



August 22, 2011

Subject: Enhancement – Processing Request Form

Edcor is pleased to announce that we are releasing enhancements to the reimbursement process section of our Tuition Assistance web sites on Saturday, September 3. Every year, Edcor surveys our Client and our Customers (your employees) to solicit feedback on all aspects of our services. The results of the surveys are compiled and this assists Edcor with prioritizing our Research and Development efforts for the upcoming year.

The Spring surveys provided great feedback and input in many areas, but it became obvious to Edcor that the reimbursement process was the area that most users wanted to see some dramatic changes to make the process easier and more intuitive.

Edcor is very excited to release the new enhancements containing some major changes. Here is what can be expected:

- **Clear form descriptions** – Previously “Processing Request Form” was the generic term used throughout the tool. Now, each page will have a clear title such as “Appeal Request Fax Cover Sheet” and “Repayment Mailing Instructions” for example.
- **“Cleaner” Web pages** – Each Web page was examined for redundant text and, where appropriate, text was removed or made simpler to reduce the complexity and “busyness” of the Web page.
- **Directed actions** – Previously, the user had to select whether they were submitting grades, payments or both when, in most instances, payment and grade paperwork was required in the same session. The user also was presented a full menu of options, even when those options were not applicable to that user’s application. The improved version now only displays the “right” function for the user at the “right” time. If the user must submit grades and payment documentation at the same time, the system now directs them to do so in a single option. Another great example is ancillary functions, such as the “appeal” function, will not display for an application or payment that has not been rejected.
- **Button- and Page-level error checking** – When the user selects a critical or irreversible data field, such as dropping a course. The user is notified of the implication of their selection immediately. Before advancing to another page, the data on each page is checked and, if necessary, a warning is issued before any irreversible changes are made.
- **Directed error messages** – Common issues users encountered, but were not made aware that they could cause their request to be rejected include file size too large, uploaded document not an acceptable image type, and required documents not submitted. Directive warning/error



messages now instruct users to submit the correct documents, in the correct format and size to minimize rejections related to improper document type and size.

- **Behind the scenes** – Changes were made to improve performance speed and flexibility of the system to enhance the user’s overall experience.

Edcor has invested a significant amount of Research and Development into the upcoming software release. We are certain our customers will find increased satisfaction with the process becoming much easier and more intuitive.

Thank You,

Edcor Data Services, LLC