

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Broker: \_\_\_\_\_

Seriousness Rating:

- system down (nothing functional)
- system up but there is a problem
- driving us nuts
- question

**Problem Area** (check all that apply)

Hardware

- PC
- printer
- UPS/SPS/power
- communications
- computer
- other please specify below

Software

- midnight run
- job failed
- lockout
- edi/communications
- reports
- loading software
- software bug
- home evaluator
- policy info system
- other please specify below
- autorating
- backup
- WP/mailmerge
- query

Questions

- accounting
- WP/mailmerge
- special programs
- reports
- use of software
- software request
- other please specify below

Description

When did you start to experience this problem? \_\_\_\_\_

This problem happens:  every now and then  continuously

Please describe your problem or question in detail. Describe the circumstances or conditions under which the problem arose, any status or error messages which may have appeared and anything you may have tried to solve the problem.