

- When you're finished, submit your request to GEDM by clicking on . The confirmation message appears.

Your request has been submitted. You will be notified via email upon the completion of your request.

In addition to this on-screen message, an email is sent to the requestor indicating that the request has been submitted to GEDM for processing.

- Click on to return to the request form to submit a new query. Or click on to return to the *dataHelpQ* opening page.

STATUS OF YOUR REQUEST

Requests are processed rapidly by GEDM and carry a status indicator, as described below.

Request Status	Description
New	The request has been submitted but not assigned to an analyst for resolution. An email is sent to the requestor whenever a new query is submitted.
In Progress	The request has been assigned and is being processed normally.
On Hold	The request resolution has been temporarily delayed for technical reasons. <i>On hold</i> can indicate that a response from a third-party vendor involved in resolving the inquiry is pending. An email is sent to the requestor when a query is put <i>on hold</i> .
Completed	The query has been satisfactorily addressed and closed. An email is sent to the requestor when a query is <i>completed</i> . Completed requests can be <i>resubmitted</i> by the requestor (see below).

RE-SUBMITTING YOUR REQUEST

When the status of a request is *completed*, but you are not satisfied that the issue has been adequately addressed, you can resubmit the original *dataHelpQ* query to GEDM. To resubmit your request:

- As noted above, an email is sent to the requestor when their request is *completed*. This email contains a link with the request ID number. Open this email and click on this link. The *Request Details* window appears.

If this request has not been fulfilled properly, you can resubmit it >>

Request Details

Initial Request Date: 12/18/2002 04:53:11 PM

Request #: 021218-0A4BA2CA
 Status: Completed
 Inquiry Type: Add
 Data Container: FIDM
 Access Location: Tokyo

- To resubmit to GEDM the *completed* query that is displayed click on .

VIEWING YOUR PENDING REQUESTS

- On the *dataHelpQ* opening page click on the **View Your Pending Requests** icon. A list of *Your Pending Requests* appears, which includes the request *status*.

Your Pending Requests

	Priority	Type	Date Time	Status	Security ID	Security Description
	Normal	Verify	12/11/2002 06:06 PM	New		
	Normal	Add	12/11/2002 02:41 PM	In Progress		
	Normal	Verify	12/05/2002 12:56 PM	On Hold		
	Normal	Add	12/02/2002 01:43 PM	In Progress	HRRR	eee
	Normal	Add	11/29/2002 11:49 AM	In Progress		
	Normal	Add	11/29/2002 03:04 PM	In Progress	rrrr	ttt
	Urgent	Modify	11/29/2002 12:08 PM	In Progress	jjj	iiyi
	Normal	Add	11/29/2002 10:50 AM	On Hold		

Note: Newly submitted requests can take 30-60 minutes to appear on the pending requests lists due to the database refresh schedule.

- For any request on the list, click on the **View Details** link. The *Request Details* screen appears for the selected request.

Request Details

Initial Request Date: 11/29/2002 10:50:43 AM

Request #: 021129-57068842
 Status: On Hold
 Inquiry Type: Add
 Data Container: GFDm
 Access Location: New York
 Product: EOD Pricing
 Access Method: GFDm (Database)
 Security Type: Equities
 Security Identifier Type: RIC
 Security Identifier:

Security Description:
 Priority: Normal
 Inquiry Description: test 1

Remarks:

FOR FURTHER INFORMATION

For further information on the *dataHelpQ* support service contact John.Doe@xyzdummy.com (phone: 88.999.9999).