Documentum 6.5 Process Suite
Technology Adoption Program Overview and Participant Requirements

1. Introduction

This document provides an overview of, and requirements for participation in the EMC Documentum 6.5 Process Suite Technology Adoption Program (D65 PS TAP). We are seeking current EMC customers and partners to participate in the TAP. The qualified participants must be planning either a new D6.5 Process Suite pilot/prototype; or upgrade of existing D6 TCM deployment. Process Suite includes the following products:

- TaskSpace
- Forms Builder
- Process Builder (BPM)
- Business Activity Monitor (BAM)

In addition to gaining the assistance of a cross organizational EMC team, you will have direct input into the direction of future releases of these products. Participants will be asked to provide specific deliverables and feedback throughout the duration of the program to ensure successful deployments or prototypes within the timeline of the program.

After the successful completion of the TAP, you will be asked to fill out a survey so we can determine how well your goals and expectations were met for your project.

Please review the requirements and TAP schedule contained in this document. If you wish to participate, continue to REGISTRATION at the end of this document.

The program application deadline is July 21, 2008. The participant selection will be finalized by July 27, 2008. If you have any questions regarding this overview and/or the TAP, please contact Process Suite Product Manager, Laury Verner (verner_laury@emc.com) at (617) 300-6338 or BAM Product Manager, Nathaniel Davidson (Davidson_nathaniel@emc.com) at +972-9-8859930 ext.220.

2. Product Overview

EMC® Documentum® Process Suite includes a complete set of capabilities that manages entire process lifecycle from design through execution. Advanced monitoring and reporting capabilities provide realtime performance information to optimize processes and quickly adapt to changing business conditions.
Comprehensive Business Process Management

Equally well-suited for managing loosely structured collaborative processes and highly structured, high-volume transactional processes, Documentum Process Suite delivers the following capabilities:

- **Process Analyzer**: Provides a graphical modeling environment enabling non-technical users to easily create powerful data-driven process models which can be examined using a comprehensive set of analysis capabilities. These include dynamically generated, multi-dimensional process visualization maps; process model validation; and pre-configured and customizable reports for understanding process design, goals, resources, costs, and more. EMC also offers a set of connectors that allow you to import processes from other formats such as BPEL and XPDL.

- **Process Simulator**: Runs simulated usage scenarios for process models designed in Process Analyzer. Business Process Simulator can evaluate the performance of processes under different use loads, compare the performance of current processes with revised versions, and uncover bottlenecks and resource constraints before processes are put into production.

- **Process Navigator**: Provides a browser-based process analysis interface so users throughout the organization can view and interact with process models designed in Process Analyzer. Process designers can collaborate with people who use and manage business processes, and business users can access the enterprise process repository to generate process maps, multi-dimensional process views, reports, and analyses as needed.

- **Process Builder**: Minimize your time to deployment by enabling non-programmers to easily build, and configure process workflows and other sophisticated application logic. Process Builder provides a graphical configuration environment with pre-defined and customizable templates for defining process activities for execution by the Process Engine. Process Builder activities allow the designer to easily configure process activities such as simple manual tasks, high-volume work queues, automated content management actions, and sophisticated system integrations logic through easy-to-use visual design tools. Deployment of standard process templates enables enterprises to maximize both productivity and standardization through reuse across multiple applications. Configure monitoring of process data for display in dashboards and reporting easily through the graphical layout and data design. Graphical debugging functions enable designers to interactively test and validate logic enhancing their ability to rapidly configure sophisticated application logic.

- **Forms Builder**: Provides both high-fidelity and HTML-based, e-Forms that directly integrate with the EMC Documentum Platform and Process Suite. With Forms Builder you can quickly build flexible, intuitive, standards-based electronic forms to accelerate business processes. High-Fidelity forms allow you to close the gap between paper and electronic forms—delivering a rich user experience, while substantially reducing the costs and bottlenecks associated with paper-based processing. Forms Builder provides the flexibility of multi-channel delivery and can be used with both Documentum TaskSpace and Webtop user interfaces to reduce costly paper handling and enforce compliance policies.
• **TaskSpace:** An all in one, highly configurable user interface that unites process, content and monitoring into a single powerful user experience for transactional business applications. TaskSpace enables you to rapidly build and deploy intuitive applications tailored to the individual roles supported within your business processes, including users who need to receive and complete work, managers who need to distribute and track work across their teams, and business owners who need a graphical, real-time performance view of their operation. And best of all, these applications are easily configured using graphical tools to rapidly build applications such as, loan processing and case management.

• **Process Engine:** Allows you to execute, orchestrate, and manage business processes by assigning tasks to the correct system, group, or individual at the appropriate time. Optimize manual tasks, enforce deadlines, and assure conformance to services level agreements through configurable policies for queues that enable efficient allocation work to pools of task processors. Assure compliance by configuring Process Engine to audit process execution enabling monitoring and reporting by Business Activity Monitor. Leverage existing applications by enabling them to perform tasks through a standards-based web services interface.

• **Process Integrator:** Reduces the cost building and maintaining external systems and application integrations through configuration versus programming. Process Integrator leverages a standards-based service-oriented architecture to configure inbound and outbound message handling to enable communication with enterprise applications, web services, message brokers, enterprise service busses, file systems, and email. A comprehensive set of activities within Process Builder enable integration with external systems allowing external systems to trigger new processes, complete activities, import/export data and trigger actions in external systems. Powerful data mapping features enable non-programmers to easily exchange XML and other data types between the Process Suite and other systems to leverage existing investments and accelerate work processing.

• **Business Activity Monitor (BAM):** Provides a dynamic, Web 2.0, Flex-based dashboards within Documentum TaskSpace, providing real-time visibility into business process performance. BAM enables organizations to rapidly manage and control business outcomes by actively tracking key performance indicators and automatically generating alerts and actions for conditions that fall outside established thresholds. BAM also provides complete graphical charts and reports that provide critical insights into business performance issues such as SLA enforcement, cycle time, transaction revenue, resource utilization, geographic performance and cost monitoring. It also works directly with Documentum Process Analyzer and Process Simulator to help continuously optimize process design and efficiency.

3. **Technology Adoption Program Overview**

The primary goal of this program is to enable EMC customers and partners to accelerate their D6.5 Process Suite deployments. A secondary goal is to generate references.

In order to achieve these goals, EMC is providing the following:

• An TAP team dedicated to support participants
• A ‘Rapid Response’ window during which a team of Product and Support Engineers will provide quick turnaround for deployment questions, issues and where necessary, hot fixes for defects in the products reported during the program.

• Program specific EMC offerings to provide enhanced training, consulting and technical support.

Participation in reference activities will be requested upon the completion of the program. The planned project must have a scope and timeline that falls from September 2008 – February 2009.

Participant Requirements

• Participants must be existing customers, partners or EMC employees

• The targeted application must accommodate a critical business need

• Customer management must support the program

• Goals for the deployment must be clearly established

• Participants must meet the time and resource commitments

• Participants must ensure that the features and functionality planned for their deployment can be accommodated by the D6.5 Process Suite release.

• Participants must have sufficient experience with EMC Documentum products

• Participants must identify an EMC champion within their organization

• The deployment must have a clearly defined plan and scope to be completed prior to program execution

• Participants must agree to complete evaluation surveys at the end of the program

• Participants must agree to reference requirements as outlined in this agreement

Participant Goals and Benefits

The results from the TAP will affect future product planning. A service pack release of the Process Suite is targeted for Q1’09 that will include input arising from the D6.5 PS TAP. This TAP will include support for this service pack release. This section defines the goals and benefits for TAP participants:

• Early and accelerated new customer pilot or enterprise deployments of D6.5 Process Suite applications

• Early and accelerated prototypes of partner offerings of D6.5 Process Suite solutions

• Direct support from a comprehensive EMC team during the deployment
• Reduced time and, therefore, cost to deploy
• Direct feedback into EMC to influence future products, documentation, training and services
• Development of repeatable, scalable success formulas for future EMC deployments

The TAP will help ensure these benefits in the following ways:
• An eRoom will be provided to:
  ⇒ Provide peer collaboration
  ⇒ Provide on-line collaboration between participants and the D6.5 PS TAP team
• The eRoom will be moderated by the D6.5 PS TAP team
• The TAP team will consist of key members of:
  ⇒ Product Operations
  ⇒ Product Management
  ⇒ Support Services
  ⇒ Education Services
• TAP meetings via conference call will be held between participants and the TAP team
  ⇒ Planning meetings will be scheduled as required
  ⇒ A TAP kickoff meeting will be held just prior to program execution
  ⇒ Weekly meetings will be held throughout the Execution phase of the program (September 2008 – February 2009)
• Regular polls and surveys will be taken to ensure your successful deployment

EMC Goals and Benefits
• Obtain feedback into Product Operations: product quality, functionality & usability
• Incorporate defect feedback into subsequent service pack release
• Incorporate feature feedback into subsequent releases
• Obtain customer references at end of program
• Increase internal readiness of EMC organizations
**Timeline**

The D6.5 PS TAP will run for a period of approximately 7 months. This is a high-level schedule of the TAP. The dates listed are subject to change.

**4. TAP Activities**

**Planning Activities:**

During the deployment planning, EMC will provide:

- Assistance and tools in planning for deployments of D6.5 Process Suite
- A D6.5 PS TAP eRoom to:
  - Monitor questions and issues
  - Provide peer collaboration

During the planning phase, participants will provide the following information regarding their planned D6.5 Process Suite pilot or deployment:

- Deployment overview
- Deployment/pilot schedule, including major milestone dates for deployments
- Target deployment environment, including:
  - Client and server platforms and OS versions
⇒ EMC Documentum products and versions
⇒ Integrated products / versions
• Attend planning meetings when required

**Execution Activities:**

Deployment execution will begin September 1, 2008. The **D6.5 PS TAP eRoom** will be used for all general activities including:

- Collaborate with the D6.5 PS TAP team and other participants
- Provide meeting information and product information
- Tracking of support cases for showstopper/blocking issues in the eRoom Issue Tracker
- Participate in polls and surveys

**Weekly meetings** will be held. Day and time will be determined at a later date.

Participants will:

- Attend weekly meetings to discuss deployment status and any blocking issues
- Submit weekly status reports one day prior to the weekly meeting to allow the D6.5 PS TAP team to research any issues that may be discussed in the meeting
- Report on deployment/evaluation milestones

Participants will follow the process below for **case and bug tracking:**

- Participants will log cases on the Support website for all potential product defects, technical questions and feature requests
  ⇒ If a logged case is deemed to be a blocking issue, e.g., impediment to deployment, participants will log the case in eRoom Issue Tracker
  ⇒ If the blocking issue is urgent, participants may contact the D6.5 PS TAP team directly to expedite resolution.
  ⇒ The D6.5 PS TAP team will review each blocking issue and work with participants toward resolution
**Rapid Response Window**

The window for rapid response will be a 6 month window during program execution (September 2008 – February 2009). During this window, EMC will provide Support and Product Engineers to:

- Reproduce and fix showstopper bugs
- Provide hot fixes where necessary

**Evaluation Activities:**

During the evaluation phase, which will begin in mid-March 2009, participants will:

- Complete a final survey that will include feedback on:
  - Product quality and deployability
  - Benefits of program
  - Prioritization of feature requests
  - Success of your pilot, prototype or deployment
- Perform the **reference activities** agreed to in the submitted application
- If a service pack is required to resolve issues, participants will upgrade their deployment to those releases when they become available
5. Hardware and Software Requirements

EMC Documentum Process Suite will require Documentum 6.x Content Server. All Process Suite products required for BAM, such as TaskSpace, Process Builder, and Forms Builder must be D6.5 release. See platform requirements below:

- Business Activity Monitor

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<thead>
<tr>
<th>Operating System</th>
<th>Browser</th>
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<tbody>
<tr>
<td>Windows XP with SP2</td>
<td>Internet Explorer 6 for Windows XP SP2 (6.00.2900.2180)</td>
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<td>Application Server</td>
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<td>Safari 2.0.4</td>
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<td>Firefox 2.0.0.12</td>
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<tr>
<td>Red Hat Enterprise Linux 5.1</td>
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<td>SUSE Linux Enterprise Desktop 10 SP1</td>
<td>Firefox 2.0.0.12</td>
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<td>SUSE Linux Enterprise Server 10 SP1</td>
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<td>Windows Server 2003 R2 with SP2</td>
<td>Apache Tomcat 5.5.25</td>
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<td>Apache Tomcat 6.0.16</td>
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<td>BEA WebLogic Server 10 MP1</td>
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<td>IBM WebSphere Application Server V6.0.2 Fix Pack 19 (6.0.2.19)</td>
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<td>JBoss AS 4.2.2</td>
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<td>Windows Server 2003 SP2</td>
<td>Apache Tomcat 5.5.25</td>
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|           | IBM WebSphere Application Server V6.1 Fix Pack 13 (6.1.0.13)  
|           | JBoss AS 4.2.2  
| Solaris 10 | Apache Tomcat 5.5.25  
|           | Apache Tomcat 6.0.16  
|           | BEA WebLogic Server 9.2 MP3  
|           | BEA WebLogic Server 10 MP1  
| HP-UX 11i v2 Update 2 (B.11.23) | Apache Tomcat 5.5.25  
| HP-UX 11i v2 Update 2 (B.11.23) | Apache Tomcat 6.0.16  
| HP-UX 11i v3 Update 1 (B.11.31) | BEA WebLogic Server 9.2 MP3  
| HP-UX 11i v3 Update 1 (B.11.31) | BEA WebLogic Server 10 MP1  
| Red Hat Enterprise Linux 4.6 | Apache Tomcat 5.5.25  
| Red Hat Enterprise Linux 5.1 | Apache Tomcat 6.0.16  
| SUSE Linux Enterprise Server 10 SP1 | BEA WebLogic Server 9.2 MP3  
| SUSE Linux Enterprise Server 10 SP1 | BEA WebLogic Server 10 MP1  

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<tr>
<th>Operating System</th>
<th>RDBMS</th>
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| Windows Server 2003 R2 with SP2 | SQL Server 2000 SP4  
| Windows Server 2003 R2 with SP2 | SQL Server 2005 SP2  
| Windows Server 2003 R2 with SP2 | DB2 Universal Database (UDB) 8.2 FixPak 9  
| Windows Server 2003 R2 with SP2 | DB2 Universal Database (UDB) 9.1 FixPak 4  

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| Windows Server 2003 SP2 | Oracle 10g Release 2 (10.2.0.3)  
SQL Server 2000 SP4  
SQL Server 2005 SP2  
DB2 Universal Database (UDB) 8.2 FixPak 9  
DB2 Universal Database (UDB) 9.1 FixPak 4 |
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<td>Oracle 10g Release 2 (10.2.0.3)</td>
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<tr>
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<td>DB2 Universal Database (UDB) 9.1 FixPak 4</td>
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<tr>
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<td>Oracle 10g Release 2 (10.2.0.3)</td>
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<td>HP-UX 11i v2 Update 2 (B.11.23)</td>
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<tr>
<td>SUSE Linux Enterprise Server 10 SP1</td>
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</tbody>
</table>

- Process Reporting Services

**Operating System**

Windows XP SP2 (32-bit version)
Windows Vista SP1 (32-bit version)
Windows Server 2003 R2 with SP2 (32-bit version)
Windows Server 2003 SP2 (32-bit version)

**Optional Software:**
6. Joint Commitment

To ensure a successful program, the schedule must be executed in a correct and timely manner. This requires a commitment from all TAP participants, including the EMC TAP team, customers, technology partners, and system integrators.

**EMC Commitment**

EMC will provide a D6.5 PS TAP team. The EMC TAP team is comprised of members of various organizations dedicated to work with participants toward successful deployments. The level of commitment varies with the role played on the team. The roles and responsibilities are outlined below:

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
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</thead>
<tbody>
<tr>
<td>Product Manager</td>
<td>⇒ Primary contact for D6.5 Process Suite features and functionality</td>
</tr>
<tr>
<td>Support Services</td>
<td>⇒ Be the first level of support for cases/issues</td>
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<td></td>
<td>⇒ Work with Engineering to quickly resolve blocking issues</td>
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<td></td>
<td>⇒ Submit bugs/feature requests/patch requests</td>
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<tr>
<td>Engineering</td>
<td>⇒ Primary contact for product technical functionality</td>
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<td></td>
<td>⇒ Work with the Support team to resolve cases reported by TAP participants</td>
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<td></td>
<td>⇒ Available for feedback during the weekly TAP conference calls with participants</td>
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<td></td>
<td>⇒ Provide supplemental support where D6.6 PS TAP documentation may be lacking</td>
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<tr>
<td>Quality Assurance</td>
<td>⇒ Validate execution scenario schedule</td>
</tr>
<tr>
<td>Role</td>
<td>Responsibility</td>
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<td>-------------------------------------------------------------------------------</td>
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<td></td>
<td>⇒ Validate site specific test scenarios</td>
</tr>
<tr>
<td></td>
<td>⇒ Available for feedback during the weekly TAP conference calls with participants</td>
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<tr>
<td></td>
<td>⇒ Provide supplemental support in conjunction with Engineering</td>
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<tr>
<td>Performance Engineering</td>
<td>⇒ Primary contact for performance effectiveness</td>
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<tr>
<td></td>
<td>⇒ Gather information on performance statistics</td>
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<td></td>
<td>⇒ Incorporate feedback into future configuration and sizing guidelines</td>
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<tr>
<td>Technical Publications</td>
<td>⇒ Deliver FCS product documentation for deployment execution</td>
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<tr>
<td></td>
<td>⇒ Available for feedback during the weekly TAP conference calls with participants</td>
</tr>
<tr>
<td></td>
<td>⇒ Incorporate customer feedback on documentation into the future releases of products.</td>
</tr>
<tr>
<td>Additional members:</td>
<td>⇒ Participate in weekly TAP conference calls</td>
</tr>
<tr>
<td>• Product Marketing</td>
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<tr>
<td>• Program Management</td>
<td></td>
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<tr>
<td>• Reference Team</td>
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<td>• Consulting</td>
<td></td>
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<td>• Training</td>
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<tr>
<td></td>
<td>⇒ Monitor the collaborative environment and ensure customer questions and issues are addressed</td>
</tr>
</tbody>
</table>

**TAP Participant Commitment**

Participants will be responsible for the following activities before, during and after the TAP:

**Planning**

- Define site specific goals
- Prepare TAP sites
  - Site locations
⇒ Set up hardware and communications

- Develop site specific test scenarios
- Update functionality checklist based on test scenarios
- Develop site specific execution plan, including milestones and timelines
- Ensure site is ready for deployment

**Execution**

- Execute site specific scenarios and report results
- Ensure that tests are executed within designated schedule
- Ensure that tests are prioritized to ensure that the highest priorities are completed within the execution period
- Log all cases, feature requests and product defects through Support organization
- Escalate showstopper bugs and issues to the TAP team
- Provide weekly status reports
- Participate in weekly conference calls

**Evaluation**

- Complete surveys
- Fulfill agreed upon reference requirements

**Reference Requirements**

Participants whose program work results in satisfactory deployments are strongly encouraged to engage in one or more reference activities, which are coordinated by our “Studio E” Customer Leverage group. Points awarded within the Studio E program can be redeemed for special benefits, such as passes to the Momentum conferences, training credits, gift items, or donations to various charities. *Preference in applicant selection will be given to those most able to commit to reference participation activities.*

Below is a sampling of various reference activities, by increase in effort level:

- Company name/logo usage
- Customer quote
- PowerPoint slide usage in presentations
- Analyst reference calls
• Press releases
• Sales reference calls
• Product Advisory Forum participation
• Conference presentations
• Success stories
• Hosting customer site visits
• Case studies
• Advertisement/brochure participation

Please go to https://studioe.emc.com/ for more information about the Studio E program.

**Minimum Requirements for Continued Participation**

It is expected that requests for participation in the TAP will exceed what can be adequately supported in the program. **Submission of this application does not guarantee your selection or involvement.**

Subsequent to TAP participant selection, EMC reserves the right to drop any participant from the program who does not meet the following minimum requirements at any time during the program:

• Dedicate sufficient resources to accomplish program specific goals
• Provide the appropriate site, hardware and software requirements
• Attend all conference calls, or, if extenuating circumstances prevent this, the participant must provide an updated status of their test results.

To register for the EMC D6.5 Process Suite Technology Adoption Program, click on the link below. Upon registration, an application will then be sent to you.