Introduction

Business Monitor Online comprises three service areas: Country Risk (provides coverage of country markets across Asia, Latin America, Europe, the Middle East & Africa, and North America), Industry Analysis (covers 15 industry sectors), and Company Intelligence (includes multinational company profiles and site networks). The program features news analysis, political and economic risk assessment, strategic views on currency and debt developments, country-comparative risk ratings, and rigorous benchmarking of the business environment.
Opening Screen/Home Page

The Business Monitor Online program opens with the program Home page displayed. This page includes a program header that is included on all pages of the database, a services menu column on the left listing the various service areas included in the program (Country Risk, numerous Industries, and Company Intelligence), a column on the right with tools and reports, and the Strategic Content (center section) section of the page. Reports and other items are opened in the Strategic Content section.

The Country Risk service area (see page 12) includes coverage of more than 175 international markets. This service area is accessed through the Country Risk selection in the services menu and the Geography drop-down menus in the program header.

The Industry service area (see page 14) is used for industry and market research. This area includes coverage of more than 15 industry sectors across more than 60 country markets. This service area is accessed through the industry sector selections in the services menu column. These selections may be used in conjunction with the Geography drop-down menus in the program header.
The Company Intelligence service area (see page 16) includes coverage of the world’s top 750 multinational companies, with information on more than 120,000 executives at more than 55,000 company sites. This service is accessed through the Company Intelligence selection in the services menu column.

The program header changes to indicate the service area being used. The opening screen displays All Services to indicate that all service areas are represented in the list of reports in the Strategic Content area.

The Opening Page’s strategic content area has a list of the latest news and analysis articles, divided into two tabs (Latest Analysis and News) as well as an extensive list of the latest reports available. The latest report in each of the industry sectors is listed. Clicking on a report title or the Read More link in each entry will open the report in the Strategic Content area.

Once a report is open it will be displayed in its service area. For example, a report that deals with telecommunications will be opened with the service menu column opened with the Telecommunications area expanded. The program header will also indicate that the Telecommunications service area is being used.

Each report has some icons and links in the upper right corner that allow you to perform several functions with the report.

The Print icon will open a printer friendly version of the report in a new window.

In this window you may print the report by clicking on the Print icon in that window.

The Download PDF icon allows you to save or open the article in PDF format.

The Save function is not activated for this subscription.

The Information icon will open a help page in a new window. The help page information is specific to the page you are on when you selected the icon. The bottom of the help page has a link to a six-page Quick Reference Guide that will give you a general overview of the Business Monitor Online program.

The Email the Analyst link allows you to send an e-mail to the analyst who wrote the report in case you have questions about the report.
Tools and Reports Column

The tools and report column on the right changes for each service area being used. The tools are different in some areas and the reports are tailored to the service area as well.

Data Tools

The available tools are: **Compare & Export Data** (see below), **Chart Builder** (see page 9), **Export Executive Contacts** (see page 6), and **Risk/Reward Ratings** (see page 7) are the most common. Selective service areas also have the following tools: **Commodities Database** (see below), **Ratings Data** (see page 7), **Key Projects Database** (see page 8), **Mobile Operator Database** (see below), **Sovereign Risk Ratings** (see page 7), **Global Mines Database** (see page 8), **Project Finance Ratings** (see page 7), **Upstream Projects Database** (see page 8), **Global Refining Database** (see page 8), and **Burden of Disease Database** (see page 8). All of these are not available in any one service area.

**Compare & Export Data, Commodities Database and Mobile Operator Database**

Clicking on the **Compare & Export Data** (or **Commodities Database** or **Mobile Operator Database**) link will open the **Compare & Export Data** window (or a window specific to the selected database). Each database operates in a similar manner. The **Compare & Export Data** window is described here.

This function takes you through two or three pages where you select the options you want. Each topic area may be expanded by clicking on the arrow icon next to the topic name.

This first page allows you to select a region by clicking on the check box next to your selection. When you have made your selection (you may select as many as you need) click on the **Next** link at the bottom of the page.

The second page allows you to select the indicators you want to use. Again, you may select as many as you need. Click on the **Next** link when you are finished. You also have the option to go back to the first page by clicking on the **Back** link. Some of the databases may allow you to **Export** from the second page without going to the summary page.

The last page gives you a summary of all your selections. You may click on the **Back** link to go back to the previous page to change your selections.

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When you are ready to export your report click on the **Export** link. This will open the *File Download* window where you are given the option to either **Open** or **Save** the report.

Clicking on **Save** will open a new window where you are prompted to name the file and select where you want to save it.

Clicking on **Open** will open the file in Excel.

**Export Executive Contacts**

Clicking on the **Export Executive Contacts** link will open the *Company Search* page. This page allows you to search for companies using a variety of criteria. The criteria are divided into five sections. The top section consists of a **Company Name** box, **Address/City** box and a **Job Title** box.

The other criteria are grouped according to **Company Location/Geography**, **Company Nationality**, **Job Function**, and **Industry**. Each of these sections are opened by clicking on the arrow icon next to the topic’s name.

You may use one item or several. For instance, you may enter a search term in the **Company Name** box and nothing else.

The same applies for the **Address/City**, **Employees**, and **Job Title** boxes.

The **Company Location/Geography**, **Company Nationality**, **Job Function**, and **Industry** sections have lists from which you may select criteria. Click on the item you want to use and then on the Arrow icons to move it into the right-hand box. These will be used in your report.

Once you have made your selections click on the **Submit** button to begin the search.

The results are displayed in the Selected Company Profiles section that is opened at the bottom of the page. Once results are displayed an **Export** button appears near the top of the section.

Clicking on the **Export** button will open a *File Download*
window. This gives you the option to Save or Open the download.

Selecting Save will open the Save As window where you are prompted to name the file and select the location to save it. You must have a ZIP file processing program because the export is opened or saved in ZIP file format.

The Open selection will open the file in a Zip file format. Once the file is “unzipped” it will be displayed in Excel.

Each entry in the results list has a Print icon. Clicking on the Print icon will open the company file (not the contact report you created) in a new window, ready for printing. Click on the Print icon on this page to print the company file.

Ratings Data, Risk/Rewards Ratings, Project Finance Ratings, and Sovereign Risk Ratings

Clicking on a Ratings Data, Risk/Rewards Ratings, Project Finance Ratings, or Sovereign Risk Ratings link will open a risk ratings page.

These pages are similar in design and operation. The pages list the Business Monitor International (BMI) ratings for the countries of the world.

The Sovereign Risk Ratings capture the willingness and ability of a country to repay its debt as well as BMI's view on the country's sovereign debt instruments.

The other ratings pages include short and long term economic and political risks as well as a business environment rating and a composite rating.

The name of each country in the Risk Ratings and Risk/Rewards Ratings pages will open a Risk Ratings page for the selected country.

The Export to Excel link will open the a file in Excel with all the data from the BMI Ratings League Table.
Key Projects Database, Global Mines Database, Upstream Projects Database, and Global Refining Database

Clicking on a Key Projects Database, Global Mines Database, Upstream Projects Database, or Global Refining Database link will open the page for that database.

These pages are similar in design and function. The Key Projects Database page is described here.

This database allows you to make selections in geography and sector sections. Each section is divided into topics. Each topic area may be expanded by clicking on the arrow icon next to the topic name.

Selections are made by clicking on the checkbox next to the item you want to use in your search. After making your selections click on the Show Results button.

The results will be displayed in a table below the search function. There are no active links in this table. However, the column headings allow you to sort the data in ascending or descending order according to the contents of the selected column.

The Export to Excel link will open the a file in Excel with all the data from the table.

Burden of Disease Database

The Burden of Disease Database selection opens the Burden of Disease Database page. This page is a long scrolling page explaining the database. The four links near the top of the page (Assumptions, What Are DALYs?, Uses for BMI’s Burden of Disease Database, and Burden of Disease Database Special Report) are links that will scroll the page to the selected topic.

To access the database click on the Launch Export Wizard button. This will open the Burden of Disease Database window. This database is similar to and operates in a similar manner as the Compare & Export Data database.

Please go to page 5 for information about the operation of the Compare & Export Data database.
Chart Builder

The Chart Builder selection opens the Chart Builder page.

This page is the starting point in the creation of your custom chart. The main area (on the left) is blank until you add a line.

The column on the right has controls that allow you to customize the chart. This column has three tabs: Lines, Customize, and Saved Charts. Many of the controls are grayed out and cannot be used until you have added material to the chart.

The Lines tab has controls that allow you to set the range of time, the type of chart (from seven selections: Line, Spline, Area, Area Spline, Column, Bar and Scatter), and the width (from one through 5).

The Customize tab allows you to name the chart and give it a subtitle. You also may adjust the chart’s legend, horizontal lines (None, Solid, or Dash and the thickness of the lines (value)), and free drawing.

The Saved Charts tab will list any charts that have previously been saved. You may export selected charts in a number of formats.

To begin creating your chart click on the plus (+) icon in the lower right. This will open the Geography page. Enter a term into the Geography box. Suggested terms are displayed as you type. Select the one you want from the list displayed.

This will display a list of industries in the area below the Geography box. The industry list may be expanded by clicking on the plus (+) icons. Continue to open the list until you see selections with check boxes. Items are selected by clicking on the check boxes.

When you have finished selecting items click on the Submit button.
This will cause your chart to be displayed in the main area of the *Chart Builder* page. Once you have a chart displayed you may save it by clicking on the *Save* icon.

You may add more items to the chart by clicking on the plus (+) icon in the lower right. This will open the *Geography* page. The new items will be added to the existing chart.

**Special Reports**

The Special Reports section of the column highlights one of the newest reports available. There are three links in this section: *View as PDF*, *Read as HTML*, and *Previous Reports*.

The *Read as HTML* link will open the report in the Strategic Content area of the program. The *View as PDF* will open the report in a new screen using Adobe Reader.

The *Previous Reports* link will open a page with a list of previous reports featured in the Strategic Content area. You may use the controls on this page to narrow the list to specific criteria.

Each title on the list is a link to a page for that report. This page will list the report and have a link to the full text report in PDF format.
Reports

The Reports box features forecast reports for countries and industries. There are two View Latest Reports links, one for each section of the Reports box.

Clicking on either link will open a page listing the countries (or industries) with reports. All entries are links to other pages. Clicking on a link will open the page for that country or industry.

This page lists all the reports for that country or industry, with a column of links on the right that will open the report in PDF format in a new window.

When an icon is selected a File Download window is opened giving you the option to Open or Save the report.

To open the report click on the Open button. This will open the report in a new window using Acrobat Reader.

To save the report click on the Save button. This will open a Save As window where you are prompted to name the file and select its destination.
Country Risk Service Area

The Country Risk Service Area provides coverage of more than 175 international markets. This coverage features daily news reports and analyses; weekly analyses and strategy reviews of fixed income, equity, and currency developments across capital markets; monthly and quarterly forecasts over a two- and five-year horizon; country-comparative risk ratings; and competitive benchmarking of the business operating environment.

This service allows the patron to evaluate the political, economic and financial risks of doing business in global markets.

You may access the Country Risk Service Area by clicking on the Country Risk selection in the services menu column. You also have the option to narrow the scope of your results by selecting a specific country from the Geography drop-down menus in the program header.

Country Risk Selection

Clicking on the Country Risk selection in the services menu column will expand the selection to display more than a dozen selections under Country Risk. These selections are divided into five main topic areas: Global Strategy (with three selections under it), Regional Strategy (with three selections under it), Political Risk (with two selections), Macroeconomics (with seven selections) and Business Environment (with no selections under it).

The Country Risk selection will display items from the broad spectrum of the entire country risk service area.

As you select topics within the country risk area (e.g., Macroeconomics, External Debt, Foreign Policy, etc.) the display will change to reflect only the items that pertain to that specific topic. This applies to the main topics and the sub-topics as well.

The entries in the Strategic Content area each have the title of the report, its application (e.g., global, country), topic (e.g., commodities, domestic politics, economic activity, etc.), the date, and a brief lead in for the report.

The title of each report or analysis is a link that will open the report in the Strategic Content display area. The Read More link at the end of each entry will also open the report.

Some entries also have a View All link. This will open a Strategic Content page with all similar reports (e.g., BMI View, Political Outlook, etc.) listed.

Once a report is selected it is displayed in the main Strategic Content display area. The report or
analysis may be in several sections. The one pictured on the right has a BMI View lead-in. More information follows this section.

Each report has some icons and links in the upper right corner that allow you to perform various functions with the report. See page 4 for information about these functions.

**Geography Menus**

Once you have the **Country Risk** selection in the services menu column displayed in the Strategic Content area you may narrow the contents of the display to a specific country by using the Geography drop-down menus in the program header.

Hovering the mouse pointer over a region in the header menu will open a drop-down menu with a list of countries from that region. Clicking on a country will display the reports from that country, with some that pertain to the whole region.

You may further narrow the display to a specific topic by selecting a topic or subtopic from the services menu column (i.e., Economic Activity). This will then change the display to show only reports from the selected country that deal with the selected topic.

Note, if you first select a topic from the services menu column and then a country from the Geographic menus the display will not show only the selected topic reports about that country. It will show all reports about the country. To see reports for a specific topic about a country you must first select **Country Risk** in the services menu column, then the country from the Geography menus, and finally the topic from the services menu column.
Industry Service Area

The Industry Service Area provides quarterly updated market research and five-year industry forecasts for 15 sectors across more than 60 country markets.

The service includes daily news reports; BMI’s five-year forecasts for key assumptions for production, sales, price, exports and employment; analysis of latest industry trends and prospects; comparative intelligence on leading players; and monitoring of the regulatory environment.

You may access the Industry Service Area by clicking on one of the 22 industry sector selections in the services menu column. These sectors are: Agribusiness, Autos, Commercial Banking, Consumer Electronics, Defense & Security, Food & Drink, Freight Transport, Information Technology, Infrastructure, Water, Insurance, Metals, Mining, Oil & Gas, Petrochemicals, Pharmaceuticals, Power, Real Estate, Retail, Shipping, Telecommunications, and Tourism.

Industry Selections

Clicking on one of the 22 industry selections in the services menu column will open that industry’s information in the Strategic Content area of the page.

Many of the industry selections will have more selections under them when the industry sector page is displayed. Those with sub-topics are: Agribusiness, Autos, Commercial Banking, Freight Transport, Food & Drink, Information Technology, Infrastructure, Mining, Oil & Gas, Pharmaceuticals, Power, Shipping, and Telecommunications.

As you select topics within the industry area the display will change to reflect only the news and analyses that pertain to that specific topic. This applies to the main topics and the sub-topics as well.

The entries in the Strategic Content area each have the title of the report, its application (e.g., global, country), topic (e.g., commodities, domestic politics, economic activity, etc.), the date, and a brief lead in for the report.

The title of each report or analysis is a link that will open the report in the Strategic Content display area. The Read More link at the end of each entry will also open the report.

Some entries also have a View All link. This will open a Strategic Content page with all similar reports (e.g., BMI Industry View, Market...
Overview, etc.) listed.

Once a report is selected it is displayed in the main Strategic Content display area.

Each report has some icons and links in the upper right corner that allow you to perform several functions with the report. See page 4 for information about these functions.

**Geography Menus**

Once you have one of the industry selections in the services menu column displayed in the Strategic Content area you may narrow the contents of the display to a specific country by using the Geography drop-down menus in the program header.

The country selections under the industry selections are different than those in the **Country Risk** selection. The **Country Risk** selection has more than 175 countries to choose from while the industry selections have about 60 countries listed. These are the countries for which Business Monitor International has developed country market information. The number of countries varies depending on which industry is selected. Business Monitor International has not developed market information for all industries in all countries.

Hovering the mouse pointer over a region in the header menu will open a drop-down menu with a list of countries from that region. Clicking on a country will display the reports from that country, with some that pertain to the region.

You may further narrow the display by selecting a subtopic (from an industry sector that has subtopics) from the services menu column. This will then change the display to show only reports from the selected country that deal with the selected subtopic.
Company Intelligence Service Area

The Company Intelligence Service Area is a database that links the global subsidiary networks of the 750 top worldwide multinational companies. The database includes more than 120,000 senior executives at 55,000 company sites, current listings of major foreign direct investments and projects, and daily news and analyses.

You may access the Company Intelligence Service Area by clicking on the Company Intelligence selection in the services menu column. You also have the option to narrow the scope of your results by selecting a specific country from the Geography drop-down menus in the program header.

Company Intelligence Selection

Clicking on the Company Intelligence selection in the services menu column will expand the selection to display eight more selections under Company Intelligence.

The Company Intelligence selection will display items from the broad spectrum of the entire company intelligence service area.

As you select topics within the company intelligence area (e.g., Contracts, Finance, etc.) the display will change to reflect only the news and analyses that pertain to that specific topic.

The entries in the Strategic Content area each have the title of the report, its application (e.g., global, country), topic (e.g., commodities, domestic politics, economic activity, etc.), the date, and a brief lead in for the report.

The title of each report or analysis is a link that will open the report in the Strategic Content display area. The Read More link at the end of each entry will also open the report.

Some entries also have a View All link. This will open a Strategic Content page with all similar reports (e.g., Competitive Landscape, Company Profile, etc.) listed.
Once a report is selected it is displayed in the Strategic Content display area.

Each report has some icons and links in the upper right corner that allow you to perform several functions with the report. See page 4 for information about these functions.

**Geography Menus**

Once you have the **Company Intelligence** selection in the services menu column displayed in the Strategic Content area you may narrow the contents of the display to a specific country by using the Geography drop-down menus in the program header.

Hovering the mouse pointer over a region in the header menu will open a drop-down menu with a list of countries from that region. Clicking on a country will display only the reports from that country, with some that pertain to the region.

You may further narrow the display to a specific topic by selecting a topic or subtopic from the services menu column (i.e., Environment). This will then change the display to show only reports from the selected country that deal with the selected topic.

Note, if you first select a topic from the services menu column and then a country from the Geographic menus the display will not show only the selected topic reports about that country. It will show all reports about the country. To see reports for a specific topic about a country you must first select **Company Intelligence** in the services menu column, then the country from the Geography menus, and finally the topic from the services menu column.
Financial Markets Service Area

The Financial Markets Service Area is a database that provides analysis, forecasts and ratings on fixed income, FX (Foreign Exchange or Forex), interest rates, commodities, equity markets and global funds.

You may access the Financial Markets Service Area by clicking on the **Financial Markets** selection in the services menu column. You also have the option to narrow the scope of your results by selecting a specific country from the Geography drop-down menus in the program header.

Financial Markets Selection

Clicking on the **Financial Markets** selection in the services menu column will expand the selection to display more selections under Financial Markets.

The **Financial Markets** selection will display items from the broad spectrum of the entire financial markets service area.

As you select topics within the financial markets area (i.e., **Equities**, **Corporate Finance**, **Forex**, etc.) the display will change to reflect only the news and analyses that pertain to that specific topic.

The entries in the Strategic Content area each have the title of the report, its application (e.g., global, country), topic (e.g., commodities, domestic politics, economic activity, etc.), the date, and a brief lead in for the report.

The title of each report or analysis is a link that will open the report in the Strategic Content display area. The **Read More** link at the end of each entry will also open the report.

Some entries also have a **View All** link. This will open a Strategic Content page with all similar reports (e.g., Global Market Views, Market Strategy, etc.) listed.
Once a report is selected it is displayed in the main Strategic Content display area.

Each report has some icons and links in the upper right corner that allow you to perform several functions with the report. See page 4 for information about these functions.

**Geography Menus**

Once you have the Financial Markets selection in the services menu column displayed in the Strategic Content area you may narrow the contents of the display to a specific country by using the Geography drop-down menus in the program header.

Hovering the mouse pointer over a region in the header menu will open a drop-down menu with a list of countries from that region. Clicking on a country will display only the reports from that country, with some that pertain to the region.

You may further narrow the display to a specific topic by selecting a topic or subtopic from the services menu column. This will then change the display to show only reports from the selected country that deal with the selected topic.

Note, if you first select a topic from the services menu column and then a country from the Geographic menus the display will not show only the selected topic reports about that country. It will show all reports about the country. To see reports for a specific topic about a country you must first select Financial Markets in the services menu column, then the country from the Geography menus, and finally the topic from the services menu column.
Commodities Service Area

The Commodities Service Area is a database that provides data on a variety of commodities.

You may access the Commodities Service Area by clicking on the Commodity selection in the services menu column. You also have the option to narrow the scope of your results by selecting a specific country from the Geography drop-down menus in the program header.

Commodities Selection

Clicking on the Commodity selection in the services menu column will expand the selection to display more selections under Commodities.

The Commodity selection will display items from the broad spectrum of the entire commodities service area.

As you select topics within the commodities area (e.g., Grains, Industrial Metals, etc.) the display will change to reflect only the news and analyses that pertain to that specific topic.

The entries in the Strategic Content area each have the title of the report, its application (e.g., global, country), topic (e.g., commodities, domestic politics, economic activity, etc.), the date, and a brief lead in for the report.

The title of each report or analysis is a link that will open the report in the Strategic Content display area. The Read More link at the end of each entry will also open the report.

Some entries also have a View All link. This will open a Strategic Content page with all similar reports (e.g., Global Market Views, Market Strategy, etc.) listed.

Once a report is selected it is displayed in the main Strategic Content display area.
Each report has some icons and links in the upper right corner that allow you to perform several functions with the report. See page 4 for information about these functions.

**Geography Menus**

Once you have the **Commodities** selection in the services menu column displayed in the Strategic Content area you may narrow the contents of the display to a specific country by using the Geography drop-down menus in the program header.

Hovering the mouse pointer over a region in the header menu will open a drop-down menu with a list of countries from that region. Clicking on a country will display only the reports from that country, with some that pertain to the region.

You may further narrow the display to a specific topic by selecting a topic or subtopic from the services menu column. This will then change the display to show only reports from the selected country that deal with the selected topic.

Note, if you first select a topic from the services menu column and then a country from the Geographic menus the display will not show only the selected topic reports about that country. It will show all reports about the country. To see reports for a specific topic about a country you must first select **Commodities** in the services menu column, then the country from the Geography menus, and finally the topic from the services menu column.
BMI Reports Service Area

The BMI Reports Service Area provides a search function where you may search for BMI reports. Selecting BMI Reports from the service menu column opens the BMI Reports page.

This page gives you two options for searching for BMI reports. You may search for reports on the BMI Reports tab or the Advanced Search tab.

BMI Reports Tab

The BMI Reports tab is the default display when you select BMI Reports from the menu column.

You may search by entering a term into the Report Title search box and clicking on the Search button. Also while you type suggested items are displayed in a menu. Selecting one of these items will place it into the search box.

This page also allows you to search by geography and services. You may limit the search by selecting publication date ranges.

Make your selections and click on the Search button.

After clicking on the Search button a Search Results page is opened with the reports found listed.

You may use the controls in the right column on this page to narrow the list to specific criteria.

This page will list the report and have a link to the full text report in PDF format. Each title on the list is also a link to that report.
Advanced Search Tab

The **Advanced Search tab** will display a page that gives you more selections in setting up your search.

There are search boxes and selections grouped into four areas: Search Within Content, Geographies, Channels, and Companies. This page also has the limiter for selecting publication date ranges.

You may use all the areas or only one. The more criteria you select the narrower your search will be.

After selecting your criteria click on the **Search** button.

This will open a *Search Results* page with the reports found listed.

You may use the controls in the right column on this page to narrow the list to specific criteria.

This page will list the report and have a link to the full text report in PDF format. Each title on the list is also a link to that report.

The report from BMI on Brazil is pictured at right.
Program Header

The Program Header has a **Search** box, a link to the **Advanced Search** feature, a **Service Updates** link, a **Contact Us** link, a link to **Logout** of the program and a menu bar with nine selections. These selections are: **Africa**, **Asia**, **Caribbean**, **Europe**, **Latin America**, **Middle East**, **North America**, **My Service**, and **Home**.

The regional selections all have drop-down menus with lists of countries included in each region. Clicking on the region menu selection will open the region home page, and clicking on a country name will open the country home page. The country or region home page is similar to the All Services Home page except the material in the Strategic Content area is specifically for that country or region. The list of industries in the services menu column also reflects the industries pertinent to that country or region. See page 3 for information about the All Services Home page.

**Search**

To perform a search, enter a search term into the **Search** box. While you type suggested items are displayed in a menu. Selecting one of these items will place it into the search box. Click on the icon next to the search box to begin the search.

The search results are displayed in a **Search Results** page.

You may use the controls in the right column on this page to narrow the list to specific criteria.

This page will list the report and have a link to the full text report in PDF format. Each title on the list is also a link to that report.
Advanced Search

If you wish to narrow your search or select other parameters you may use the Advanced Search function. To access the Advanced Search function click on the Advanced Search link below the Search box.

This will open the Advanced Search page. This is the same Advanced Search page that is opened from the BMI Reports Service Area. See page 23 for information about the Advanced Search page.

Program Header Menu

The program header menu bar has nine selections. These are the seven regional selections: Africa, Asia, Caribbean, Europe, Latin America, Middle East, and North America and My Service and Home. The regional selections each have a drop-down menu with lists of the countries included in each region. Clicking on one of these selections (region or country) will open the All Services page for that region or country. This page is similar to the All Services Home page. Please go to page 3 for information about the All Services Home page.

Home

Clicking on the Home menu selection will return you to the program Home page from any location in the program.

My Service

Clicking on the My Service selection will open the My Service page. The ability to save items is not available with the current subscription. The My Service area will be empty.

Program Header Links

The program header has three links: Service Updates, Contact Us and Logout. The Service Updates link is not functioning at the time of this writing.

The Contact Us link will open a page with an e-mail form to contact the account manager. If contact with the account manager is necessary the Business Library staff will perform this function.

The Logout link will close the program and take you to the Business Monitor International Home page.