

Benefits and Customer Survey

Benefit Participation

At this time you may change your benefit participation with IBM. Just select the appropriate button.

Customer Survey

If you check the Customer Survey box, you will be asked three questions about this software product. Your opinions are important to IBM, so we encourage you to select this option.

Business Information

Business Information provides information about your organization and where you fit within that organization.

Corporate, Institution or Organization

This is the name of the enterprise where you are using this software product. Please use the full name.

Job Title

Job title is the description associated with your job responsibilities. Some common job titles are Vice President, Project Manager, Program Administrator, Secretary, Sales Representative, Controller, etc.

Department

Department indicates in which part of the organization or division you work. Some examples of departments include manufacturing, sales, and accounting.

Prefix

This tells us how you would like to be addressed, or a title that goes before your formal name (e.g. Mr., Miss, Dr.).

First Name/Given Name/Nickname

This tells us how people usually refer to you (e.g. Debbie, David, Donald). If you have a nickname that you prefer, please enter your nickname on this line after your first name or first initial (e.g. Deb, Dave, Don).

Initial

This may be one to four initials. This helps us be specific when addressing you.

Last Name/Surname/Family Name

This tells us how people address you formally. If your last name is hyphenated, or has multiple segments please enter your entire hyphenated or segmented name.

Suffix

A suffix following your last name provides us with more detailed information about you (e.g. CPA, MD, Jr., PhD).

Communications Settings

Communications settings tells IBM how to communicate with your modem.

Modem

There may be or more communication ports on your system. Select the port to which your modem is connected, by using the pull down list.

Dial Prefix

If a prefix such as 8 or 9 is needed to access your telephone system, please key the number here. Also, if your call will be an international call, please enter the appropriate access code here.

Dial Method

Select either Tone (Touch Tone system) or Pulse (rotary dial system) for your dialing method.

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Country

Providing the country name where you reside allows the registration program to select required fields for your address, as well as to select the appropriate telephone number, modem number, fax number and mailing address for you to register your software product. All methods of registration may not be available.

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Fax Registration

This program will print a document with your Customer Profile as well as the telephone number required to fax it to IBM. IBM will fax your software registration number back to you at the fax number you entered. Please watch for this important fax. When it arrives, select the **Software Registration** tool icon and select the **Enter Registration Number** option. If you have trouble reaching IBM using this fax number, please select another registration method.

General Information

AXTIVE Registration Tool

Developed by AXTIVE Software Corporation

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This application is designed to assist in the registration of IBM software.

Greeting

This is the product Customer Profile data entry process. This Customer Profile is part of the Software Registration process and is very important because it allows you to receive the following benefits:

- Registration protects your personal investment or your company's investment in this software product. With this completed Customer Profile, IBM can contact you with important information concerning this product.
- IBM also can make you aware of new product releases, upgrades or new versions.
- IBM also can notify you of special offers and promotions.
- IBM will keep this Customer Profile information confidential and will only use this information internally for your benefit.

Mailing Address

Mailing address tells IBM where you are located so you can be contacted by using postal or delivery services.

Address

Use these two spaces to include:

The number and name of the Street, Court, Place, Way, Boulevard or Avenue portion of your address.

Additionally, information such as Suite Number, Floor Number, Route Number, Section or Precinct Number or Building Number.

City/Town/Village

This tells IBM the name of your location in a State/Province.

State/Province

This tells IBM the name of your location in a Country.

Zip/Postal Code

This is a code assigned to a specific area within your State or Province and Country.

COUNTRY

Providing the country name where you reside allows the registration program to select required fields for your address, as well as to select the appropriate telephone number, modem number, fax number and mailing address for you to register your software product. All methods of registration may not be available.

Corporate, Institution or Organization

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Last Name/Surname/Family Name

This tells us how people address you formally. If your last name is hyphenated, or has multiple segments please enter your entire hyphenated or segmented name.

Suffix

A suffix following your last name provides us with more detailed information about you (e.g. CPA, MD, Jr., PhD).

Modem Registration

Registration #

This will display the product registration number and store it in your Customer Profile when the registration process is completed. If you have trouble connecting with IBM, please select another available registration method.

Now is a convenient time

If you select **Now is a convenient time**, you will proceed to register the product. If you select **Please remind me to register later**, this program will appear periodically and remind you to complete the registration process. This program will continue to remind you until you have the time to register your software.

Personal Introduction

Your personal introduction tells IBM specifically who you are. This information provides a way for us to address you correctly and professionally.

Prefix

This tells us how you would like to be addressed, or a title that goes before your formal name (e.g. Mr., Miss, Dr.).

First Name/Given Name/Nickname

This tells us how people usually refer to you (e.g. Debbie, David, Donald). If you have a nickname that you prefer, please enter your nickname on this line after your first name or first initial (e.g. Deb, Dave, Don).

Initial

This may be one to four initials. This helps us be specific when addressing you.

Last Name/Surname/Family Name

This tells us how people address you formally. If your last name is hyphenated, or has multiple segments please enter your entire hyphenated or segmented name.

Suffix

A suffix following your last name provides us with more detailed information about you (e.g. CPA, MD, Jr., PhD).

Phone/Fax/E-Mail

This provides information about how to contact you by telephone or electronically. Just a telephone number is sufficient, but if you have other "electronic addresses" it would be helpful for you to provide them.

Telephone Number

This number should include area code and/or country code.

Extension

Extension tells IBM what number to dial or ask for after the main telephone number has been answered.

Fax Number

Fax number tells IBM the number where we can fax you important information. This field is required if you wish to register by fax.

E-Mail Address

This tells IBM where to send electronic information. It may be an Internet ID or an ID from another on-line service. The pattern should be 'myname@provider.net'. An example would be johnsmith@AOL.com.

Address

Use these two spaces to include:

The number and name of the Street, Court, Place, Way, Boulevard or Avenue portion of your address.

Additionally, information such as Suite Number, Floor Number, Route Number, Section or Precinct Number or Building Number.

City/Town/Village

This tells IBM the name of your location in a State/Province.

State/Province

This tells IBM the name of your location in a Country.

Zip/Postal Code

This is a code assigned to a specific area within your State or Province and Country.

COUNTRY

Providing the country name where you reside allows the registration program to select required fields for your address, as well as to select the appropriate telephone number, modem number, fax number and mailing address for you

to register your software product. All methods of registration may not be available.

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This is the name of the enterprise where you are using this software product. Please use the full name.

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Suffix

A suffix following your last name provides us with more detailed information about you (e.g. CPA, MD, Jr., PhD).

Postal Service Registration

The program will print a document with your Customer Profile as well as the mailing address required to send it to IBM. IBM will mail your software registration number back to you at the address you provided in the Customer Profile section. Please watch for this important document. When it arrives , select the **Software Registration** tool icon and select the **Enter Registration Number** option.

Print Options

Print options tells the program to which printer you would like to send your registration information. Select the printer where you would like your registration information to be printed; then select the OK button to have the information printed.

Product Question & Answer

This information helps IBM provide better products and services by listening to you, the IBM customer. Please select the most appropriate answer or answers by clicking on the button next to the answer.

Registration Methods

There are six options available for you to register this software. All of the options, however, may not be available to you. Availability of registration methods is dependent on the various IBM geographic location capabilities.

Modem

Modem indicates that you have a modem attached to your PC and you would like to use it to process the registration information. The IBM telephone number will be dialed automatically.

Fax

Fax indicates that you would like to have a Customer Profile document printed so you can fax it to IBM. The IBM fax number for your country will be displayed on the screen and printed on the document.

Postal Service

Postal service indicates that you would like to mail your Customer Profile document to IBM. The correct IBM mailing address for your country will be printed on the document.

Telephone

Telephone indicates that you would like to call the registration center and register your software over the phone by talking to an IBM registration representative. The telephone number for your country will be provided if you choose this method.

Internet

Not enabled on Window platform .

Finish Later

If you have several software products to register, you may choose this option. All the data will be saved until you select a registration method. At that time, all products will be registered.

Software Registration Icon

The **Software Registration** icon, allows you to update information concerning the product software registration. When this icon is selected you will be able to choose from four options.

Complete Your Customer Profile

This option will guide you through the process to complete your Customer Profile information.

Register Your Software

This option will guide you through the complete product registration process.

Update Your Customer Profile

This option will guide you through the process of updating your Customer Profile information.

Enter Your Software Registration Number

This option will store the registration number that IBM mailed or faxed you.

Telephone Registration

The IBM representative receiving your call will be prepared to take your registration information quickly and correctly because the representative will be using a computer screen formatted similar to yours. The representative is a trained professional who will give you your registration number at the completion of the call.

Telephone Number

The telephone number displayed is the IBM software registration telephone number. If you have trouble reaching this number and connecting with an IBM representative, please select another available registration method.

Data Display

The information is displayed in a format matching the IBM representative's display. The IBM representative will guide you through this quick and easy process.

Registration #

The IBM representative will give you a registration number at the completion of the call. Please enter that number in the designated box on your display.

The Program Will Return

Updating Customer Profile

Click on **Software Registration tool icon** and select **Update Customer Profile Information** to make appropriate changes.

One year from now this program will return to ask you a few questions about your experiences with the product. If your Customer Profile needs to be updated, you can do so at that time.

Two years from now this program will return again to ask you a few more questions about your experiences with the product. If your Customer Profile needs to be updated, you can do so at that time.

