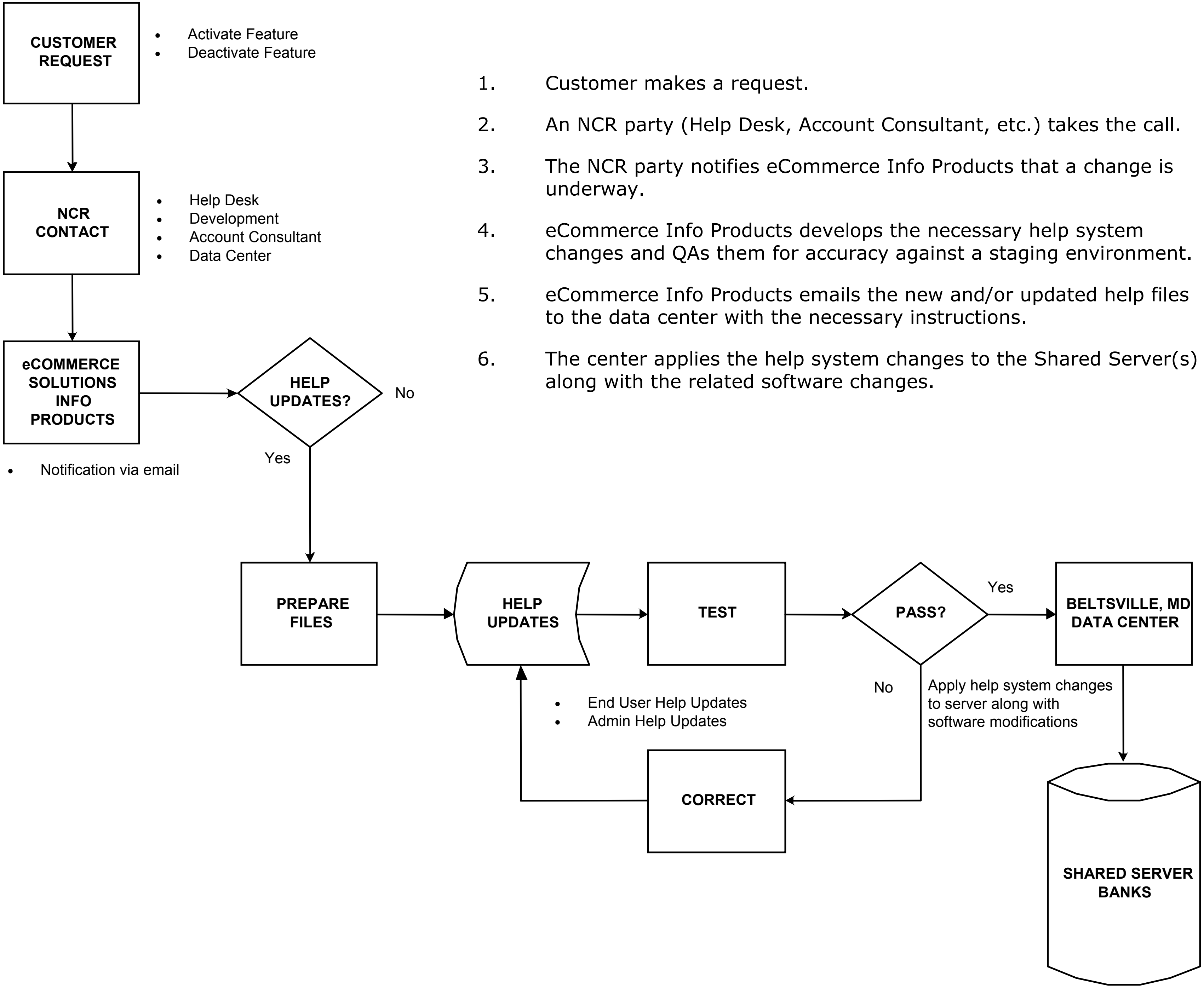

1. Customer makes a request.
2. An NCR party (Help Desk, Account Consultant, etc.) takes the call.
3. The NCR party notifies eCommerce Info Products that a change is underway.
4. eCommerce Info Products develops the necessary help system changes and QAs them for accuracy against a staging environment.
5. eCommerce Info Products emails the new and/or updated help files to the data center with the necessary instructions.
6. The center applies the help system changes to the Shared Server(s) along with the related software changes.