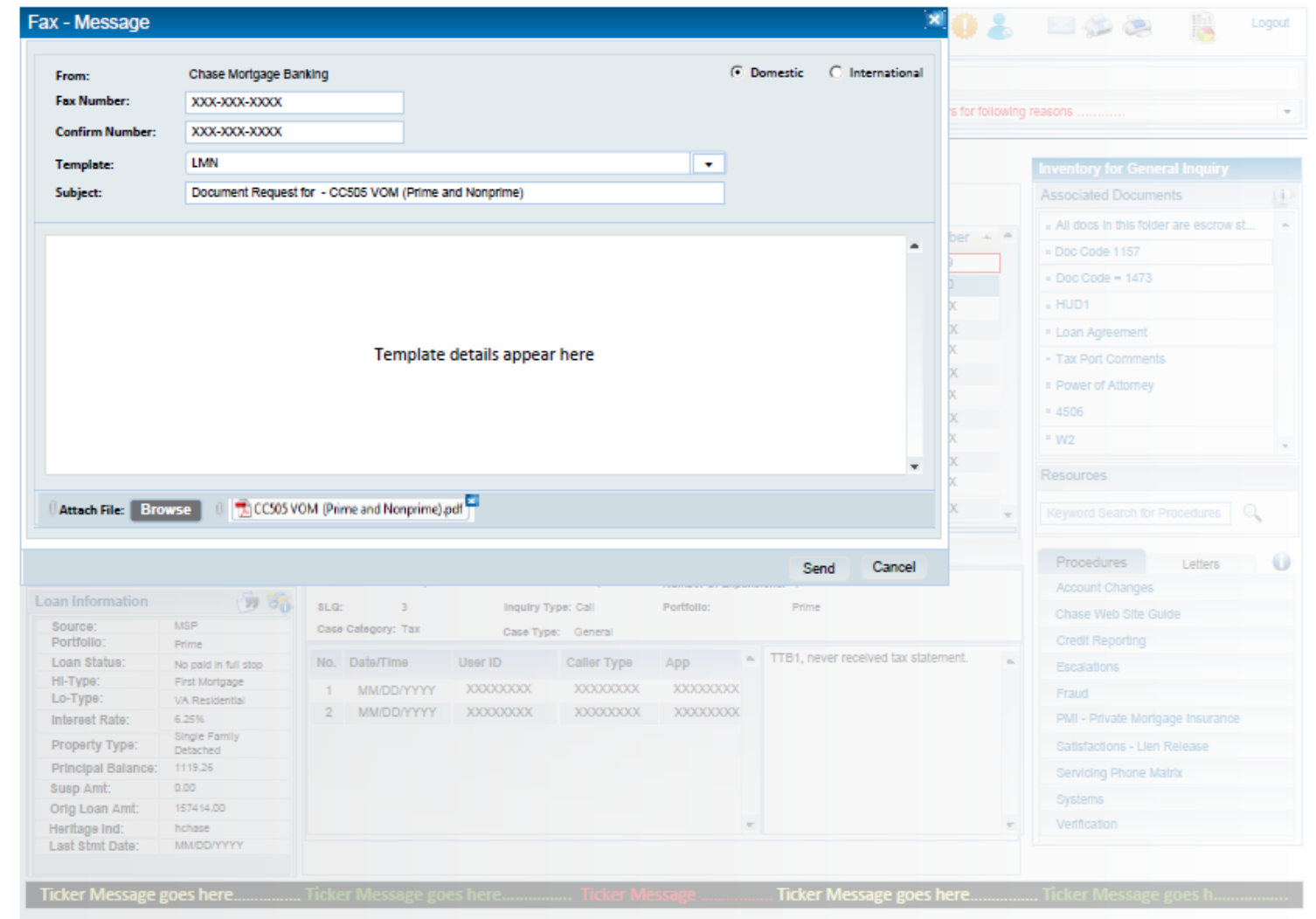
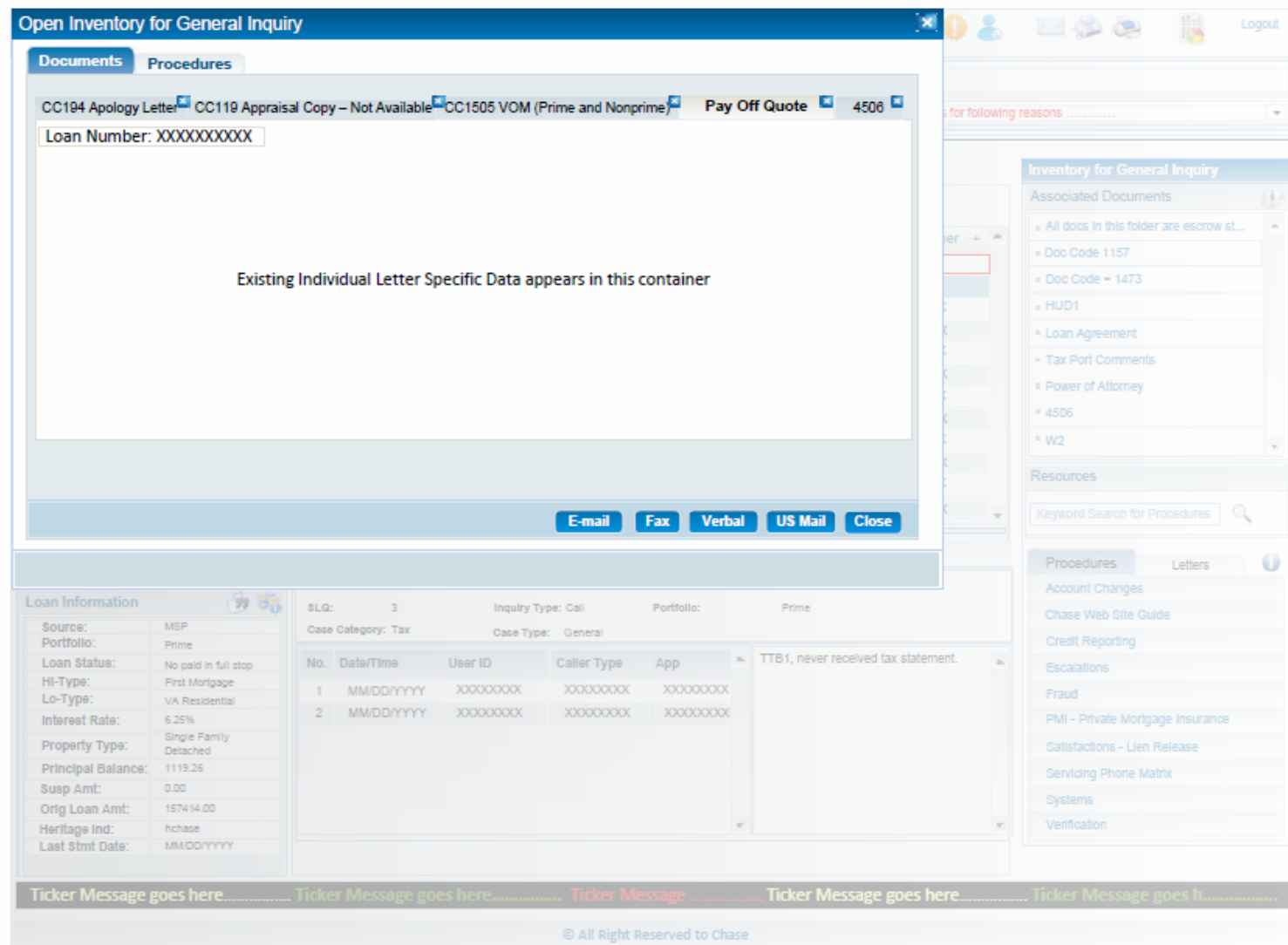
Call Topic: Select Merge

Ticker Message goes here..... Ticker Message goes here..... Ticker Message..... Ticker Message goes here..... Ticker Message goes h.....





# JPMC (IB) – MBWS (Call Center App) - Mockups



# JPMC (IB) – MBWS (Call Center App) - Mockups

CHASE Chase TAX ID: 13-4994650 MM/DD/YYYY User Profile: Message Utility Logout

### Message Board & Ticker "Utility"

Filter By:  New Message

Type	Message ID	Message	Start Date	End Date	Updated Date
Ticker	XXXXXXXXXX	Message text goes here.....	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
Message Board	XXXXXXXXXX	Message text goes here.....	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
Ticker	XXXXXXXXXX	Message text goes here.....	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
Ticker	XXXXXXXXXX	Message text goes here.....	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
Message Board	XXXXXXXXXX	Message text goes here.....	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
Ticker	XXXXXXXXXX	Message text goes here.....	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
Message Board	XXXXXXXXXX	Message text goes here.....	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
Ticker	XXXXXXXXXX	Message text goes here.....	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
Message Board	XXXXXXXXXX	Message text goes here.....	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY

View All Matches Page: 1 of 100

---

Create a New Message

Type:  Message Board

Start Date: MM/DD/YYYY HH:MM:SS

End Date: MM/DD/YYYY HH:MM:SS

Select the Text color:

Add/Remove Roles & Locations:

Roles: All (ACM Admin, USR User, MSG Messaging, TCR Ticker, CAL Call Log, Locations All)

Locations: All (0200 1500 North 15th Street, 02050 3415 Vinton Drive, 31150 Neil Plaza, 01080 Franklin Lake Tower)

Message: Message text goes here.....

Max words: TBL

Save Cancel

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CHASE Chase TAX ID: 13-4994650 MM/DD/YYYY User Profile: MBWS Admin Console Logout

### Admin Console "Utility"

Search User:  Search Add User

User ID	User Name	User Role	Beta Enabled	Email	Created By	Creation Date	Updated By	Update Date	Action
F012345	Timothy Jones	USR	N	timothy.r.jones@chase.com	F012345	MM/DD/YYYY	F012345	MM/DD/YYYY	
A012345	David Dean	USR	N	david.dean@chase.com	F012345	MM/DD/YYYY	F012345	MM/DD/YYYY	
B012345	John Smith	USR	N	john.smith@chase.com	F012345	MM/DD/YYYY	F012345	MM/DD/YYYY	
C012345	Jacob Johnson	ADM, L	N	jacob.johnson@chase.com	F012345	MM/DD/YYYY	F012345	MM/DD/YYYY	
G012345	Mike Bowles	USR	N	mike.bowles@chase.com	F012345	MM/DD/YYYY	F012345	MM/DD/YYYY	
H012345	Laura Smith	USR	N	laura.smith@chase.com	F012345	MM/DD/YYYY	F012345	MM/DD/YYYY	
I012345	Larry Johnson	USR	N	larry.johnson@chase.com	F012345	MM/DD/YYYY	F012345	MM/DD/YYYY	
I012345	Greg Spioer	USR	N	greg.spioer@chase.com	F012345	MM/DD/YYYY	F012345	MM/DD/YYYY	
J012345	Tyrone Smith	USR	N	tyrone.smith@chase.com	F012345	MM/DD/YYYY	F012345	MM/DD/YYYY	
K012345	Dave Barney	USR	N	dave.barney@chase.com	F012345	MM/DD/YYYY	F012345	MM/DD/YYYY	

#### Add/Edit User Profile

User ID:

First Name:

Middle Name:

Last Name:

Email:

Pilot Enabled:

Select Role(s):  Admin  User  Message  Ticker  Call Log

Submit Cancel

Page: 1 of 100 View: 20

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CHASE Chase TAX ID: 13-4994650 MM/DD/YYYY User Profile: Call Log Logout

### Admin Call Log "Utility"

Call Log Level: All Type: All Visible To Agent? All Visible in Call History? All

Log Level	Item Name	Type	Show to Agent in Call	Show in Call History	Log Message
Call Topic	Loan Number	Data Element	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Call Topic
Call Log	Loan Source	Data Element	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Loan Source
Call Topic	Loan Portfolio	Data Element	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Loan Portfolio
Call Log	Loan Status	Data Element	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Loan Status
Call Topic	Agent searched for mort...	Authentication	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Agent Searched By

Save Cancel

Previous Value:

Visible in CCW History?: True

Date/Time Changed: MM/DD/YYYY HH:MM:SS AMPM

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# JPMC (IB) – MBWS (Call Center App) - Mockups

**CHASE** Chase TAX ID: 13-4934650  
 Phone & Agent Status: Line 1: Live **Release** Hold Ready  
 MMDD/YYYY

Loan Number: XXXXXXXXXX  
 ECI: XXXXXXXXXX  
 Name: John Smith  
 Call Topic: General Inquiry  
 Caller has called more than once in 7 days for following reasons: .....

**Account Information**

Account	Type	Balance
XXXX	Mortg	500,000.00
XXXX	HE	3,500,000.00
XXXX	Ckng	5,000.00
XXXX	CC	6,500.00
XXXX	Sav	250,000.00

**90 Day Activity**

Filter By: Category: All From: MMDD/YYYY To: MMDD/YYYY Go

Description	Date	Category	Case Number
Escalate	08/01/2011	Case Activity	123456789
Open Route	MMDD/YYYY	Case Activity	234567890
Name Change	MMDD/YYYY	ARM Change	XXXXXXXX
Name Change confirmation emailed	MMDD/YYYY	Letters Sent	XXXXXXXX
Power Of Attorney Requested	MMDD/YYYY	Letters Sent	XXXXXXXX
Power Of Attorney faxed	MMDD/YYYY	Letters Sent	XXXXXXXX
Power Of Attorney emailed	MMDD/YYYY	Letters Sent	XXXXXXXX
Payoff Quote Requested	MMDD/YYYY	Letters Sent	XXXXXXXX
Payoff Quote Letter faxed	MMDD/YYYY	Letters Sent	XXXXXXXX
HUD1 document requested	MMDD/YYYY	Letter Sent	XXXXXXXX
HUD1 document emailed	MMDD/YYYY	Letter Sent	XXXXXXXX
HUD1 document faxed	MMDD/YYYY	Letters Sent	XXXXXXXX

**Inventory for General Inquiry**

Associated Documents

- Escrow Statement 1
- Doc Code = 1157
- Doc Code = 1473
- HUD1
- Power of Attorney
- 4506

**Resources**

Procedures Letters

Account Changes  
 Chase Web Site Guide  
 Credit Reporting  
 Escalations  
 Fraud  
 PMI - Private Mortgage Insurance  
 Satisfaction - Lien Release  
 Servicing Phone Matrix  
 Systems  
 Verification

**Loan & Borrower Information**

**Borrower Information**

Name: John Smith  
 SSN: XXX-XX-XXXX  
 Email: John.Smith@gmail.com  
 Phone: XXX-XXX-XXXX  
 Mailing Address: 12, Pleasant Hill Rd, Wood Bridge NJ - 07095  
 Chase.com User: No Register

**Loan Information**

Source: MSP  
 Portfolio: Prime  
 Loan Status: No paid in full stop  
 HI-Type: First Mortgage  
 Lo-Type: VA Residential  
 Interest Rate: 6.25%  
 Property Type: Single Family Detached  
 Principal Balance: 1119.26  
 Susp Amt: 0.00  
 Orig Loan Amt: 1574.00  
 Heritage Ind: hchase  
 Last Stmt Date: MMDD/YYYY

Ticker Message goes here..... Ticker Message goes here..... Ticker Message..... Ticker Message goes here..... Ticker Message goes here.....

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**CHASE** Chase TAX ID: 13-4934650  
 Phone & Agent Status: Line 1: Live **Release** Hold Ready  
 MMDD/YYYY

Loan Number: XXXXXXXXXX  
 ECI: XXXXXXXXXX  
 Name: John Smith  
 Call Topic: General Inquiry  
 Caller has called more than once in 7 days for following reasons: .....

**Reactive Retention Offer**

**Offer Details**

Offer Name: Reactive Retention  
 Expiration Date: MMDD/YYYY

**Transitional Statement:**

Mr, Mrs Customer, Chase.com can offer you many options to help you with your financial needs. If you would like to learn more, I can connect you with a Chase Consultant who can review your circumstances to determine the best possible option for you.

If YES - Warm transfer English \*7033 Spanish \* 7035

If NO - Thank you for your time, and for being a valued Chase customer. I would like to ask that you remember in case should your financial needs change or if you would like to consider refinancing in the future. Please visit our website at www.chase.com for daily updated Rates.

**Features/Advantages:**

Product	Features/Advantages(What this means to you)
XXXXXXXXXX	Lorem Ipsum
XXXXXXXXXX	Lorem Ipsum
XXXXXXXXXX	Lorem Ipsum

**Overcoming Objections:**

Key	Value
XXXXXXXXXX	Lorem Ipsum
XXXXXXXXXX	Lorem Ipsum

Note: You may only address one customer objection per call.

**Offer Results:**  Accept  Decline  Not Extended

Submit Cancel

**Inventory for General Inquiry**

Associated Documents

- Escrow Statement 1
- Doc Code = 1157
- Doc Code = 1473
- HUD1
- Power of Attorney
- 4506

**Resources**

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**Loan & Borrower Information**

**Borrower Information**

Name: John Smith  
 SSN: XXX-XX-XXXX  
 Email: John.Smith@gmail.com  
 Phone: XXX-XXX-XXXX  
 Mailing Address: 12, Pleasant Hill Rd, Wood Bridge NJ - 07095  
 Chase.com User: No Register

**Loan Information**

Source: MSP  
 Portfolio: Prime  
 Loan Status: No paid in full stop  
 HI-Type: First Mortgage  
 Lo-Type: VA Residential  
 Interest Rate: 6.25%  
 Property Type: Single Family Detached  
 Principal Balance: 1119.26  
 Susp Amt: 0.00  
 Orig Loan Amt: 1574.00  
 Heritage Ind: hchase  
 Last Stmt Date: MMDD/YYYY

Ticker Message goes here..... Ticker Message goes here..... Ticker Message..... Ticker Message goes here..... Ticker Message goes here.....

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**CHASE** Chase TAX ID: 13-4934650  
 Phone & Agent Status: Line 1: Live **Release** Hold Ready  
 MMDD/YYYY

Loan Number: XXXXXXXXXX  
 ECI: XXXXXXXXXX  
 Name: John Smith  
 Call Topic: General Inquiry  
 Caller has called more than once in 7 days for following reasons: .....

**Pay Off Quote**

Select Payoff Quote Type:  
 Initial

Should CEMCOP indicator be updated?  
 Yes  No

Are you quoting an CEM?  
 Yes  No

Net Escrow?  
 Yes  No

Net HUD Part Bar?  
 Yes  No

Net Rest Escrow?  
 Yes  No

Enter Prepayment Penalty Amount?  
 Yes  No

Waive Fax Fee?  
 Yes  No

Waive Demand Fee?  
 Yes  No

Enter Good Through Date  
 MMDD/YYYY

\*Good Through Date\* must be no greater than 60 days out and no less than today's date.

Submit Cancel

**Inventory for General Inquiry**

Associated Documents

- Escrow Statement 1
- Doc Code = 1157
- Doc Code = 1473
- HUD1
- Power of Attorney
- 4506

**Resources**

Procedures Letters

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 Satisfaction - Lien Release  
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 Systems  
 Verification

**Loan & Borrower Information**

**Borrower Information**

Name: John Smith  
 SSN: XXX-XX-XXXX  
 Email: John.Smith@gmail.com  
 Phone: XXX-XXX-XXXX  
 Mailing Address: 12, Pleasant Hill Rd, Wood Bridge NJ - 07095  
 Chase.com User: No Register

**Loan Information**

Source: MSP  
 Portfolio: Prime  
 Loan Status: No paid in full stop  
 HI-Type: First Mortgage  
 Lo-Type: VA Residential  
 Interest Rate: 6.25%  
 Property Type: Single Family Detached  
 Principal Balance: 1119.26  
 Susp Amt: 0.00  
 Orig Loan Amt: 1574.00  
 Heritage Ind: hchase  
 Last Stmt Date: MMDD/YYYY

Ticker Message goes here..... Ticker Message goes here..... Ticker Message..... Ticker Message goes here..... Ticker Message goes here.....

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**CHASE** Chase TAX ID: 13-4934650  
 Phone & Agent Status: Line 1: Live **Release** Hold Ready  
 MMDD/YYYY

Loan Number: XXXXXXXXXX  
 ECI: XXXXXXXXXX  
 Name: John Smith  
 Call Topic: General Inquiry  
 Caller has called more than once in 7 days for following reasons: .....

**Pay Off Quote**

Net Escrow Final C2C?  
 Yes  No

Net HUD Part Bar?  
 Yes  No

Enter Good Through Date  
 MMDD/YYYY

\*Good Through Date\* must be no greater than 60 days out and no less than today's date.

Submit Cancel

**Inventory for General Inquiry**

Associated Documents

- Escrow Statement 1
- Doc Code = 1157
- Doc Code = 1473
- HUD1
- Power of Attorney
- 4506

**Resources**

Procedures Letters

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 Servicing Phone Matrix  
 Systems  
 Verification

**Loan & Borrower Information**

**Borrower Information**

Name: John Smith  
 SSN: XXX-XX-XXXX  
 Email: John.Smith@gmail.com  
 Phone: XXX-XXX-XXXX  
 Mailing Address: 12, Pleasant Hill Rd, Wood Bridge NJ - 07095  
 Chase.com User: No Register

**Loan Information**

Source: MSP  
 Portfolio: Prime  
 Loan Status: No paid in full stop  
 HI-Type: First Mortgage  
 Lo-Type: VA Residential  
 Interest Rate: 6.25%  
 Property Type: Single Family Detached  
 Principal Balance: 1119.26  
 Susp Amt: 0.00  
 Orig Loan Amt: 1574.00  
 Heritage Ind: hchase  
 Last Stmt Date: MMDD/YYYY

Ticker Message goes here..... Ticker Message goes here..... Ticker Message..... Ticker Message goes here..... Ticker Message goes here.....

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# JPMC (IB) – MBWS (Call Center App) - Mockups

CHASE Phone & Agent Status Line 1: Live Release Hold Ready MM/DD/YYYY

Loan Number: XXXXXXXXXX ECI: XXXXXXXXXX

### Customer Portfolio

Account Information

Account	Type	Cur Bal
XXXX	Mortg	500,000.00
XXXX	HE	3,500,000.00
XXXX	Cking	5,000.00
XXXX	CC	6,500.00
XXXX	Sav	250,000.00

Loan & Borrower Information

Borrower Information

Primary Secondary

Name: John Smith  
SSN: XXX-XX-XXXX  
Email: John.Smith@gmail.com  
Phone: XXX-XXX-XXXX

Mailing Address: 12, Pleasant Hill Rd, Wood Bridge NJ - 07095  
Chase.com User: No Register

### Customer Call Backs

Customer Name	Loan Number	Initial Call with this Agent (EDT)	Number of Calls Made	Last Call with any Agent (EDT)
David Dean	XXXXXXXXXX	MM/DD/YYYY HH:MM:SS	2	MM/DD/YYYY HH:MM:SS
John Smith	XXXXXXXXXX	MM/DD/YYYY HH:MM:SS	4	MM/DD/YYYY HH:MM:SS
Larry Field	XXXXXXXXXX	MM/DD/YYYY HH:MM:SS	10	MM/DD/YYYY HH:MM:SS
Mary Smith	XXXXXXXXXX	MM/DD/YYYY HH:MM:SS	12	MM/DD/YYYY HH:MM:SS
Robert Lee	XXXXXXXXXX	MM/DD/YYYY HH:MM:SS	15	MM/DD/YYYY HH:MM:SS

Loan Information

Source: MSP  
Portfolio: Prime  
Loan Status: No paid in full stop  
Hi-Type: First Mortgage  
Lo-Type: VA Residential  
Interest Rate: 6.25%  
Property Type: Single Family Detached  
Principal Balance: 1119.26  
Susp Amt: 0.00  
Orig Loan Amt: 1574.00  
Heritage Ind: hchase  
Last Stmt Date: MM/DD/YYYY

Ticker Message goes here..... Ticker Message goes here..... Ticker Message goes here..... Ticker Message goes here..... Ticker Message goes here.....

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CHASE Phone & Agent Status Line 1: Live Release Hold Ready MM/DD/YYYY

Loan Number: XXXXXXXXXX ECI: XXXXXXXXXX Name: John Smith

Call Topic: General Inquiry

Legal Action: Customer Number: XXX-XXX-XXXX

### Account Information

Account	Type	Cur Bal
XXXX	Mortg	500,000.00
XXXX	HE	3,500,000.00
XXXX	Cking	5,000.00
XXXX	CC	6,500.00
XXXX	Sav	250,000.00

### 90 Day Activity

Category: All From: MM/DD/YYYY To: MM/DD/YYYY Go

Description	Date	Category	Case Number
Escalate	08/01/2011	Case Activity	123456789
Open Route	MM/DD/YYYY	Case Activity	234567890
Name Change	MM/DD/YYYY	ARM Change	XXXXXXXXXX
Name Change confirmation emailed	MM/DD/YYYY	Letters Sent	XXXXXXXXXX
Power Of Attorney Requested	MM/DD/YYYY	Letters Sent	XXXXXXXXXX
Power Of Attorney faxed	MM/DD/YYYY	Letters Sent	XXXXXXXXXX
Power Of Attorney emailed	MM/DD/YYYY	Letters Sent	XXXXXXXXXX
Payoff Quote Requested	MM/DD/YYYY	Letters Sent	XXXXXXXXXX
Payoff Quote Letter faxed	MM/DD/YYYY	Letters Sent	XXXXXXXXXX
HUD1 document requested	MM/DD/YYYY	Letter Sent	XXXXXXXXXX
HUD1 document emailed	MM/DD/YYYY	Letter Sent	XXXXXXXXXX
HUD1 document faxed	MM/DD/YYYY	Letters Sent	XXXXXXXXXX

### Loan & Borrower Information

Borrower Information

Primary Secondary Other

Name: John Smith  
SSN: XXX-XX-XXXX  
Email: John.Smith@gmail.com  
Phone: XXX-XXX-XXXX

Mailing Address: 12, Pleasant Hill Rd, Wood Bridge NJ - 07095  
Chase.com User: No Register

### Loan Information

Source: MSP  
Portfolio: Prime  
Loan Status: No paid in full stop  
Hi-Type: First Mortgage  
Lo-Type: VA Residential  
Interest Rate: 6.25%  
Property Type: Single Family Detached  
Principal Balance: 1119.26  
Susp Amt: 0.00  
Orig Loan Amt: 1574.00  
Heritage Ind: hchase  
Last Stmt Date: MM/DD/YYYY

### Inventory for General Inquiry

#### Associated Documents

- Escrow Statement 1
- Doc Code 1157
- Doc Code = 1473
- HUD1
- Power of Attorney
- 4506

#### Resources

Keyword Search for Procedures

Procedures Letters

- Account Changes
- Chase Web Site Guide
- Credit Reporting
- Escalations
- Fraud
- PMI - Private Mortgage Insurance
- Satisfactions - Lien Release
- Servicing Phone Matrix
- Systems
- Verification

Ticker Message goes here..... Ticker Message goes here..... Ticker Message goes here..... Ticker Message goes here..... Ticker Message goes here.....

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# JPMC – NYC

**Project:** Client ACCESS (Global App) –

Treasury Services- Worked on Client Access (Access next Generation) Application installed on client site for various clients globally by JPMC for processing and managing Payments, Transaction and Balances of their company via Client ACCESS for ACH, Wire, Book & Account Transfers.

# JPMC (TS) – Client ACCESS –

## Dynamic Wireframes with annotations in Axure

My Inbox		All Payments	Templates	Imports	SEARCH: File Name	contains	enter text...	Go
Show:	All	Save List	Settings	Print	PDF	Share	Refresh	
Name	Type	Import Date/Time	Amount	Amt. Successful	CCY	Imported By	Status	
<input type="checkbox"/>	(Test) <File Name>						Importing File	
<input checked="" type="checkbox"/>	▼ <File Name> <[X/Y]>	<Type>	<DD-MMM-YY HH:MM>	<Hash Total>	<Amt Successful>	<CCY>	<Full Name>	<Status>
	<input checked="" type="checkbox"/> <Batch: ID> <[#]>	<Method>		<Hash Total>		<CCY>		<Status>
	<input checked="" type="checkbox"/> <Batch: ID> <[#]>	<Method>		<Hash Total>		<CCY>		<Status>
	<input checked="" type="checkbox"/> <Batch: ID> <[#]>	<Method>		<Hash Total>		<CCY>		<Status>
	<input checked="" type="checkbox"/> <Batch: ID> <[#]>	<Method>		<Hash Total>		<CCY>		<Status>
<input type="checkbox"/>	▼ <File Name> <[X/Y]>	<Type>	<DD-MMM-YY HH:MM>	<Hash Total>	<Amt Successful>	<CCY>	<Full Name>	<Status>
	<input type="checkbox"/> <Name>	<Method>		<Hash Total>		<CCY>		<Status>
	<input checked="" type="checkbox"/> <Name>	<Method>		<Hash Total>		<CCY>		<Status>
	<input type="checkbox"/> <Name>	<Method>		<Hash Total>		<CCY>		<Status>
<input type="checkbox"/>	▼ <File Name> <[#]>	<Type>	<DD-MMM-YY HH:MM>	<Total>	<Amt Successful>	Mixed	<Full Name>	<Status>
	<input checked="" type="checkbox"/> <Name>	<Method>		<Amount>		<CCY>		<Status>
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	<input type="checkbox"/> <Name>	<Method>		<Amount>		<CCY>		<Status>
<input checked="" type="checkbox"/>	▶ <File Name> <[X/Y]>	<Type>	<DD-MMM-YY HH:MM>	<Total>	<Amt Successful>	<CCY>	<Full Name>	<Status>
<input checked="" type="checkbox"/>	▶ <File Name> <[#]>	<Type>	<DD-MMM-YY HH:MM>	<Total>	<Amt Successful>	<CCY>	<Full Name>	<Status>

Submit
Modify
Reject
Delete
Output Details

<#> Items, <#> Selected  
 Last refreshed <DD-MMM-YY HH:MM>

# JPMC (TS) – Client ACCESS –

## Dynamic Wireframes with annotations in Axure

<File Name> [?] [v] [X]

File ID: 987654 | Import Date: < Import Date/Time > | Imported By: < Employee Name > | Hash Total: 57,700.00 USD | Total Transactions: 16 | File Status: Mixed \_\_

Show: All | SEARCH: Transaction Status is -- select -- Go

<input checked="" type="checkbox"/>	Name	Amount	CCY	Value Date	Status
<input checked="" type="checkbox"/>	<Batch ID> <[#]>	<Hash Total>	<CCY>	<DD-MMM-YY>	<Status>
<input checked="" type="checkbox"/>	<Beneficiary Name> / <###>	<Amount>	<CCY>	<CR> <DD-MMM-YY>	<Status>
<input checked="" type="checkbox"/>	<Beneficiary Name> / <###>	<Amount>	<CCY>	<CR> <DD-MMM-YY>	<Status>
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<#> Items, <#> Selected | Last refreshed <DD-MMM-YY HH:MM>

Submit | Modify | Reject | Delete | Output Details ▲ | Close | Delete File | Submit File

[?] [v] [X]

PAYMENT FIELDS SHOWN FROM  
PY-010 CREATE PAYMENT OR PY-060 PAYMENT DETAILS

TEMPLATE FIELDS SHOWN FROM  
PY-300 CREATE TEMPLATE OR PY-303 TEMPLATE DETAILS

BENEFICIARY FIELDS SHOWN FROM  
PY-010 CREATE PAYMENT, PY-060 PAYMENT DETAILS,  
PY-300 CREATE TEMPLATE OR PY-303 TEMPLATE DETAILS



# JPMC (TS) – Client ACCESS – Dynamic Wireframes with annotations in Axure

<File Name>

File ID: 987654    Import Date: < Import Date/Time >    Imported By: < Employee Name >    Hash Total: 57,700.00 USD    Total Transactions: 16    File Status: Mixed

Show: All    SEARCH: Transaction Status is -- select -- Go

Name	Amount	CCY	Value Date	Status
<Batch ID> <[#]>	<Hash Total>	<CCY>	<DD-MMM-YY>	<Status>
<Beneficiary Name> / <###>	<Amount>	<CCY>	<CR> <DD-MMM-YY>	<Status>
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<Beneficiary Name> / <###>	<Amount>	<CCY>	<CR> <DD-MMM-YY>	<Status>
<Batch ID> <[#]>	<Hash Total>	<CCY>	<DD-MMM-YY>	<Status>
<Beneficiary Name> / <###>	<Amount>	<CCY>	<CR> <DD-MMM-YY>	<Status>
<Batch ID> <[#]>	<Hash Total>	<CCY>	<DD-MMM-YY>	<Status>
<Beneficiary Name> / <###>	<Amount>	<CCY>	<DR> <DD-MMM-YY>	<Status>
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<Beneficiary Name> / <###>	<Amount>	<CCY>	<DR> <DD-MMM-YY>	<Status>
<Batch ID> <[#]>	<Hash Total>	<CCY>	<DD-MMM-YY>	<Status>

<#> Items, <#> Selected    Last refreshed <DD-MMM-YY HH:MM>

Submit    Modify    Reject    Delete    Output Details

Close    Delete File    Submit File

Item Detail

PAYMENT FIELDS SHOWN FROM  
PY-010 CREATE PAYMENT OR PY-060 PAYMENT DETAILS

TEMPLATE FIELDS SHOWN FROM  
PY-300 CREATE TEMPLATE OR PY-303 TEMPLATE DETAILS

BENEFICIARY FIELDS SHOWN FROM  
PY-010 CREATE PAYMENT, PY-060 PAYMENT DETAILS,  
PY-300 CREATE TEMPLATE OR PY-303 TEMPLATE DETAILS

1 of X

Close    Reject    Delete    Skip >>    Save & Next >>

A middle screen

Close    Reject    Delete    Skip >>    Save & Next >>

Last screen

Close    Reject    Delete    Skip >>    Save & Next >>

Item Detail

PAYMENT FIELDS SHOWN FROM  
PY-010 CREATE PAYMENT OR PY-060 PAYMENT DETAILS

TEMPLATE FIELDS SHOWN FROM  
PY-300 CREATE TEMPLATE OR PY-303 TEMPLATE DETAILS

BENEFICIARY FIELDS SHOWN FROM  
PY-010 CREATE PAYMENT, PY-060 PAYMENT DETAILS,  
PY-300 CREATE TEMPLATE OR PY-303 TEMPLATE DETAILS

Confirmation (Modify Path Confirmation - Cycler Method)

Multiple Payments and Templates Modified

3 payments modified

[Beneficiary]	[ACH]	[Amount]	[Value Date]	[Payment ID]
[Beneficiary]	[Wire]	[Amount]	[Value Date]	[Payment ID]
[Beneficiary]	[AT]	[Amount]	[Value Date]	[Payment ID]

2 templates modified

[Template]	[Beneficiary]	[ACH]
[Template]	[Beneficiary]	[Wire]

1 template skipped

[Template]	[Beneficiary]	[ACH]
------------	---------------	-------

1 payment rejected

[Beneficiary]	[ACH]	[Amount]	[Value Date]	[Payment ID]
---------------	-------	----------	--------------	--------------

1 payment deleted

[Beneficiary]	[ACH]	[Amount]	[Value Date]	[Payment ID]
---------------	-------	----------	--------------	--------------

Print Details    Close

Confirmation (Modify Confirmation - Single Payment)

Single Payment Modified

1 payment modified (1 ACH)

[Beneficiary]	[Amount]	[Value Date]	[Payment ID]
---------------	----------	--------------	--------------

Print Details    Close

Confirmation (Modify Confirmation - Single Template)

Single Template Modified

2 templates modified (1 ACH, 1 Wire and AT)

[Template]	[Beneficiary]
------------	---------------

Print Details    Close

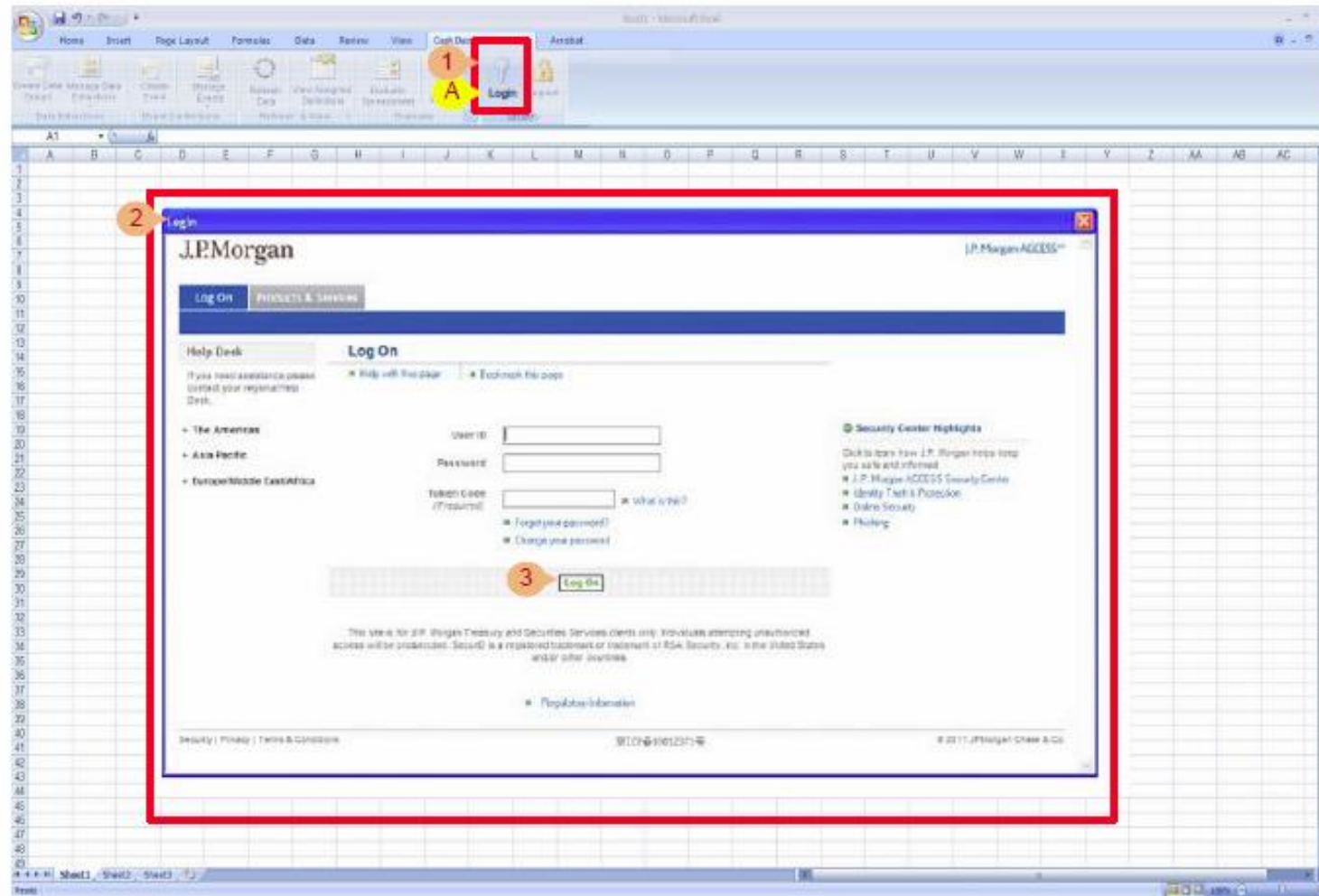
# JPMC – NYC

**Project: (CDW) –**

Worked on the (Call Center based) Client Summary app for Retail Financial Services/Mortgage Banking system on Matrix framework.

# JPMC (TS) – CDW (Case Decision worksheet – tool)

## – Wireframes with Annotations in Visio



### ANNOTATIONS

**Overview:**

**Functionality:**  
To login into CDW Add-In user would click on the 'Login icon' on the toolbar. User would be authenticated based on their entitlements, into CDW application via their SSO.

**1 A Entry Points:** User clicks on the 'Login' icon on the Global Tool bar, within the CDW Add-In. and the Single Sign On overlay appears.

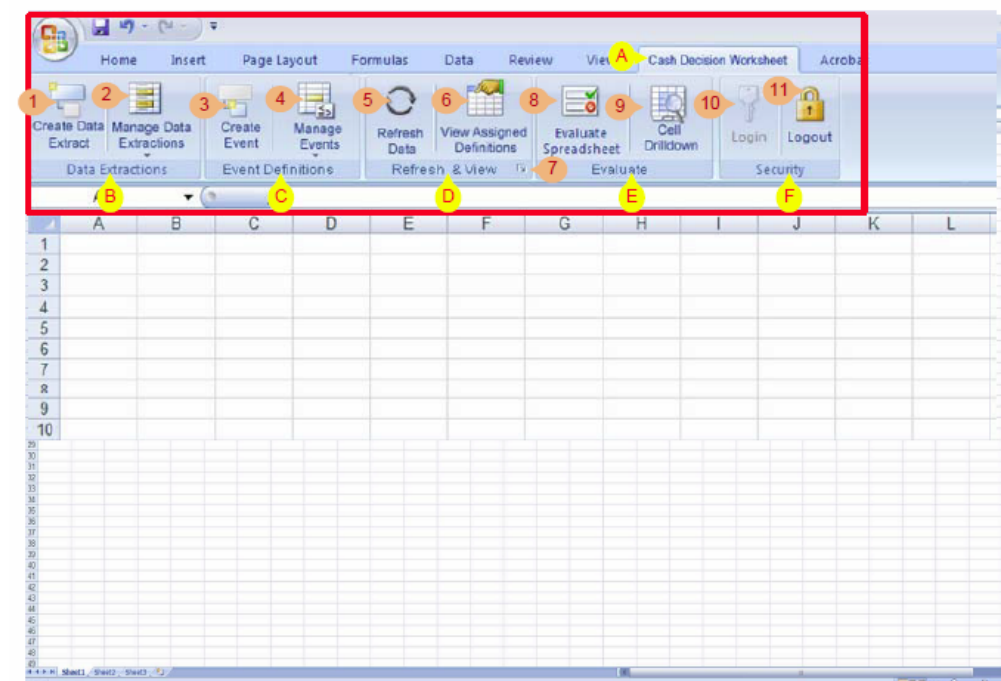
**2 Overlay Name & Size:** Leverages existing Standard Single Sign On (SSO) login

**Data Elements :**

**1 Log In:** icon is present on the Global tool bar within the CDW Add-in, and Onclick the Standard Single Sign On (SSO) pop-up window will appear. User would enter their SSO User ID and Password and CDW authenticates user entitled to New ACCESS' Cash Reporting.

**3 Log On:** Onclick authenticates user entitled to New ACCESS' Cash Reporting and logs user into CDW Add-in within Excel.

**Error Messages:**  
N/A



**Overview:**

**Functionality:**  
Once user clicks on the Cash Decision Worksheet menu in the Global Tool bar user can see the CDW add-in within Excel, user will have to Login to start using it.

The CDW Add-in contained within the Cash Decision Worksheet menu has a set of icons within the tool bar, similar to any of the Excel menu/ tool bars. Each icon is named individually and grouped within a set of Data functions.

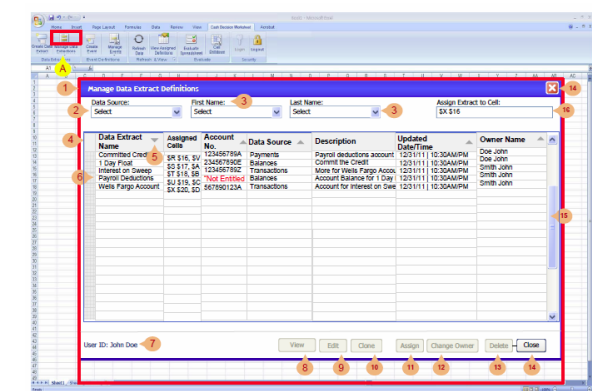
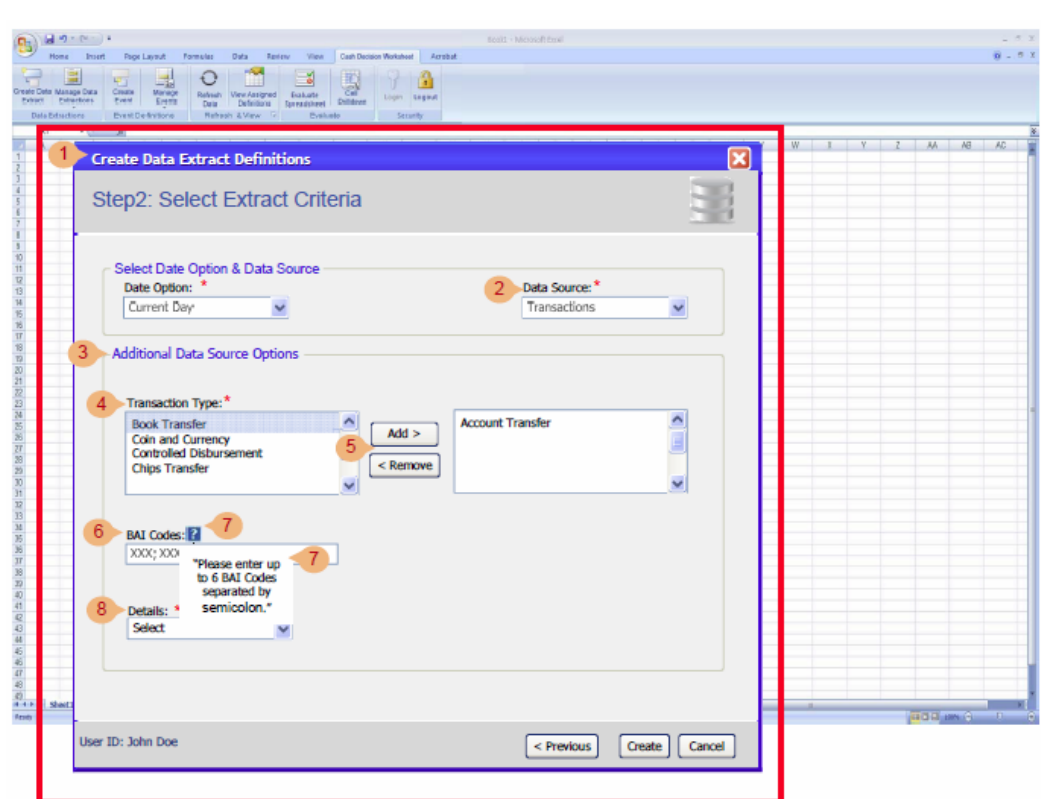
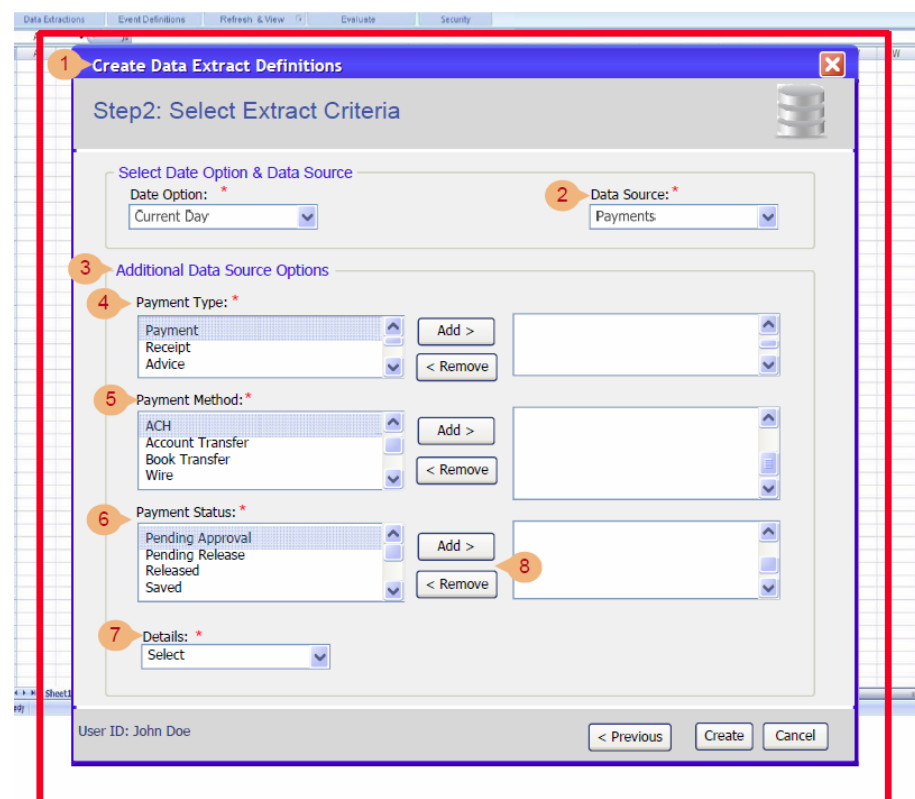
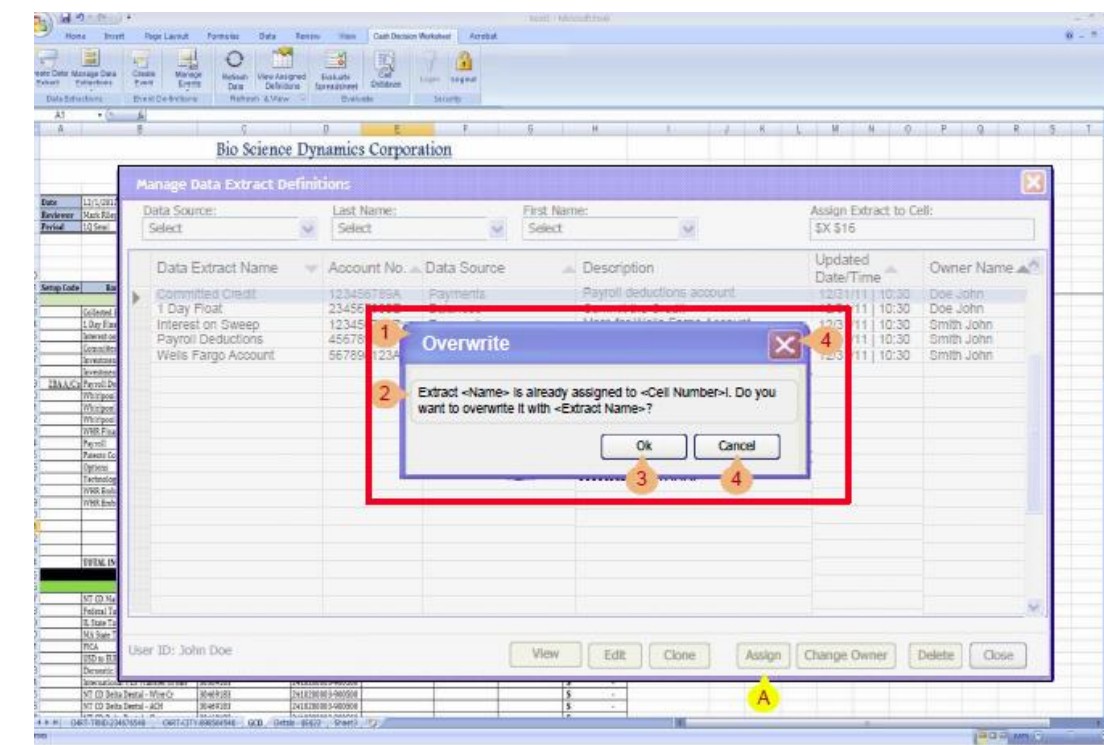
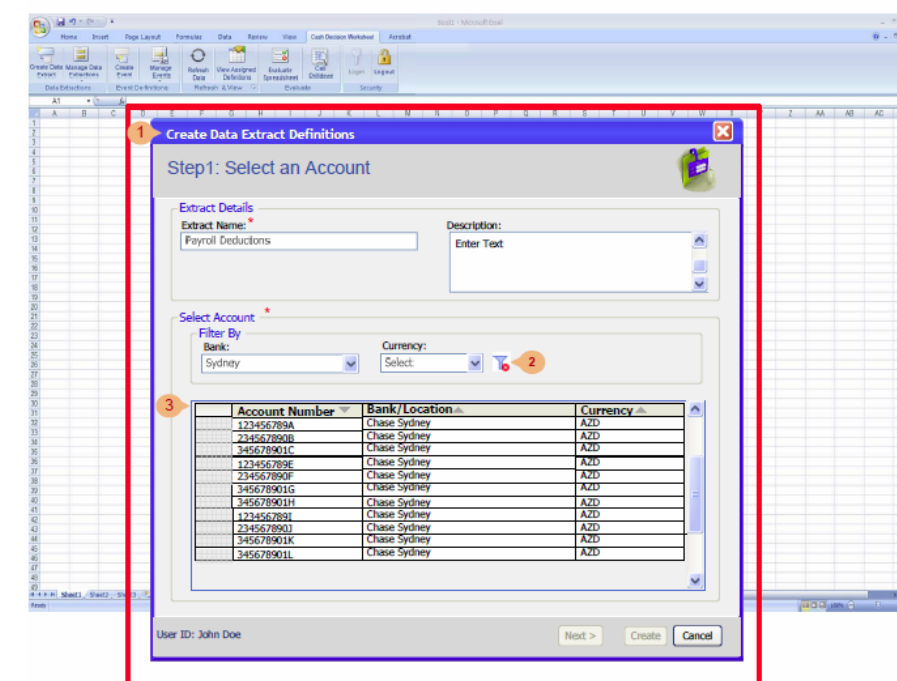
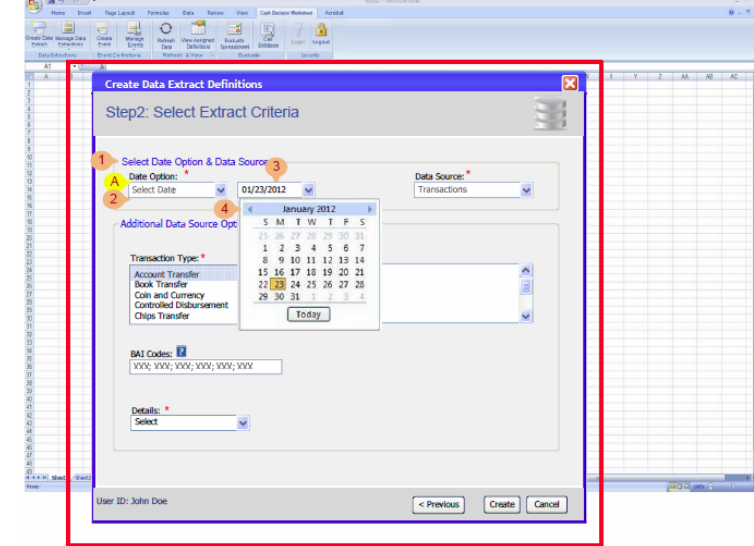
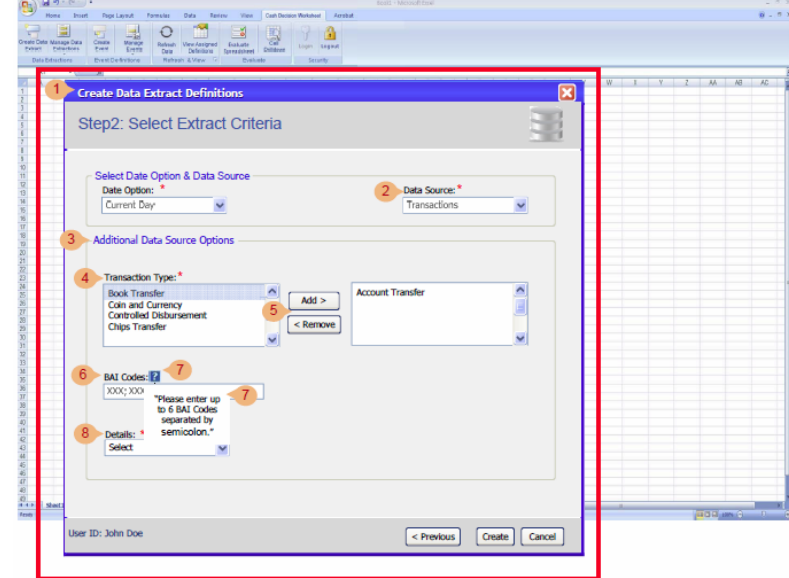
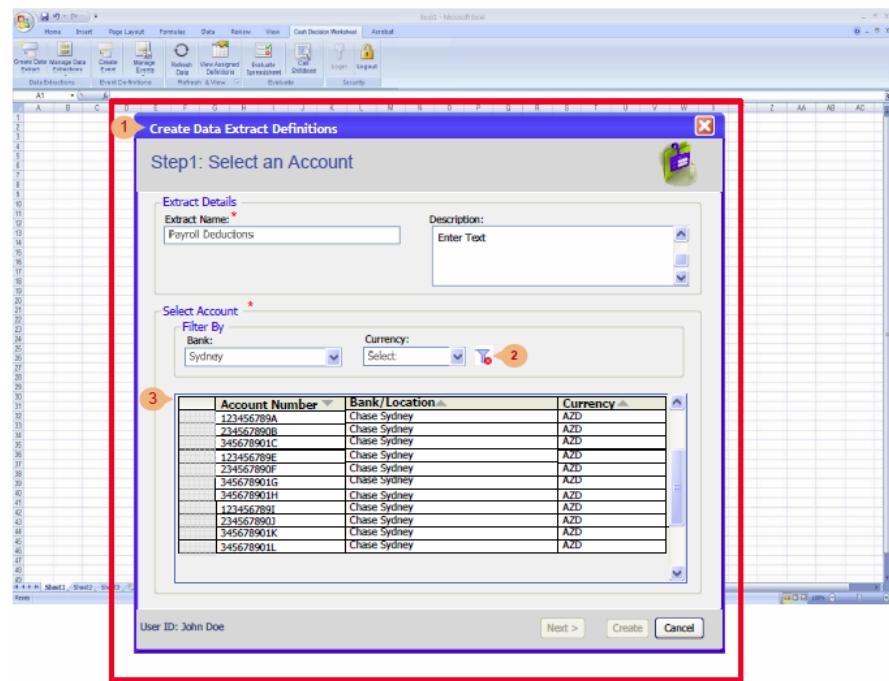
**1 A Entry Points:** On-click of the Cash Decision Worksheet within Microsoft Excel application user is brought to CDW add-in tool bar within global Menu bar. User then clicks on the 'Login' icon within the CDW Add-in tool bar and signs in using their SSO as seen in wireframe CDW-002.

**Data Elements :**

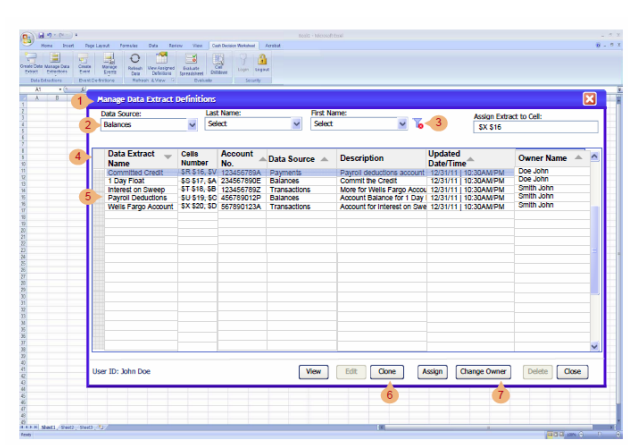
- 1 Data Extractions – Contains**
- 1 Create Data Extract:** On click displays the Create Extract overlay where user can Create an Extract – Refer Wireframe CDW- 004
- 2 Manage Data Extractions:** On click displays the Manage Extract overlay, where user can Manage Extracts – Refer Wireframe CDW- 005
- 3 Event Definitions – Contains**
- 3 Create Event:** On click displays Create Event overlay, where user can Create Events – Refer Wireframe CDW- 004
- 4 Manage Events:** On click displays the Manage Event overlay, where user can Manage Events – Refer Wireframe CDW- 006
- 5 Refresh & View – Contains**
- 5 Refresh Data:** On click Refreshes the cells in the spreadsheet which contain Assigned Extracts and Events. – Refer Wireframe CDW- 010
- 6 View Assigned Definitions:** On click displays inventory of Extracts or Events Definitions within an overlay. Assigned Definitions, overlay contains a list of Extracts and Events that have been assigned within the spreadsheet. – Refer Wireframe CDW- 011 and 011.1 for more info.
- 7 View Icon:** On hover will display a callout, to show the Refreshed data in Local Timezone - Refer Wireframe CDW- 010.1
- 8 Evaluate – Contains**
- 8 Evaluate Spreadsheet:** On click displays a new worksheet detailing a list of all Events whose thresholds have been met. - CDW- 013
- 9 Cell Drilldown:** On click displays a new worksheet displaying data of the cell in question – Refer to CDW - 12
- 10 Security – Contains**
- 10 Login:** On click displays the SSO overlay where user would enter their SSO credentials to login based on their entitlements in CDW. – Refer Wireframe CDW- 002
- 11 Logout:** On click logs user out of CDW Add-in and returns user in Microsoft Excel. – Refer CDW- 015

**Error Messages:**  
N/A

# JPMC (TS) – CDW (Case Decision worksheet – tool) - Wireframes

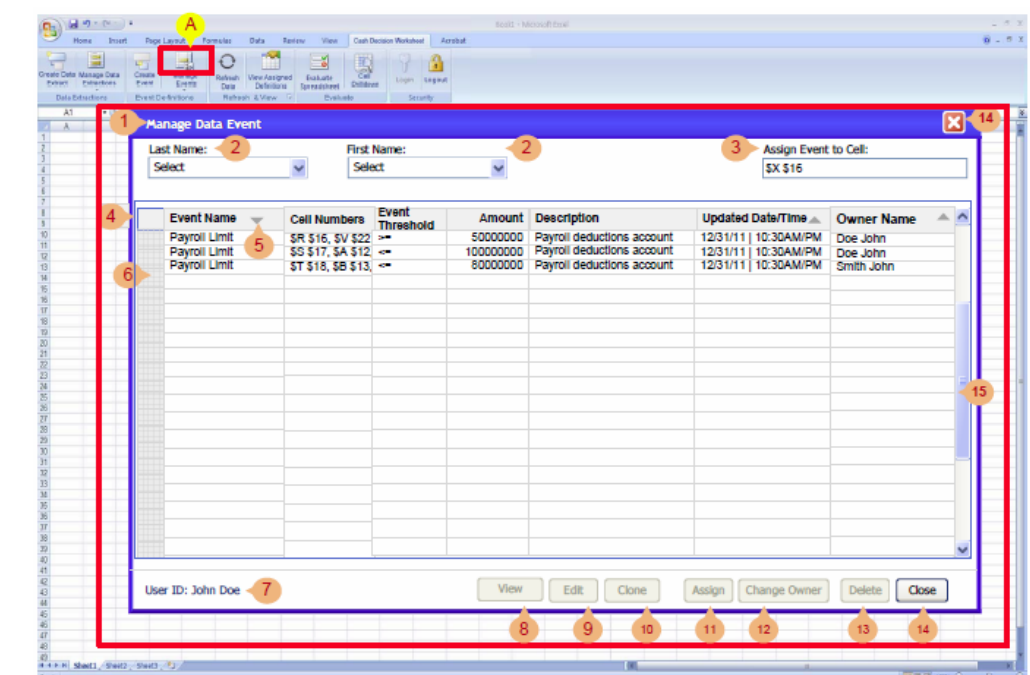
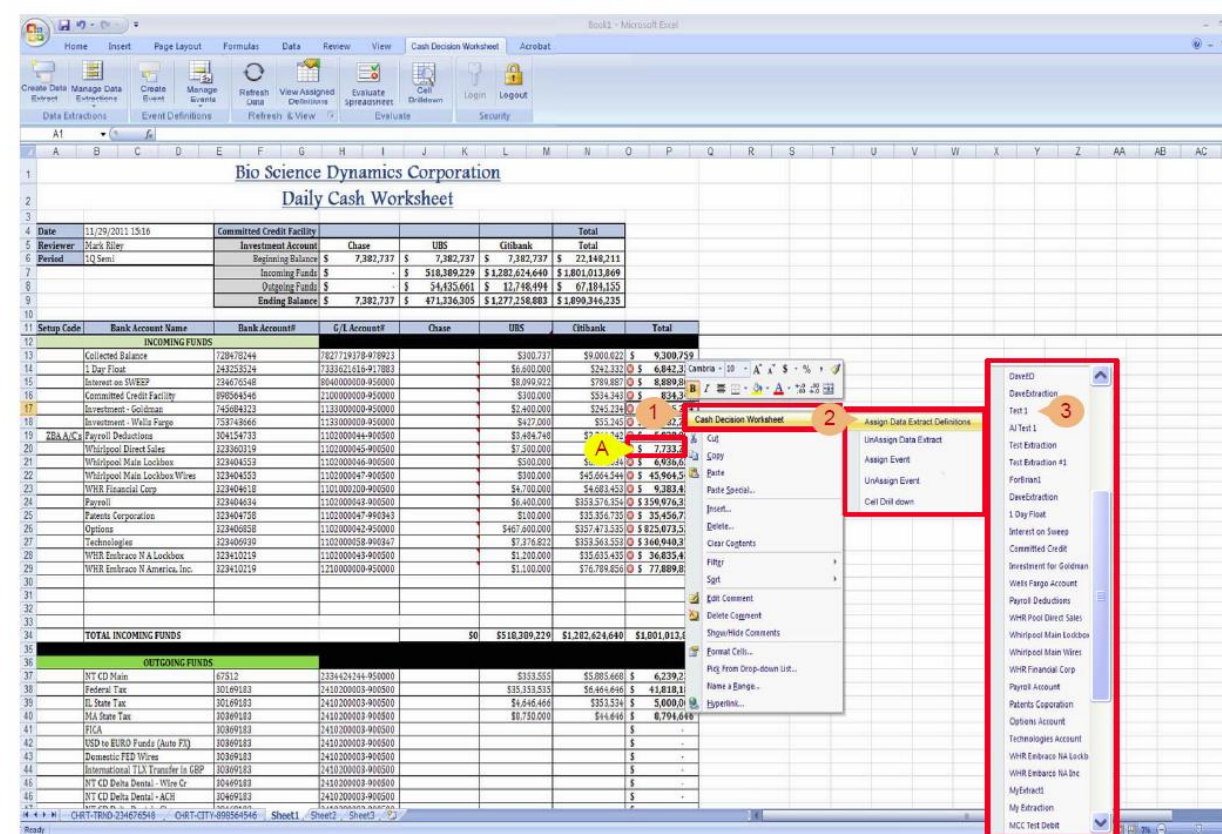
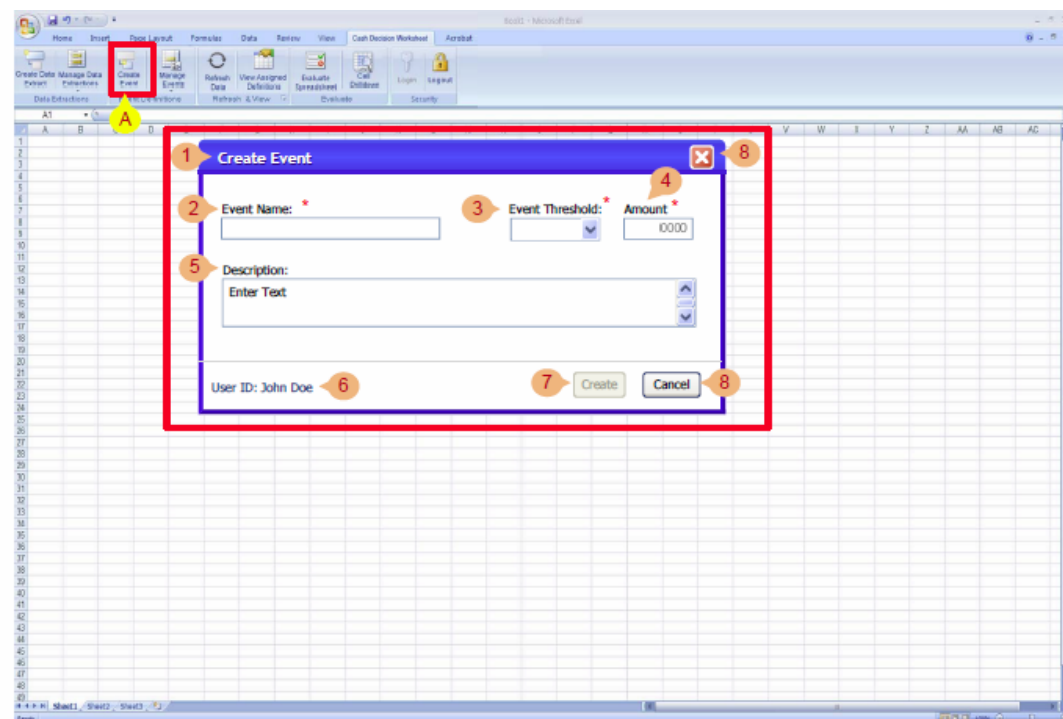
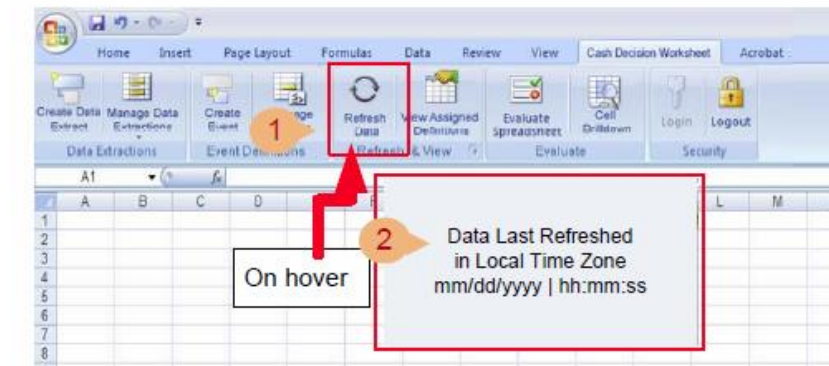
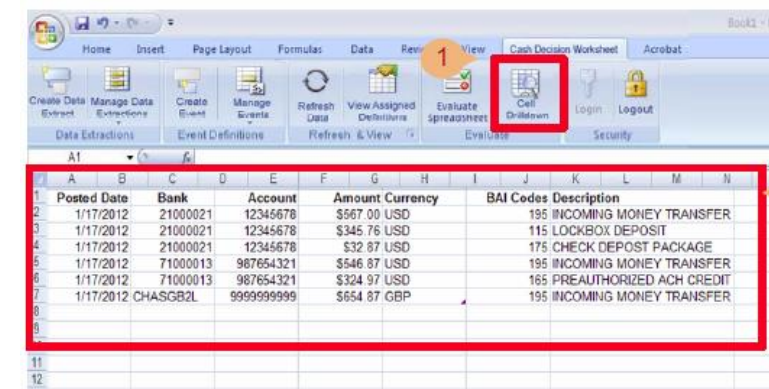
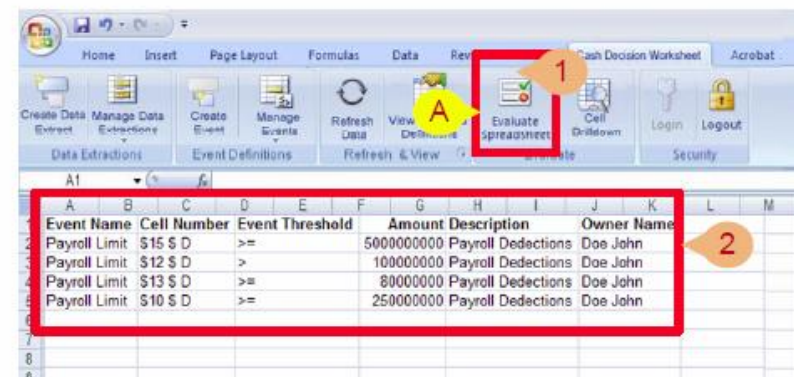
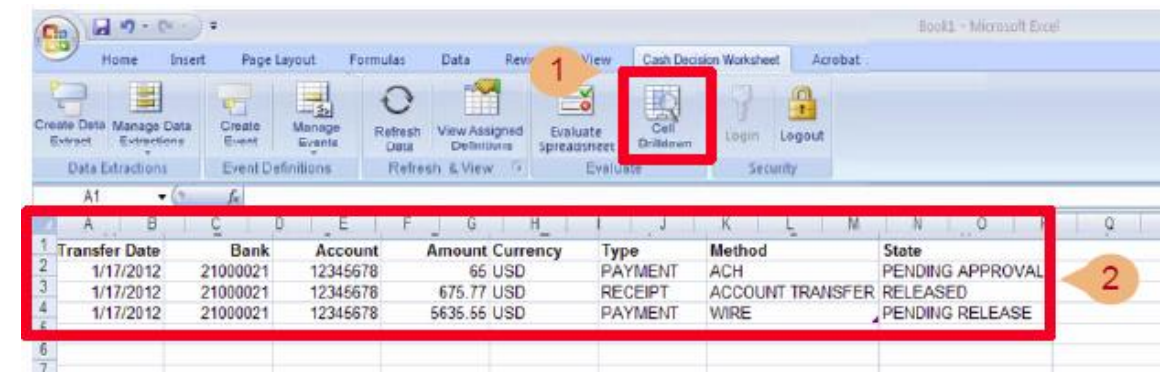
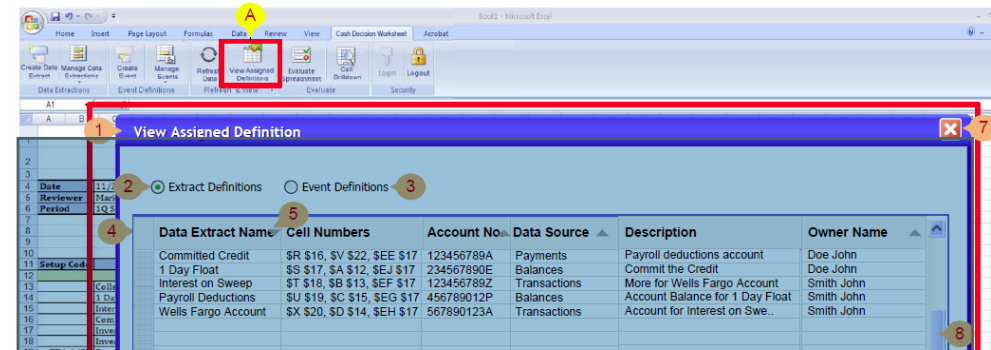
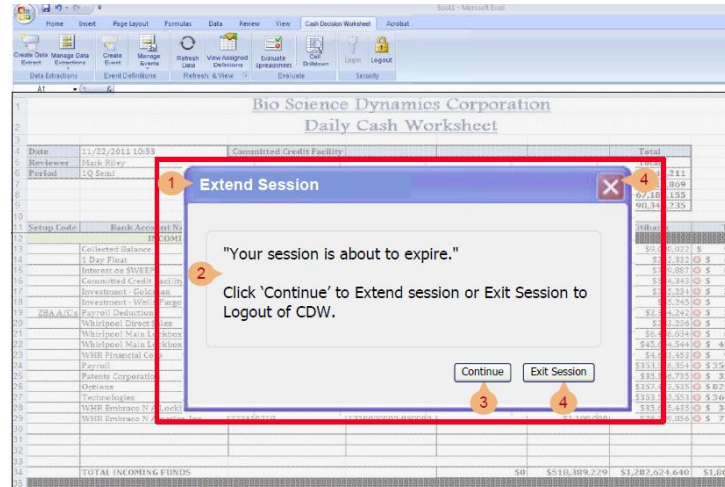


**Overview:**  
 Pre-requirements: 1) Users should have created at least one Extract for the Manage Extracts to certain data.  
 Functionality: On this overlay, user can Manage and View Details/overlays to all existing Extracts in the data base. The data is represented in a grid format and each individual Extract is a line item in the Manage Extract overlay. The content of data which appears for each Extract is defined when user creates the Extract. User can view and manage: Create, Change owner, Delete Extract. The content of the Extracts and Assign is a single call at a time from this overlay. User can assign to a selected cell or enter call into and then assign.  
 Overlay Name & Size: This is the manage Data Extract Definitions overlay, and the size is 785x400 pixels.  
 Data Elements:  
 1) Data Source Filter: Allows user to filter table content by Data Source from the list of options available in the drop down menu. Data Source options: ->Balances, Transactions, Payments.  
 2) Last Name & First Name Filters: Allow user to filter grid contents by Last Name and/or First Name fields.  
 3) Table Contexts: All existing Extracts will be present in the Manage Extracts table. Data available for each Extract is as follows: Name\*, Account No., Data Source, Description, Updated Date/Time, Owner Name.  
 4) Data Extract Name: Is the unique Name of the Extract defined by user while creating it. (Default Sort ascending).  
 5) Account No.: -> AND Account Number associated to the specific Extract (Sort desc).  
 6) Data Source: -> Data Source could be either -> Balances/Transactions/Payments associated to the specific Extract (Sort desc).  
 7) Description: Descriptive content entered by user associated to the Extract.  
 8) Updated Date/Time: When Extract was last updated in weekly and the source is ACH/PMI format. (Sort desc).  
 9) Owner Name: The specific AND/CDW extract user name in Last Name, First Name Format who Created the Extract.  
 10) Column Sort: Sort is available on columns (Last Name, First Name, Data Source, Description, Updated Date/Time, Owner Name).  
 11) Select Filter: Selects a filter for the selected side with same pointing to the contents.  
 12) User ID: Is the specific AND/CDW extract user name in First, Last Name Format who has logged into CDW.  
 13) View Button: On click displays the Edit overlay with read only.  
 14) Edit Button: On click displays the Edit overlay and closes the Manage overlay. Read only of 005.4 & 5.5.  
 15) Clone Button: On click displays the Clone Extract overlay and closes the Manage overlay. Refer Wireframe - CDW-005.4.  
 16) Assign Button: On click assigns selected Extract to cell and displays a confirmation msg. Refer to CDW-005.2.  
 17) Change Owner Button: On click displays Change Owner overlay when user can choose a CDW user name to transfer owner rights for the selected Extract. Disabled if account not entitled to any user. -> CDW-005.3.  
 18) Delete Button: On click displays the Delete Confirmation overlay. Refer Wireframe - CDW-005.5.  
 19) Close Button: On click closes the Overlay, returns user on the worksheet.  
 20) Vertical Scroll: Default display is 20 Extracts/row. And the vertical scroll bar appears behind 20 Extracts in the grid table. It is a scrollbar.  
 21) Add button: On click when user use Edit/Clone the cell into to which user would assign an extract. Available only to the Assign button. Transactions with only one user search is SINGLE entry call. Allow only for SINGLE call. (001)  
 22) Note: As column sort/over are disabled and user search is on, Edit and Clone buttons are enabled ONLY for extracts entitled to user.  
**Error Messages:**  
 1) Invalid user: When user trying to assign to cell into.  
 2) Not entitled to account: If a user is no longer entitled to an account to which they were entitled previously, the extract tied to the account will continue to exist in the Manage Extract Overlay but will display this error message in the Account column of the Extract.



**Overview:**  
 Functionality: Refer to wireframe CDW - 005 for Manage Data Extract Definitions overlay  
 1) User has applied a filter on Data Source and has selected Balances from the menu.  
 2) A row has also been selected a specific row item in the grid. Further which the Assign and the Clone buttons are highlighted. Once the user is not a owner of the extract selected, the Edit and Delete buttons are disabled. User can either Assign or Clone the selected extract on this overlay.  
**Note:** User can also turn off the filter at any time on this screen.  
**Data Elements:**  
 1) Data Source Filter: Filter applied on Data Source ->Balances- Data Source selected.  
 2) Select Filter Icon: On click the icon disappears and the filters are defaulted to Default state.  
 3) Delete Filter Icon: Appears only when user has applied a filter on either of the 2 fields (Data Source & or Last Name, First Name). On click the icon disappears and the filters are defaulted to Default state.  
 4) Table Contexts:  
 Note 1: On Select of Data Source, or Last Name, First Name filters, update table to display Extracts for the specific selection.  
 Note 2: Once user does not own the Extract selected, only the Assign and the Clone buttons are enabled.  
 5) Row Selection: Selected row is highlighted and indicated with an arrow on the selected column for a specific row.  
 6) Clone Button: On click displays the Clone Extract overlay. Refer Wireframe - CDW-005.4.  
 7) Assign Button: On click displays Assign overlay when user can choose a CDW user name to transfer owner rights for the selected Extract. Refer CDW-005.3.  
**Error Messages:**

# JPMC (TS) – CDW (Case Decision worksheet – tool) - Wireframes



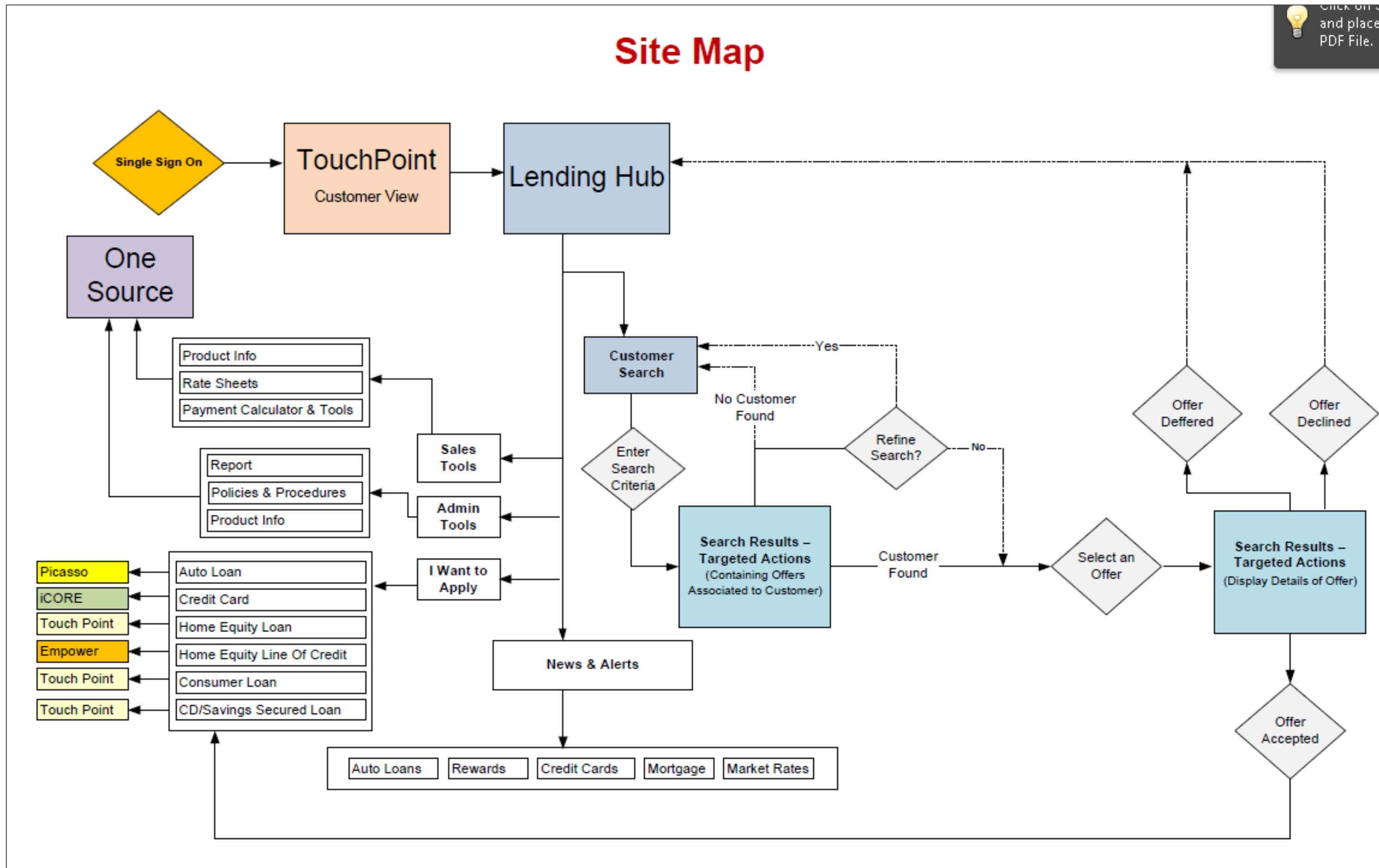
# Capital One Bank (MB) – Richmond & Mclean, VA

**Project:** Lending Hub (Mortgage Banking) –

Worked on the Desktop Integration project for Teller and Call Center Sales & Servicing Hub (Lending Hub) application.

# Capital One Bank – (MB) Lending Hub (Call


## Center App) - Sitemap



# Capital One Bank – (MB) Lending Hub (Call

## Center App) - Personas

**Capital One** **NDB PERSONA**



**MATHEW: CALL CENTER SERVICE**  
Age: 28  
Location: Richmond VA Area  
Plugged in: 10 hours per day  
Commutes 45 minutes  
Earns: \$31K + Bonus  
NDB Call Center: 5 Years  
Married: 2 kids  
Prior Job: Collections  
Education: 1yr. Community College

**My Goals**

- To do his best at work and in life
- Become a trainer and mentor for other call center agents
- Win the company quality awards
- Win lowest "talk time" bonus

**Core Tasks**

- Answering customer phone inquiries
- Resolving customer issues or redirecting customers to associated who can help
- Answering customer emailed queries
- Documenting customer calls including resolutions and follow-ups
- Remaining current on products and procedures
- Maintaining a working knowledge of all desktop applications

**Concerns**

- Lack of clarity between Capital One Bank and National Direct Bank channels and offerings and its impact on the customer experience
- The number of handoffs required to service the customer and its impact on the customer experience

**Tools**

- TPS 75%
- Vault 2%
- Relationship Manager 10%
- RSA Security 10%
- Courtiel 2%
- Compass 2%

**Needs**


- Staying on a single page when servicing client
- Simpler navigation, less clicks between pages and applications to access required information or functions
- Reduced rekeying of customer data, currently averages 4 rekeys per call
- Better help system
- Improved search function

**A slice of my life**

Matt's compassionate and cares for his family and his 6 dogs and 2 tanks of exotic fish. When not working, he enjoys reading books printed on paper or listening to his large music collection. He is happy with his job and pleased with its opportunities for personal and career growth. He is great with clients and good at answering their questions.

**EMC**  
where information lives!

**Capital One** **NDB PERSONA**



**MOLLY: CALL CENTER SALES**  
Age: 49  
Location: Richmond VA Area  
Plugged in: 10 hours per day  
Commutes 60 minutes  
Earns: \$35K + Bonus  
NDB Call Center: 10 Years  
Divorced: 3 kids  
Prior Job: Waitress/Health Department  
Education: 1/2 Yr. Community College

**Goals**

- Become a trainer
- Be a role model and buddy for new staff
- Get more done in less time
- Earn more bonuses

**Core Tasks**

- Understanding customer needs and providing solutions
- Clarifying offers
- Opening new accounts
- Referring opportunities to card services and issues to customer service
- Training and mentoring new staff
- Maintaining required knowledge desktop applications
- Documenting each call

**Concerns**

- Would like to be able to solve more customer issues without a referring, and get credit for the resolution
- Would like to spend less time switching between product screens (content repository) and TouchPoint
- Process is "distracting"; the process has too many moving parts
- Can not reopen a dormant account
- Improved downtime opportunities

**Tools**

- TPS 15%
- Compass 35%
- Relationship Manager 50%
- Vault 2%
- RSA Security 10%
- Courtiel 2%

**Needs**

- Access to key information and functions on a single page
- Less toggling between applications
- Less repetitive keying of data into different screens and applications
- Improved search
- Improved ability to save client data

**A slice of my life**

Molly enjoys spending time with her growth children, reading and nature walks, and taking care of 2 cats. She is happy with her job and pleased at the prospect of becoming a mentor. Molly has a knack for keeping customers and comfortable while toggling between applications and entering data while making a sale.

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**Capital One** **BRANCH RB PERSONA**



**MARIA: RELATIONSHIP BANKER**  
Age: 36  
Location: Maryland  
Client Facing: 8 hours per day  
Commutes 60 minutes  
Earns: \$34K + Bonus  
RM Banker: 10 Years  
Married: 3 kids  
Prior Job: Student/Mom  
Education: Community College

**Goals**

- Increase sales; open more checking and loan accounts
- Make monthly 750 bonus point quota
- Help customers keep pace with banking process change
- Build better Trust with customers
- Increase efficiency

**Core Tasks**

- Setting up cash drawers for tellers/Prep paperwork
- Opening checking accounts; ordering checks; issuing debit cards and PINs
- Preparing loans applications; closing notes
- Referring customers interested in investment products
- Researching and resolving customer issues, issuing fee credits
- Providing balances; printing statements

**Concerns**

- Customers lack trust in bank brand and view bank as credit card company
- Bank relationship managers are dependent on internal customer service for some information; makes a more customer experience
- Many problems require too much time to resolve
- Cannot view the direct bank experience
- Chevy Chase conversion negatively impacted the legacy customer experience

**Tools**

- EXTRA
- TP Teller
- Outlook
- TP Sales and Service
- OneSource
- OnePlace (Intranet)
- Home Loan Express
- Acquire (reporting)
- Harland Clarke (checks)
- Vector

**Needs**


- Improved internal support from back-office.
- Access to all customer channels
- Less rekeying of data
- Shorter path to closing sales
- Less toggling between screens and applications
- Less 3rd party calls to resolve problems

**A slice of my life**

Maria enjoys family road trips to NYC and Boston and taking care of her townhouse and her one goldfish. She enjoys helping customers and rolling up her sleeves to fill in for tellers when required. She's on top of sales. She provides personalized customer service seeing that older customers get printed statements and younger customers are directed toward digital experience.

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**Capital One** **BRANCH MANAGER PERSONA**



**ALBERT: BRANCH MANAGER II**  
Age: 32  
Location: Maryland  
Client Facing: 8 hours per day  
Commutes 20 minutes  
Earns: \$65K + Bonus  
Branch Manager: 4 Years  
Single: Seeking a match  
Prior Job: 1 yr finance, 5 yrs customer service national car rental company  
Education: State University  
BA Government Policy & Economics

**Goals**

- Driving branch sales revenue; meet Capital One, District, and Branch performance targets
- Increasing branch ROI and productivity
- Making customers happier faster by reducing wait times
- Providing the branch staff with more intuitive and more efficient desktop tools
- Reducing research and query time
- Increasing branch morale

**Role**

- Driving branch sales revenue; meet Capital One, District, and Branch performance targets
- Meeting specialized needs for High Net Worth customers
- Managing customer service performance; solving complex customer service requests
- Supporting team and individuals in achieving targets/goals; coaching and mentoring associates with branch cluster
- Ensuring operational controls are enforced
- Managing branch staffing to customer demand
- Representing Capital One in the community

**Concerns**

- Faster system performance
- Reduce customer wait time
- Cannot activate dormant accounts; cannot close an account on spot
- Can not transfer between business and personal accounts
- Would like to see customer active "accounts" and balances in "one view"
- Improved internal support from back-office.

**Tools**

- EXTRA
- TP Teller
- Outlook
- TP Sales and Service
- OneSource
- OnePlace (Intranet)
- Home Loan Express
- Acquire (reporting)
- Harland Clarke (checks)
- Vector

**Needs**

- Branch management dashboard
- 360 degree view of client
- Increase account history from 30 to 90 days
- More complete view of account activity including all debits/credits, transactions, real time, running balances
- Improved ability to identify and track origination and movement of funds
- Parallel on-line banking functions
- Less toggling between screens and applications
- Fewer third party calls to resolve problems

**A slice of my life**

Albert's hobby is watching CNBC and investing. He is a Redskins fan. Pitches left handed baseball. He locally and involved in the community. He works hard to please customers. He mentors and supports the staff in the branch clusters in his area. Albert is passionate about growth and building opportunities; he is a solution driven problem solver.

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**Capital One** **BBM PERSONA**



**ASHA: BRANCH BUSINESS MANAGER**  
Age: 45  
Location: Northern, VA  
Client Facing: 8 hours per day  
Commutes 40 minutes  
Earns: \$54K + Bonus  
Branch Manager: 12 Years  
Married: 3 Children  
Prior Job: Mid-level Branch Manager  
Education: Economics Degree

**Goals**

- Make the most of the opportunities presented by life
- Provide clients with an excellent experience
- Achieve business goals for new account originations
- Continue advancing her career in business banking

**Role**

- Achieving sales revenue
- Helping customers grow their business and solving business problems
- Providing customers appropriate balance management and transactions services
- Providing customers with appropriate financing and lending services
- Helping business customers with servicing issues
- Mentoring Branch Relationship Bankers
- Representing Capital One in local business community

**Concerns**

- Does not have a complete view of client relationships including treasury management products and merchant services
- Does not have a view of loan underwriting process progress although required to support process fulfillment
- Must rekey data into other applications during product origination process
- Worries about client experience when handing off referrals to loan underwriting, treasury management and merchant services
- Daily exception lists are not married with customer contact data
- Inability to print a statement from TouchPoint
- Would like a consolidated tickler list combining calendar, referrals, call lists, and notes

**Core Tasks**

- Work with small business prospects and clients to identify the correct banking solutions
- Refers clients to the appropriate competency depending on product selection
- Work with clients through the product origination process
- Work with clients to resolve service issue
- Coaches Branch Relationship Bankers

**Screen Tools**

- TouchPoint 50%
- Outlook 15%
- One Source / One Place / Insight 15%
- Vector Exceptions 10%
- Direct Issue 5%
- Etunds Qualifile 5%

**Needs**


- 360 degree of client relationships
- Consolidated action item list
- More prospect visibility

**A slice of my life**

Asha came to the United States from India when she was young women. She loves the fact that in the United States opportunity is determined by ability and not by birth. Asha is enthusiastically making the most of her opportunities. Asha invests herself in her clients. Providing a wonderful client experience and helping solve client problems is her primary job motivation. Off the job she prefers being unplugged at home and is dedicated to her husband and her three kids.

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**Capital One** **CALL CENTER SALES**



**ALLEN: CALL CENTER SALES**  
Age: 42  
Location: Maryland, DC area  
Plugged in: 10 hours per day  
Commutes 25 minutes  
Earns: \$33K + Bonus  
NDB Call Center: 2 Years  
Single: Has a cat  
Prior Job: Retail Call center  
Education: Culinary School

**Goals**

- Become a team lead
- Improve the direct bank digital solution
- Build a better referral program
- Improve sales and service process

**Concerns**

- Web driven account opening process is very manual and required a high degree of rekeying data
- Once application is completed, it is referred for closure and credit for the sale is not always received
- Out dated reference materials

**Core Tasks**

- Picking up referrals from web
- Transferring referrals to appropriate center
- Taking inbound calls
- Staying current with desktop applications
- Documenting process

**Tools**

- TPS 15%
- Compass 35%
- Relationship Manager 30%
- Vault 2%
- Excel 10%
- Google 10%

**Needs**

- Access to key information and functions from 1 page
- Less toggling between applications and screens
- Less rekeying of data
- Branch locator
- Improved search

**A slice of my life**

Allen enjoys yoga, and healthy eating. He reads books and e-books. He is passionate about the green movement and recycles everything. He has a fantastic knowledge of the web and surfs to everything green whenever he is free. He is keen using technology to solve problems.

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**Capital One** **PRIVATE BANKING PERSONA**



**MARLENE: SUPPORT ASSOCIATE**  
Age: 53  
Location: Maryland  
Client Facing: 8 hours per day  
Commutes 20 minutes  
Earns: \$45K + Bonus  
Branch Experience: 20 Years Chevy Chase  
Married: 4 Children, 9 Grandchildren  
Prior Job: Began as a Relationship Banker at Chevy Chase.  
Education: State University BA

**Goals**

- Provide her clients with a high degree of individualized service
- Complete tasks efficiently, accurately and quickly
- Retire in the next few years

**Concerns**

- Changes in systems and processes since being acquired by Capital One
- System performance
- Clumsiness of application interfaces
- Time to respond to risk exposures and close accounts
- Long cycle time of back office processes
- Number of hand offs in support processes

**Core Tasks**

- Research problems for customers
- Open new deposit accounts
- Closing accounts
- Add signers to accounts
- Initiate transfer and payment transactions
- Prepare applications for new lending accounts
- Prepare cash advance requests against LOC accounts

**Screen tools**

- TouchPoint
- IMPACS
- ABCS
- ImageSoft
- OneSource

**Needs**

- Better, more directive user experience with TouchPoint
- Wide view of client accounts
- Less rekeying of client data when navigating between applications including access to treasury management services
- More efficient back office process support
- Lending system access

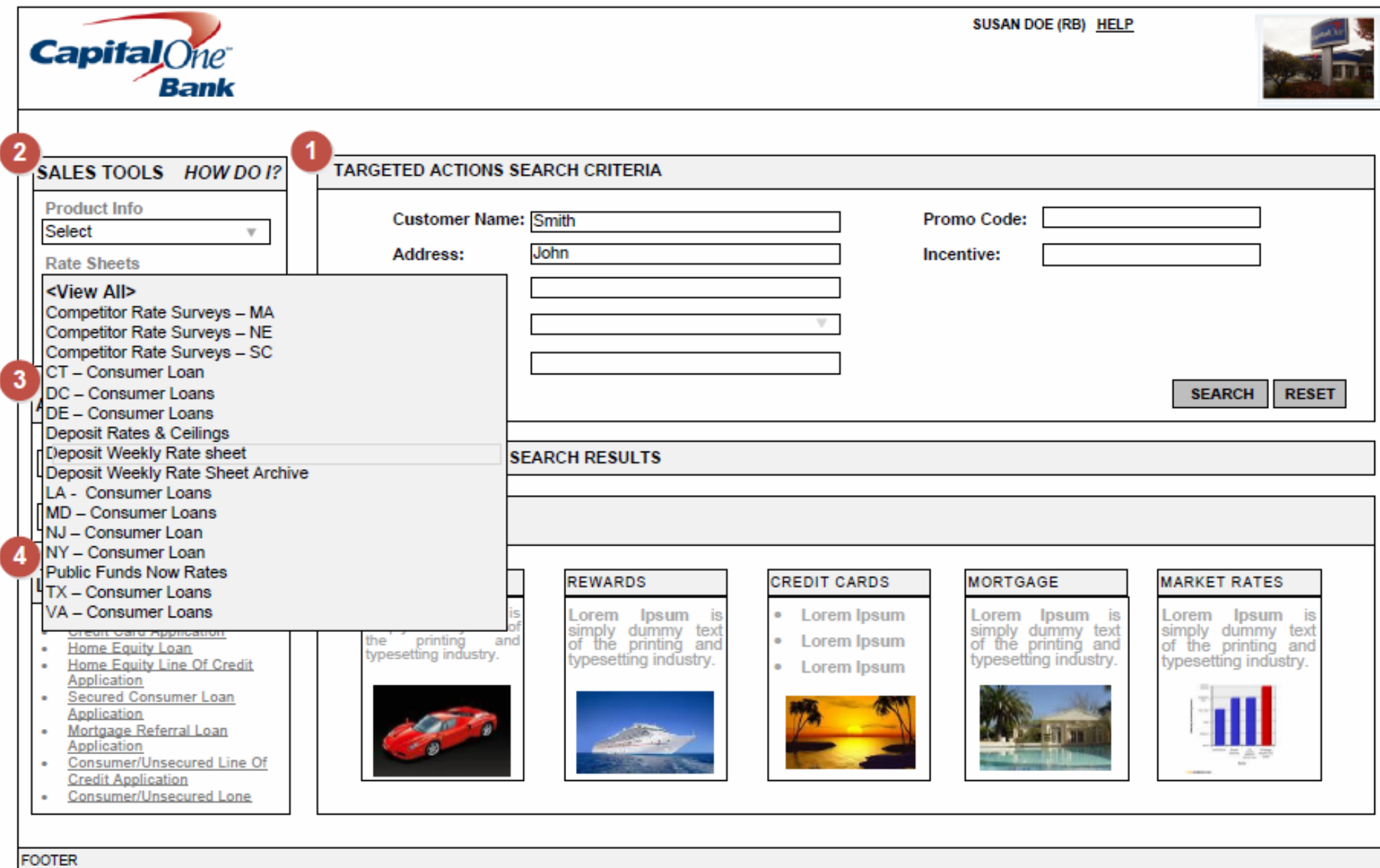
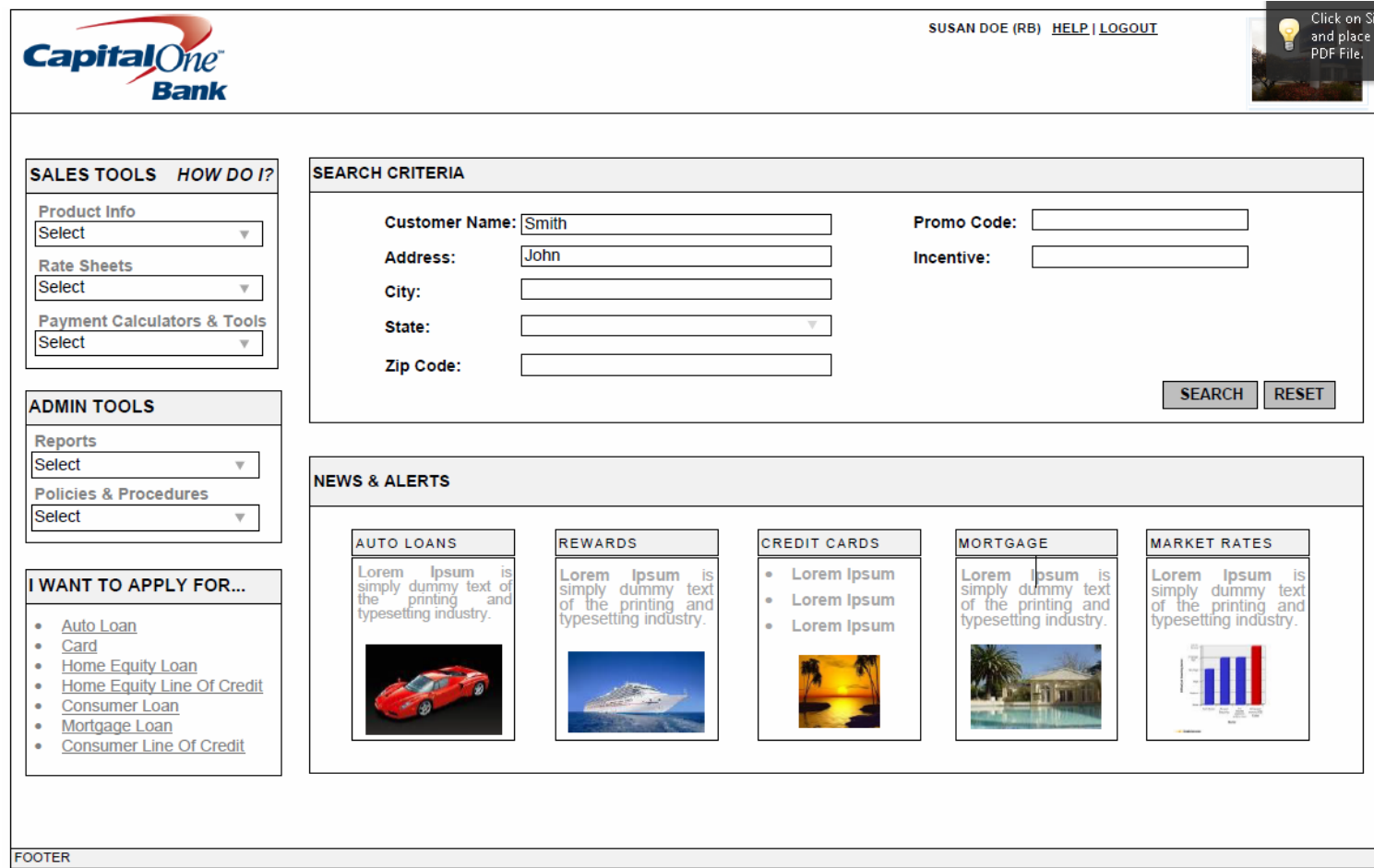
**A slice of my life**

Marlene supports non-profit organizations that are private bank customers of Capital One. Marlene is a very experience support associate. She knows how to do everything and she is involved in everything. Marlene likes to get things done. She is impatient with technology and processes that do not work well and interfere with her ability to support her principles and her clients. Marlene is on a first name basis with many of her customers. She has long term relationships with them and provides them a very personalized level of service. Marlene is married and has 9 grandchildren.


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# Capital One Bank – (MB) Lending Hub (Call Center App) - Wireframes



# Capital One Bank – (MB) Lending Hub (Call Center App) - Wireframes


SUSAN DOE (RB) [HELP](#) | [LOGOUT](#)

Click on Sign and place sig PDF File.

**SALES TOOLS HOW DO I?**

Product Info  
Select

Rate Sheets  
Select

Payment Calculators & Tools  
Select

**TARGETED ACTIONS SEARCH RESULTS**

FULL NAME	FULL ADDRESS	PRIORITY	OFFER	INCENTIVE	PREVIOUSLY OFFERED	DIRECT MAIL	EXP DATE	PROMO CODE	LOB	
John Smith	100, Northern Drive, Roseville, VA – 10101	1	Use Online Bill Pay	\$25	Yes	Yes	YYYY/MM/DD		Consumer	<a href="#">Details</a>
John D. Smith	XXXXXXXXXX	2	Meet with an FA	\$50	No	No	YYYY/MM/DD		Consumer	<a href="#">Details</a>
John Smith S	XXXXXXXXXX	3	Simple Savings Incentive	\$30	Yes	Yes	YYYY/MM/DD		Consumer	<a href="#">Details</a>
John Smith Jr.	XXXXXXXXXX	4	Direct Deposit Information	\$25	Yes	Yes	YYYY/MM/DD		Consumer	<a href="#">Details</a>
John Smith Sr.	XXXXXXXXXX	5	Increase Debit Card Usage	\$40	No	No	YYYY/MM/DD		Consumer	<a href="#">Details</a>
John Smith	100, Northern Drive, Roseville, VA – 10101	6	Use Online Bill Pay	\$25	Yes	Yes	YYYY/MM/DD		Consumer	<a href="#">Details</a>
John D. Smith	XXXXXXXXXX	7	Meet with an FA	\$50	No	No	YYYY/MM/DD		Consumer	<a href="#">Details</a>
John Smith S	XXXXXXXXXX	8	Simple Savings Incentive	\$30	Yes	Yes	YYYY/MM/DD		Consumer	<a href="#">Details</a>
John Smith Jr.	XXXXXXXXXX	9	Direct Deposit Information	\$25	Yes	Yes	YYYY/MM/DD		Consumer	<a href="#">Details</a>
John Smith Sr.	XXXXXXXXXX	10	Increase Debit Card Usage	\$40	No	No	YYYY/MM/DD		Consumer	<a href="#">Details</a>

REFINE SEARCH 1 2 3 4 5

**ADMIN TOOLS**

Reports  
Select

Policies & Procedures  
Select

**I WANT TO APPLY FOR...**

- [Auto Loan](#)
- [Card](#)
- [Home Equity Loan](#)
- [Home Equity Line Of Credit](#)
- [Consumer Loan](#)
- [Mortgage Loan](#)
- [Consumer Line Of Credit](#)

**OFFER INFORMATION:** Lorem Ipsum is simply dummy text of the printing and typesetting industry.

**Offer Details:** Offer Type/Name: [Simple Savings](#)


Expiration Date: MM/DD/YYYY\_HH:MM:SS

Incentive Requirements: [Lorem Ipsum](#)

Advertisement Related to this Offer: [Lorem Ipsum](#)

[Lorem Ipsum](#); [Lorem Ipsum](#)

**Notes:**


MY PERFORMANCE | [ALERTS \(2\)](#) | [LOGOUT](#)

IVR Widget

**MY WORK**

**CUSTOMER SESSIONS**

SESSION 1 | SESSION 2 | SESSION 3 | SESSION 4

**SEARCH CRITERIA**

Business or  Personal

Name:  Address line 1:  Address line 2:

Date of Birth:  City:  State/Province:  ZIP:

SSN/TIN:  Account Type:  Account #:

**SEARCH RESULTS**

CUSTOMER NAME	ACCT NO.	SSN/TIN	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP	PHONE	EMAIL
John Smith	XXXXXXXXXX	XXX-XX-XXXX	XXX XXXXXXX	XXXX	Roseville	VA	XXXXXX	XXX-XXX-XXXX	John.smith@xyz.com
John D. Smith	XXXXXXXXXX	XXX-XX-XXXX	XXX XXXXXXX	XXXX	Roseville	VA	XXXXXX	XXX-XXX-XXXX	John.D.Smith@xyz.com
John Smith S	XXXXXXXXXX	XXX-XX-XXXX	XXX XXXXXXX	XXXX	Roseville	VA	XXXXXX	XXX-XXX-XXXX	John.Smith.S@xyz.com
John Smith Jr.	XXXXXXXXXX	XXX-XX-XXXX	XXX XXXXXXX	XXXX	Roseville	VA	XXXXXX	XXX-XXX-XXXX	John.Smith.Jr@xyz.com
John Smith Sr.	XXXXXXXXXX	XXX-XX-XXXX	XXX XXXXXXX	XXXX	Roseville	VA	XXXXXX	XXX-XXX-XXXX	John.Smith.Sr@xyz.com
Customer1	XXXXXXXXXX	XXX-XX-XXXX	XXX XXXXXXX	XXXX	Roseville		XXXXXX	XXX-XXX-XXXX	Customer1@xyz.com
Customer2	XXXXXXXXXX	XXX-XX-XXXX	XXX XXXXXXX	XXXX	Roseville		XXXXXX	XXX-XXX-XXXX	Customer2@xyz.com
Customer3	XXXXXXXXXX	XXX-XX-XXXX	XXX XXXXXXX	XXXX	Roseville		XXXXXX	XXX-XXX-XXXX	Customer3@xyz.com
Customer4	XXXXXXXXXX	XXX-XX-XXXX	XXX XXXXXXX	XXXX	Roseville		XXXXXX	XXX-XXX-XXXX	Customer4@xyz.com
Customer5	XXXXXXXXXX	XXX-XX-XXXX	XXX XXXXXXX	XXXX	Roseville		XXXXXX	XXX-XXX-XXXX	Customer5@xyz.com

REFINE SEARCH 1 2 3 4 5

# Capital One Bank – (MB) Lending Hub (Call Center App) - Wireframes

Capital One Bank MY PERFORMANCE | ALERTS (2) | LOGOUT  
IVR Widget

MY WORK | PRODUCTS | RESOURCE CENTER

CUSTOMER SESSIONS  
 John Smith | SESSION 2 | SESSION 3 | SESSION 4

CUSTOMER INFORMATION

**John Smith** Close Session  
 Address: 100, Northern Drive, State: VA Phone # Type: Mobile Email: John.Smith@xyz.com  
 City: Roseville, Zip: 10101 Phone #: XXX-XXX-XXXX TIN/SSN : XXX-XX-XXXX EDIT CUSTOMER PROFILE

3 MESSAGES  
 Update Phone Number  
 Confirm Email Address  
 Update Address

1 CUSTOMER PORTFOLIO

ACCOUNT NAME	ACCOUNT NUMBER
DDA Account 1	XXXXXXXXXX
CD1	XXXXXXXXXX
CD2	XXXXXXXXXX
Credit Card1	XXXXXXXXXX
Credit Card2	XXXXXXXXXX
Auto Loan	XXXXXXXXXX

4 LOAN APPLICATION

Apply for an Auto Loan  
 Apply for a Consumer Loan  
 Apply for a Credit Card  
 Apply Home Equity Loan

EVENT HISTORY

2 TARGETED ACTIONS

PRIORITY	OFFER	INCENTIVE	STATUS	CHANNEL	
Mandatory	Overdraft Protection	\$25	Deferred	Call Center	Y
2	Meet with an FA	\$50	Accepted	Branch	Y
3	Simple Savings Incentive	\$30	Accepted	Email	Y
4	Direct Deposit Information	\$25	Deferred	Email	Y
5	Increase Debit Card Usage	\$40	Rejected	Call Center	Y

Capital One Bank MY PERFORMANCE | ALERTS (2) | LOGOUT  
IVR Widget

MY WORK | PRODUCTS | RESOURCE CENTER

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 Address: 100, Northern Drive, State: VA Phone # Type: Mobile Email: John.Smith@xyz.com  
 City: Roseville, Zip: 10101 Phone #: XXX-XXX-XXXX TIN/SSN : XXX-XX-XXXX EDIT CUSTOMER PROFILE

1 MESSAGES  
 Update Phone Number  
 Confirm Email Address  
 Update Address

LOAN APPLICATION

Apply for an Auto Loan  
 Apply for a Consumer Loan  
 Apply for a Credit Card  
 Apply Home Equity Loan

EVENT HISTORY

2 CUSTOMER PORTFOLIO

DDA ACCOUNT1

DATE	TRANSACTION ID	PAYEE	TRANSACTION AMOUNT	RUNNING BALANCE
01/28/2011	TRFR	Credit Card 1	\$0000.00	\$0000.00
01/28/2011	CK3093	Sally Smith	\$0000.00	\$0000.00
01/28/2011	Deposit	ADP Auto Payroll	\$0000.00	\$0000.00
01/26/2011	CK3090	AAA	\$0000.00	\$0000.00
01/25/2011	ATM	ATM Withdrawal	\$0000.00	\$0000.00
01/25/2011	CK3092	United Fitness - Membership	\$0000.00	\$0000.00
01/23/2011	ATM	ATM Withdrawal	\$0000.00	\$0000.00
01/23/2011	ATM	ATM Deposit	\$0000.00	\$0000.00
01/23/2011	CK3088	Health Plan One	\$0000.00	\$0000.00

3 TARGETED ACTIONS

PRIORITY	OFFER	INCENTIVE	STATUS	CHANNEL	EXP DATE	PROMO CODE	LOB	
Mandatory	Overdraft Protection	\$25	Deferred	Call Center	YYYY/MM/DD		Consumer	More
2	Meet with an FA	\$50	Accepted	Branch	YYYY/MM/DD		Consumer	More
3	Simple Savings Incentive	\$30	Accepted	Email	YYYY/MM/DD		Consumer	More
4	Direct Deposit Information	\$25	Deferred	Email	YYYY/MM/DD		Consumer	More
5	Increase Debit Card Usage	\$40	Rejected	Call Center	YYYY/MM/DD		Consumer	More

# Capital One Bank – (MB) Lending Hub (Call Center App) - Wireframes

Capital One Bank MY PERFORMANCE | ALERTS (2) | LOGOUT  
IVR Widget

MY WORK PRODUCTS RESOURCE CENTER

CUSTOMER SESSIONS  
John Smith | SESSION 2 | SESSION 3 | SESSION 4

CUSTOMER INFORMATION

**John Smith** Close Session  
 Address: 100, Northern Drive, State: VA, Phone # Type: Mobile, Email: John.Smith@xyz.com  
 City: Roseville, Zip: 10101, Phone #: XXX-XXX-XXXX, TIN/SSN : XXX-XX-XXXX Edit Customer Profile

MESSAGES  
[Update Phone Number](#)  
[Confirm Email Address](#)  
[Update Address](#)

CUSTOMER PORTFOLIO

ACCOUNT NAME	ACCOUNT NUMBER
DDA Account 1	XXXXXXXXXX
CD1	XXXXXXXXXX
CD2	XXXXXXXXXX
Credit Card1	XXXXXXXXXX
Credit Card2	XXXXXXXXXX
Auto Loan	XXXXXXXXXX

LOAN APPLICATION

[Apply for an Auto Loan](#)  
[Apply for a Consumer Loan](#)  
[Apply for a Credit Card](#)  
[Apply Home Equity Loan](#)

EVENT HISTORY

TARGETED ACTIONS

PRIORITY	OFFER	INCENTIVE	STATUS	CHANNEL	EXP DATE
	<b>Offer: Use Online Bill Pay</b> Priority: <b>Mandatory Action</b> Incentive Requirements : Must complete 2 Bill Pay transactions by 06/01/11 Advertisement Related to this Offer : <a href="#">www.CapitalOne.com/BillPay/Promo</a>				
Mandatory	Overdraft Protection	\$25	Deferred	Call Center	YYYY/MM
2	Meet with an FA	\$50	Accepted	Branch	YYYY/MM
3	Simple Savings Incentive	\$30	Accepted	Email	YYYY/MM
4	Direct Deposit Information	\$25	Deferred	Email	YYYY/MM
5	Increase Debit Card Usage	\$40	Rejected	Call Center	YYYY/MM

Capital One Bank MY PERFORMANCE | ALERTS (2) | LOGOUT  
IVR Widget

MY WORK PRODUCTS RESOURCE CENTER

CUSTOMER SESSIONS  
John Smith | SESSION 2 | SESSION 3 | SESSION 4

CUSTOMER INFORMATION

**John Smith** Close Session  
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 City: Roseville, Zip: 10101, Phone #: XXX-XXX-XXXX, TIN/SSN : XXX-XX-XXXX Edit Customer Profile

MESSAGES  
[Update Phone Number](#)  
[Confirm Email Address](#)  
[Update Address](#)

CUSTOMER PORTFOLIO

ACCOUNT NAME	ACCOUNT NUMBER	SERVICES
CD1	XXXXXXXXXX	
CD2	XXXXXXXXXX	
DDA Account 1	XXXXXXXXXX	Online Statements (enrolled 1/12/2011) Automatic Payment (enrolled 1/12/2011)
Mortgage1	XXXXXXXXXX	
Credit Card1	XXXXXXXXXX	
Auto Loan	XXXXXXXXXX	

LOAN APPLICATION

[Apply for an Auto Loan](#)  
[Apply for a Consumer Loan](#)  
[Apply for a Credit Card](#)  
[Apply Home Equity Loan](#)

EVENT HISTORY

TARGETED ACTIONS

PRIORITY	OFFER	INCENTIVE	STATUS	CHANNEL	EXP DATE	PROMO CODE	LOB
Mandatory	Overdraft Protection	\$25	Deferred	Call Center	YYYY/MM/DD		Consumer
2	Meet with an FA	\$50	Accepted	Branch	YYYY/MM/DD		Consumer
3	Simple Savings Incentive	\$30	Accepted	Email	YYYY/MM/DD		Consumer
4	Direct Deposit Information	\$25	Deferred	Email	YYYY/MM/DD		Consumer
5	Increase Debit Card Usage	\$40	Rejected	Call Center	YYYY/MM/DD		Consumer

Capital One Bank MY PERFORMANCE | ALERTS (2) | LOGOUT  
IVR Widget

MY WORK PRODUCTS RESOURCE CENTER

CUSTOMER SESSIONS  
John Smith | SESSION 2 | SESSION 3 | SESSION 4

CUSTOMER INFORMATION

**John Smith** Close Session  
 Address: 100, Northern Drive, State: VA, Phone # Type: Mobile, Email: John.Smith@xyz.com  
 City: Roseville, Zip: 10101, Phone #: XXX-XXX-XXXX, TIN/SSN : XXX-XX-XXXX Edit Customer Profile

MESSAGES  
[Update Phone Number](#)  
[Confirm Email Address](#)  
[Update Address](#)

CUSTOMER PORTFOLIO

ACCOUNT NAME	ACCOUNT NUMBER	SERVICES
CD1	XXXXXXXXXX	
CD2	XXXXXXXXXX	
DDA Account 1	XXXXXXXXXX	<b>Debit Card (enrolled 1/12/2011)</b> <b>Direct Deposit (enrolled 1/15/2011)</b> <b>Overdraft Protection (enrolled 1/15/2011)</b> <b>Bill Pay (enrolled 1/17/2011)</b>
Mortgage1	XXXXXXXXXX	
Credit Card1	XXXXXXXXXX	
Auto Loan	XXXXXXXXXX	

LOAN APPLICATION

[Apply for an Auto Loan](#)  
[Apply for a Consumer Loan](#)  
[Apply for a Credit Card](#)  
[Apply Home Equity Loan](#)

EVENT HISTORY

TARGETED ACTIONS

PRIORITY	OFFER	INCENTIVE	STATUS	CHANNEL	EXP DATE	PROMO CODE	LOB
Mandatory	Overdraft Protection	\$25	Deferred	Call Center	YYYY/MM/DD		Consumer <a href="#">More</a>
2	Meet with an FA	\$50	Accepted	Branch	YYYY/MM/DD		Consumer <a href="#">More</a>
3	Simple Savings Incentive	\$30	Accepted	Email	YYYY/MM/DD		Consumer <a href="#">More</a>
4	Direct Deposit Information	\$25	Deferred	Email	YYYY/MM/DD		Consumer <a href="#">More</a>
5	Increase Debit Card Usage	\$40	Rejected	Call Center	YYYY/MM/DD		Consumer <a href="#">More</a>

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**Project:** Websites, Portals, Intranet web Applications –

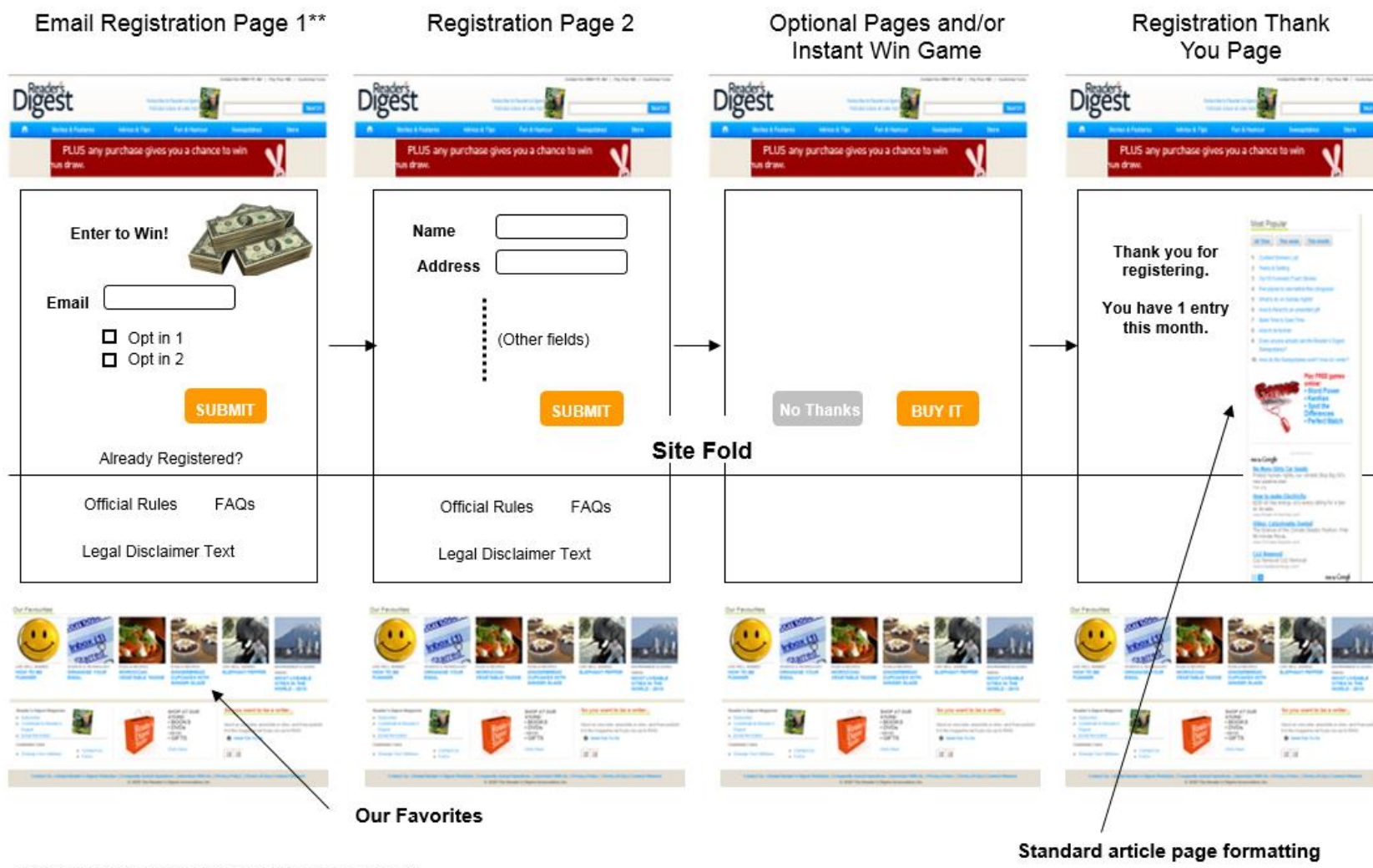
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(Recipe Management System) application | Content E-Library app

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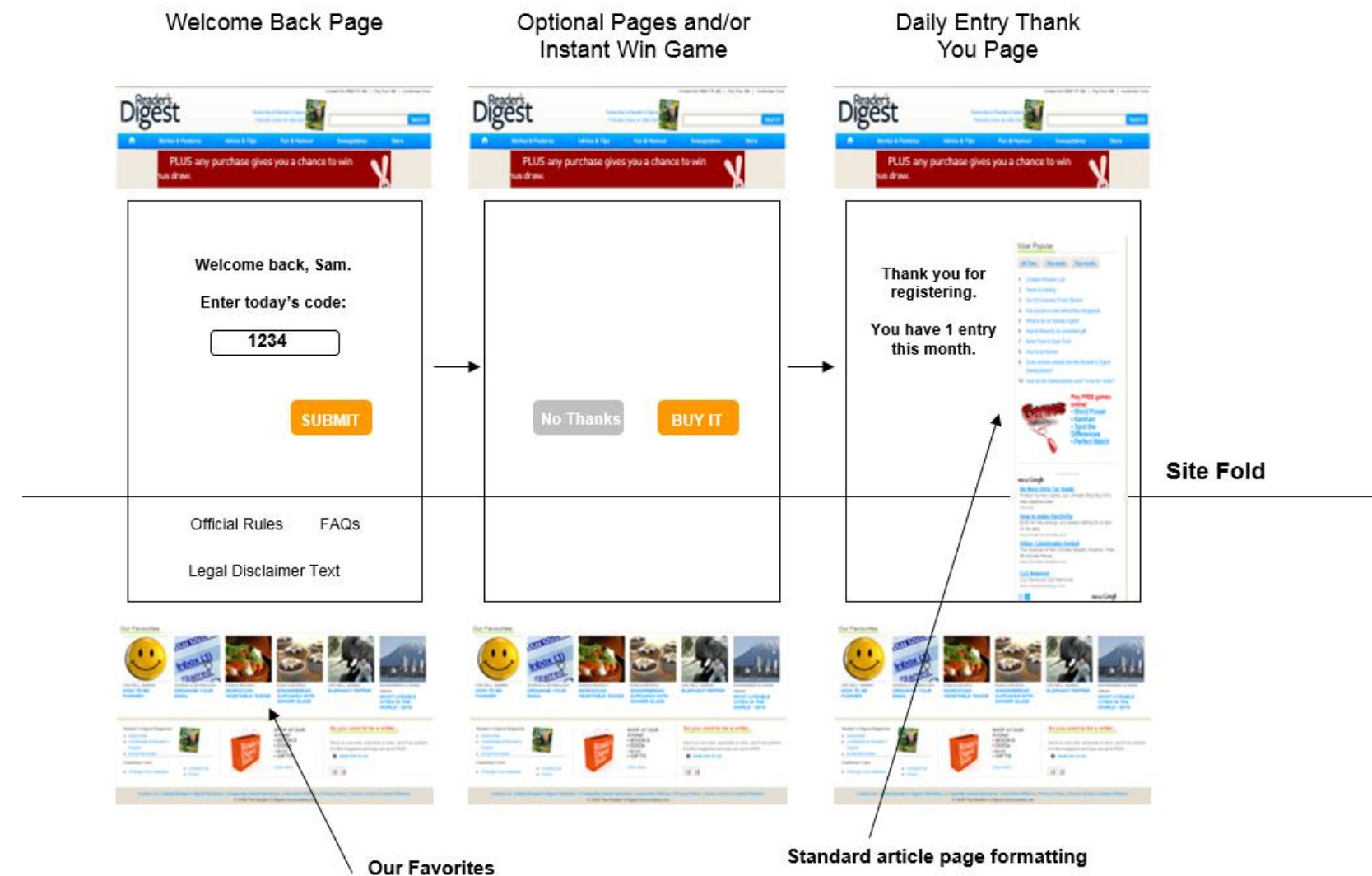
## Registration



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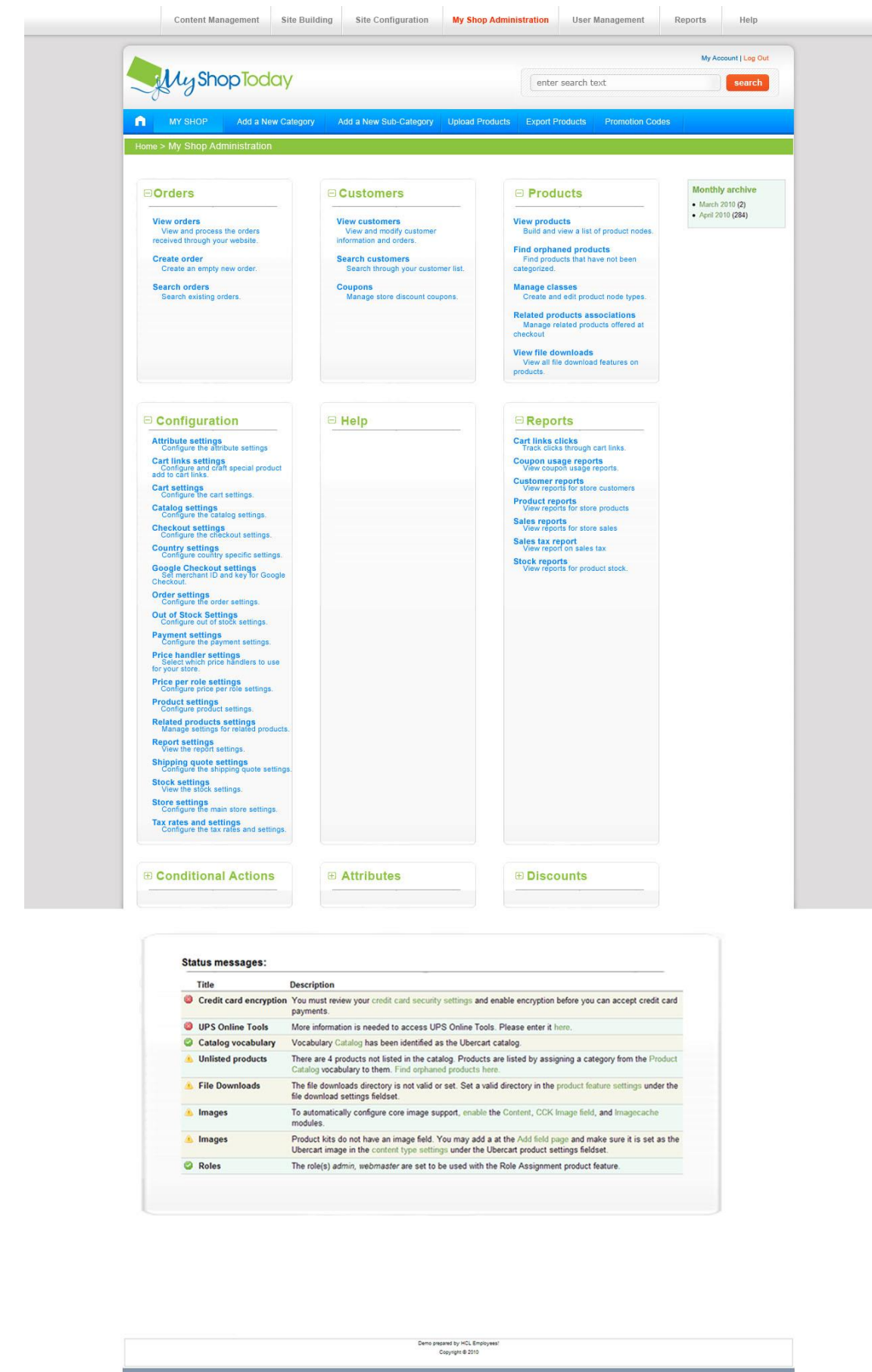
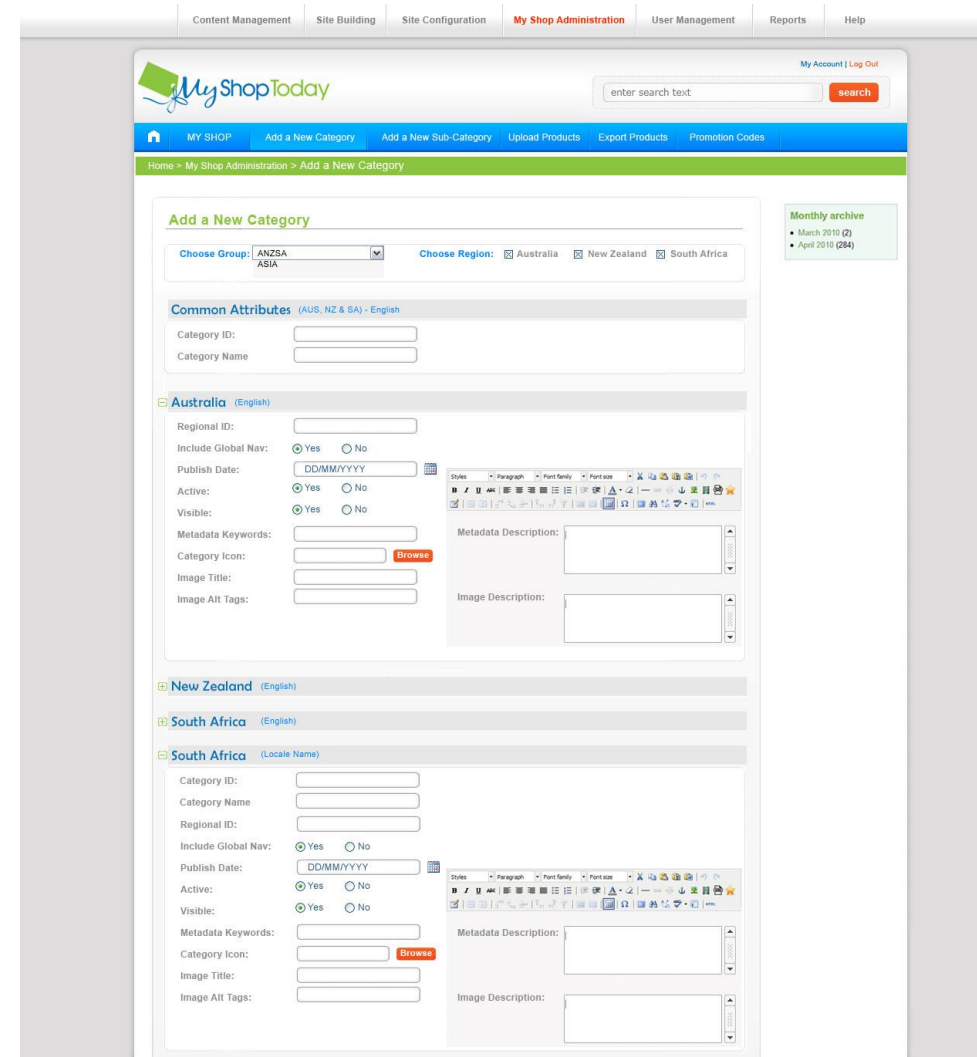
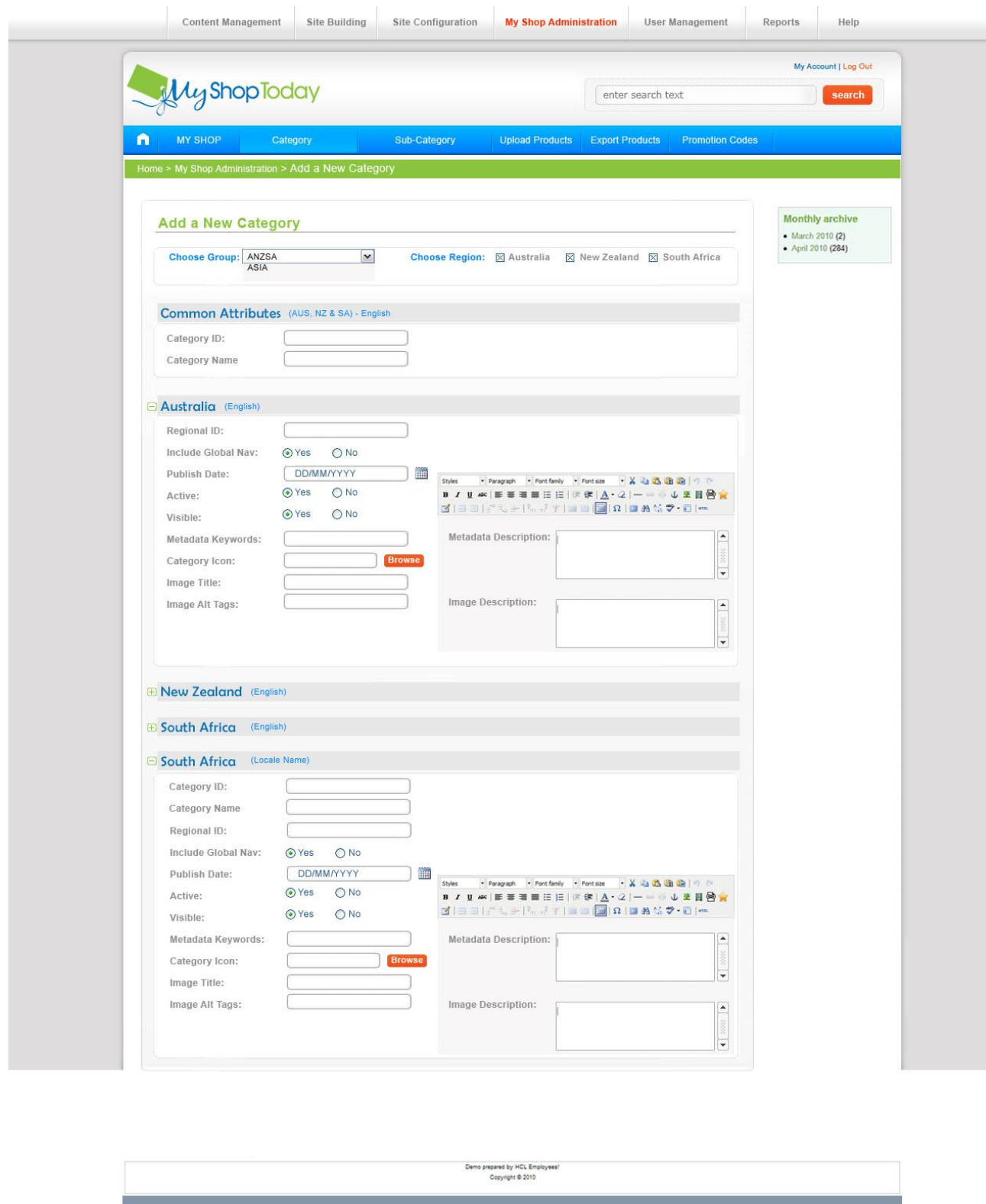
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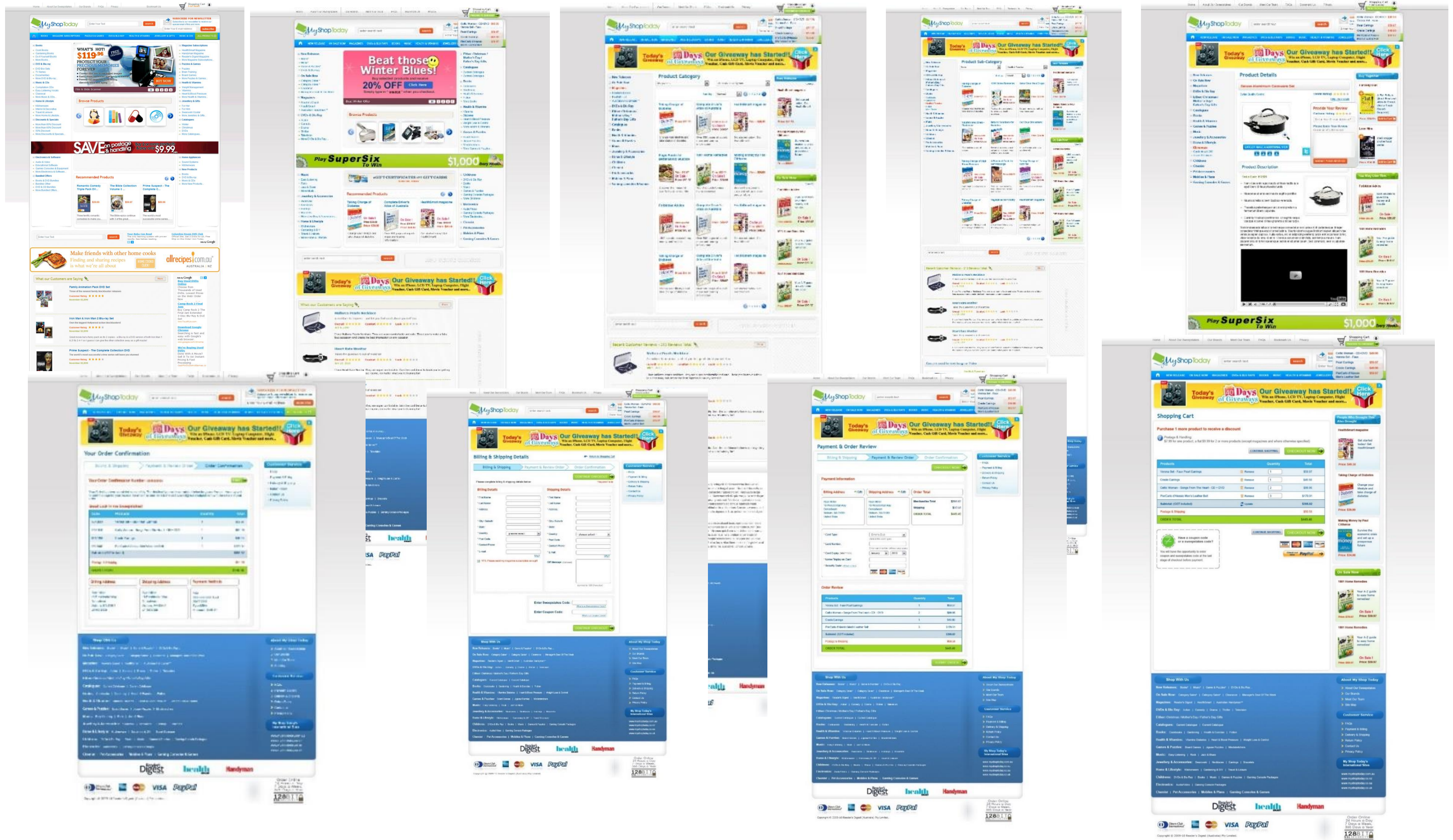
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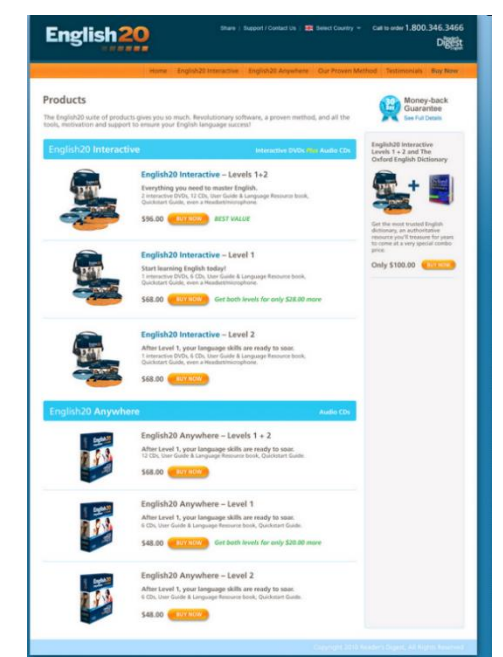
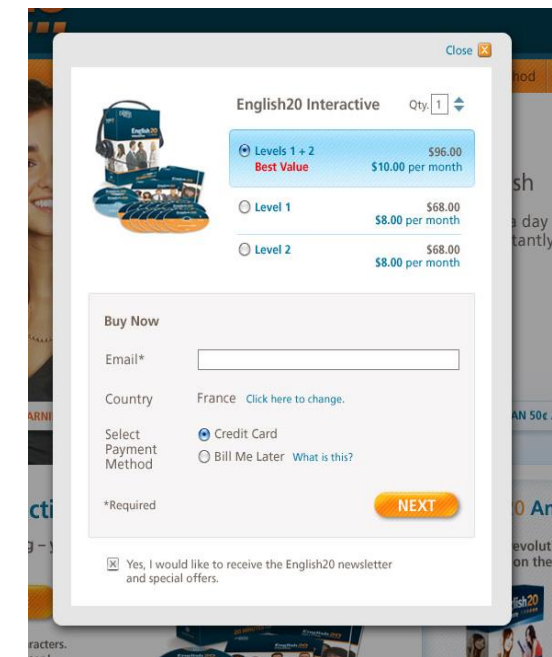
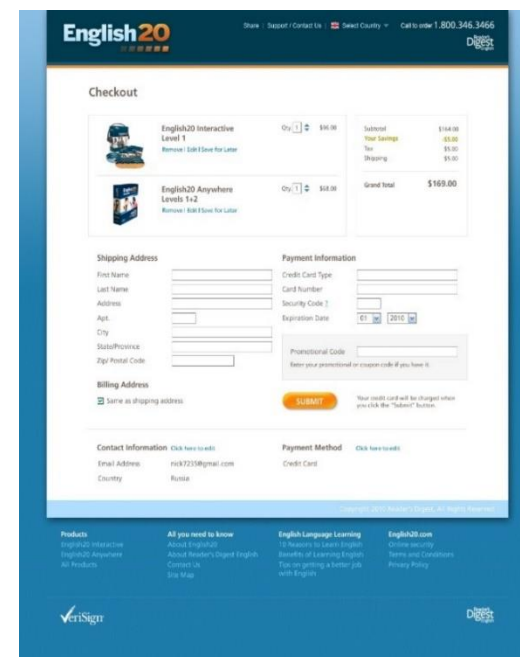
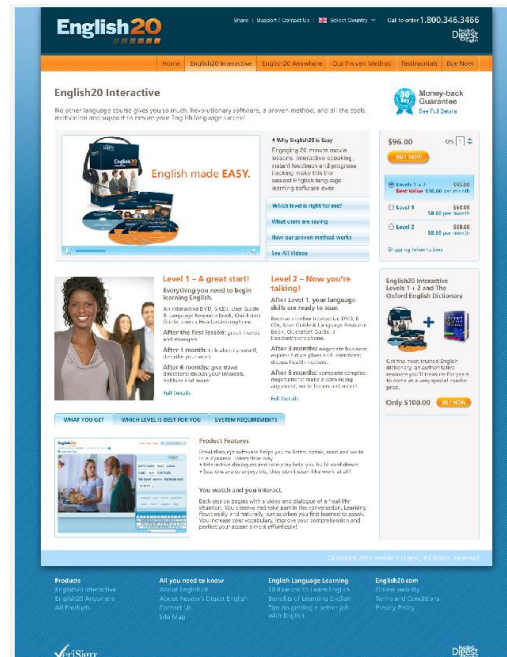


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- System Requirements**
- Windows, 1GHz Intel Pentium III processor (or equivalent)
  - Microsoft Windows XP, Windows Vista or Windows 7
  - 384MB of RAM for XP, 1GB for Vista or Windows 7
  - 2GB recommended
  - 8GB of available hard-disk space per level, 16GB for both levels
  - DVD-ROM drive
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  - Headset/microphone (included in box)
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City: Riga  
State/Province: Riga  
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### Billing Address

Country: Latvia  
First Name: Lamar  
Last Name: Hanzel  
Address: 2352 Rue Floret  
City: Riga  
State/Province: Riga  
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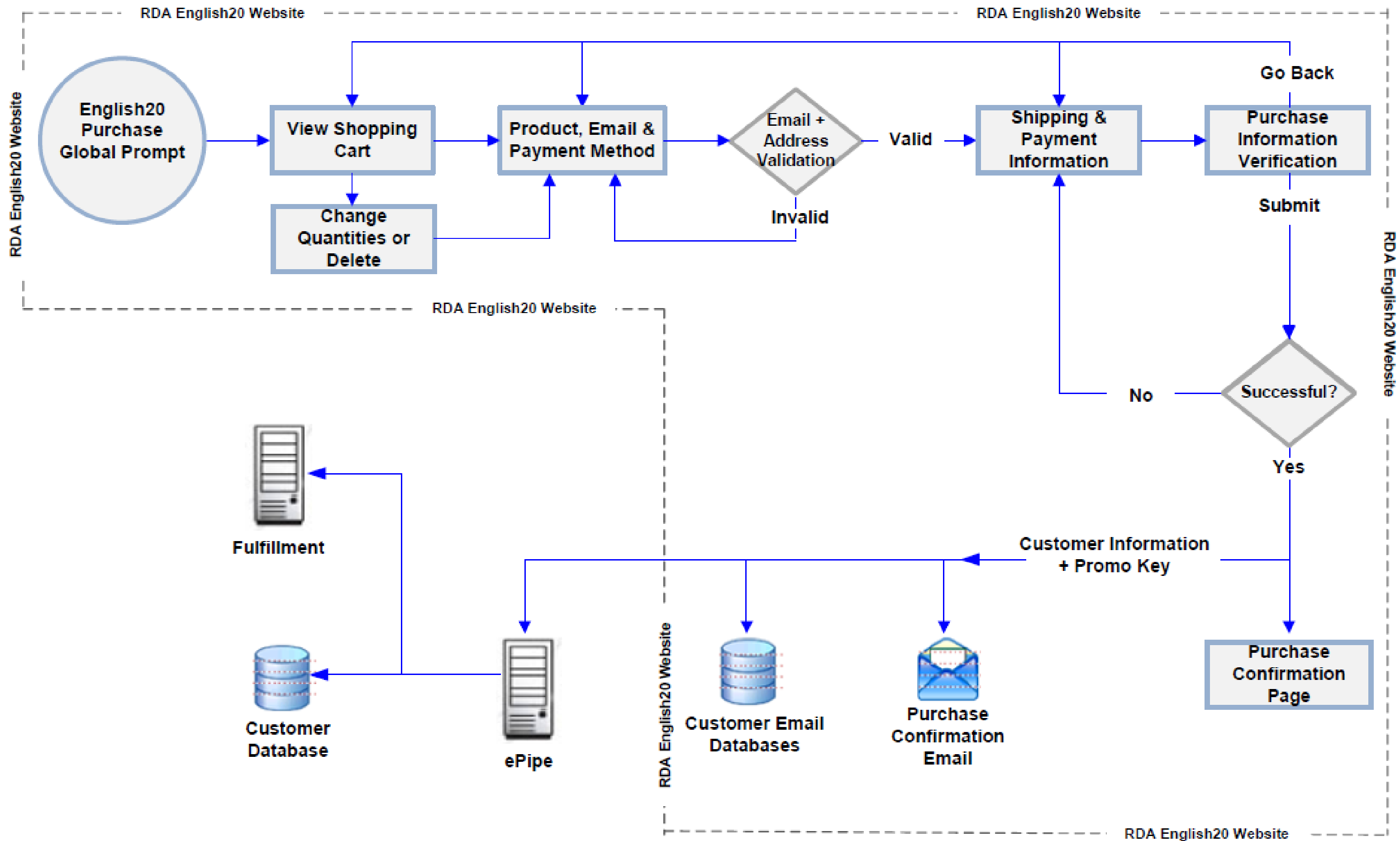
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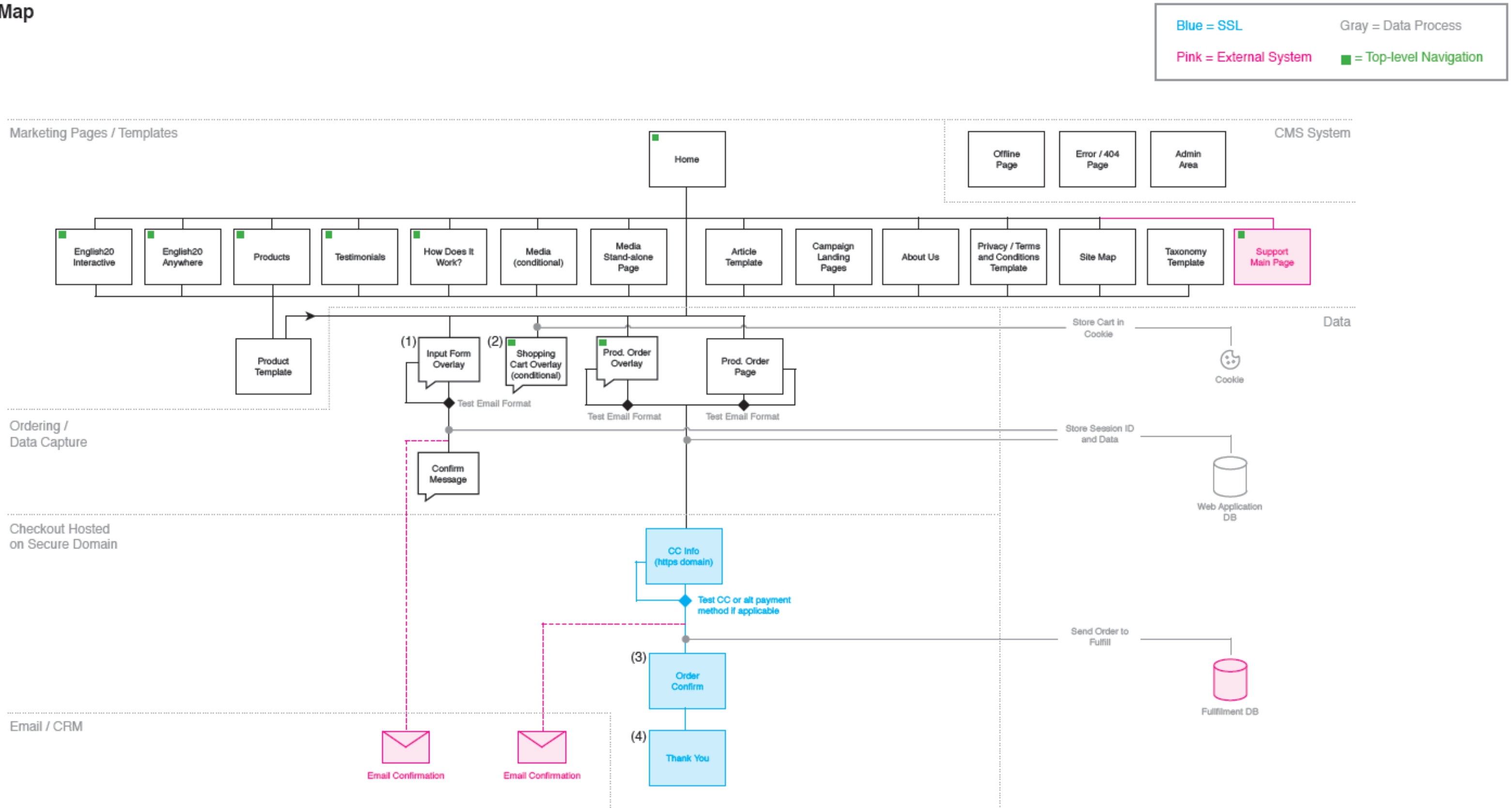
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## English20 Site Map



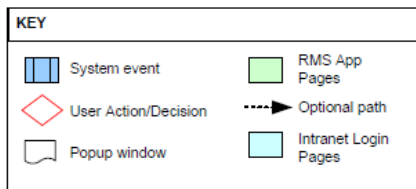
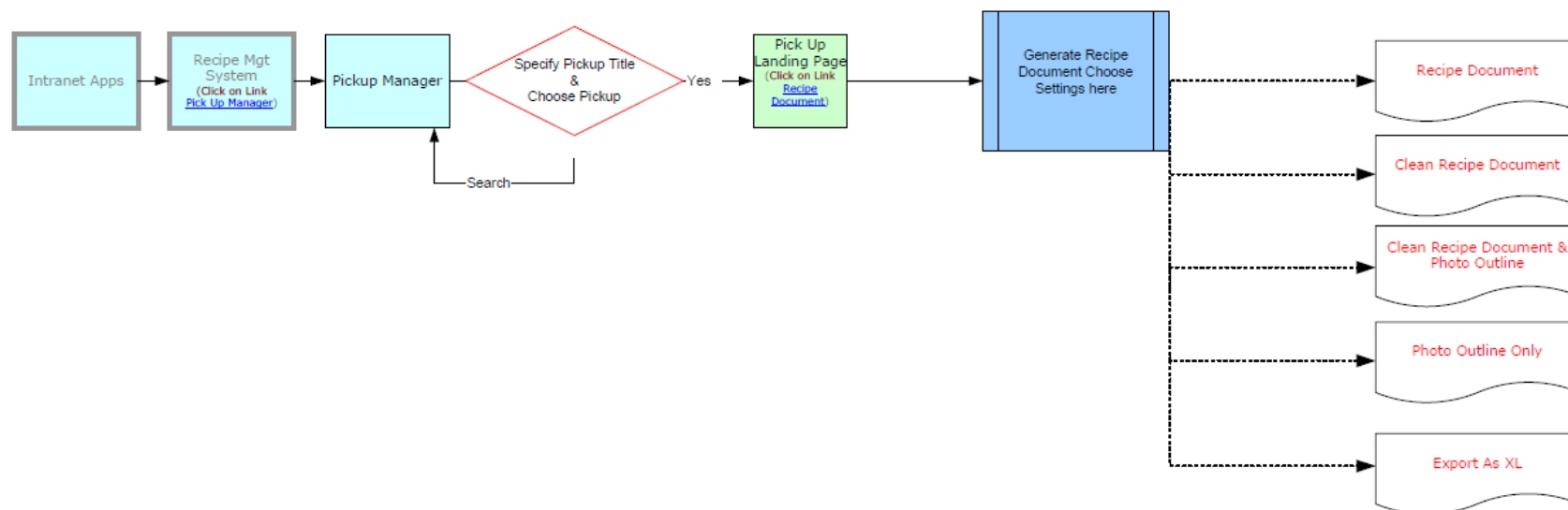
### Notes:

(1) The Input Form Overlay supports multiple forms for data collection. Overlay display may be triggered by a script or by user input. The CMS supplies form content and limited editing features as defined in the TRD.

Upsell messages may be displayed in the Shopping Cart (2), on the Order Confirmation screen (3) and on the Thank You page (4). Rules for message display are defined by a business rules engine.

# Readers Digest – RMS (Recipe Management System) application – Site Map, Annotated Wireframes

## RMS - Pick Up Manager (Indesign) Site Map



Intranet Applications for "User"

Area	Description	Level		
885	Find Word List	Admin		
	Find Email New Screenname	Admin		
	Find Email New Screenname	User		
	Member Mobile Search	Edit		
	Message Board	Admin		
	Message Board	Edit		
Discussion	MS Spill Site Visitor Press (Per Available)	Admin		
	MS Spill Site Visitor Press (Per Available)	View		
	MS Spill Site Available	Admin		
	MS Spill Site Available	View		
	Autonomous Log	View		
	Autonomous Log	View		
News/Calendar	815	DEFAULT		
	Time Tracker	Default		
	Web Entry Log Viewer	Admin		
	Web Entry Log Viewer	View		
	Web Tracker (Dot Available)	View		
	Friends	Order Print Jobs	Other	
		Recipe Mgt System	Code Tables	Admin
			Code Tables -- Contributors	Edit
			Code Tables -- Features	Edit
			Code Tables -- Pickup Publications	Edit
Code Tables -- Pickup Titles			Edit	
Find Recipes With and Without Photos			Default	
Perform Nutritional Analysis			Admin	
Pickup Manager			Admin	
Recipe Finder			Admin	
Schedule Grocery List	Admin			
Security	Secure Connect on In Home Server Publications	Default		
Site Content Management	Data Content Management - Scheduled Log	Admin		
	Data Content Management - Daily & Biweekly	Admin		

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Recipe Mgt System	Code Tables	Admin
	<a href="#">Code Tables -- Contributors</a>	<a href="#">Edit</a>
	<a href="#">Code Tables -- Features</a>	<a href="#">Edit</a>
	<a href="#">Code Tables -- Pickup Publications</a>	<a href="#">Edit</a>
	<a href="#">Code Tables -- Pickup Titles</a>	<a href="#">Edit</a>
	<a href="#">Find Recipes With and Without Photos</a>	<a href="#">Default</a>
	<a href="#">Perform Nutritional Analysis</a>	<a href="#">Admin</a>
	<a href="#">Pickup Manager</a>	<a href="#">Admin</a>
	<a href="#">Recipe Finder</a>	<a href="#">Admin</a>
	<a href="#">Schedule Grocery List</a>	<a href="#">Admin</a>

Pickup Manager - Taste of Home February/March 2010 Magazine 2/1/2010

Generate Recipe Document

Feature (Number of Recipes) All

- Appetizers and Snacks (3)
- Casual Entertaining (3)
- Contest (12)
- Cooks Who Care (1)
- Editor's Meals (4)
- Feature 1-TOH (2)
- Feature 2-TOH (6)
- Feature 3-TOH (3)
- Great Find/Road Trip (1)
- Healthy Choices (2)
- Kids (1)
- Kitchen Tour (1)
- Menu Saver (3)
- Mom's Best Meal (4)
- Party of Two (2)
- Podleski Sisters (2)
- Potluck (2)
- Quick Fix (6)
- Special Occasion (1)
- Spice Rack (1)
- Technique (1)
- Web Only-Pickup (1)
- Web-2 servings (5)

Recipe Docs

To be Photographed Only

Add Romance Copy

Document Formatting:

PageBreak-Header by Feature

PageBreak-Header by Recipe

Tabs

Generate Document

- Annotations
- RMS Pickup Manager (Indesign) - Generate Recipe Document Landing page.**  
How to navigate to this page: This is an existing "Generate Recipe Document landing Page" in Pickup Manager App. User is brought to this page, when user clicked on the "Recipe Document" link on the previous page.
  - Task to be performed on this page:**  
User will have to change the default existing settings on this page in order to generate a recipe document as seen in the following pages.
  - Header**  
There is no header on this page. Hence there is no changes to this section on this page.
  - Page Contents**  
There will be changes to the content and the body of this page as seen on "RecipeDocumentSettings-New" page.
  - What user does here:**  
Here on this page the user chooses to change or select the existing default settings to a specific one to generate a XL spread sheet.
  - Footer**  
There is no footer on this page. Hence there is no changes to this section on this page.

Recipe #45355: Black Bean Taco Pizza

Revisions(4) Attachments(6) Search Categories(6) Cooking Tips(2)  
PickUps(1) Tests(1) Related Recipes(0)

Recipe Header EDIT Test Record Summary

Recipe Type: RDA Milwaukee

ID: 45355 Modified Title: Black Bean Taco Pizza

Based on(ID): Original Title: Black Bean Taco Pizza

Contributor: Nelson, Sherie - 214 Isanti St. - Duluth, MN 55803

PickUp Allowed:  Yes  No Recipe for Sponsor:  Yes  No Photo Attachment?: Yes

Prep Time: 0 hrs 25 min Cook Time: 0 hrs 10 min Total Time: 35 minute(s)

Printable Time Callout: Prep: 25 min. Bake: 10 min. Once Ungated: False

Serving Quantity: 6 - 6 One Serving Quantity / Unit of Measure: 1 slice

Number of Ingredients: 9

Maintained: abozewi 2/12/2009 8:12:36 AM  
Added: krmarti 1/26/2009 11:51:22 AM

Save Changes Cancel

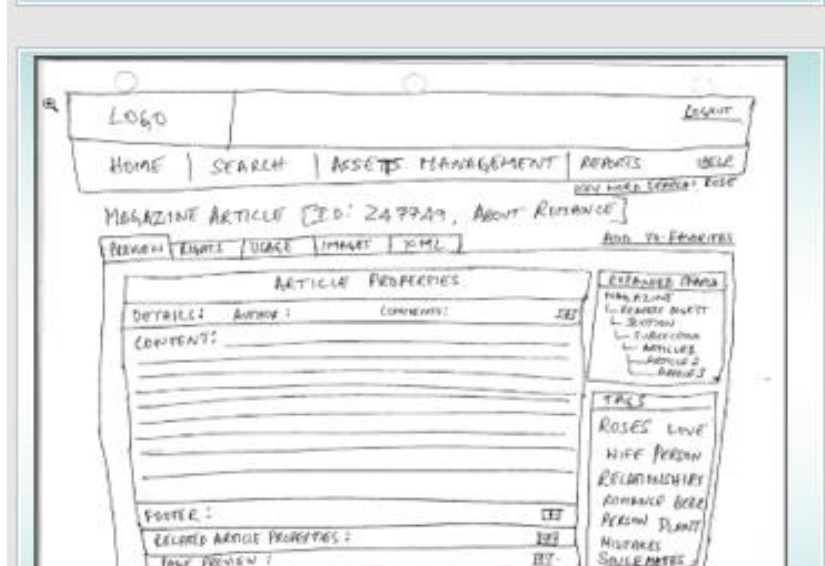
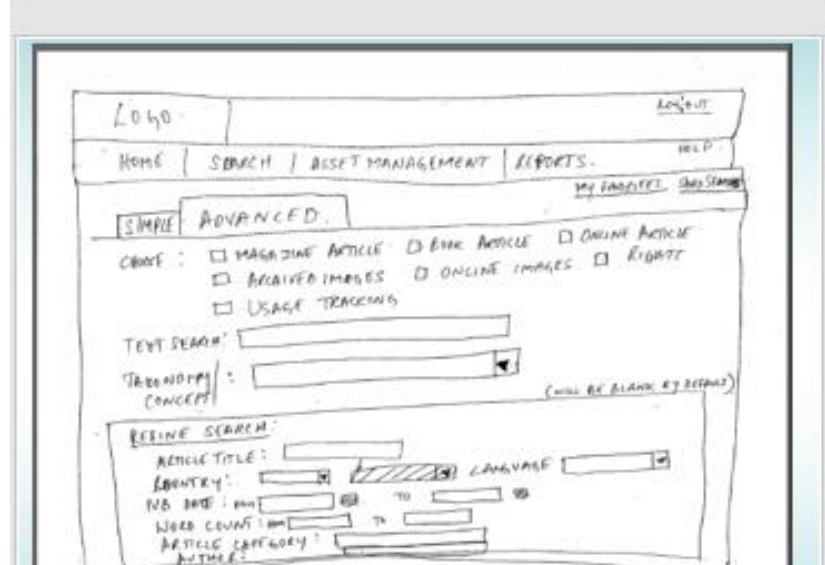
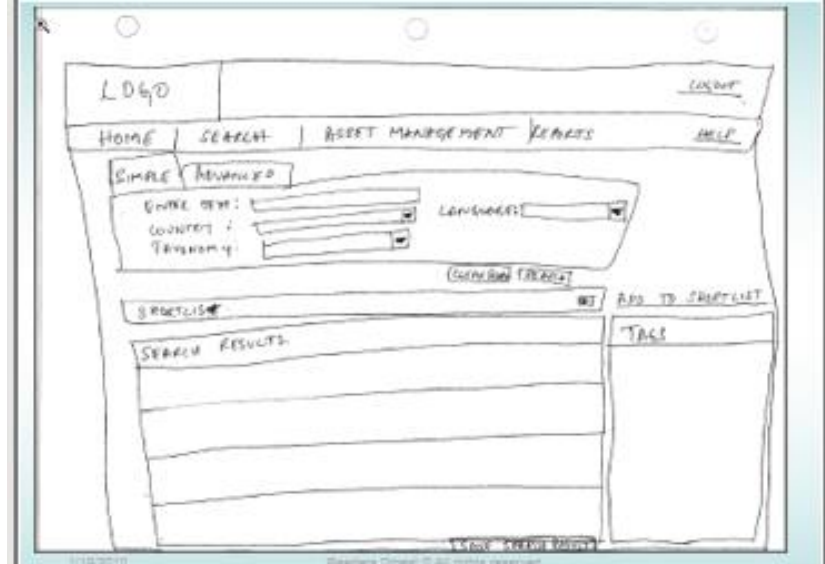
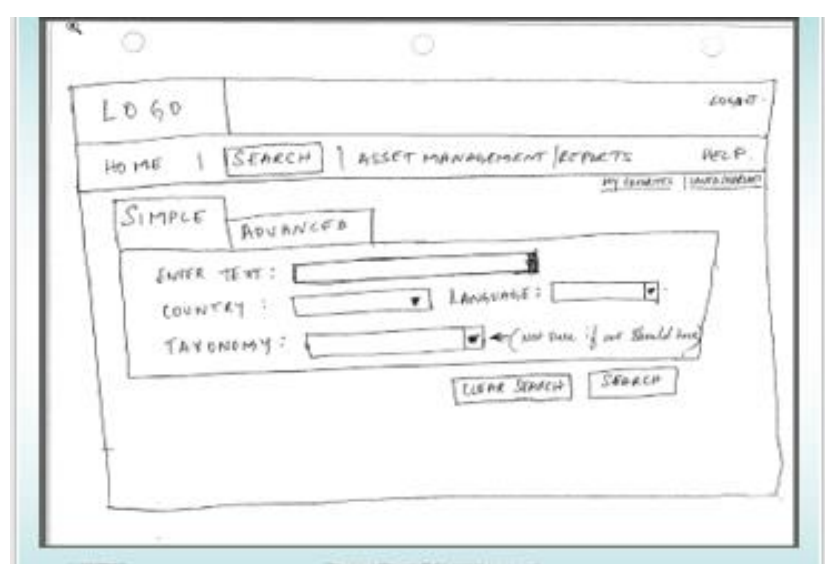
# Readers Digest - Content E-Library app - Mockups

The image displays ten mockups of the RDA's Content eLibrary app interface, arranged in a grid. The app features a consistent design with a blue header and navigation bar. The main content area is divided into sections for search, results, and content management. The bottom of the app shows a 'Tag Cloud' with terms like 'American Books', 'Golf Health Food', 'Cooking Fun Party', 'Coffee Cake', 'Entertainment', and 'Outdoor Fitness Style'.

The mockups show various screens:

- Advanced Search:** A screen with a search bar and filters for 'Books', 'Magazines', 'Online', 'Archived', 'Images', 'Rights', and 'Usage Tracking'. It includes a 'Refine Search' section with fields for 'Name of the Magazine', 'View By', 'Pub Date', 'Word Count', and 'Content Source'.
- Simple Search - Results:** A screen showing search results for 'Cooking and Natural Health'. It includes a 'Search Results' section with a 'View By' dropdown and a 'Tag Cloud'.
- Edit Content in Basket:** A screen for editing content in the basket, showing a 'Preview' section with a 'WYSIWYG' editor and a 'Properties' section with fields for 'Product', 'Code', 'Source', 'Author or Editor', 'Contributor', 'Country', 'Language', 'Pub Date', and 'Comments'.
- Browse By:** A screen showing a grid of book covers and titles, with a 'Browse By Category' dropdown and a 'View By' dropdown.
- Search Results - Preview Details:** A screen showing detailed information for a book, including 'Name of the Book', 'Code', 'Source', 'Pub Date', 'Word Count', and 'Description'.
- Expanded Search:** A screen showing a list of search results with a 'Name of the Book' field and a 'Description' field.
- Save Search:** A screen showing a list of saved searches with a 'Search Term' field and a 'View By' dropdown.
- Dashboard view:** A screen showing a 'My Favorites' section and a 'Browse By Category' section.
- Search Results - Tag Cloud:** A screen showing a 'Tag Cloud' with terms like 'American Books', 'Golf Health Food', 'Cooking Fun Party', 'Coffee Cake', 'Entertainment', and 'Outdoor Fitness Style'.
- Search Results - Product Details:** A screen showing detailed information for a product, including 'Name of the Book', 'Code', 'Source', 'Pub Date', 'Word Count', and 'Description'.

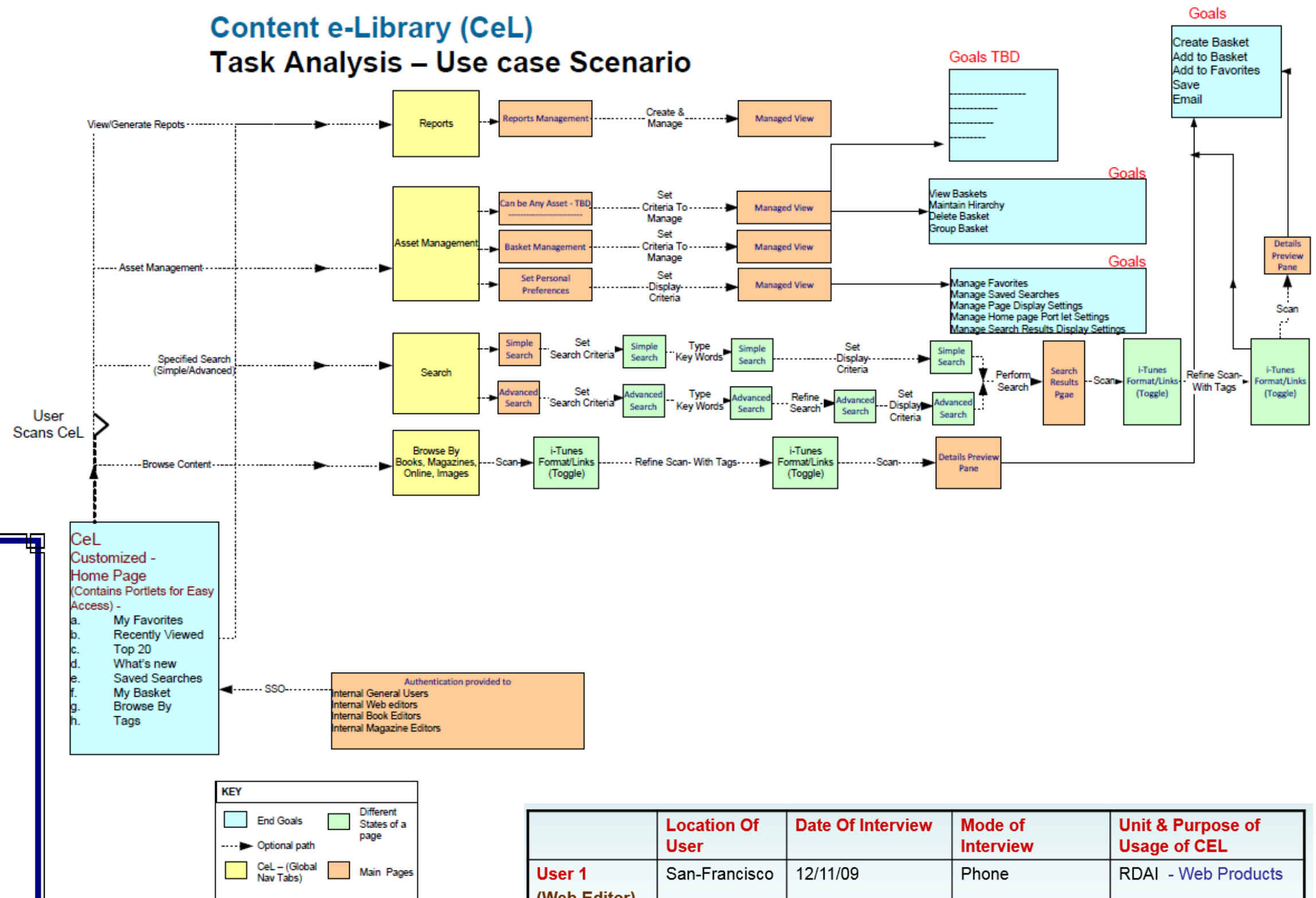
# Readers Digest – Content E-Library app – Storyboards



# Readers Digest – Content E-Library app – Heuristic Evaluation, Task Analysis, User Surveys, User Inquires

<b>Heuristic Name</b>	<b>Observation – Content e- Library</b>
<b>Guidelines</b>	Application does not conform to the standards and guidelines of Usability and User Experience.
<b>Aesthetics</b>	Very minimal attention has been paid towards Aesthetic. Lacks "Brand identity", color of fonts, typography and consistency of design is also missing.
<b>Layout &amp; User Controls</b>	Layout is not very appealing and usable, the system appears to be more of a random document repository verses inclining towards the feel of a Library, where documents can be retrieved with ease/intuitiveness and memory.
<b>Memory &amp; Recognition</b>	The application is not intuitive, it lacks the flow, which would make the user know where they exited and how to return back to the page, and which data can be found where. This makes it more difficult as the system lacks an intuitive Search functionality, and precise/concise search results.
<b>Navigation &amp; Content</b>	Definitely a need for improvement. Grouping and chunking of content is completely missing. Data has to be more organized and streamlined. The application has to have a new navigation system and with content more descriptive pertaining to the sections, rather than just links and no content e.g. (Homepage).
<b>Standards and Consistency Terminology &amp; Language</b>	Lacks consistency. Branding does not conform to RD standards. (Not sure if its intentional, or lack of app features) A few sections like Taxonomy, Expanded Search text Mining, need more explanation, as they are not self explanatory. This make it difficult for the user to understand and a few users pass using this functionality
<b>User Assistance / Help</b>	Ability for user to rely on help documentation is missing; though there is a good video.
<b>Workflow &amp; User controls</b>	Does not exist, the system requires one especially after the search to work on the content while adding and working within a Basket.
<b>Efficiency &amp; Flexibility</b>	System is quite flexible in terms of usage, as every page can be exited easily by navigating to another. Application is efficient w.r.t UI
<b>Visibility/Legibility</b>	Fairly good, as the user/System interaction is very minimal, the app is slow.
<b>Error Prevention &amp; Recover</b>	Does not really apply to the app.

## Content e-Library (CeL) Task Analysis – Use case Scenario



3/4/2010

User 17

<b>Response Type:</b> Normal Response	<b>Collector:</b> User Survey on the Content eLibrary (Web Link)
<b>Custom Value:</b> empty	<b>IP Address:</b> 195.167.217.18
<b>Response Started:</b> Fri, Feb 19, 2010 2:22:14 AM	<b>Response Modified:</b> Fri, Feb 19, 2010 2:24:43 AM

Suzanne Koranyi-Esser  
Editorial Books, Germany

c. Monthly  
c. Find specific content from a printed product for re-use

a. A more simplified search  
c. Being able to save a search  
f. More speed

c. I use an Export from the Content eLibrary

a. Yes, I edit them

b. Yes, I published after checking the rights

CeL  
Customized -  
Home Page  
(Contains Portlets for Easy  
Access) -  
a. My Favorites  
b. Recently Viewed  
c. Top 20  
d. What's new  
e. Saved Searches  
f. My Basket  
g. Browse By  
h. Tags

Authentication provided to  
Internal General Users  
Internal Web editors  
Internal Book Editors  
Internal Magazine Editors

	Location Of User	Date Of Interview	Mode of Interview	Unit & Purpose of Usage of CEL
<b>User 1 (Web Editor)</b>	San-Francisco	12/11/09	Phone	RDAI - Web Products
<b>User 2 (Editor)</b>	Milwaukee	12/16/09	Phone & In-Person	Food/Fitness and Entertaining Division - Print Products
<b>User 3 (Web Editor)</b>	Pleasantville	12/16/09	Phone	RD.com - Web Products
<b>User 4 (Web Editor)</b>	UK - London	1/12/10	Phone	Digital Online E-com Marketing - Online Web E-com Products



# Readers Digest – <http://www.rachaelraymag.com>

## – Weekly Menu Planner - Mockups

IMPROVED FRESHNESS. NOW MORE LOADS. TIDE PLUS FEBREZE FRESHNESS.

February 19, 2010

Hi there! Sign In | New here? Join Us

RECIPES | EASY ENTERTAINING | HOW-TO + VIDEO | EVERY DAY LIVING

popular searches: mardi gras pancake recipes america's best pizzeria rachael ray real cooks contest! oscar party rach's burgers every day faves wint

Home > Hear from Us > Weekly Menu Planner Widget

### hear from us

#### weekly menu planner widget

Get our Weekly Menu Planner widget

Use our free Every Day widget for instant access on your personal page. You'll also get a portable recipe box to store your favorites and videos featured. Just click the "Grab it" link on the widget at right to get started.

(Still not sure what a widget is? It's a downloadable desktop tool that you can get everything you're looking for in one place.)

www.rachaelraymag.com **Grab it**

09\_WeeklyMF

November 7, 2010 IN THIS ISSUE: Thanksgiving Recipes | Holiday Recipes | Sweepstakes | In the Magazine - See all

EVERYDAY with RACHAEL RAY

Hi there! Sign In | New here? Join Us

RECIPES | PARTY IDEAS | HOW-TO | EVERY DAY LIVING | RACH | TALK | SHOP | HOLIDAY

site search: Search by recipe or keyword

popular searches: pie 30-minute meals turkey recipes stuffing recipes apple cobbler thanksgiving new gluten-free recipes thanksgiving videos sweepstakes

daily bites: 30-Minute Meals, Sweet Treat, Every Day Fave

popular searches: mardi gras pancake recipes america's best pizzeria rachael ray real cooks contest! oscar party rach's burgers every day faves wint

Home > Recipes > Weekly Menu Planner > Vegetable Ribbon Pasta and more!

### recipes

#### vegetable ribbon pasta and more!

What's for dinner tonight? Get a week's worth of meals from one easy-to-follow menu

Easy does it: Before you start cooking, check that you're stocked up on *Every Day* already have most grocery items on hand. And hey, let us come to you. Sign up for our free **Weekly Menu Planner newsletter**, or get our free **Weekly Menu Planner widget** for your personal web page.

#### this week's recipes

S	M	T	W	T	F	S
Bacon-Wrapped Jambalaya-Stuffed Chicken	Georgia Peach Chicken Sandwiches	Creamy Crab and Asparagus Salad	Vegetable Ribbon Pasta	Italian Steak Pinwheels	Buttery Halibut with Smashed Potatoes	White Clam Pizza

what are you in the mood for

popular searches: pie 30-minute meals turkey recipes stuffing, thanksgiving new gluten-free recipes thanksgiving videos sweepstakes

Find it in: Recipes | Easy Entertaining | How To + Video | Every Day

Recipe Index: Breakfast + Brunch Recipes | Lunch Recipes | Dinner Recipes | Salads Recipes | Soups Recipes | Steaks + Stoups Recipes | Drinks Recipes | Pet Friendly Dog Recipes

Every Day people: Join Us | My Stuff | Blogs | Photos | Travel Notes | Forum | Weekly Menu Planner Widget | Newsletters

EVERYDAY with RACHAEL RAY

Hi there! Sign In | New here? Join Us

RECIPES | EASY ENTERTAINING | HOW-TO + VIDEO | EVERY DAY LIVING

popular searches: mardi gras pancake recipes america's best pizzeria rachael ray real cooks contest! oscar party rach's burgers every day faves wint

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7 DAYS DINNERS

YOUR GROCERY SHOPPING LIST

TO SHOP

- PRODUCE
  - 1 orange
  - 1 pineapple
  - 1 avocado
  - 1 pint grape tomatoes
  - 1 bunch broccoli
  - 2 lb asparagus
  - One 16-ounce bag coliasian milk
  - 1 bunch scallions
- FISH
  - Four 6- to 8-ounce halibut fillets
- MEAT AND POULTRY
  - Two 1 1/4-pound boneless skinless chicken breasts
  - One 4-pound chicken
  - 2 pork tenderloins
- BAKERY
  - 4 Kaiser rolls
  - 8 dinner rolls
- GROCERY
  - 1 pound frozen cheese tortillas
  - One 16-ounce jar fishbone tomatoes in olive oil
  - Barbecue sauce
  - Hoisin sauce
  - Flour
  - Cojan oil

YOUR EVERY DAY ITEMS

Ingredients below are from the *Every Day* kitchen (rachaelraymag.com/kitchen)

- 2 lemons

ADD ITEM

Add to: Select Grocery Type

Item Name:

Add A Note:

ADD CANCEL

see more Weekly Menu Planner recipes »

# Readers Digest - [www.shoptasteofhome.com](http://www.shoptasteofhome.com) | [www.tasteofhome.com](http://www.tasteofhome.com) - Mockups

Enter our \$30,000.00 Ultimate Kitchen Makeover! See details.

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Enter recipe or keyword Search

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FREE ISSUE of Taste of Home Holiday

Recipes Healthy Community Videos Cooking Schools Contests Cookbooks Magazines Thanksgiving Recipes Help

Sweet Potato Casserole

### Green Bean Casserole

Feeding a crowd? What's better than Campbell's® Green Bean Casserole? It's a crowd favorite!

Brought to you by:  
**Campbell's Kitchen**

Get this recipe...

Butternut Squash Soup  
Pumpkin Cheesecake Bars



**Top Recipe Searches**  
Thanksgiving Recipes Stuffing Recipes  
Appetizers Pie Recipes Chicken Recipes  
Potluck Recipes Pumpkin Recipes  
Cranberry Recipes How to Carve a Turkey  
Sweet Potato Casserole Recipes  
Christmas Recipes Dinner Recipes  
Autumn Recipes Pilgrim Hat Cookies  
Advanced Search Browse Recipes



### Featured Recipes

**Slow Cooker Recipes** Casseroles Pumpkin Recipes Thanksgiving Recipes

**Spaghetti Beef Casserole**  
Fast and delicious, this is a favorite at pre-game meals and sports banquets.  
—Jane Radtke, Griffith, Indiana

**Chicken 'n' Dressing Casserole**  
This is a great way to use leftover chicken or turkey, and it's so easy.  
—Billie Blanton, Kingsport, Tennessee

**More Casserole Recipes**  
• Sweet Potato Praline Swirl  
• Tuna 'n' Pea Casserole  
• Ground Beef Baked Beans  
• Lattice-Topped Turkey Casserole  
• Creamy Spinach Casserole  
• Squash-Apple Bake

Top 10 Casserole Recipes

### Community

Forums Groups Members Blogs Contests

#### Forum Discussions

- Recipes
- Kitchen Chat
- Hints and Tips
- Cooking Techniques
- Holiday Recipes
- Ingredients
- More Topics >>

Looking for the perfect chicken recipe or a recipe for a special occasion or holiday? Check out our Recipes forum section where our members share recipes and ideas. Visit our Recipes forum!

**Need help with a recipe?** Find the answers to all of your cooking and kitchen questions in our Hints and Tips forum section. Friendly members with countless years of experience are just a click away! Visit our Hints and Tips forum!



**FREE Recipe of the Day Newsletter**  
New recipes and fan favorites delivering daily inspiration.

Enter your email address  
**Sign up!**

#### Vote Here!

What do you call it?

- Stuffing
- Dressing

**Vote Now!**

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**2008 Quick Cooking Annual Recipes**  
Over 600 recipes, now only \$10!

**Measuring Glasses (Set of 2)**  
Set of 2, only \$2.99!

**More Sale Items**  
• Holiday Recipes Cookbook  
• Teacup Candle Holder  
• Taste of Home's Quick Fry Electric Skillet  
• Veggie Salt & Pepper Shakers



**tasteofhome**

Taste of Home Family

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Recipe Finder

Recipe Search | Advanced Search | Browse Recipes | Submit a Recipe | Recipe Contests | **FRS** Recipes

Recipe Category Index

Appetizers | Beverages | Bread Recipes | Breakfast Recipes | Chicken Recipes | Winning Recipes | Dinner Recipes | Desserts | Autumn Recipes | Labor Day Recipes | Halloween Recipes | Thanksgiving Recipes | Christmas Recipes | New Year's Recipes | Bake Sale Recipes | Back to School Recipes | Italian Recipes | Potluck Recipes | Diabetic Recipes | Slow Cooker Recipes | Salads | Sandwiches | Side Dish Recipes | Soup Recipes | Vegetarian Recipes | Grilling Recipes | Top 10 Recipes | How to Cook

Healthy Living and Cooking

Recipe Makeovers | Healthy Menus | Special Diet Recipes | Live Well | Healthy Cooking Plus

Community

Forums | Groups | Blogs | Follow us on Facebook | Twitter

My Account

Register | My Page | My Recipe Box | Mail | My Profile | Log In

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shop  
tasteofhome

Order Status | My Account

Welcome, Guest - Login Register

Shopping Cart  
(cart empty)

McAfee  
SECURE  
TESTED 07-NOV

Shop by Category

Best Sellers

New Items

SALE

SEARCH Keyword or Item #

GO



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- ▶ \$19.99 or less
- ▶ \$9.99 or less
- ▶ Calendars

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Email address

**SIGN UP**

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Phone: 1-800-880-3012

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Make every meal a breeze!

This fantastic reference cookbook from the world's #1 cooking magazine is packed with **1,100** can't-miss recipes your family will love.

**Shop now »**

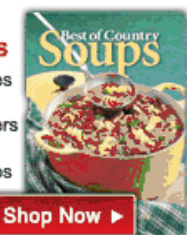


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- 199 no-fuss recipes
- Soups, Chilies, stews and chowders
- Hardcover, 112 pages, color photos

Was \$14.99  
Now **\$7.49**

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500+ family-favorite recipes.

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[Best of Betty Crocker 2011](#)

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# Readers Digest - [www.shoptasteofhome.com](http://www.shoptasteofhome.com) | [www.tasteofhome.com](http://www.tasteofhome.com) - Wireframes

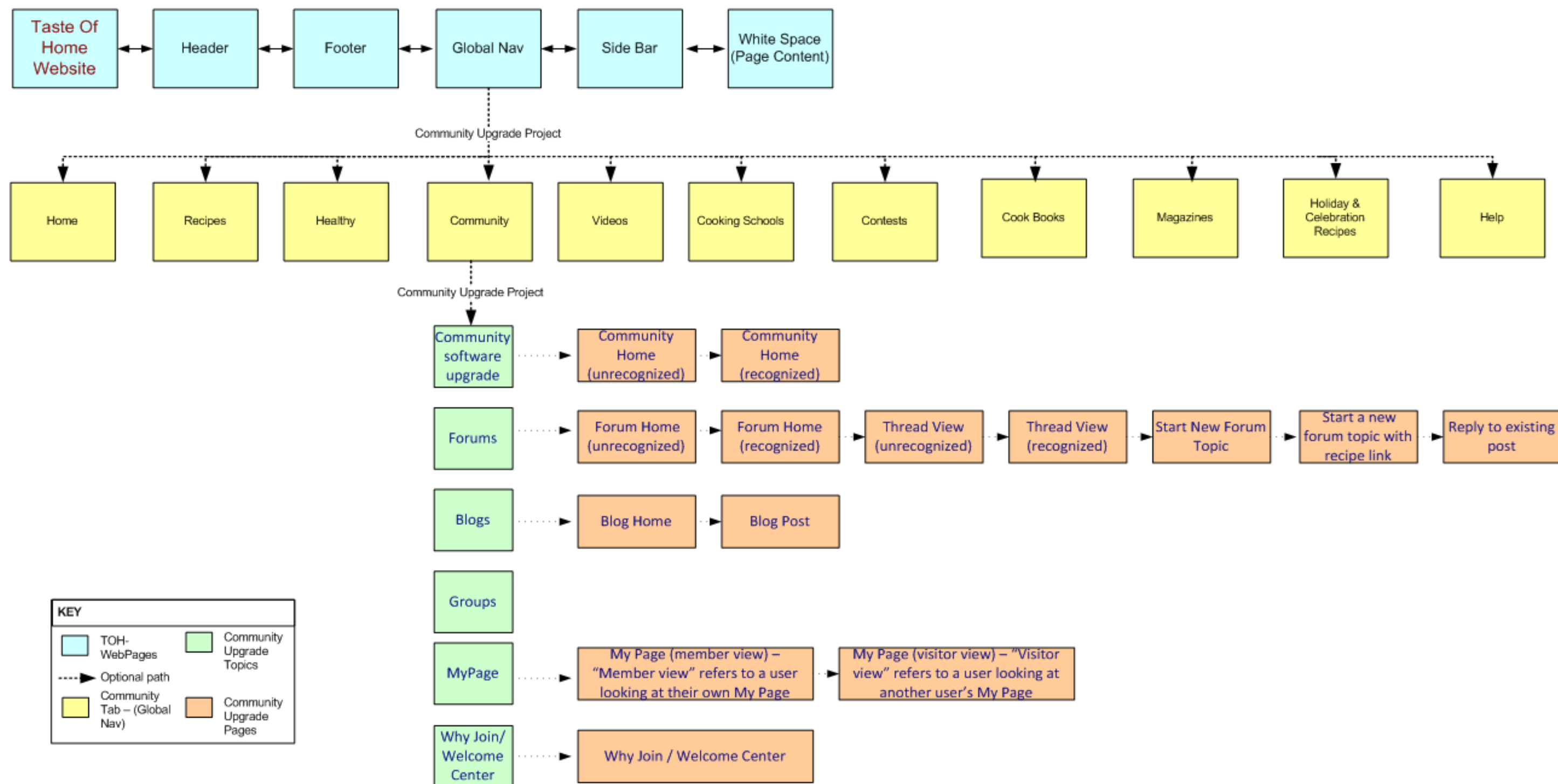
The image displays a grid of wireframes for the Taste of Home website. Each wireframe represents a different page layout, showing the placement of text, images, navigation menus, and interactive elements. The wireframes are arranged in a grid, with some pages overlapping or partially visible. The pages shown include:

- Homepage:** Features a search bar, navigation menu, and various content sections like "Taste of Home Community", "Top Recipe Searches", and "Taste of Home Cooking Forum Discussions".
- User Profile Page:** Shows a user's profile information, including their name, location, and a list of their posts or activity.
- Forum Discussion Page:** Displays a thread of posts with user avatars, timestamps, and reply counts.
- Recipe Page:** Shows a detailed view of a recipe, including the title, ingredients, instructions, and a "Print" button.
- Product Review Page:** Features a section for user reviews and ratings of a specific product.
- Group Page:** Shows information about a community group, including its name, description, and a list of members.
- Search Results Page:** Displays a list of search results with filters and sorting options.
- Footer:** Contains site information, contact details, and a privacy policy link.

The wireframes are designed to illustrate the layout and structure of the website, allowing for the identification of design issues and the optimization of the user experience. The layout is clean and organized, with a clear hierarchy of information and easy-to-use navigation elements.

# Readers Digest – [www.shoptasteofhome.com](http://www.shoptasteofhome.com) | [www.tasteofhome.com](http://www.tasteofhome.com) – Sitemap

## Site Map



# PNC Bank – King Of Prussia, PA

**Project:** ADVISORPORT & Albridge Integration – (Portfolio Management Web App) -

Worked on redesigning/Integration project of ADVISOR port and Albridge applications.

# PNC Bank – ADVISORport & Albridge

## Integration - Mockups

ADVISORport A PNC Company

Welcome Guest Tuesday June 8<sup>th</sup> 2009

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Dashboard My Book Practice Management Operations

Summary Customization 1

Recent Client List

Client	Assets	Actions
Evans, Jonathan	\$594,563	
Gilespe, Patricia	\$936,892	
Investor, Sample MM	\$594,563	
Investor, UMA	\$594,563	
Johnson, Michael	\$594,563	
Epper, Lita	\$594,563	

Current Proposals

Client	Assets	Actions
Evans, Jonathan	\$594,563	
Gilespe, Patricia	\$936,892	
Investor, Sample MM	\$594,563	
Investor, UMA	\$594,563	
Johnson, Michael	\$594,563	
Epper, Lita	\$594,563	

Market Data & News

90,240

My Book Of Business

Assets: \$8,506,940  
 Number Of Clients: 221  
 Number Of Households: 100  
 Number Of Prospects: 28  
 Average Client Assets: \$405,092

Quick Links

- Create a New Contact
- Go To Admin Tools
- Create Portfolio Analysis
- Change My Password
- Go To All Proposals
- Manage Reporting Groups
- Go To Program Information
- Go To On-Demand Reports

Reporting Tools

Select One

- Albridge Central
- Costs DMS
- E-Money
- Morning Star
- More Services...

ADVISORport A PNC Company

Welcome Guest Tuesday June 8<sup>th</sup> 2009

Preferences | Contact Us | Feedback | Logout

Dashboard My Book Practice Management Operations

Summary Customization 2

Recent Client List

Client	ID#	Assets	MTD	QTD	YTD	ITD	Incept	Model Name	Actions
Evans, Jonathan	XXXX-XX-6789	\$521,391	4.93	10.78	7.13	10.78	MM/DD/YYYY	Aggressive Growth Pr	
Gilespe, Patricia	XXXX-XX-6789	\$936,892	N/A	N/A	N/A	N/A	MM/DD/YYYY	Growth Portfolio	
Investor, Sample MM	XXXX-XX-6789	\$594,563	1.96	5.09	4.56	5.09	MM/DD/YYYY	Income Portfolio	
Investor, UMA	XXXX-XX-6789	\$594,563	2.65	6.32	3.36	6.32	MM/DD/YYYY	Growth & Income Por	
Johnson, Michael	XXXX-XX-6789	\$594,563	0.73	1.73	0.83	1.73	MM/DD/YYYY	Growth Portfolio (	
Epper, Lita	XXXX-XX-6789	\$0	N/A	N/A	N/A	N/A	N/A	N/A	
Evans, Jonathan	XXXX-XX-6789	\$0	N/A	N/A	N/A	N/A	N/A	N/A	
Gilespe, Patricia	XXXX-XX-6789	\$0	N/A	N/A	N/A	N/A	N/A	N/A	
Investor, Sample MM	XXXX-XX-6789	\$0	N/A	N/A	N/A	N/A	N/A	N/A	
Investor, UMA	XXXX-XX-6789	\$594,563	3.50	7.92	4.39	7.92	MM/DD/YYYY	Aggressive Growth	
Johnson, Michael	XXXX-XX-6789	\$594,563	0.99	2.50	1.27	2.50	MM/DD/YYYY	Growth (tax sensitive	
Epper, Lita	XXXX-XX-6789	\$594,563	6.03	14.36	7.96	14.36	MM/DD/YYYY	Growth & Income (no	
Johnson, Michael	XXXX-XX-6789	\$594,563	5.15	10.85	7.87	10.85	MM/DD/YYYY	Growth & Income (no	
Epper, Lita	XXXX-XX-6789	\$594,563	1.17	2.63	2.34	2.63	MM/DD/YYYY	Income & Growth (no	
Evans, Jonathan	XXXX-XX-6789	\$0	0.00	0.00	0.00	0.00	MM/DD/YYYY	Income	
			4.29	MM/DD/YYYY				Aggressive Growth	

My Book Of Business

Assets: \$8,506,940  
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- Create a New Contact
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- Go To All Proposals
- Manage Reporting Groups
- Go To Program Information
- Go To On-Demand Reports

Reporting Tools

Select One

- Albridge Central
- Costs DMS
- E-Money
- Morning Star
- More Services...

ADVISORport A PNC Company

Welcome Guest Tuesday June 8<sup>th</sup> 2009

Preferences | Contact Us | Feedback | Logout

Dashboard My Book Practice Management Operations

Client List | Household | Prospects

Client Overview Client Name: Evans, Jonathan Value: \$1,287,324.00 Advisor: John Smith

Number of Accounts: 3 Number of Households: 3

Evans Jonathan

Accounts	Households	Proposals	Statements					
Account Name	Account#	Value\$	MTD In(\$)	MTD Out(\$)	MTD (%)	YTD (%)	Account Open Date	Actions
Evans, Jonathan	XXXX-XX-6789	\$521,391	4.93	10.78	7.13	10.78	MM/DD/YYYY	
Evans, Jonathan	XXXX-XX-6789	\$936,892	N/A	N/A	N/A	N/A	MM/DD/YYYY	
Evans, Jonathan	XXXX-XX-6789	\$594,563	1.96	5.09	4.56	5.09	MM/DD/YYYY	

ADVISORport A PNC Company

Welcome Guest Tuesday June 8<sup>th</sup> 2009

Preferences | Contact Us | Feedback | Logout

Dashboard My Book Practice Management Operations

Client List | Household | Prospects

Client Profile Client Name: Evans Jonathan SSN: XXX-XX-XXXX Age: 39 Date Of Birth: 02/28/1968

Email Name@abc.com Home: XXX-XXX-XXXX Cell: XXX-XXX-XXXX

Address: 760, Moore Road, King of Prussia, PA-19406

Evans Jonathan

Accounts	Households	Proposals	Statements					
Account Name	Account#	Value\$	MTD In(\$)	MTD Out(\$)	MTD (%)	YTD (%)	Account Open Date	Actions
Evans, Jonathan	XXX-XX-6789	\$521,391	4.93	10.78	7.13	10.78	MM/DD/YYYY	
Evans, Jonathan	XXX-XX-6789	\$936,892	N/A	N/A	N/A	N/A	MM/DD/YYYY	
Evans, Jonathan	XXX-XX-6789	\$594,563	1.96	5.09	4.56	5.09	MM/DD/YYYY	

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Accounts	Households	Proposals	Statements					
Account Name	Account#	Value\$	MTD In(\$)	MTD Out(\$)	MTD (%)	YTD (%)	Account Open Date	Actions
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Evans, Jonathan	XXX-XX-6789	\$936,892	N/A	N/A	N/A	N/A	MM/DD/YYYY	
Evans, Jonathan	XXX-XX-6789	\$594,563	1.96	5.09	4.56	5.09	MM/DD/YYYY	

# JPMC & Bear Stearns – Whippany, NJ

**Project:** Trading, Information Library, Prime Brokerage Account Manager Dashboard, Reporting and Recon –

Worked on redesigning/Migrating and evaluating “Infoserver” “Dashboard” & “GENEVA”, application projects part of Bear Stearns & J.P. Morgan & Chase merger project.

# JPMC & Bear Stearns – MORCOM - Style Guide

List View

View By Category

Accessibility Guidelines

Buttons

Cascading Style Sheets

Color Palette

Content & Typography

Content Display

Data Entry Forms

Data Table

Details & Display

Footer

Formats & Standards

Graphics

Header

Help

Messages

Navigation

Others

Pagination

PopUps

Portlets

Styles & Standards

Application Banner  
 Buttons  
 Calendar  
 Clickable Objects  
 Color  
 Color Palette  
 Data Formats - Tables  
 Data Entry Forms - General  
 Data Entry Forms - Multiple Selections  
 Data Entry Screen  
 Data Tables  
 Date and Time  
 Detail View  
 File Download Time  
 Filters  
 Footer  
 Help  
 Home Page  
 Icons  
 Keyboard Functions  
 Screen Resolutions and Resizing Rules  
 Linked Data

List View  
 Messages - Informational  
 Messages - Warning  
 Messages - Error  
 Mouse Functions  
 Navigation  
 Numbers  
 Outputs - XL / PDF / Print  
 Page Title / Breadcrumb  
 Pagination  
 Portlets  
 Pop-ups  
 Progress Bar  
 Read only or Label value pairs  
 Right Click Mouse Functions  
 Selections and Data Entry Fields  
 Site Nomenclature  
 Sorting  
 Statuses and States  
 Tabbed View  
 Tree Navigation  
 Wizard

## Overview

Purpose of the Investment Bank Online Style Guide:

- Assure consistency in look and feel across business units, ensuring maximum brand-recognition across all customer-facing web-sites and applications
- Assist units within JPMorgan Investment Bank with creation and ongoing maintenance of HTML pages & Applications
- Assist JPMorgan in achieving a consistent user experience across public client accessed extranets

Online style guide sections and purposes:

- BearVIEWMORCOM and the Applications in it.**
- Include Site Nomenclature for each of the Applications
  - Sample Pages (Layouts) - Will contain a sample screen shots for each application. This is to indicate that the Style Guide Standards should be implemented in the following applications and any new ones being designed to develop.

### STYLES & STANDARDS

- Describes technology and standards (including code examples) developers are expected to adhere to when developing portals.
- Describes the overall look and feel and its main stylistic elements.
- Provides layout and measurements details in illustrations for elements that apply to the general framework and common templates, e.g., site map, "error"/"no access" page, "feedback"/"contact us" page and printer-friendly page

### DOWNLOD LIBRARY

- Provides downloadable elements for developers to use when creating web-sites within the Investment Bank (this section also contains general HTML code)

### PROTOTYPE vs DEVELOPMENT

**Note to site builders:** all pages are built with XHTML 1.0 Strict coding, and DIV elements, called *tableless layout*. When creating new HTML pages, please make sure, that is a valid XHTML 1.0 Strict code with [W3's validator tool](#). Read more about [tableless layout at w3.org](#)

### J.P.Morgan

Home > Application Banner

JP Morgan MORCOM Prime Application Banner

Corporate Branding: J.P.Morgan (10px, 124px)  
 Product Branding: MORCOM Prime (86px, 135px)  
 Personal Profile Box: SINGHAL, AJAY (25px, 25px, 24px)

### Personal Profile Box

Font: 10px Normal Arial #000000 Color: #005BB7

Container: Background-color: #FFFFFF Border: 2px solid #E1C58E Padding: 10px 5px 8px 5px

### J.P.Morgan

Home > Data Tables

Data Table (Default Display)

Selected State: Class: t1Hd, t1HdOvr, Font: 11px Arial Bold #0000FF, Text Style: Underline, BACKGROUND(Gradient): START@ #90ADDC, END@ #E6EBF1  
 Unselected State: Class: t1Hd, Font: 11px Arial Bold #0000FF, Text Style: Underline, BACKGROUND(Gradient): START@ #E6EBF1, END@ #90ADDC  
 Negative Value: Font Color: #009966  
 Positive Value: Font Color: #FF0000  
 Intraday Value: Font Color: #000000  
 Mouse Hover Over: Background-Color: #DAE6FA, Row-Height: 16px, Font: 11px Arial Normal #000000  
 Content Alignment: Text-align: left (Text Value), Text-align: right (Numeric Value)  
 Row Selected State: Background-Color: #B5CBEF, Row-Height: 16px, Font: 11px Arial Normal #000000

Data Table with Pagination

### J.P.Morgan

Home > Icons

Icon	Name
	Account Approve
	Account Dis-Approve
	Action
	Add Row
	Calculator
	Calendar
	Cancel
	Caution
	Checked
	Clipboard
	Collapse All
	Collapse Small
	Copy
	Critical Error
	CSV
	Delete
	Delete Report
	Detached
	Download
	Duplicate
	Edit
	Edit Field Indicator
	Excel
	Expand All
	Expand Small
	Favorite
	Fees
	Forms Deleted
	Forms Generated
	Form Information
	Forms Printed

### J.P.Morgan

Home > Color Palette

Hex Value	Usage
RGB: #000000	Text color (main)
RGB: #000000	Logo - Corporate branding text
RGB: #FFFFFF	Main navigation text
RGB: #000000	Main navigation visited text
RGB: #0000FF	Linked text
RGB: #336699	Flyout menu un-selected background color
RGB: #36648B	Flyout menu selected background color
RGB: #BAC7DC	Secondary navigation un-selected background color
RGB: #7D87A2	Secondary navigation selected background color
RGB: #003366	Tertiary navigation font color
RGB: #ADC2DC	Filter data table background color
RGB: #000000	Filter data table text color
RGB: #90ADDCB - E#9DADCBCB	Data table heading background color
RGB: #DAE6FA	Data table heading Mouse Hover background color
RGB: #005BB7	Data table Selected Row State
RGB: #B5CBEF	Data table row Mouse Hover Over
RGB: #8DA09F	Filter data table border color
RGB: #FF0000	Filter data table negative value color
RGB: #009966	Filter data table positive value color
RGB: #B5CBEF	Filter data table row mouse over color
RGB: #CCCCCC	Filter data table total background color
RGB: #C6C8D4	Filter pagination background color
RGB: #FFFFFF	Calendar data cell background color
RGB: #03E9FF	System message
RGB: #FFFFFF	Error message
RGB: #FACDCA	Warning message
RGB: #DDDDDD	Account type value primary title background color
RGB: #E6E6E6	Account type value secondary title background color
RGB: #F0F0F0 - E#C8C8D7	Pop-up titlebar gradient background color
RGB: #F0F5F7	Pop-up body background color
RGB: #999100	Trading Status - Open
RGB: #2B8921	Trading Status - Failed
RGB: #214889	Trading Status - Part Failed
RGB: #842336	Trading Status - Pending
RGB: #9A6601	Trading Status - Replaced



# JPMC & Bear Stearns – Geneva - Wireframes

Bear Stearns Bear VISION Sep 14, 2007 | View Message of the Day (2)

Home Usage Tracking Reporting Operations Support OCW J.P. Morgan Customize Homepage

Feed Status | Addendums | Reconciliation | Report Management | Account Conversion | Tools

### Account Conversion – Search Accounts

Note: Historical conversion can be done only for one account at a time. As of date will be enabled if you have only one account selected.

Family: XB4 Account: Enter Account Data Source: All Conversion Status: All Go

Initiate Conversion Load Pending Activity Activate Account POSBAL Recon FX Recon Taxlot Recon

SCOR	GMI	Account No.	Account Name	Family	Region	Data Source	Conversion Status	Conversion Date	Conversion Initiation Date	Account Activation Date
+		45678901	XYZ Intl.	XB4	N.America	GMI	Failed Conversion	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		45678901	XYZ Intl.	XB4	-NA-	SCOR	Not Converted	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		12345678	LMN Intl.	XB4	Asia	All	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		67890123	STU Corp.	XB4	N.America	GMI	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		67890123	STU Corp.	XB4	Asia	SCOR	Data Load Completed	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		78901234	IJK Corp.	XB4	N.America	All	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		01234567	HIJ Intl.	XB4						
+		12345678	KLM Corp.	XB4						
+		34560090	UVW Intl.	XB4						
+		34560090	UVW Intl.	XB4						
+		56789012	EFG Corp.	XB4						
+		56789012	EFG Corp.	XB4						
+		83456789	CDE Intl.	XB4						
+		83456789	CDE Intl.	XB4						
+		90123456	Dell Intl.	XB4						
+		90123456	Dell Intl.	XB4						
+		52346812	TUV Intl.	XB4						
+		52346812	TUV Intl.	XB4						

Bear Stearns Error Message

Note: The following reason caused the error to occur

You were initiating an Account Conversion, and hence you can only select Accounts with statuses as "Not Converted," and none others. Please uncheck the Account with the status "Data Load Pending" selected.

Close

Bear Stearns Account Conversion

Note: Historical conversion can be done only for one account at a time. As of date will be enabled if you have only one account selected.

Family: XB4 Account: Enter Account Data Source: All Conversion Status: All Go

Initiate Conversion Load Pending Activity Activate Account POSBAL Recon FX Recon Taxlot Recon

SCOR	GMI	Account No.	Account Name	Family	Region	Data Source	Conversion Status	Conversion Date	Conversion Initiation Date	Account Activation Date
+		45678901	XYZ Intl.	XB4	N.America	GMI	Failed Conversion	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		45678901	XYZ Intl.	XB4	-NA-	SCOR	Not Converted	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		12345678	LMN Intl.	XB4	Asia	All	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		67890123	STU Corp.	XB4	N.America	GMI	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		67890123	STU Corp.	XB4	Asia	SCOR	Data Load Completed	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		78901234	IJK Corp.	XB4	N.America	All	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		01234567	HIJ Intl.	XB4	Asia	All	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		12345678	KLM Corp.	XB4	-NA-	All	Not Converted	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		34560090	UVW Intl.	XB4	Asia	SCOR	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		34560090	UVW Intl.	XB4	Asia	GMI	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		56789012	EFG Corp.	XB4	N.America	SCOR	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		56789012	EFG Corp.	XB4	Asia	GMI	Failed Conversion	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		83456789	CDE Intl.	XB4	Asia	GMI	Data Load Completed	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		83456789	CDE Intl.	XB4	N.America	SCOR	Data Load Completed	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		90123456	Dell Intl.	XB4	Asia	GMI	Failed Conversion	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		90123456	Dell Intl.	XB4	N.America	SCOR	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		52346812	TUV Intl.	XB4	Asia	GMI	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		52346812	TUV Intl.	XB4	Asia	SCOR	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY

<< previous Page 1 of 10 (Total Number of records 2000) Go to Page: Go Page Size: 20 next >>

Bear Stearns Initiate Conversion

Notes:

- Conversion requested after 5PM will take place on the next business date.
- Historical conversion can be done only for one account at a time. As of date will be enabled if you have only one account selected.

Region: North America As Of Date: 03/25/2009

Cancel Initiate Conversion

SCOR	GMI	Account No.	Account Name	Family	Region	Data Source	Conversion Status	Conversion Date	Conversion Initiation Date	Account Activation Date
+		45678901	XYZ Intl.	XB4	-NA-	SCOR	Not Converted	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		12345678	LMN Intl.	XB4	Asia	All	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		67890123	STU Corp.	XB4	N.America	GMI	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		67890123	STU Corp.	XB4	Asia	SCOR	Data Load Completed	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		78901234	IJK Corp.	XB4	N.America	All	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		01234567	HIJ Intl.	XB4	Asia	All	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		12345678	KLM Corp.	XB4	-NA-	All	Not Converted	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		34560090	UVW Intl.	XB4	Asia	SCOR	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		34560090	UVW Intl.	XB4	Asia	GMI	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		56789012	EFG Corp.	XB4	N.America	SCOR	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		56789012	EFG Corp.	XB4	Asia	GMI	Failed Conversion	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		83456789	CDE Intl.	XB4	Asia	GMI	Data Load Completed	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		83456789	CDE Intl.	XB4	N.America	SCOR	Data Load Completed	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		90123								
+		90123								
+		52346								
+		52346								

Bear Stearns Initiate Conversion – Verification Message

Following Accounts cannot be converted.

Account No.	Account Name	Family	Region	Data Source	Conversion Date	Conversion Type	Failure Reason
45678901	XYZ Corp.	XB4	N.America	SCOR	MM/DD/YYYY	Point in Time	Account Out of Range
12345678	KLM Corp.	XB4	N.America	GMI	MM/DD/YYYY	Point in Time	Account Exists in Fabric

Following Account can be converted.

Account No.	Account Name	Family	Region	Data Source	Conversion Date	Conversion Type
12345678	KLM Corp.	XB4	N.America	SCOR	MM/DD/YYYY	Point in Time

Do you want to continue?

Cancel OK

Bear Stearns Account Conversion

Note: Historical conversion can be done only for one account at a time. As of date will be enabled if you have only one account selected.

Family: XB4 Account: Enter Account Data Source: All Conversion Status: All Go

Initiate Conversion Load Pending Activity Activate Account POSBAL Recon FX Recon Taxlot Recon

SCOR	GMI	Account No.	Account Name	Family	Region	Data Source	Conversion Status	Conversion Date	Conversion Initiation Date	Account Activation Date
+		45678901	XYZ Intl.	XB4	N.America	GMI	Failed Conversion	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		45678901	XYZ Intl.	XB4	-NA-	SCOR	Not Converted	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		12345678	LMN Intl.	XB4	Asia	All	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		67890123	STU Corp.	XB4	N.America	GMI	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		67890123	STU Corp.	XB4	Asia	SCOR	Data Load Completed	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		78901234	IJK Corp.	XB4	N.America	All	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		01234567	HIJ Intl.	XB4	Asia	All	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		12345678	KLM Corp.	XB4	-NA-	All	Not Converted	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		34560090	UVW Intl.	XB4	Asia	SCOR	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		34560090	UVW Intl.	XB4	Asia	GMI	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		56789012	EFG Corp.	XB4	N.America	SCOR	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		56789012	EFG Corp.	XB4	Asia	GMI	Failed Conversion	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		83456789	CDE Intl.	XB4	Asia	GMI	Data Load Completed	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		83456789	CDE Intl.	XB4	N.America	SCOR	Data Load Completed	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		90123456	Dell Intl.	XB4	Asia	GMI	Failed Conversion	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		90123456	Dell Intl.	XB4	N.America	SCOR	Active	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		52346812	TUV Intl.	XB4	Asia	GMI	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY
+		52346812	TUV Intl.	XB4	Asia	SCOR	Data Load Pending	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY

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# JPMC & Bear Stearns – Dashboard application

Dashboard Status: All Advisors

Operations: 16368

- Account Updates: 0
- Bank Link Exceptions: 0
- Documentation: 64
- Incoming Account Tr...: 5
- Internal Transfers: 56
- Completed: 06
- Pending: 40
- Rejected: 10
- Mandatory Corporate: 60
- Margin Cash: 0
- New Accounts: 40
- Optional Dividends: 10
- Others: 5
- Outgoing Account T...: 18
- Outgoing Money Tra...: 11
- Pending Transfers P...: 71
- Redemptions: 06
- Retirement Contrib...: 40
- Returned Mail: 10
- Systematic Mutual Fund: 40
- Voluntary Corporate Ac: 25

Dashboard Status: All Advisors

Dashboard Email Search: All Advisors

List View

Urgent	Date/Time Initiated	Account Name	New Account No.	Account Type	Status	New Advisor	Old Account No.	Old Advisor	Notes
	13-Dec-2008	Mary Jane	987-67800	IRA	Com...	J.Gold	789-01234	Amy Miller	---
	13-Dec-2008	John Rice	329-96541	IRA	Reje...	J.Gold	012-34567	Amy Miller	Inval...
	13-Dec-2008	Ethan Hunt	345-67890	IRA	Com...	J.Gold	345-67890	Amy Miller	---

Internal Transfers Audit Trail: MARY JANE - 987-67800

Date/Time	Status	User ID	Comments
11-Dec-2008 - 07:30 AM ET	---	---	---
11-Dec-2008 - 10:34 AM ET	---	---	---

Dashboard Status: All Advisors

Dashboard Email Search: All Advisors

List View

Urgent	Date/Time Initiated	Account Name	New Account No.	Account Type	Status	New Advisor	Old Account No.	Old Advisor	Notes
	20-Nov-2008	699-02196	TEST TET	INDIVIDUAL	IP_DESC_0	Updated	JONES	---	---
	25-Nov-2008	699-02196	TEST TET	INDIVIDUAL	IP_DESC_1	Updated	JONES	---	---
	08-Dec-2008	699-02597	TEST PRXIP2	INDIVIDUAL	IP_DESC_0	Updated	RR #0016	---	---
	16-Dec-2008	699-02792	TEST IPISSE	INDIVIDUAL	Multiple Fields	Updated	JAMES.JESSIE L.	---	---
	16-Dec-2008	699-02600	TEST CORP	CORPORATION	Multiple Fields	Updated	RR #0016	---	---
	23-Nov-2008	699-02282	TEST CE 4	INDIVIDUAL	Multiple Fields	Updated	JAMES.JESSIE L.	---	---
	23-Nov-2008	699-02283	TEST UNW	CORP DBA RET	Account Title	Updated	JAMES.JESSIE L.	---	---
	13-Nov-2008	699-02101	SIOCHI CHERYLL	INDIVIDUAL	Multiple Fields	Updated	RR #0012	---	---
	07-Dec-2008	699-02132	SDSD SDSD	INDIVIDUAL	IP_DESC_1	Updated	JONES	---	---

Status Details: Account Updates for SIOCHI CHERYLL/699-02101

Date / Time Initiated: 21-Dec-2008 08:36 AM ET

Status: Approved

Account Number: 654-93155

Advisor/AE: Jeffrey Kahn

Account Type: IRA Rollover

Field Name	New Value	Old Value
CLASS_CODE	IND PA	IND MB
C-LINE_POINTER	4	3
SUB-CLASS_CODE_0	MB	
SUB-CLASS_CODE_1	PA	
ACCT-TITLE_LINES	2	1
TEFRA_SUPPL-CD	-	T

Dashboard Status: All Advisors

Dashboard Email Search: All Advisors

List View

Urgent	Date/Time Initiated	Account Name	New Account No.	Account Type	Status	New Advisor	Old Account No.	Old Advisor	Notes
	13-Dec-2008	Mary Jane	987-67800	IRA	Com...	J.Gold	789-01234	Amy Miller	---
	13-Dec-2008	John Rice	329-96541	IRA	Reje...	J.Gold	012-34567	Amy Miller	Inval...
	13-Dec-2008	Ethan Hunt	345-67890	IRA	Com...	J.Gold	345-67890	Amy Miller	---

Status Details: Internal Transfers for MARY JANE/987-67800

Date / Time Initiated: 13-Dec-2008 06:15 AM ET

Transfer Date: 13-Dec-2008

Status: Completed

Account Name: Mary Jane

New Account No.: Cantelle & Co

Account Type: IRA Rollover

Old Account No.: 789-01234

Old Account Type: IRA

Dashboard Status: All Advisors

Dashboard Email Search: All Advisors

List View

Urgent	Date Sent	Email Address	Subject	Account No.	Account Name	Status	Type
	07-Nov-2008	SSMTH@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	To Be Received	Documentation
	06-Nov-2008	SGRME@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	To Be Received	Documentation
	05-Nov-2008	BHCKS@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	To Be Received	Documentation
	02-Nov-2008	CHERYL@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	To Be Received	Documentation
	01-Nov-2008	PTHOMAS@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	To Be Received	Documentation
	30-Oct-2008	ZSNCH@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	To Be Received	Documentation
	07-Nov-2008	S4H@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	To Be Received	Documentation
	06-Nov-2008	DOE@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	Due to Expire	Documentation
	05-Nov-2008	SSMTH@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	Due to Expire	Documentation
	02-Nov-2008	SGRME@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	Due to Expire	Documentation
	01-Nov-2008	BHCKS@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	Due to Expire	Documentation
	30-Oct-2008	CHERYL@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	Due to Expire	Documentation
	07-Nov-2008	PTHOMAS@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	Due to Expire	Documentation
	01-Nov-2008	ZSNCH@baccapital.com	VB6TRTYAWO-TD - Due to be Delinquent	123-45678	TOM RODGERS	Due to Expire	Documentation

Status Details: Documentation for TOM RODGERS / 123-45678

Please do not reply to this e-mail.

Documentation Email Alert

Account Number : XXX-XX678

Sub-Status : ---

Account Type : PARTNERSHIP

Days Outstanding : 0

Document Type : VB6TRTYAWO-TD

Days Remaining / Expired : ---

Firm Name : JBC CAPITAL

Expiration Date : ---

Status : To Be Received

Opened Date : 06-Jul-2005

Please login to BearVIEW for more details.

THE DATA CONTAINED HEREIN IS BELIEVED TO BE RELIABLE BUT MAY BE PRELIMINARY AND IS NOT GUARANTEED.

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Recipient List:

- To: SSMTH@baccapital.com
- To: SGRME@baccapital.com
- To: BHCKS@baccapital.com

Dashboard Status: All Advisors

Dashboard Email Search: All Advisors

List View

Urgent	Date/Time Initiated	Account Name	New Account No.	Account Type	Status	New Advisor	Old Account No.	Old Advisor	Notes
	13-Dec-2008	Mary Jane	987-67800	IRA	Com...	J.Gold	789-01234	Amy Miller	---
	13-Dec-2008	John Rice	329-96541	IRA	Reje...	J.Gold	012-34567	Amy Miller	Inval...
	13-Dec-2008	Ethan Hunt	345-67890	IRA	Com...	J.Gold	345-67890	Amy Miller	---

Status Details: Internal Transfers for MARY JANE/987-67800

Date / Time Initiated: 13-Dec-2008 06:15 AM ET

Transfer Date: 13-Dec-2008

Status: Completed

Account Name: Mary Jane

New Account No.: Cantelle & Co

Account Type: IRA Rollover

Old Account No.: 789-01234

Old Account Type: IRA

Dashboard Alerts - All Advisors

List View

Urgent	Date/Time Initiated	Subject	Account No.	Account Type	Status	Type
	13-Dec-2008 03:15 AM ET	Daily Internal Transfers report - 13-Dec-2008	Multiple	Multiple	Multiple	Internal Transfers

Alerts Details: Internal Transfers for 13-Dec-2008

Urgent	Date/Time Initiated	Account Name	New Account No.	Account Type	Transfer Date	Status	New Advisor	Old Account No.	Old Advisor	Firm	Notes
	13-Dec-2008	Mary Jane	412-62186	IRA	13-Dec-2008	Rejected	J.Gold	789-01234	Amy Miller	Oakridge Securities	Account Class Invalid
	13-Dec-2008	John Rice	127-76430	IRA	13-Dec-2008	Rejected	J.Gold	012-34567	Amy Miller	Oakridge Securities	Invalid Account Type
	13-Dec-2008	Ethan Hunt	329-76549	IRA	13-Dec-2008	Rejected	J.Gold	345-67890	Amy Miller	Oakridge Securities	Multiple
	13-Dec-2008	Sue Harper	238-97587	IRA	13-Dec-2008	Pending	J.Gold	456-78900	Amy Miller	Oakridge Securities	---
	13-Dec-2008	Emily Watson	356-87659	IRA	13-Dec-2008	Completed	J.Gold	987-65432	Amy Miller	Oakridge Securities	Fund not on file
	13-Dec-2008	Ted Law Son	257-54768	IRA	13-Dec-2008	Pending	J.Gold	098-76543	Amy Miller	Oakridge Securities	----

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Information Library: Communications > AML News & Articles

View By Page: Section: Search: Advanced Search

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No.	News/Article Name	Version No.	Description	Date Published
1	AML News 1	v1.1	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
2	AML News 2	v1.5	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
3	AML News 3	v1.2	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
4	AML News 4	v2.1	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
5	AML Article 1	v1.1	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
6	AML Article 2	v3.5	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
7	AML Article 3	v1.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY

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Information Library > Account Documents > Account Opening – Tax Forms Privileged Access

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Type	Document Name	Version No.	Size	Description	Date Published
Document	Document Name 1	v1.1	67b	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
Document	Document Name 2	v1.5	259b	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
Document	Document Name 3	v1.2	67b	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
Document	Document Name 4	v2.1	300b	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
Document	Document Name 5	v1.1	2.0Mb	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
Document	Document Name 6	v3.5	20b	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
Document	Document Name 7	v1.0	7b	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
Document	Document Name 8	v1.1	300b	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
Document	Document Name 9	v1.5	2.0Mb	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY
Document	Document Name 10	v1.2	20b	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY

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Information Library: Communications > AML News & Articles > AML Articles 1

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New Editions (5 New)

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Version:

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- Communications
  - Updates by Year, storable by category
  - AML News Articles
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- International
- Consultant's EDGE Documents
- Managed Account EDGE Documents
- Money Market Funds Documents
- General Information
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Search: Search Advanced Search

No.	Type	Document Name	Versions	Description	Date Published	Section Reference
1	Document	Account Documents	v3.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Transfer Instructions – Forms
2	Document	Investment Scorecard - Forms and Documents	v5.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Brokerage Applications
3	Document	Other Account Maintenance Forms and Documents	v10.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Separately Managed Accounts - Additional Forms
4	Document	Private Placements - Forms and Documents	v3.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Account Opening - Joint Accounts
5	Document	CSR Documents	v3.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Trust and Entity Accounts
6	Document	Client Account Opening Documents	v5.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Retirement Accounts
7	Document	Account Documents	v10.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Supplements and
8	Document	Investment Scorecard - Forms and Documents	v3.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Miscellaneous
9	Document	Other Account Maintenance Forms and Documents	v3.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Additional Forms
10	Document	Private Placements - Forms and Documents	v5.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Account Opening - Tax Forms
11	Document	CSR Documents	v10.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Privileged Access
12	Document	Client Account Opening Documents	v3.0	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	MM/DD/YYYY	Investment Scorecard - Forms and Documents

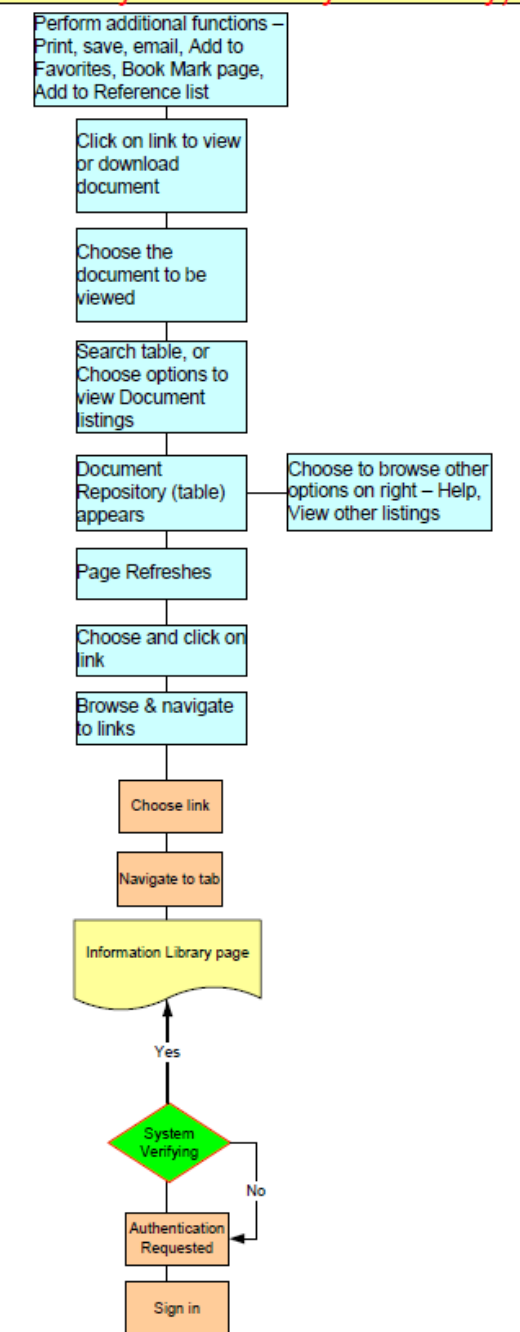
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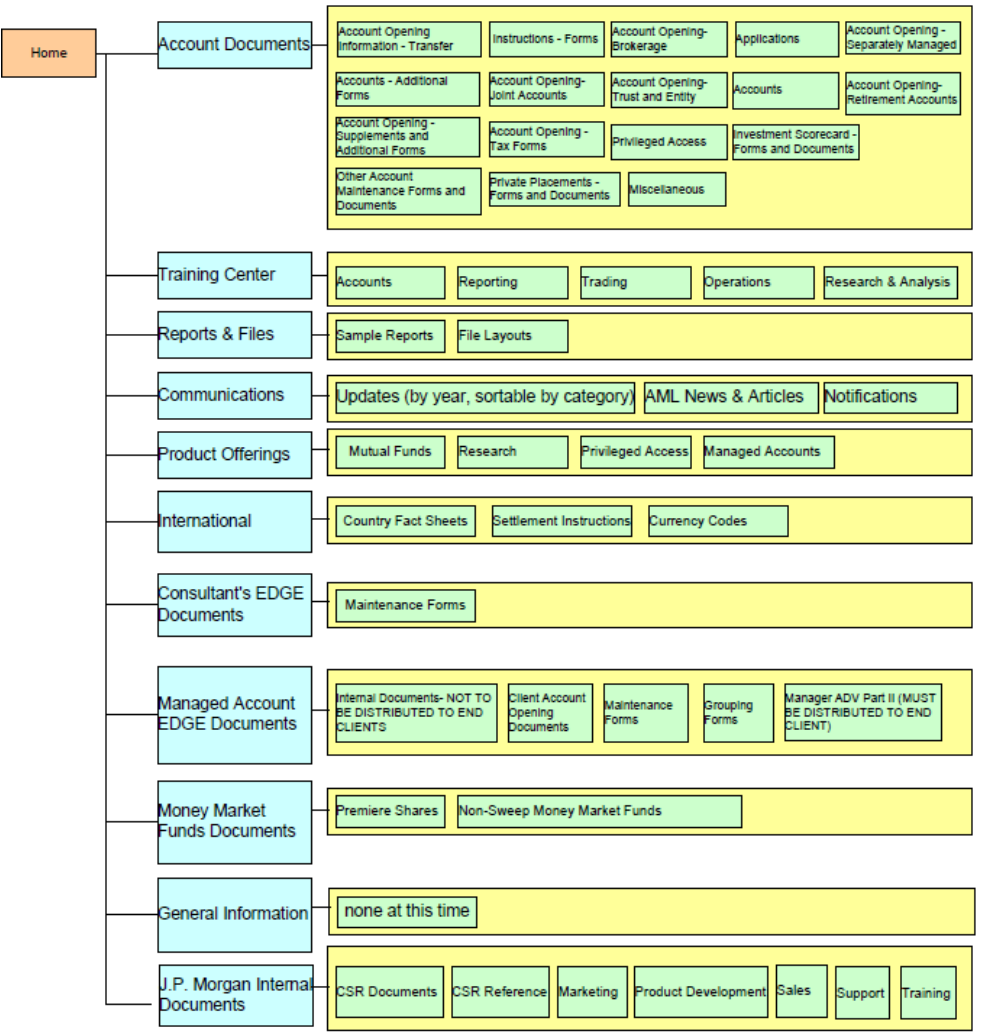
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Information Library - Taxonomy & Information Architecture						
Navigation						
Page Name	Section Name	Potential Sub-Menus	Suggested KOPS Data	Descriptio		
Account Documents	General Account Opening Documents Consultant's EDGE Documents Managed Account EDGE Documents	Account Opening Documents Account Opening Information - Transfer Instructions - Forms Account Opening - Brokerage Applications Account Opening - Separately Managed Accounts - Additional Forms Account Opening - Joint Accounts Account Opening - Trust and Entity Accounts Account Opening - Retirement Accounts Account Opening - Supplements and Additional Forms Account Opening - Tax Forms Privileged Access Investment Scorecard - Forms and Documents Other Account Maintenance Forms and Documents Private Placements - Forms and Documents Miscellaneous	Consultant's EDGE Documents Maintenance Forms	Managed Account EDGE Documents Internal Documents- NOT TO BE DISTRIBUTED TO END CLIENTS Client Account Opening Documents Maintenance Forms Grouping Forms Manager ADV Part II (MUST BE DISTRIBUTED TO END CLIENT)	acctdocs	Account Opening and Maintenance docu Maintenance documents Account Opening and Maintenance docu Reports, Yields and Prospectuses
		Communications	Updates (by year, sortable by category) AML News & Articles Notifications none at this time		comms	Bear Updates, AML News and article link information that would be of value to our c archived by year.
General Information				geninfo	A place to post items that don't fit into an items in Noteworthy and What's New on t New location for documents supplied by li bearsteans.com	
International				international		
Product Offerings		Money Market Funds Documents Premiere Shares Non-Sweep Money Market Funds		productsoff	Material on Mutual Funds, Research, Priv Accounts and other non-technological sol	
Reports & Files				reports	Information on the different reports and file	
Training Center				trainctr	Product Guides, Quick Reference Guides Training on Demand, and other material re users in BearVIEW	

## Information Library – Task Flow chart (Task Analysis for Library View Only)



## Information Library – Site map Library View



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Order Status  
 Equities  
 Mutual Funds  
 Trade Manager  
 Cross Border  
 Electronic Stock Loans  
 Order Entry Marimba 3.0.42B  
 Rep Order Entry 3.0.55B  
 Rep Order Entry 3.0.55R  
 Advanced Order Management 4.2.0.18  
 Advanced Order Management 4.2.22  
 Restricted Stock  
 FIX Order Status  
 OASYS Rumba

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Trade Manager Home Trade Entry Trade Status Trade File Upload

**Trade File Upload**

Upload a new file:  
 Attach:   File Type: ALLTRADE1.UPLOAD  
 Description:

**Upload History**  
 View upload history as of: 03/27/2009

0 files uploaded on 03/27/2009

File ID	File Name	File Type	Description	Size(KB)	Total	Rejected	Time	File Status
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File ID	File Name	File Type	Description	Size(KB)	Total	Rejected	Time	File Status
*** No Trade Files Uploaded ***								

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Trade Manager Home Trade Entry Trade Status Trade File Upload

**Common Tasks**

[Trade File Upload](#)  
 Upload trade data files, review the status of uploads and review upload specific trade information.

**Documents & Links**

[Country Fact Sheets](#)  
[Agent Bank Security Settlement Instructions](#)  
[US Domestic Monetary Payment and Delivery Instructions](#)

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Order Status Equities Mutual Funds Preferences Commission Calculator

All Advisors Find: Accounts All Accounts Go Last Search Results

Equity Order Details: All Advisors > All Accounts

Order Status	Executed Quantity	Executed Price	Allocation Status	Average Priced	
Open			Not Allocated	No	
Account #	Account Name	Branch/Seq #	Order Time		
89600027	Emmert, Max	AXZ-00047	2009-03-27 14:13:44		
Action	BUY	Destination	SOR	Trailer Codes	D
Quantity	500	Time In Force	DAY	Confirm Memo	
Security	DELL	Commission Type	Full	Internal Memo	
Description	Dell Inc Com	Commission Value			
Order Type	Market	Authority	Discretionary		

Executions Allocations Order Audit Trail Allocation Audit Trail

Account #	Account Name	Allocated Qty	Allocated %	Authority	Gross Principal	Commission

Edit Order Go to Order Status Refresh Print

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Account #	Account Name	Branch/Seq #	Order Time		
89600027	Emmert, Max	AXZ-00047	2009-03-27 14:13:44		
Action	BUY	Destination	SOR	Trailer Codes	D
Quantity	500	Time In Force	DAY	Confirm Memo	
Security	DELL	Commission Type	Full	Internal Memo	
Description	Dell Inc Com	Commission Value			
Order Type	Market	Authority	Discretionary		

Executions Allocations Order Audit Trail Allocation Audit Trail

Time	Status	Account	Quantity	Username

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Equity Order Details: All Advisors > All Accounts

Order Status	Executed Quantity	Executed Price	Allocation Status	Average Priced	
Open			Not Allocated	No	
Account #	Account Name	Branch/Seq #	Order Time		
89600027	Emmert, Max	AXZ-00047	2009-03-27 14:13:44		
Action	BUY	Destination	SOR	Trailer Codes	D
Quantity	500	Time In Force	DAY	Confirm Memo	
Security	DELL	Commission Type	Full	Internal Memo	
Description	Dell Inc Com	Commission Value			
Order Type	Market	Authority	Discretionary		

Executions Allocations Order Audit Trail Allocation Audit Trail

Sequence	Time	Message

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Order Status	Executed Quantity	Executed Price	Allocation Status	Average Priced	
Open			Not Allocated	No	
Account #	Account Name	Branch/Seq #	Order Time		
89600027	Emmert, Max	AXZ-00047	2009-03-27 14:13:44		
Action	BUY	Destination	SOR	Trailer Codes	D
Quantity	500	Time In Force	DAY	Confirm Memo	
Security	DELL	Commission Type	Full	Internal Memo	
Description	Dell Inc Com	Commission Value			
Order Type	Market	Authority	Discretionary		

Executions Allocations Order Audit Trail Allocation Audit Trail

Executed By	Quantity	Price	Execution Date/Time

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Order Status: All Advisors > All Accounts

Action	Security	Order Qty	Order Type	Time in Force	Status	Exec Qty	Avg Price	Open Qty	Cancel Qty	Operator	Branch/Seq #	Alt #	Account #
Buy	DELL	500	Market	DAY	Open	0	0.0000	500	0	BNSPC2	AXZ-47	0889	89600027
Buy	DELL	500	Market	DAY	Open	0	0.0000	500	0	BNSPC2	AXZ-46	0889	89600027
Sell	SEP	50	Market	DAY	Open	50	1.0000	0	0	BNSPC2	AXZ-44	0889	89600027
Sell	BNVY	100	Market	DAY	Open	100	22.4300	0	0	BNSPC2	AXZ-43	0889	89600027
Buy	DELL	150	Market	DAY	Open	0	0.0000	150	0	BNSPC2	AXZ-42	0889	89600027
Buy	DELL	33	Market	DAY	Open	0	0.0000	33	0	BNSPC2	AXZ-40	0889	89600027
Buy	BNVY	100	Market	DAY	Open	0	0.0000	100	0	BNSBV1	AXZ-37	0889	89600027
Buy	DELL	343	Market	DAY	Open	0	0.0000	343	0	BNSPC2	AXZ-35	0889	89600027
Buy	DELL	44	Market	DAY	Open	0	0.0000	44	0	BNSPC2	AXZ-33	0889	89600027
Buy	ZVZZT	100	Limit \$1.00	DAY	Open	100	0.0000	0	0	AXCLR9	AXZ-22	0099	09911113
Buy	BNVY	100	Market	DAY	Open	0	0.0000	100	0	BNSBV1	AXZ-30	0889	89600027
Buy	NO	80	Market	DAY	Open	80	1.0000	0	0	BNSPC2	AXZ-24	0876	89601777

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Order Status: All Advisors > All Accounts

Order Qty	Order Type	Time in Force	Status	Exec Qty	Avg Price	Open Qty	Cancel Qty	Operator	Branch/Seq #	Alt #	Account #	Order Time
500	Market	DAY	Open	0	0.0000	500	0	BNSPC2	AXZ-47	0889	89600027	2009-03-27 14:13:44
500	Market	DAY	Open	0	0.0000	500	0	BNSPC2	AXZ-46	0889	89600027	2009-03-27 14:10:49
50	Market	DAY	Open	50	1.0000	0	0	BNSPC2	AXZ-44	0889	89600027	2009-03-27 14:09:12
100	Market	DAY	Open	100	22.4300	0	0	BNSPC2	AXZ-43	0889	89600027	2009-03-27 14:08:38
150	Market	DAY	Open	0	0.0000	150	0	BNSPC2	AXZ-42	0889	89600027	2009-03-27 14:04:27
33	Market	DAY	Open	0	0.0000	33	0	BNSPC2	AXZ-40	0889	89600027	2009-03-27 13:39:48
100	Market	DAY	Open	0	0.0000	100	0	BNSBV1	AXZ-37	0889	89600027	2009-03-27 13:37:56
343	Market	DAY	Open	0	0.0000	343	0	BNSPC2	AXZ-35	0889	89600027	2009-03-27 12:55:37
44	Market	DAY	Open	0	0.0000	44	0	BNSPC2	AXZ-33	0889	89600027	2009-03-27 12:51:48
100	Limit \$1.00	DAY	Open	100	0.0000	0	0	AXCLR9	AXZ-22	0099	09911113	2009-03-27 12:15:52
100	Market	DAY	Open	0	0.0000	100	0	BNSBV1	AXZ-30	0889	89600027	2009-03-27 12:03:41
80	Market	DAY	Open	80	1.0000	0	0	BNSPC2	AXZ-24	0876	89601777	2009-03-27 11:54:37

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### Equity Order Edit: RON BERMAN-0R89 > Emmert, Max / 896-00027

**Buy/Sell**

Action	Quantity	Security	Destination	Order Type	Stop Price
Buy	500 Shares	DELL	SOR	Stop	

Time in Force	Account Type	Authority	Capacity
Day	Cash	Discretionary	INDIVIDUAL

Commission Type	Trailer Codes	Confirm Memo (Memo 1)	Internal Memo (Memo 2)
Full			

Settlement Type	Order Taker	Order Receive Time
None	CHAUBAL,P...	13 :13 :00

OATS (Order Audit Tracking System)

Order Taker Dept	OATS Acct Type	Arbitrage
	Retail	No

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Account Value: \$300,190.00  
Funds Available: \$489,794.96  
Buying Power: \$1,399,074.00  
As of 27-Mar-2009 / 02:57:49 PM ET

**Current Position**

Security	Quantity	Value
DELL (OTC)		
DELL INC		

As of 27-Mar-2009 / 02:57:50 PM ET

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**DELL (OTC)**  
DELL INC

Last Trade	9.90	-0.45 (-4.35%)
Bid	9.89 x 180	
Ask	9.90 x 290	
Last Tick	Up	
Day's Range	9.85-10.20	
Volume	14,747,169	

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### Equity Order Edit: RON BERMAN-0R89 > Emmert, Max / 896-00027

**Buy/Sell**

Action	Quantity	Security	Destination	Order Type	Stop Price
Buy	500 Shares	DELL	SOR	Stop	

Time in Force	Account Type	Authority	Capacity
Day	Cash	Discretionary	INDIVIDUAL

Commission Type	Trailer Codes	Confirm Memo (Memo 1)	Internal Memo (Memo 2)
Full			

Settlement Type	Order Taker	Order Receive Time
None	CHAUBAL,P...	14 :13 :00

OATS (Order Audit Tracking System)

Order Taker Dept	OATS Acct Type	Arbitrage
	Retail	No

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Security	Quantity	Value
DELL (OTC)		
DELL INC		

As of 27-Mar-2009 / 02:57:50 PM ET

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**DELL (OTC)**  
DELL INC

Last Trade	9.90	-0.45 (-4.35%)
Bid	9.89 x 180	
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Last Tick	Up	
Day's Range	9.85-10.20	
Volume	14,747,169	

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**Buy/Sell**

Action	Quantity	Security	Destination	Order Type	Stop Price
Buy	500 Shares	DELL	SOR	Stop	

Time in Force	Account Type	Authority	Capacity
Day	Cash	Discretionary	INDIVIDUAL

Commission Type	Trailer Codes	Confirm Memo (Memo 1)	Internal Memo (Memo 2)
Full			

Settlement Type	Order Taker	Order Receive Time
None	CHAUBAL,P...	13 :13 :00

OATS (Order Audit Tracking System)

Order Taker Dept	OATS Acct Type	Arbitrage
	Retail	No

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As of 27-Mar-2009 / 02:57:49 PM ET

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Security	Quantity	Value
DELL (OTC)		
DELL INC		

As of 27-Mar-2009 / 02:57:50 PM ET

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**DELL (OTC)**  
DELL INC

Last Trade	9.90	-0.45 (-4.35%)
Bid	9.89 x 180	
Ask	9.90 x 290	
Last Tick	Up	
Day's Range	9.85-10.20	
Volume	14,747,169	

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**Buy/Sell**

Action	Quantity	Security	Destination	Order Type	Stop Price
Buy	500 Shares	DELL	SOR	Stop	

Time in Force	Account Type	Authority	Capacity
Day	Cash	Discretionary	INDIVIDUAL

Commission Type	Trailer Codes	Confirm Memo (Memo 1)	Internal Memo (Memo 2)
Full			

Settlement Type	Order Taker	Order Receive Time
None	CHAUBAL,P...	13 :13 :00

OATS (Order Audit Tracking System)

Order Taker Dept	OATS Acct Type	Arbitrage
	Retail	No

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**Current Position**

Security	Quantity	Value
DELL (OTC)		
DELL INC		

As of 27-Mar-2009 / 02:57:50 PM ET

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**DELL (OTC)**  
DELL INC

Last Trade	9.90	-0.45 (-4.35%)
Bid	9.89 x 180	
Ask	9.90 x 290	
Last Tick	Up	
Day's Range	9.85-10.20	
Volume	14,747,169	

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**Buy/Sell**

Action	Quantity	Security	Destination	Order Type	Stop Price
Buy	500 Shares	DELL	SOR	Stop	

Time in Force: Day  
 Account Type: Cash  
 Authority: Discretionary  
 Capacity: INDIVIDUAL

Commission Type: Full  
 Trailer Codes: [ ]  
 Confirm Memo (Memo 1): [ ]  
 Internal Memo (Memo 2): [ ]

Settlement Type: None  
 Order Taker: CHAUBAL, P...  
 Order Receive Time: 14:13:00

OATS (Order Audit Tracking System)  
 Order Taker Dept: Retail  
 OATS Acct Type: [ ]  
 Arbitrage: No

**Balances** Refresh

Account Value: \$300,190.00  
 Funds Available: \$489,794.96  
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Security	Quantity	Value
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DELL (OTC)

DELL INC	Last Trade	9.90	-0.45 (-4.35%)
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**Buy/Sell**

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 Account Type: Cash  
 Authority: Discretionary  
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Commission Type: Full  
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**Buy/Sell**

Action	Quantity	Security	Destination	Order Type	Stop Price
Buy	500 Shares	DELL	SOR	Stop	

Time in Force: Day  
 Account Type: Cash  
 Authority: Discretionary  
 Capacity: INDIVIDUAL

Commission Type: Full  
 Trailer Codes: [ ]  
 Confirm Memo (Memo 1): [ ]  
 Internal Memo (Memo 2): [ ]

Settlement Type: None  
 Order Taker: CHAUBAL, P...  
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**Buy/Sell**

Action	Quantity	Security	Destination	Order Type	Stop Price
Buy	500 Shares	DELL	SOR	Stop	

Time in Force: Day  
 Account Type: Cash  
 Authority: Discretionary  
 Capacity: INDIVIDUAL

Commission Type: Full  
 Trailer Codes: [ ]  
 Confirm Memo (Memo 1): [ ]  
 Internal Memo (Memo 2): [ ]

Settlement Type: None  
 Order Taker: CHAUBAL, P...  
 Order Receive Time: 14:13:00

OATS (Order Audit Tracking System)  
 Order Taker Dept: Retail  
 OATS Acct Type: [ ]  
 Arbitrage: No

**Balances** Refresh

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Security	Quantity	Value
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DELL INC		

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**Quote** Refresh Advanced

DELL (OTC)

DELL INC	Last Trade	9.90	-0.45 (-4.35%)
	Bid	9.89 x 180	
	Ask	9.90 x 290	
	Last Tick	Up	
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Order Status Equities Mutual Funds Preferences Commission Calculator

RON BERMAN-0R89 Find: Accounts Emmert, Max / 896-00027 Go Last Search Results

### Equity Order Edit: RON BERMAN-0R89 > Emmert, Max / 896-00027

**Buy/Sell**

Action	Quantity	Security	Destination	Order Type	Stop Price
Buy	500 Shares	DELL	SOR	Stop	

Time in Force: Day  
 Account Type: Cash  
 Authority: Discretionary  
 Capacity: INDIVIDUAL

Commission Type: Full  
 Trailer Codes: [ ]  
 Confirm Memo (Memo 1): [ ]  
 Internal Memo (Memo 2): [ ]

Settlement Type: None  
 Order Taker: CHAUBAL,P...  
 Order Receive Time: 14:13:00

OATS (Order Audit Tracking System)  
 Order Taker Dept: Retail  
 OATS Acct Type: [ ]  
 Arbitrage: No

**Balances** Refresh

Account Value:	\$300,190.00
Funds Available:	\$489,794.96
Buying Power:	\$1,399,074.00
As of 27-Mar-2009 / 02:57:49 PM ET	

**Current Position**

Security	Quantity	Value
DELL (otc)		
DELL INC		
Last Trade	9.90	-0.45 (-4.35%)

**Quote** Refresh Advanced

DELL (otc)		
DELL INC		
Last Trade	9.90	-0.45 (-4.35%)
Bid	9.89 x 180	
Ask	9.90 x 290	
Last Tick	Up	
Day's Range	9.85-10.20	
Volume	14,747,169	
As of 27-Mar-2009 / 02:57:51 PM ET		

By clicking the "Preview Order" button, you understand that this will not place an order, or cancel or cancel and replace any existing order. To expedite order entry, certain fields are pre-populated. Please verify all order information shown.

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Equity Order Edit: RON BERMAN-0R89 > Emmert, Max / 896-00027

Buy/Sell

Action	Quantity	Security	Destination	Order Type	Stop Price
Buy	500 Shares	DELL	SOR	Stop	

Time in Force: Day  
 Account Type: Cash  
 Authority: Discretionary  
 Capacity: INDIVIDUAL

Commission Type: Full  
 Trailer Codes: [ ]  
 Confirm Memo (Memo 1): [ ]  
 Internal Memo (Memo 2): [ ]

Settlement Type: None  
 Order Taker: CHAUBAL, P...  
 Order Receive Time: 14:13:00

OATS (Order Audit Tracking System)  
 Order Taker Dept: Retail  
 OATS Acct Type: No  
 Arbitrage: No

Balances  
 Account Value: \$300,190.00  
 Funds Available: \$489,794.96  
 Buying Power: \$1,399,074.00  
 As of 27-Mar-2009 / 02:57:49 PM ET

Current Position  
 Security Quantity Value  
 As of 27-Mar-2009 / 02:57:50 PM ET

Quote  
 DELL (OTC)  
 DELL INC  
 Last Trade: 9.90  
 Bid: 9.89 x 180  
 Ask: 9.90 x 290  
 Last Tick: Up  
 Day's Range: 9.85-10.20  
 Volume: 14,747,169  
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Equity Order Edit: RON BERMAN-0R89 > Emmert, Max / 896-00027

Buy/Sell

Action	Quantity	Security	Destination	Order Type	Stop Price
Buy	500 Shares	DELL	SOR	Stop	

Time in Force: Day  
 Account Type: Cash  
 Authority: Discretionary  
 Capacity: INDIVIDUAL

Commission Type: Full  
 Trailer Codes: [ ]  
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Buy/Sell

Action	Quantity	Security	Destination	Order Type	Stop Price
Buy	500 Shares	DELL	SOR	Market	

Time in Force: Day  
 Account Type: Cash  
 Authority: Discretionary  
 Capacity: NON INDIVI...

Commission Type: Full  
 Trailer Codes: [ ]  
 Confirm Memo (Memo 1): [ ]  
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Equity Order Edit: RON BERMAN-0R89 > Emmert, Max / 896-00027

Calculate Commission

Orders

Account #	Security Type	Action	Quantity	Security	Security Price	Capacity	Commission Type	Amount	Mark. Up/Down	Discount	Cents per share	Net Commission
89600027	Equity	Buy	500	DELL	9.90	INDIVIDUAL	Full	174.13		%	34.82	\$174.13
<b>Total</b>											<b>\$174.13</b>	

Row in bold indicates selected order

Apply Cancel

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Mutual Fund Order Entry: RON BERMAN-0R89 > Emmert, Max / 896-00027

Buy/Redeem Exchange Order Scheduled Order

Action Security

Buy

Dollars Shares

Round Down Includes Transaction fee Trans. Fee

Authority Discretionary

Trailer Codes

Internal Memo

Reinvest

Dividends Short Term Gains Long Term Gains

Order Taker Order Receive Time

CHAUBAL.P... Current

Scheduling for systematic order

Select Months

All January February March

Start Date End Date Day Of Month

Load Discount

Breakpoint Analysis

Submit Order Save for Later Clear

Balances Refresh

Account Value: \$300,190.00

Funds Available: \$489,794.96

Buying Power: \$1,399,074.00

As of 27-Mar-2009 / 03:11:25 PM ET

I hereby understand and agree that all scheduled orders are subject to availability of trading systems including the exchanges, DTCC, etc. In the event that an order cannot be sent according to the schedule hereby identified, the order will be sent on the closest available trading day prior to the scheduled date.

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Exchange From

Action Security

Partial Exch...

Dollars Shares

Round Down Includes Transaction fee Trans. Fee Liquidation Indicator

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Trading Preferences: RON BERMAN-0R89 > Emmert, Max / 896-00027

Order Entry

Pre-populate Order quantity on Order Entry page, while coming from Holdings/Security Xref/ Unrealized Gain/Loss pages

Show Acknowledgement screen after Order submission

Default page after Order submit is

Order Entry screen  Order Summary screen

Global Order Settings (Will apply as default values in all order entry screens)

Authority Discretionary

Mutual Fund Orders

Default Units  Dollars  Shares

Set Rounding Preference to  Up  Down  None

Order Summary

Color code for status

Save Cancel

Local intranet 100%

By clicking the "Preview Order" button, you understand that this order does not cancel or replace any existing order, and you are agreeing that the order in fields are pre-filled. Please verify all order information shown.

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**Mutual Fund Order Entry: RON BERMAN-0R89 > Emmert, Max / 896-00027**

Buy/Redeem Exchange Order Scheduled Order

**Exchange From**

Action: Security  
 Partial Exch...  
 Dollars Round Down Includes Transaction fee Trans. Fee Liquidation Indicator  
 Shares Acc Type Cash  
 Authority Discretionary Trailer Codes Int Margin  
 Order Taker CHAUBAL,P... Order Receive Time Current

**Exchange To**

Percentage	Security	Security Description	Transaction Fee

Reinvest (Preferences may be changed after settlement date)  
 Dividends  Short Term Gains  Long Term Gains

Add Fund Preview Order Save for Later Clear

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Done

Balances Refresh

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**Mutual Fund Order Entry: RON BERMAN-0R89 > Emmert, Max / 896-00027**

Buy/Redeem Exchange Order Scheduled Order

**Exchange From**

Action: Security  
 Partial Exch...  
 Dollars Round Down Includes Transaction fee Trans. Fee Liquidation Indicator  
 Shares Acc Type Cash  
 Authority Discretionary Trailer Codes Internal Memo  
 Order Taker CHAUBAL,P... Order Receive Time Current

**Exchange To**

Percentage	Security	Security Description	Transaction Fee
100	- Select -	- Data Unavailable -	

Reinvest (Preferences may be changed after settlement date)  
 Dividends  Short Term Gains  Long Term Gains

Add Fund Preview Order Save for Later Clear

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Mutual Fund Order Entry: RON BERMAN-0R89 > Emmert, Max / 896-00027

Buy/Redeem Exchange Order Scheduled Order

Action Buy Security IBMSX AIM COUNSELOR SER FDS INC

Dollars Shares Round Down Includes Transaction fee Trans. Fee

Authority Discretionary Trailer Codes Internal Memo

Reinvest Dividends Short Term Gains Long Term Gains Order Taker CHAUBAL,P... Order Receive Time Current

Load Discount LOI/ROA Amount LOI Date LOI Status

Breakpoint Analysis

Preview Order Save for Later Clear

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Mutual Fund Order Entry: RON BERMAN-0R89 > Emmert, Max / 896-00027

Buy/Redeem Exchange Order Scheduled Order

Exchange From

Action Partial Exch... Security

Dollars Shares Round Down Includes Transaction fee Trans. Fee Liquidation Indicator

Authority Discretionary Trailer Codes Internal Memo

Order Taker CHAUBAL,P... Order Receive Time Current

Exchange To

Percentage	Security	Security Description	Transaction Fee

Reinvest (Preferences may be changed after settlement date)

Dividends Short Term Gains Long Term Gains

Add Fund

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Buy/Redeem Exchange Order Scheduled Order

Action Buy Security IBMSX AIM COUNSELOR SER FDS INC

Dollars Shares Round Down Includes Transaction fee Trans. Fee

Authority Discretionary Trailer Codes Internal Memo

Reinvest Dividends Short Term Gains Long Term Gains Order Taker CHAUBAL,P... Order Receive Time Current

Load Discount LOI/ROA Amount LOI Date LOI Status

Breakpoint Analysis

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Mutual Fund Order Entry: RON BERMAN-0R89 > Emmert, Max / 896-00027

Breakpoint Analysis

Order Info

Account Name Account Number 89600027

Security IBMSX Security Description AIM COUNSELOR SER FDS INC Amount --

Account #	Account Name	Account Type	Security	Security Description	Quantity	Market Value
89600006	Emmert, Max	AHMBX	**AM HIGH			\$3,141.84
89600027	Emmert, Max	AHYBX	**AM BVTS			\$1,290.47

Apply Cancel

Fund Linking Rules Data provided by NewRiver, Inc.

Family Accounts	Retirement Accounts	Fund Breakpoints	Sales Charge
No Data Available	No Data Available	Mutual Fund Investment	0.00-999,999.99 0.00

Disclaimer:

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# JPMC & Bear Stearns – MORCOM - Trading

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Order Status Equities Mutual Funds Preferences Commission Calculator

RON BERMAN-OR89 Find: Accounts Emmert, Max / 896-00027 Go Last Search Results

Mutual Fund Order Entry: RON BERMAN-OR89 > Emmert, Max / 896-00027

Buy/Redeem Exchange Order Scheduled Order

Action Buy Security IBMSX AIM COUNSELOR SER FDS INC

Dollars Shares Round Down Includes Transaction fee Trans. Fee

Authority Discretionary Trailer Codes Internal Memo

Reinvest Dividends Short Term Gains Long Term Gains Order Taker CHAUBAL,P... Order Receive Time Current

Load Discount LOI/ROA Amount LOI Date LOI Status

LOI 2009 March

Preview Order Save for Later Clear

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NAV, Load %, Prev Close, YTD return, Net Assets, Yield provided by Morningstar, Inc. Load Type provided by NewRiver, Inc.

(C) held in cash account.  
(M) held in margin account.

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Mutual Fund Order Entry: RON BERMAN-OR89 > Emmert, Max / 896-00027

Breakpoint Analysis

Order Info

Account Name Account Number 89600027

Security IBMSX Security Description AIM COUNSELOR SER FDS INC Amount --

Current Position

Account #	Account Name	Account Type	Security	Security Description	Quantity	Market Value
89600006	Emmert, Max	AHMBX	**AM HIGH INCOME MUNICIPAL		486.353	\$3,141.84
89600027	Emmert, Max	AHYBX	**AM INVT SECS FDS INC		443.459	\$1,290.47

Total Bear Stearns Holdings \$0.00  
Fund Family Assets Not Held at Bear Stearns  
Total Amount for ROA \$0.00

Apply Cancel NewRiver FundPOINT Desktop

Fund Linking Rules Data provided by NewRiver, Inc.

Family Accounts	Retirement Accounts	Mutual Fund Investment	Sales Charge
No Data Available	No Data Available	0.00-999,999,999.00	0.00

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Mutual Fund Order Entry: RON BERMAN-OR89 > Emmert, Max / 896-00027

Buy/Redeem Exchange Order Scheduled Order

Action Buy Security IBMSX AIM COUNSELOR SER FDS INC

Dollars Shares Round Down Includes Transaction fee Trans. Fee

Authority Discretionary Trailer Codes Internal Memo

Reinvest Dividends Short Term Gains Long Term Gains Order Taker CHAUBAL,P... Order Receive Time Current

Load Discount LOI/ROA Amount LOI Date LOI Status

LOI 2009 March

Preview Order Save for Later Clear

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(C) held in cash account.  
(M) held in margin account.

Balances

Account Value: \$300,190.00  
Funds Available: \$489,794.96  
Buying Power: \$1,399,074.00  
As of 27-Mar-2009 / 03:11:25 PM ET

Current Position

Security	Quantity	Value
AIM COUNSELOR SER FDS INC		

As of 27-Mar-2009 / 03:14:55 PM ET

Quote

IBMSX

AIM COUNSELOR SER FDS INC

NAV 26.04  
POP 26.04  
Load Type BACK END  
Change 2.12 (8.14%)  
Prev NAV 23.92  
YTD return \* -9.28%  
Net Assets \* 76.8M  
Yield \* 0.00%

FundCIRCUIT Indicator: No  
\* As of 27-Mar-2009 / 03:14:55 PM ET

Morningstar Fund Tools  
NewRiver FundPOINT Desktop

# JPMC & Bear Stearns – MORCOM - Trading

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Order Status | Equities | Mutual Funds | Preferences | Commission Calculator

RON BERMAN-OR89 Find: Accounts Emmert, Max / 896-00027 Go Last Search Results

Mutual Fund Order Entry: RON BERMAN-OR89 > Emmert, Max / 896-00027

Buy/Redeem Exchange Order Scheduled Order

Action Buy Security

Dollars Shares Round Down Includes Transaction fee Trans. Fee

Authority Discretionary Trailer Codes Internal Memo

Reinvest Dividends Short Term Gains Long Term Gains Order Taker Order Receive Time

Load Discount

LOI R.O.A. NAV

Save for Later Clear

Balances Refresh

Account Value: \$300,190.00  
Funds Available: \$489,794.96  
Buying Power: \$1,399,074.00  
As of 27-Mar-2009 / 03:11:25 PM ET

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Order Status | Equities | Mutual Funds | Preferences | Commission Calculator

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Buy/Redeem Exchange Order Scheduled Order

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Dollars Shares Round Down Includes Transaction fee Trans. Fee

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Load Discount

LOI R.O.A. NAV

Save for Later Clear

Balances Refresh

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Order Status | Equities | Mutual Funds | Preferences | Commission Calculator

RON BERMAN-OR89 Find: Accounts Emmert, Max / 896-00027 Go Last Search Results

Mutual Fund Order Entry: RON BERMAN-OR89 > Emmert, Max / 896-00027

Buy/Redeem Exchange Order Scheduled Order

Action Buy Security

Dollars Shares Round Down Includes Transaction fee Trans. Fee

Authority Discretionary Trailer Codes Internal Memo

Reinvest Dividends Short Term Gains Long Term Gains Order Taker Order Receive Time

Load Discount

LOI R.O.A. NAV

Save for Later Clear

Balances Refresh

Account Value: \$300,190.00  
Funds Available: \$489,794.96  
Buying Power: \$1,399,074.00  
As of 27-Mar-2009 / 03:11:25 PM ET

Security Lookup

Security ID Type: Description Contains Enter Description Find

Begins With Contains

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After we receive your cancellation or modification request, we will attempt to cancel or modify your open or partially filled order. All or part of your order may, however, be executed while your request is being processed. As a result, your request to cancel or modify the order may not be fulfilled.

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Order Status | Equities | Mutual Funds | Preferences | Commission Calculator

RON BERMAN-OR89 Find: Accounts Emmert, Max / 896-00027 Go Last Search Results

Commission Calculator: RON BERMAN-OR89 > Emmert, Max / 896-00027

Orders

Calculate Proceeds as Separate Orders Combined Orders

Account #	Security Type	Action	Quantity	Security	Security Price	Capacity	Commission Type	Amount	Mark Up/Down	Discount	Cents per share	Net Commission
<b>Total</b>												

Row in bold indicates selected order

Add Row Delete Row Delete All Rows

Balances Refresh

Account Value: \$300,190.00  
Funds Available: \$489,794.96  
Buying Power: \$1,399,074.00  
As of 27-Mar-2009 / 03:10:29 PM ET

Current Position

Security	Quantity	Value
DELL		
DELL INC		
Last Trade	9.96	-0.29 (-2.77%)
Bid	9.90 x 100	
Ask	9.97 x 94	
Last Tick	Up	
Day Range	9.85-10.20	
Volume	18,381,767	
As of 27-Mar-2009 / 03:10:29 PM ET		

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Order Status Equities Mutual Funds Preferences Commission Calculator

RON BERMAN-0R89 Find: Accounts Emmert, Max / 896-00027 Go Last Search Results

### Mutual Fund Order Entry: RON BERMAN-0R89 > Emmert, Max / 896-00027

Buy/Redeem Exchange Order Scheduled Order

Action Security

Buy

Buy

Redeem

Redeem All

Redeem %

Round Down Includes Transaction fee Trans. Fee

Authority Discretionary Trailer Codes Internal Memo

Reinvest Dividends Short Term Gains Long Term Gains Order Taker CHAUBAL,P... Order Receive Time Current

Load Discount

Breakpoint Analysis

Preview Order Save for Later Clear

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Buy/Redeem Exchange Order Scheduled Order

Action Security

Buy

Dollars

Shares

Round Down Includes Transaction fee Trans. Fee

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Action Security

Buy

Dollars

Shares

Round Down Includes Transaction fee Trans. Fee

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Local intranet 100%



# **GSI Commerce/E-bay** — King Of Prussia, PA

**Project:** Toys R Us, Content Management Tool –

Managed the following projects while at: GSI I18N/L10N project  
(Internationalization/Localization), In-store pickup project for various partner websites,  
Promotion management application.

# GSI Commerce – Toys 'R' US, McDonald's, CMS app

TOYS 'R' US BABIES 'R' US All Products SEARCH

AGE BRAND CATEGORY VIDEO GAMES IMAGINARIUM CLEARANCE BABY REGISTRY


CHECK OUT TODAY'S DEAL: PURCHASES OVER \$50 ARE ELIGIBLE FOR FREE SHIPPING

Home

### Store Availability Results for ZIP code 19454

Buy online and pickup in the store!

- Select store location
- Update the quantity
- Add to Cart



**Fisher-Price: Rescue Heroes: Rescue Chopper**

Store Location	In Stock?	Qty.
1 TOYS'R'US - NORTH WALES: Distance from your location: 3.7 miles 2 Airport Square, North Wales, PA 19454 (215) 368-8050   Map   Directions   Hours	<input checked="" type="checkbox"/>	2 <b>2 Items Added to Cart</b> ADD TO CART And pickup at this store
2 TOYS'R'US - KING OF PRUSSIA: Distance from your location: 15.5 miles 250 Mall Blvd., King of Prussia, PA 19454 (610) 337-9216   Map   Directions   Hours	<input type="checkbox"/>	0 Available for purchase in store only
3 TOYS'R'US - WILLOW GROVE: Distance from your location: 9.8 miles 154 Park Avenue, Willow Grove, PA 19454 (215) 830-8894   Map   Directions   Hours	<input type="checkbox"/>	0
4 TOYS'R'US - WYNCOTE: Distance from your location: 9.8 miles Cheltenham Avenue & Easton Rd., Wyncote, PA 19095 (215) 886-7700   Map   Directions   Hours	<input checked="" type="checkbox"/>	3 <b>3 Items Added to Cart</b> ADD TO CART And pickup at this store
5 TOYS'R'US - PHILADELPHIA: Distance from your location: 16.0 miles 2045 COTTMAN AVE., PHILADELPHIA, PA 19454 (215) 742-8090   Map   Directions   Hours	<input type="checkbox"/>	0 Store inventory not available at this time.

STORE HOURS  
Mon-Fri : 10am-9pm  
Sat : 10am-8pm  
Sun : 11am-6pm

Find another store: ZIP Code GO CANCEL MORE STORES

CONTINUE SHOPPING PROCEED TO SHOPPING CART

13. Shipping Cart By Availability

TOYS 'R' US BABIES 'R' US All Products SEARCH

AGE BRAND CATEGORY VIDEO GAMES IMAGINARIUM CLEARANCE BABY REGISTRY

CHECK OUT TODAY'S DEAL: PURCHASES OVER \$50 ARE ELIGIBLE FOR FREE SHIPPING

The quantity you selected exceeds the quantity available for in-store pickup. We have made adjustments accordingly, and you will not be charged for any item that is unavailable for in-store pickup. Please see below for more details.

TEMPORARILY NOT AVAILABLE What does "Temporarily Not Available" mean?

Qty.	Item Description	Price	Total
1	LEGO Star Wars Imperial Landing Craft (7699)	\$49.99	\$49.99

Item#: 529521

Want it Today? Check your local store availability.

ZIP Code GO ADD TO WISHLIST STORE LOCATOR HELP CHECK AVAILABILITY ONLINE

All transactions are safe and secure. Click here for details.

YOUR SHOPPING CART How does my Shopping Cart work? View Your Wishlist (Sign In)

Qty.	Destination	Item Description	Price	Total	You may also like
2	Store Pickup Location: North Wales, PA	TOYS'R'US - NORTH WALES: 2 Airport Square, North Wales, PA 19454 (215) 368-8050	\$19.99	\$19.99	<ul style="list-style-type: none"> <li>Henrich Montana Doll with Purple Outfit with Straw Floral Dress - Play Along Item# 08725</li> <li>Free Shipping** Our Price: \$15.99</li> </ul>
1	Ship To: High School Musical 2 Soundtrack	Item#: 234355 Leaves warehouse in 2 - 3 weeks - (Details) Get message available (Details) Take \$10 off of \$30 or more (a \$30 Bill Me Later statement credit) when you use Bill Me Later today! (See Promotion Details)	\$18.99	\$18.99	<ul style="list-style-type: none"> <li>Disney Pixar Mixie Q! High School Musical Item# 08725</li> <li>Free Shipping** Our Price: \$15.99</li> </ul>
1	Store Pickup Location: Wyncote, PA	Rescue Heroes: Camouflage Jet Item#: 459403 Leaves warehouse in 2 - 3 full bus. days - (Details) Get message available (Details) Take \$10 off of \$30 or more (a \$30 Bill Me Later statement credit) when you use Bill Me Later today! (See Promotion Details)	\$14.99	\$14.99	<ul style="list-style-type: none"> <li>Rescue Heroes: Camouflage Figures - All Item# 57320</li> <li>Free Shipping** Our Price: \$7.99</li> </ul>
1	Ship To: Tub Time Curious George	Item#: 756203 Leaves warehouse in 2 - 3 full bus. days - (Details) Get message available (Details) This item is eligible for free standard shipping with a qualifying toy order of \$49 or more! (See Promotion Details)	\$13.99	\$13.99	

TOYS 'R' US BABIES 'R' US CHECKOUT

SIGN IN ADDRESSES SHIPPING PAYMENTS REVIEW RECEIPT

Select Item Destinations

Select a destination for each item in your order. If you have already chosen a pickup location, verify the address or select a different location. If you would rather have your order shipped, please designate a shipping address for all your online purchases.

Qty	Item Description	Ship to
1	Item Name: Item#: 000000 Shipping: In stock, leaves our warehouse in 1-2 business days In-Store Pickup: Eligible [Promotion messaging]	<input type="radio"/> Ship to the following address: John Smith 1075 1st Ave ADD AN ADDRESS REMOVE  <input checked="" type="radio"/> In-Store Pickup at: North Wales, PA Wyncote, PA, 9.8 miles Philadelphia, PA, 15.5 miles Find another store ADD AN ADDRESS REMOVE <input type="radio"/> Ship to the following address: M. Elsterburger 630 Annandale Rd. ADD AN ADDRESS REMOVE
1	Item Name: Item#: 000000 Shipping: In stock, leaves our warehouse in 1-2 business days In-Store Pickup: Eligible [Promotion messaging]	<input type="radio"/> Ship to the following address: M. Elsterburger 630 Annandale Rd. ADD AN ADDRESS REMOVE  <input checked="" type="radio"/> In-Store Pickup at: North Wales, PA Change Store TOYS'R'US - NORTH WALES, PA: 2 Airport Square, North Wales, PA 19454 (215) 368-8050 Map   Directions   Hours
1	Item Name: Item#: 000000 Shipping: In stock, leaves our warehouse in 1-2 business days In-Store Pickup: Eligible [Promotion messaging]	<input type="radio"/> Ship to the following address: M. Elsterburger 630 Annandale Rd. ADD AN ADDRESS REMOVE  <input checked="" type="radio"/> In-Store Pickup at: Wyncote, PA Philadelphia, PA, 15.5 miles Langhorne, PA, 20.5 miles Find another store REMOVE
1	Item Name: Item#: 000000 Shipping: This product is not available online In-Store Pickup: Eligible [Promotion messaging]	<input type="radio"/> Ship to the following address: M. Elsterburger 630 Annandale Rd. ADD AN ADDRESS REMOVE  <input checked="" type="radio"/> In-Store Pickup at: Wyncote, PA Philadelphia, PA, 15.5 miles Langhorne, PA, 20.5 miles Find another store REMOVE
1	Item Name: Item#: 000000 Shipping: This product is not available online In-Store Pickup: Eligible at [selected store] [Promotion messaging]	<input type="radio"/> Ship to the following address: M. Elsterburger 630 Annandale Rd. ADD AN ADDRESS REMOVE  <input checked="" type="radio"/> In-Store Pickup at: Wyncote, PA Philadelphia, PA, 15.5 miles Langhorne, PA, 20.5 miles Find another store REMOVE  Please note: This item is no longer available at this store. Shipping is also not available for this item. Please select another store. Otherwise, it will be removed from your order when you continue. REMOVE

CHANGE QUANTITIES CONTINUE CHECKOUT

TOYS 'R' US BABIES 'R' US CHECKOUT

SIGN IN ADDRESSES SHIPPING PAYMENTS REVIEW RECEIPT

Select Shipping Options (1 of 1)

Select a shipping method for the items you are shipping to the address listed. If you are shipping items to multiple addresses, you can specify a different shipping method for each address.

Shipping Method for "Katie Fine 1075 First Ave"

Select a shipping method for the items below and click "Continue Checkout."

Shipping to: (or) SELECT A DIFFERENT ADDRESS

Katie Fine (001)  
1075 First Ave  
King of Prussia, PA 19406 US

Qty.	Item Description	Gift Options	Availability
1	Tub Time Curious George Item#: 756203	Not Selected	IN STOCK Arrival dependent upon the shipping method selected. (Details)

This item is eligible for free standard shipping with a qualifying toy order of \$49 or more! (See Promotion Details)

Select Shipping Method:

- Standard Ground Shipping - \$6.54 (Details)
- Second Day Shipping - \$18.93 (Details)
- Next Day Shipping - \$29.98 (Details)

Estimated Shipping and Handling Subtotal: \$9.53  
Estimated Sales Tax: \$2.96

Send a warm greeting with your gift! Gift messaging is available for one or more items above. Would you like to see our available gift options? Yes No

CONTINUE CHECKOUT

TOYS 'R' US BABIES 'R' US CHECKOUT

SIGN IN ADDRESSES SHIPPING PAYMENTS REVIEW RECEIPT

In-Store Pickup Details (n of n)

Verify details below for the items you are picking up at the listed store location.

In Store Pickup at: "Selected Location"

Available for Pickup: TOYS'R'US - NORTH WALES: (610) 368-8050 Map | Directions | Hours

2 Airport Square  
North Wales, PA 19454

STORE HOURS  
Mon-Fri : 10am-9pm  
Sat : 10am-8pm  
Sun : 11am-6pm

Qty	Item Description	Availability
1	Item Name: Item#: 12345678	IN STOCK Available for In-Store Pickup (What does this mean?)
1	Item Name: Item#: 23456789	IN STOCK Available for In-Store Pickup (What does this mean?)

Subtotal: \$XX.XX  
Estimated Sales Tax: \$XX.XX

CONTINUE CHECKOUT

TOYS 'R' US BABIES 'R' US CHECKOUT

SIGN IN ADDRESSES SHIPPING PAYMENTS REVIEW RECEIPT

1) Review the details of your order below. You can make changes to your order at any time using the "Change" buttons.  
2) Click "Send My Order."

YOUR ORDER IS NOT COMPLETE UNTIL YOU CLICK SEND MY ORDER

Payment Details and Options

Bill to: CHANGE Payment Method: CHANGE Gift Options: CHANGE

Katie Fine (001)  
1075 First Ave  
King of Prussia, PA 19406  
610-491-7639  
US

Visa: \*\*\*\*\*1111 exp 06/2009 -Free Gift Message No Gift Message

Enter any Promotions/Discount Codes  
Adding these Promotions/Discount Codes may void any promotions that have already been applied. All promotion discounts currently being applied are listed below your Promotions/Discounts or with the Product. Enter your code next to the code below and click "Apply."

Apply

Order Details and Options (Return to your Shopping Cart to edit quantities or remove items)

1) Summary for "Katie Fine 1075 First Ave"

Shipping To: CHANGE Shipping Method: Standard Ground Shipping

Qty.	Item Description	Gift Options	Price Each	Total
1	High School Musical 2 Soundtrack Item#: 234355 Arrival dependent upon the shipping method selected. (Details) Save up to \$15 on shipping to get it by the 24th with BillMeLater! (See Promotion Details)	Not Selected	\$18.99	\$18.99

2) Summary for "In-Store Pickup"

Picking Up at: CHANGE Shipping Method: In-Store Pickup

TOYS'R'US - NORTH WALES:  
2 Airport Square  
North Wales, PA 19454

For In-Store Pickup items, you will receive email notification when your items are ready to be picked up at the store. (Additional messaging relating to In-Store pickup process.) For more details, click here.

Qty.	Item Description	Gift Options	Price Each	Total
1	Tub Time Curious George Item#: 756203 IN STOCK: Arrival dependent upon the shipping method selected. (Details) Save up to \$18 on shipping to get it by the 24th with BillMeLater! (See Promotion Details)	Not Selected	\$13.99	\$13.99

# Vista Print – Lexington, MA

## Project: Calendars –

Project involved adding new functionality and processes to the existing website viz. Desk & Wall Calendars and Photo Books.

# Vista Print – Calendars

**Wall Calendar - Choose Your Layout Options**

Choose your color and layout options

- Color Options:**
  - Blue & White (Not Shown)
  - Blue & Yellow (Shown)
- Layout Options:**
  - Traditional
  - Large Numbers
  - Table

**Customize Your Wall Calendar - January**

Preview Calendar

7/19/2013

**Photo Desk Calendar**

Upload photos for your calendar

**Customize Your Wall Calendar - Cover**

**Paper Calendars**

Viewing Calendar Images (22 of 23)

Portfolio – Experience History

**Paper Calendar - Add Your Content**

Customize Your Paper Calendar

Preview Calendar

**Photo Desk Calendar - Add Your Content**

Customize Your Photo Desk Calendar

Preview Calendar

# JPMC Bank One – Wilmington, DE

**Project:** Morgan Online – Merger of Morgan Online and Chase (High Net worth Portfolios) –

Account Details and Net Worth for the Morgan Online project, which is into Private & Investment Banking. This project involved a merger/migration of Morgan Online with Chase, called JPMorgan & Chase, Analysis with Market Data and news, Research reports and Portfolio reviews for vendors like Reuters etc.

# JPMC (IB) – Morgan Online (Chase & JPMorgan merger) – Account Details - Mockups

JPMorgan Private Bank | Bill Payment | Banking | Chase Online | Charitable Giving Fund | Learning Center | Contact Center | Help | MORGAN ONLINE

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### Consolidated View

Select another Account or Group:

Report by:  As of:  Value by:  Show Intraday Prices

Prices as of 10/11/2005

Allocation	Asset Class	Accrued Income	Market Value (\$)	Prior Day's Change (\$)	% of Total
	Deposit Cash	28.49	3,947,273.19	1.41	8.23
	Fixed Income	7828.49	773,263.00	64,563.92	5.51
	Equities	44.88	4,980,762.11	(16,439.30)	75.01
	Alternatives	--	245,799.07	0.00	0.51
	Other Assets	--	2,245,799.07	0.00	16.21
	Liabilities	--	(139,889.93)	(3,574.28)	--
	<b>Total</b>	<b>7,901.86</b>	<b>10,045,912.62</b>	<b>51,000.37</b>	<b>100.00</b>

#### The Market

DJIA	10301.82	-82.52
Nasdaq	1963.56	-16.11
S&P 500	1168.21	-10.63
TWX	17.17	-0.17
JNJ	67.67	-0.50
JPM	35.17	-0.79

20 min. delayed quotes by S&P Comstock  
[Launch Watchlist](#)

Account Name	Account Number	Account Type
<b>Deposits</b>		
Joe Public DDA	000180712	DDA
Joe Public MMA	1234567	MMA
<b>Total for Deposits</b>		
<b>Investments</b>		
Joe Public Asset	Q39824000	ASSETT
Joe Public Margin	16087942	MARGIN
Joe Public Trust	1234567	TRUST
<b>Total for Investments</b>		
<b>Other Assets</b>		
Audi R8	N/A	Autos
Mona Lisa	N/A	Art
Trump Tower Condo	N/A	Real Estate
<b>Total for Other Assets</b>		

### Consolidated View

Choose an Account/Group:

Report by:  As of:  Value by:

Filter by:  View by:  Show All Tax Lots  Show Intraday Prices

Prices as of 10/11/2005

**Joe Public Asset - Q39824000 & (Agency) - J.P. Morgan Chase Co.** Holdings as of 10/11/2005

Description	Date	Account Name	Account Number	Tax Lot Details	Quantity	Price	Cost	Acquisition Date	Acquisition Price	Acquisition Exchange Rate	Market Value	Accrued Income	Estimated Annual Income	Unrealized Gain/Loss
<b>Deposit Cash</b>														
<b>Cash</b>														
JP MORGAN P CLASS SWEEP FUND (354) (SWEEP DEADLINE IS 4:30 PM EST) CUSIP:870994910					3,898.480	1.000 USD	3,898.48	06/05/2002	1.000		3,898.48	0.00	63.42	0.00
JP MORGAN FEDERAL MONEY MARKET FUND CLASS SWEEP FUND (354) (SWEEP DEADLINE IS 1:30 PM EST) CUSIP:870994936		9 EAST 64TH STREET CONDOMINIUM	Q8512000		5,242.800	1.000 USD	5,242.80	04/11/2005	1.000		5,242.80	0.00	0.00	0.00
JPMCB-TAX EXEMPT MONEY MKT TRUST ACI CUSIP:9959999L5		THE JAMES ANDERSON, JR. RESIDUE [principal]	55010011003511 [principal]		89,873.000	1.000 USD	89,873.00	01/07/2004	1.000		89,873.00	0.00	1,410.11	0.00
U S DOLLAR		THE JAMES ANDERSON, JR. RESIDUE [principal]	55010011003511 [principal]		21,053.510	1.000 USD	?		1.000	1.000000	21,053.51	0.00	0.00	
<b>Total Cash in USD</b>							<b>99,014.28?</b>				<b>4,014,649.31</b>	<b>0.00</b>	<b>1,473.53</b>	<b>0.00</b>
<b>Total Deposit Cash in USD</b>							<b>2,402,968.77?</b>				<b>6,318,729.30</b>	<b>2,167.34</b>	<b>14,373.53</b>	<b>(683.67)</b>
<b>Fixed Income</b>														
JPMCB-LTD TERM TAX-EXEMPT TRUST CUSIP:993000108		THE JAMES ANDERSON, JR. RESIDUE [income]	55010011003511 [income]		21,206.589	11.830 USD	243,849.88		1.000	1.000000	250,873.95	0.00	10,803.28	7,024.27
JPMCB-SHORT INTERMEDIATE MUNI BOND T RUST CUSIP:993000249		FRANK A LIDDELL TEST TRUST [principal]	55010011075900 [principal]		1,624.362	117.190 USD	188,550.65		1.000	1.000000	190,358.98	0.00	6,724.88	3,808.33
<b>Cash &amp; Enhanced Cash</b>														
JP MORGAN US DOLLAR LIQUIDITY FUND (SWEEP DEADLINE IS 4:30 PM EST) CUSIP:7099905					4,215,253.390	1.000 USD	4,215,253.39				4,215,253.39	6,828.90	115,455.79	0.00
POUND STERLING CUSIP:0GBPPRAA9					195,901.310	1.000 GBP	355,932.03				357,028.18	0.00	0.00	1,096.15
<b>Total Cash &amp; Enhanced Cash in USD</b>							<b>4,141,185.42</b>	<b>4,142,281.57</b>	<b>6,828.90</b>		<b>115,455.79</b>		<b>1,096.15</b>	
<b>Total FX Contracts</b>														<b>(7,574.38)</b>
Trade Date	Settlement Date	Amount	Counter Amount	Contract Rate	Market Spot Rate	Market Forward Rate	Unrealized Gain / Loss							

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Current Analysis Scenario: **My Retirement Fund** (Change Scenario) Included assets: \$31,000,000 | 21% of total net worth [Show Analyzed Accounts](#)

Summary Historical Performance Portfolio Diversification Wealth Forecast

The last time we spoke, we discussed re-allocating this portfolio against an Income/Growth Target... (Read more)

**Historical Performance**

During the month of July, your total net assets increased by 0.5% or \$850,000. Over the last 4 months, your portfolio has increased by 1.1%.

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[Details](#)

**Portfolio Diversification**

Your allocation closely matches your Target Portfolio with respect to cash, and equity holdings. However, you should improve diversification within your [Fixed Income Holdings](#).

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[Details](#)

**Wealth Forecast**

Today, there is substantial overlap between the selected plan (My Retirement Fund) and the Target Income/Growth Plan. However, in ten years, it is much more likely that the Target Plan will have outpaced the selected plan.

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[Details](#)

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MORGAN ONLINE

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Summary Historical Performance Portfolio Diversification Wealth Forecast

Historical Performance >

**Change in Portfolio Value** View By: Portfolio Value % Allocation Share of Total Assets

Include your concentrated position in [IBM](#) for analysis (25% of Equity holdings)

**Analysis Summary**

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**About Historical Performance**

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Asset Class	May 2005	June 2005	July 2005	August 2005
Equities	55% \$X,XXX,XXX	58% \$X,XXX,XXX	61% \$X,XXX,XXX	65% \$X,XXX,XXX
Fixed Income & Cash	25% \$X,XXX,XXX	22% \$X,XXX,XXX	24% \$X,XXX,XXX	24% \$X,XXX,XXX
Alternative Investments	20% \$X,XXX,XXX	20% \$X,XXX,XXX	15% \$X,XXX,XXX	11% \$X,XXX,XXX
<b>All Asset Classes</b>	<b>\$X,XXX,XXX</b>	<b>\$X,XXX,XXX</b>	<b>\$X,XXX,XXX</b>	<b>\$X,XXX,XXX</b>

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Historical Performance >

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**About Historical Performance**

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Asset Class	May 2005	June 2005	July 2005	August 2005
Equities	55% \$X,XXX,XXX	58% \$X,XXX,XXX	61% \$X,XXX,XXX	65% \$X,XXX,XXX
Fixed Income & Cash	25% \$X,XXX,XXX	22% \$X,XXX,XXX	24% \$X,XXX,XXX	24% \$X,XXX,XXX
Alternative Investments	20% \$X,XXX,XXX	20% \$X,XXX,XXX	15% \$X,XXX,XXX	11% \$X,XXX,XXX
<b>All Asset Classes</b>	<b>\$X,XXX,XXX</b>	<b>\$X,XXX,XXX</b>	<b>\$X,XXX,XXX</b>	<b>\$X,XXX,XXX</b>

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Summary Accounts Analyzed - My Retirement Fund

Below is a list of the accounts being included for analysis within the scenario named My Retirement Fund. For more information on each account or to modify the accounts included in this scenario, you can manage your analysis scenarios in more detail.

Account Name	Assets	% Total	Allocation
William T. Jeffords (CAS ID #4568340)			
Chase Savings (301987654)	\$X,XXX,XXX	11%	
Chase Money Market (301987654)	\$X,XXX,XXX	5%	
Leslie Q. Public Living Trust (301987654)	\$XXX,XXX	1%	
Beth L. Jeffords (CAS ID #1026544)			
Mockingbird Family Foundation (301987654)	\$X,XXX,XXX	2%	

Historical Performance: During the assets in Over the increased

Income Holdings: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris nec dolor. Nullam lacinia tortor quis uma.

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Summary Historical Performance Portfolio Diversification Wealth Forecast

Change in Percent Allocation View By: Portfolio Value Allocation Share of Total Assets

Include your concentrated position in IBM for analysis (25% of Equity holdings)

Analysis Summary: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin vulputate, quam facilis sollicitudin venenatis, quam pede auctor felis, ut vulputate dolor turpis ut nisl. Aliquam elementum, libero a lacinia imperdiet, turpis velit vulputat est, a tincidunt leo augue ac lacus. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Morbi aliquet libero vehicula augue sed nisl. Mauris hendrerit. Phasellus uma. Aliquam semper nisl ac justo.

Asset Class	May 2005	June 2005	July 2005	August 2005
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Fixed Income & Cash	25% \$X,XXX,XXX	22% \$X,XXX,XXX	24% \$X,XXX,XXX	24% \$X,XXX,XXX
Alternative Investments	20% \$X,XXX,XXX	20% \$X,XXX,XXX	15% \$X,XXX,XXX	11% \$X,XXX,XXX
All Asset Classes	\$X,XXX,XXX	\$X,XXX,XXX	\$X,XXX,XXX	\$X,XXX,XXX

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Summary Historical Performance Portfolio Diversification Wealth Forecast

Change in Percent Allocation View By: Portfolio Value Allocation Share of Total Assets

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Analysis Summary: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin vulputate, quam facilis sollicitudin venenatis, quam pede auctor felis, ut vulputate dolor turpis ut nisl. Aliquam elementum, libero a lacinia imperdiet, turpis velit vulputat est, a tincidunt leo augue ac lacus. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Morbi aliquet libero vehicula augue sed nisl. Mauris hendrerit. Phasellus uma. Aliquam semper nisl ac justo.

Asset Class	May 2005	June 2005	July 2005	August 2005
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Fixed Income & Cash	25% \$X,XXX,XXX	22% \$X,XXX,XXX	24% \$X,XXX,XXX	24% \$X,XXX,XXX
Alternative Investments	20% \$X,XXX,XXX	20% \$X,XXX,XXX	15% \$X,XXX,XXX	11% \$X,XXX,XXX
All Asset Classes	\$X,XXX,XXX	\$X,XXX,XXX	\$X,XXX,XXX	\$X,XXX,XXX

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Current Analysis Scenario: **My Retirement Fund** (Change Scenario) Included assets: \$31,000,000 | 21% of total net worth Show Analyzed Accounts

Summary Historical Performance Portfolio Diversification Wealth Forecast

My Retirement Fund vs. Total Assets View By: Portfolio Value Allocation Share of Total Assets

Include your concentrated position in IBM for analysis (25% of Equity holdings)

Analysis Summary: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin vulputate, quam facilis sollicitudin venenatis, quam pede auctor felis, ut vulputate dolor turpis ut nisl. Aliquam elementum, libero a lacinia imperdiet, turpis velit vulputat est, a tincidunt leo augue ac lacus. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Morbi aliquet libero vehicula augue sed nisl. Mauris hendrerit. Phasellus uma. Aliquam semper nisl ac justo.

Asset Class	May 2005	June 2005	July 2005	August 2005
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Alternative Investments	20% \$X,XXX,XXX	20% \$X,XXX,XXX	15% \$X,XXX,XXX	11% \$X,XXX,XXX
All Asset Classes	\$X,XXX,XXX	\$X,XXX,XXX	\$X,XXX,XXX	\$X,XXX,XXX

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Current Analysis Scenario: **My Retirement Fund** (Change Scenario) Included assets: \$31,000,000 | 21% of total net worth Show Analyzed Accounts

Summary Historical Performance Portfolio Diversification Wealth Forecast

My Retirement Fund vs. Total Assets View By: Portfolio Value Allocation Share of Total Assets

Include your concentrated position in IBM for analysis (25% of Equity holdings)

Analysis Summary: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin vulputate, quam facilis sollicitudin venenatis, quam pede auctor felis, ut vulputate dolor turpis ut nisl. Aliquam elementum, libero a lacinia imperdiet, turpis velit vulputat est, a tincidunt leo augue ac lacus. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Morbi aliquet libero vehicula augue sed nisl. Mauris hendrerit. Phasellus uma. Aliquam semper nisl ac justo.

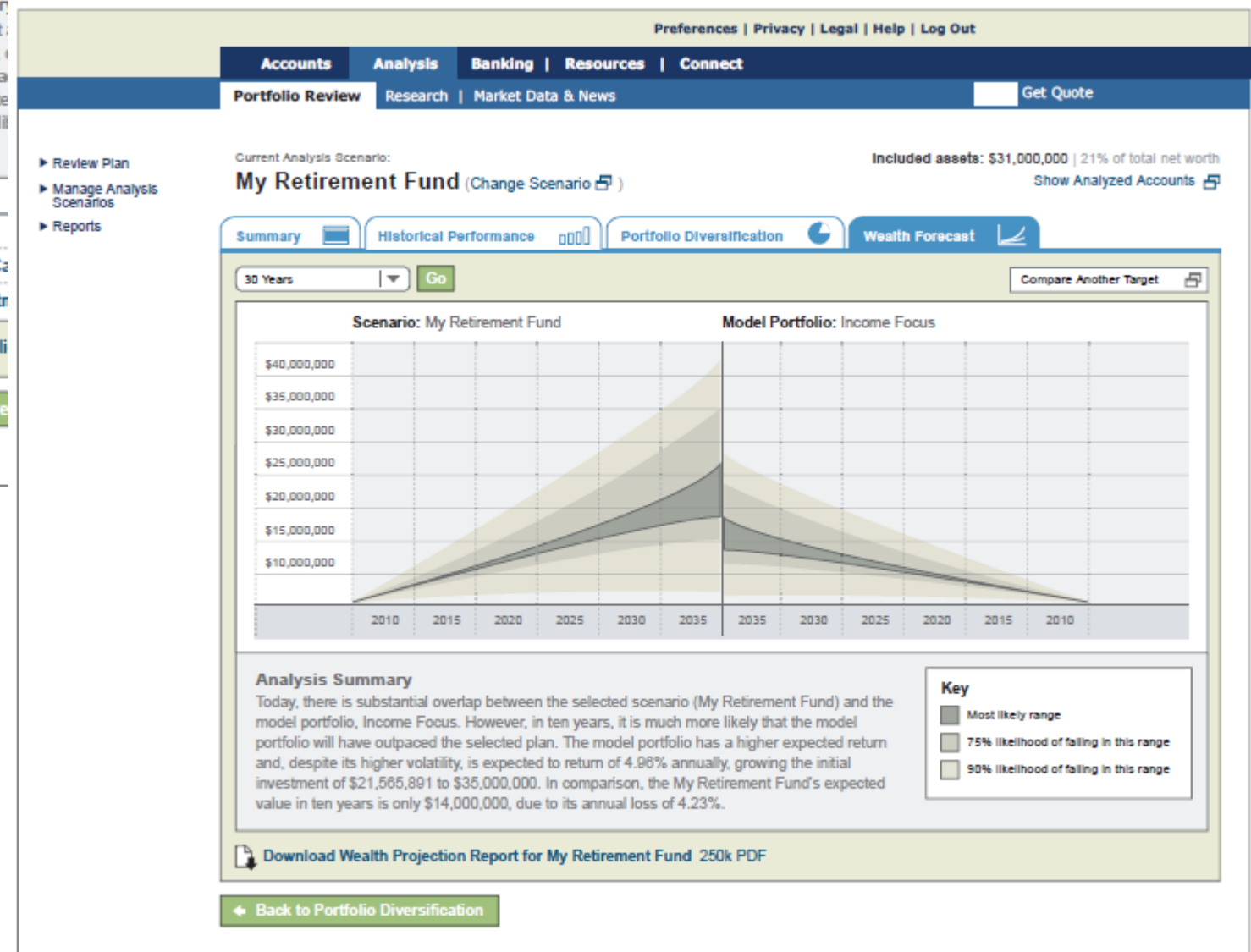
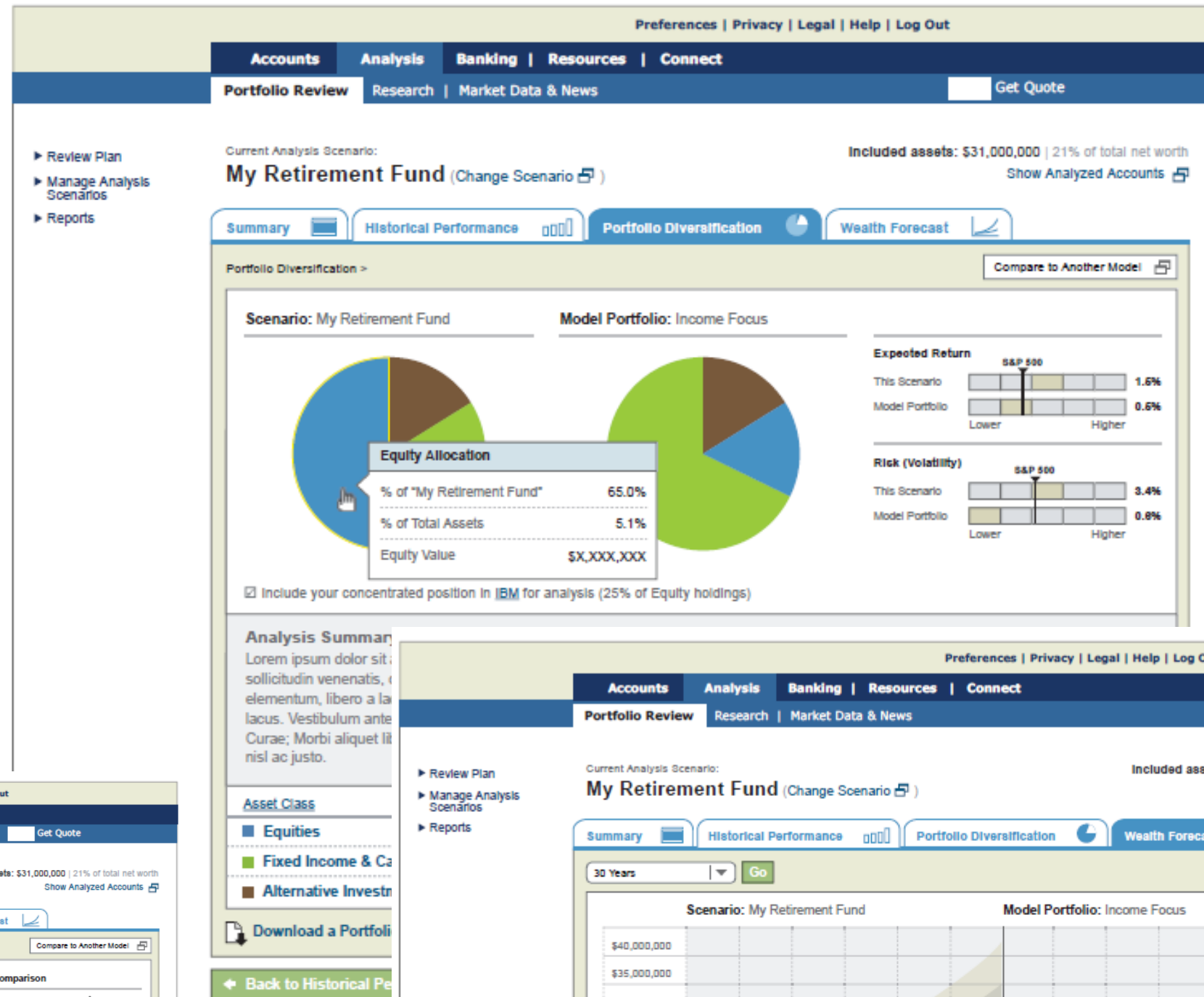
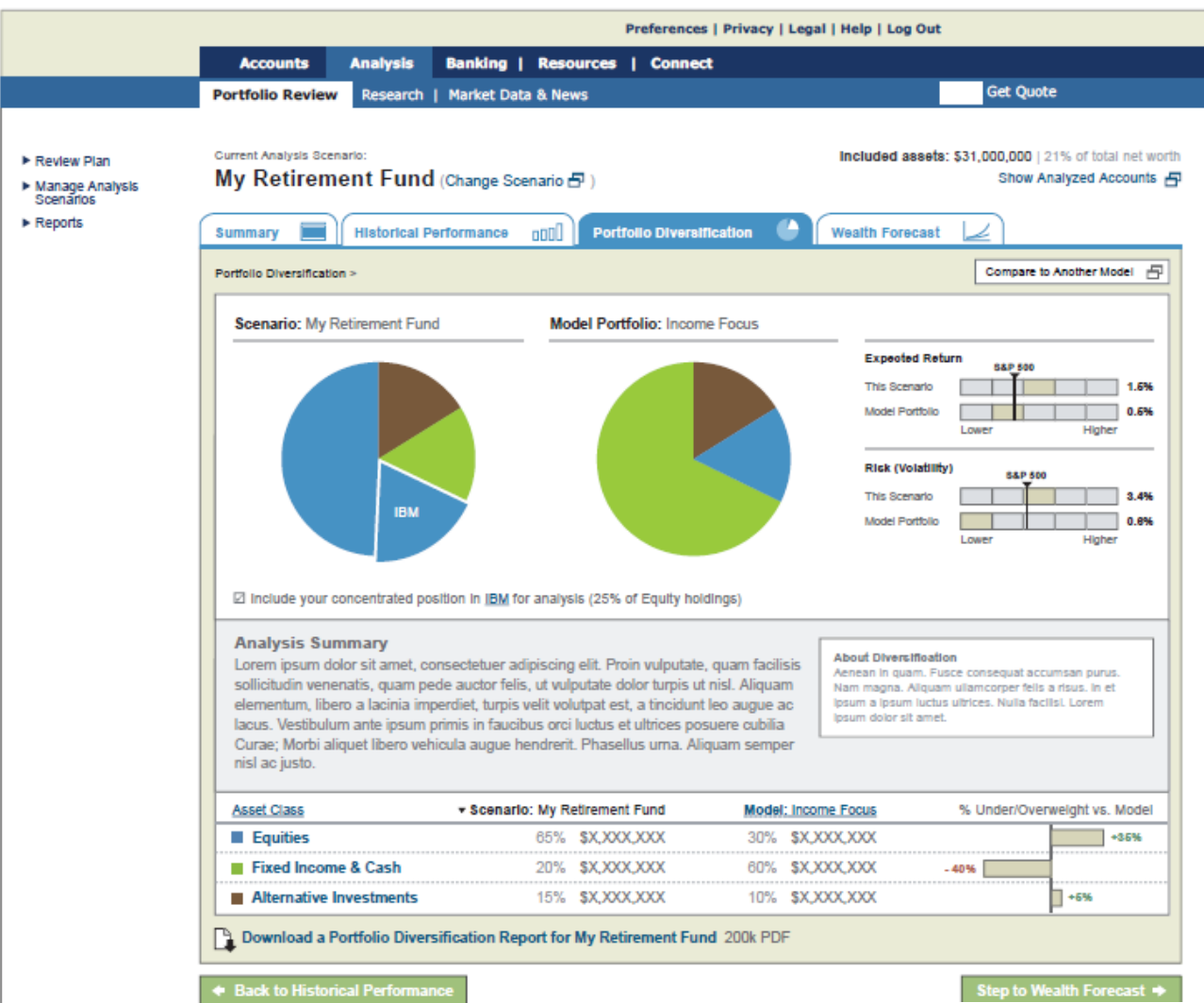
Asset Class	May 2005	June 2005	July 2005	August 2005
Equities	55% \$X,XXX,XXX	58% \$X,XXX,XXX	61% \$X,XXX,XXX	65% \$X,XXX,XXX
Fixed Income & Cash	25% \$X,XXX,XXX	22% \$X,XXX,XXX	24% \$X,XXX,XXX	24% \$X,XXX,XXX
Alternative Investments	20% \$X,XXX,XXX	20% \$X,XXX,XXX	15% \$X,XXX,XXX	11% \$X,XXX,XXX
All Asset Classes	\$X,XXX,XXX	\$X,XXX,XXX	\$X,XXX,XXX	\$X,XXX,XXX

Download a Historical Performance Report for My Retirement Fund 250k PDF

Back to Summary Step to Portfolio Diversification



# JPMC (IB) – Morgan Online - Portfolio Review (Wall Street On Demand) - Mockups



# World Bank – Washington, DC

**Project:** Services Portal, Exe My Page (Presidents Calendar, Encorr, ISN Tech Talk, Trust Funds ) –

Managed and handled multiple projects at a time:

**EXC My Page** – The project is a scheduling calendar for the President and Senior Management reporting to the President of the World Bank.

**Services Portal** - This site caters to all services, pertaining to official, personal and work related services of the Bank.

**Encorr** – Application, which caters to all the work assigned to Managers and so on from the President of World Bank.

**ISN Tech Talk** - The project is a discussion space or application where there is interaction amongst staff, which tracks all discussions in an order by posting a message.

**Branding** - Branding images for Banks Intranet & External Web portal. This is for the Header section of the portals.

**Trust Funds** – Designed a portal for Trust Funds at World Bank. Trust Funds are created and managed to offer funds to various countries and other institutions by World Bank.

# World Bank – My Page – World Bank

## Presidents Calendar - Mockups

The image displays a collage of mockups for the World Bank 'My Page' interface, specifically focusing on the 'Presidents Calendar' and related scheduling tools. The interface is presented in a blue-themed layout with a navigation bar at the top containing links like 'Home', 'My World', 'Countries', 'Topics', 'Units', 'Services', 'People', 'Operations', and 'Data & Reference'. A search bar is also present.

Key components of the mockups include:

- Calendar Navigator:** A monthly calendar view for March 2004, showing days of the week and dates.
- Presidents' Calendar:** A detailed view of the President's schedule for March 12, 2004, listing events such as 'Coporate Day (B) (N) < Rescheduled 1X Already/ Do not move>' and 'Lunch: In honor of the best WB team hosted by Mr. Wolfensohn (Grand Total 9)'. It includes details like time, subject, and venue.
- Board Calendar:** A section for board meetings, including the IFC Board and Bank Board, with details on topics like 'Nigeria Zenith Bank' and 'Peru Institutional Capacity for Sustainable Fiscal Decentralization Tech. Assistance (S)'.
- MDs & VPs Calendar:** A calendar for the President's staff, listing names like Mamphele Ramphela and Peter Woicke, along with their events and travel dates.
- Monthly Travel Summary:** A table summarizing travel events for the month of March 2004, with columns for Date, From, To, and Event.
- Call Logs:** Multiple views showing call logs for the President, President's Assistant, Candy, and Floyd, listing received calls with details like time, name, and subject.
- Assignments and Overdue Logs:** Sections for managing tasks and tracking overdue items, including search filters and list views.
- Speech Calendar:** A calendar for the President's speeches, listing dates and brief descriptions.
- Appointments Reminders:** A list of upcoming appointments and reminders.

The mockups are arranged in a grid-like fashion, showing different views and components of the system. A browser window titled 'EXC - My Page - Mozilla Firefox' is overlaid on the right side, displaying a detailed view of a calendar entry for March 12, 2004, at 9:00 - 12:45 PM. The entry details include the subject 'Coporate Day (B) (N) < Rescheduled 1X Already/ Do not move>', venue 'MC 2- 800', contact 'Joelle Chassard @ 81873/ Number to call on CD- 6769447', and agenda notes regarding date changes and cancellations. It also lists exclusions: '(B) SRM / Due: By Monday On week of prior' and 'EXC: XC / LFG (4/13)'.

# World Bank – Services Portal – Competitive Analysis

## Competitive Analysis

- Analysis was done to derive on the most competitive way of defining a user solution, Site Organisation, Links and Labels and Search etc.
- Sites chosen were IBM, Wal-Mart, EBay, Dell and Amazon.
- Analysis on the criteria mentioned above was done keeping usability standards and approach.
- Findings of the analysis were tabulated as shown above by ratings most appropriate based on each criterion for each of the sites.
- All the above points and rated on a scale of 1- 5 for each site analysed
- 1 – Bad / 2 – Poor / 3 – Fair / 4 – Good / 5 - Outstanding
- **Findings**

	Home Page	Navigation	Site Organization	Links and Labels	Search & Search Results	Readability	Performance	Content
<b>IBM</b>	4	4	4	4	2	4	3	4
<b>Wal-Mart</b>	5	5	4	5	4	4	5	5
<b>Ebay</b>	3	4	3	4	5	4	2	3
<b>Dell</b>	3	2	2	2	1	3	2	3
<b>Amazon</b>	4	4	3	4	3	3	5	3

# World Bank – Services Portal – Prototypes

**Header** E- Services Portal

Home > Services > Browse Email Print

**E- Services**

**All** ISG GSD HSD HR Other My Account

[View By Category](#) | [View By Service Packages](#) | [Alphabetical](#) | [Employee Specials](#)

<p><b>Most Requested Services</b></p> <p>Computer Log On</p>	<p><b>Search</b></p> <p><input type="text"/> <input type="button" value="Category"/> <input type="button" value="GO"/></p> <p><a href="#">Advanced Search</a> <a href="#">Recently Viewed</a> <a href="#">Popular Searches</a></p>	<p><b>Highlights</b></p> <ul style="list-style-type: none"> <li>Campus Map - Locations of Buildings &amp; Auditoriums <a href="#">More...</a></li> </ul>
<p><b>Site Tools</b></p> <ul style="list-style-type: none"> <li>Contact Info</li> <li>Site Tour For E-Services</li> <li>Suggest a Service</li> <li>FAQ's</li> <li>Help</li> <li>Feedback</li> <li>Suggestion box</li> </ul>	<p><b>Services Categories</b> <a href="#">View with images</a></p> <ul style="list-style-type: none"> <li>Benefits and Compensation</li> <li>Human Resource</li> <li>Information Services</li> <li>Personal and Family</li> <li>Procurement Services</li> <li>Mail and Messaging Service</li> <li>Security Services</li> <li>Technology Services</li> <li>Travel Services</li> <li>Educational Services</li> </ul>	<p><b>Featured Services</b></p> <ul style="list-style-type: none"> <li>Campus Map - Locations of Buildings &amp; Auditoriums <a href="#">More...</a></li> </ul> <p><b>New Services</b></p> <ul style="list-style-type: none"> <li>Order Food Place order for food at a location <a href="#">Read More...</a></li> <li>Library Books available <a href="#">Read More...</a></li> </ul>

**Footer**


**Header** E- Services Portal

Home > Services > ISG > Telecommunication > Fax > Fax Machine > Fax Move Design 1

**E- Services**

**All** ISG GSD HSD HR Other My Account

[View By Category](#) | [View By Service Packages](#) | [Alphabetical](#) | [Employee Specials](#)

<p><b>Most Requested Services</b></p> <p>Computer Log On</p>	<p><b>Option 1</b></p> <p><b>Fax Move</b></p> <p>ISG Logo <b>Customer Service</b> x82127 <b>Hours of Operation</b> M-F (0800-1800 EST) <b>ISG services</b> <a href="#">Click to order</a></p> <p><a href="#">Back</a></p> <p> <b>Cost :</b> 5\$ Per Day <b>Terms and Conditions</b></p> <p><b>Eligibility :</b> Bank Staff Only <b>Warranty</b></p> <p><b>Details</b> <b>FAQ's</b></p> <p><a href="#">Enlarge Picture</a> <a href="#">Other Views</a></p> <p>Cost for Fax Move will come here. Cost for Fax Move will come here. Cost for Fax Move will come here. Cost for Fax Move will come here. Cost for Fax Move will come here. Cost for Fax Move will come here.</p> <p style="text-align: right;"><input type="button" value="Transact"/> <input type="button" value="Cancel"/></p>	<p><b>Related Info</b></p> <ul style="list-style-type: none"> <li>Do's and Don'ts</li> </ul> <p><b>Quick Links</b></p> <ul style="list-style-type: none"> <li>Office Fax Station</li> <li>Central Telex and Facsimile Service</li> <li>Faxmerge Service Information Guide</li> </ul> <p><b>Related Services</b></p> <ul style="list-style-type: none"> <li>Fax Rolls</li> </ul> <p><b>Featured Services</b></p> <ul style="list-style-type: none"> <li>Campus Map - Locations of Buildings &amp; Auditoriums <a href="#">More...</a></li> </ul> <p><b>New Services</b></p> <ul style="list-style-type: none"> <li>Order Food Place order for food at a location <a href="#">Read More...</a></li> <li>Library Books available <a href="#">Read More...</a></li> </ul>
<p><b>Search</b></p> <p><input type="text"/> <input type="button" value="Category"/> <input type="button" value="GO"/></p> <p><a href="#">Advanced Search</a></p>	<p><b>Browse</b></p> <ul style="list-style-type: none"> <li>Archives</li> <li>Audio &amp; Video</li> <li>Computer Logon</li> <li>Directory Services</li> <li>Telecommunication</li> </ul>	<p><b>(Ads)</b> <b>Fax Machines</b></p> <ul style="list-style-type: none"> <li>Brother PPF-2800 Plain Paper Fax Machine Buy new: \$169.94 Used &amp; new from: \$185.00 In Store Pick-up: Price too low to display. <a href="#">More...</a></li> </ul>
<p><b>Site Tools</b></p> <ul style="list-style-type: none"> <li>Contact Info</li> <li>Site Tour For E-Services</li> <li>Suggest a Service</li> <li>FAQ's</li> <li>Help</li> <li>Feedback</li> <li>Suggestion box</li> </ul>	<p><b>Accessories And Supplies</b></p> <ul style="list-style-type: none"> <li>Office Depot White Copy Paper, 8 1/2in. x 11in., 20 Lb., B4 Brightness, Case Of 10 Reams Buy new: \$24.99 In-store Pick-up: \$24.99 <a href="#">More...</a></li> </ul>	

**Footer**

# World Bank – Services Portal – Usability – Test Script, Sample Report

## Test Script

### Introduction

Hi Ayyappa, welcome to the user testing session today June the 30<sup>th</sup> at World Bank for E-Services Portal Story Boards. Purpose of study is to find out how usable the layout is and a users experience while he navigates through the site as to know if he can find his destination with ease. Time involved in doing so when you are given a task to be performed will be noted, the moves with which you navigated will also be recorded an observer, kindly do not be conscious of it. The session will be very informal, you can take a break, ask questions also. The user currently you Ayyappa are not being tested, it is a process of evaluation of the sites Usability.

### Initial Questionnaire

1. Have you attended sessions or been part of a User testing Study?
2. What idea do you have about User testing and analysis?
3. What does E- Services Portal mean to you?
4. How often do you request a service, or is this your first time?
5. How comfortable are you ordering a service online rather than the still ancient technique of picking up the phone for the same?
6. Do you get tired of multiple clicks and prefer an advanced search as in the first click itself, or love to navigate and research?
7. What are your views on Usable design and a work system?
8. What are your priorities when you come to a services portal?
9. What are your expectations from this portal?
10. What would you wish to see in the home page and when you take a first look and the screen?
11. Give a one line definition for E- Service Portal E.g. "One Point Click to all my orders"

### Test Script

**Task 1:** You are an employee of World Bank and want to order for a Fax machine, how do you go about from the home page.

**Task 2:** You are looking for a Packaged Service as your are moving from one location to another where can you find it in E- Services Portal?

**Task 3:** You have already ordered a Service, you need to now track the order status, how will you track the same in E- Services Portal, from the home page?

**Task 4:** You are an employee of World Bank and want to order for a Courier, how do you go about from the home page.

**Task 5:** You are a service provider and you want to manage your services, how do you do the same in E- Services Portal?

**Task 6:** You are an approver and you want to approve a request, how do you do the same in E- Services Portal?

## Meet Ayyappa Nagubandi

### Ayyappa Nagubandi

Title: Contractor: Satyam Computer Services  
Dept/Div: [ISGEB \(06589\)](#)

**Work Phone:** 473-8631  
**Location:** Washington, DC (IBRD)  
**E-mail:** [anagubandi@worldbank.org](mailto:anagubandi@worldbank.org)

**Fax:**  
**Room Number:** | 12-230  
**Mail Stop:** | 12-1202

## 2.) User 2

### Background info:

Has not ever visited the Services Tab and did not know it was there or what it could be used for

Directly types the names of the kiosks as he/ she is very familiar with them and requests services on a regular basis (every other week at least).

Orders office supplies, telephone services, people database, lotus notes accounts, coffee services, moving services, business cards, etc.]

Would love to see all services in one place to make life easier.

### Test Task Observation sheet

Task	Correct Answer	User's path	Overall Status	Time Taken	No of Questions asked	No of Clicks	Remarks
Fax	Yes	Telecom> Fax	easy	< 1 min.	1	5	
Insurance	Yes	HR> Benefits> Insurance	easy	2 min.	None	4	
Courier service	Yes	GSD> Shipping> Mail> Courier> Transact	Easy	2 min.	none	4	Does not click transact to check status
Leaving Bank Package	Yes	View by Special Package	easy	<1 min.	none	1	
Employee Special-Mobile phone	Yes	ISG> Telecom> spotted Employee Special	easy	1.5 min.	3 ques	4	somewhat difficult to find in 2 <sup>nd</sup> -level nav.
My Account	Yes	1.Looks to bottom left of homepage first. 2.Then looks under most requested services. 3.Then looks under packages. 4. After sometime and direction-sees my acct. tab	guided	4 min.	5 ques.	5	Did not see My Acct. Tab

### Feedback:

This new portal is going to make life easier.

Looking forward to it.

Very nice, looks good.

Once one studies the design, it will be very easy to pick up on because is intuitive.

A little practice or training would be helpful.

### Suggestions:

None

# World Bank – Services Portal – Usability – User Testing Analysis

## Overall Task Complexity noted for the 12 Users

Tasks	Intuitive	Guided	Confused	Comments
Fax Machine Move	8	4	0	Confused by Unit
Status of Courier Service Request	12	0	0	Some did not find it intuitive to click on details or transact to check status of request
Life Insurance Information	11	1	0	Confused between general life insurance and check "my" life insurance package
Service Packages	7	4	1	Some don't see 2nd level navigation, others look under All or Others tab or highlights first Most believe it should be associated with one unit
Employee Specials	7	5	0	3 didn't see sub-level navigation 2 clicked "other" tab first before seeing sub-level navigation
My Account	6	6	0	Some don't see "my acct." tab Look first to left navigation part of page Some look for service and then want option to check status or manage service at that point on service point page vs. my acct. Some check all tab or think site tools should have order look up Some check their unit's tab

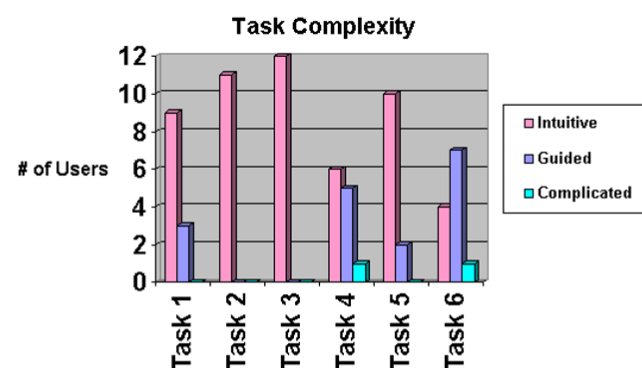
## User Testing Analysis and Approach taken

Details of the User and Providers chosen for testing.

Number of Users	Distribution of age groups	Distribution of Gender
<b>E-Services Users</b>	2= (20-30 yr.) 4 = (40-50 yr.)	3 male; 3 female = 6
<b>Service Providers</b>	2= (20-30 yr.) 2 = (40-50 yr.)	0 male; 4 female = 4
<b>Office or Program Assistant</b>	2= (20-30 yr.) 0 = (40-50 yr.)	0 male; 2 female = 2

Unit	User Profile	Number
ISG	Users + Providers	4 + 1 = 5
GSD	Users + Providers	1 + 1 = 2
HR	Users + Providers	3 + 2 = 5
<b>Total</b>		8 + 4 = 12

## Overall Task Complexity noted for the 12 Users

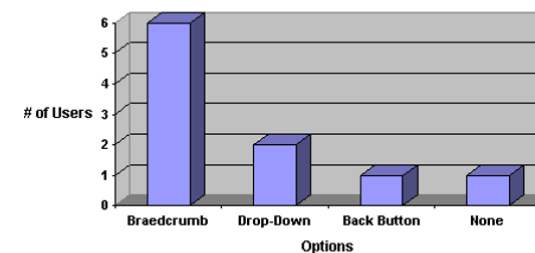


No of Tasks	Task Type
Task 1	Fax Machine Move
Task 2	Courier Service Confirmation Status
Task 3	Insurance
Task 4	Package Service
Task 5	Employee Specials
Task 6	Manage Services or Check Order Status

## Preferences of Secondary navigation

Breadcrumb	Drop-Down	Back Button	None
6	2	1	1

Preference of Navigation within White Space



## Preferences of Navigation Bar - Tabs

Tabs by Unit	Tabs by Browse options
4	6

Preference of Tab Design

