

Customer Quick Reference Guide

For JD Edwards EnterpriseOne and JD Edwards World Customers

Expect Industry-Leading Support Keep Your Business Moving Forward with Oracle Premier Support

Drive more value from your Oracle technology and applications. Gain greater control of your technology future with rights to major upgrades and releases. Benefit from trusted expertise with direct access to our support engineers. Increase your IT efficiency with minimized risk. Oracle Premier Support will help drive your competitive advantage with

- Product Enhancements and Updates.** With rights to future product releases and updates, you benefit from broader coverage for your entire technology stack. You get access to ongoing innovation through world-class research and development to help drive your business forward.
- Global Support Infrastructure.** We have the breadth and global infrastructure you need. Access in-depth Oracle expertise for accurate diagnosis, swift resolution, and the highest system availability.
- Proactive, Automated Support.** You benefit from the most advanced support tools in the industry, delivering faster problem resolution, optimized system performance, and a lower cost of maintaining your Oracle systems.
- Lifetime Support.** Leading the industry, our simple and predictable Lifetime Support Policy covers your entire technology stack from database, to middleware, to applications, and puts you in control of your upgrade strategy.
- Ecosystem Support.** Get end-to-end lifecycle support that embraces your entire Oracle ecosystem. Benefit from dramatically reduced complexity, risks, and costs of maintaining your multivendor environment.

This quick reference guide will help you find the answers you need, when you need them.

Important Support Services Contact Information

Expect support at any time: Resolve issues online immediately with our *Customer Connection* available 24/7 at peoplesoft.com.

Support Services Phone Numbers

North America

Business hours 4 a.m. to 6 p.m. Pacific time: 1 800 289 2999

Asia Pacific

Business hours 9 a.m. to 6 p.m. local time

Australia: 1 800 659 537

China (Northern): 10 800 650 0099

China (Southern): 10 800 265 0099

Guam: 1 800 289 2999

Hong Kong: 800 90 3055

India: 000 6517

Indonesia: 001 803 65 7381

Japan: 0034 800 400429

Malaysia: 1 800 80 1557

New Zealand: 0 800 447 738

North and South Korea:

00798 651 7220

Papua New Guinea: 050 861 100

Philippines: 1027 1800 650 7017

Singapore: 800 181 1029

Taiwan: 0080 1 65 1253

Thailand: 001 800 656 470

Europe/Middle East/Asia

Business hours 9 a.m. to 6 p.m. Central European time

Belgium: 0 800 4 0006 (French)

0 800 4 0005 (English)

Denmark: 8088 1363

Finland: 0800 1 16087

France: 01 70 70 8160

Germany: 0 69 2222 20261

Ireland: 01 2477771

Italy: 02 3600 3650

Netherlands: 0 207 132743

Norway: 800 15181

South Africa: 0 800 990 870

Spain: 914 14 0775

Sweden: 020 79 7496

Switzerland: 015 80 3405 (French)

015 80 3406 (German)

015 80 3412 (Italian)

United Kingdom: 0 161 601 8901

Latin America

Business hours 9 a.m. to 6 p.m. local time

Argentina: 0800 333 0095

Bolivia: 800 1 2222,

then 303 488 4639 9194,

then 1 800 784 4260

Brazil: 0800 891 0813

Chile: 1 230 020 5124

Colombia: 01800 9153560

Costa Rica: 0800 0120085

Dominican Republic:

001 800 784 4260

Ecuador: 999 170,

then 303 488 4639 9194,

then 1 800 784 4260

Jamaica: 1 800 865 5348

Mexico: 001 800 784 4260

Paraguay: 00 812 800,

then 303 488 4639 9194,

then 1 800 784 4260

Peru: 0800 500 10,

then 303 488 4639 9194,

then 0 800 784 4260

Puerto Rico: 001 800 784 4260

Uruguay: 000 413 598 2887

Venezuela: 800 1 2743

Global Customer Care

North America: 1 800 477 5738, Option #2

Support Sales: 1 800 477 5738, Option #4

Education: 1 888 799 5050

Refer to the Global Support Center and Global Customer Care directories on *Customer Connection* for a comprehensive listing of country-specific telephone numbers.

These directories can be found at peoplesoft.com/goto/globalsupportcenter and peoplesoft.com/goto/customer-care, respectively.

Top 10 Support Services Web Links on

Customer Connection

- Site Index.** This useful map has links to all Oracle services on *Customer Connection*. Navigation: [Site Index](#)
- Updates and Fixes.** Access SAR search and update center to locate and download the latest software updates. Navigation: [Updates + Fixes](#)
- Log a Case/Online Support.** Create and manage cases, search for solutions, and review and update your company information. Navigation: [Support > Online Support](#)
- Support Troubleshooting.** Consult our Problem Resolution Guide for a road map to handling specific support issues. Navigation: [Support > Troubleshooting](#)
- Product Road Maps and Schedules.** Jump-start your release planning with summary views of all JD Edwards EnterpriseOne and JD Edwards World releases. Navigation: [Support > Roadmaps + Schedules](#)
- User Manuals and System Documentation.** Get upgrade documentation and scripts, order PeopleBooks, and find business-process maps. Navigation: [Support > Documentation](#)
- Implementation, Optimization, and Upgrade Guides.** These guides help you understand the tools, services, and documentation that you can use to maximize your Oracle investment. Navigation: [Implement, Optimize + Upgrade](#)
- Advisor Webcasts.** The Advisor Webcast program is a series of Webcasts created to give you advice on product, technical, and service topics. All sessions are recorded for playback at your convenience. Navigation: [Find What You Need > Advisor Webcasts](#)
- Oracle Plugged In e-newsletter.** Our automated e-mail service pushes the latest Oracle applications news directly to your inbox. Your user name is your e-mail address. If you don't have a password, click Sign Up to create a password. Navigation: oracle.com/goto/subscribe
- Lifetime Support Policy.** Our industry-leading support policy includes information about release support, retirement, and upgrade paths. Navigation: [Support > Support Policy](#)

Essential Resources

The Global Support Center

The Global Support Center provides follow-the-sun support for your mission-critical issues. Anywhere or any time, our support specialists in Global Support Center hubs in Amsterdam, Bangalore, Cairo, Colorado Springs, Denver, Melbourne, Orlando, Pleasanton, Reading, Redwood Shores, Romania, São Paulo, Singapore, Sydney, Tokyo, Toronto, and Vancouver ensure that your issues get resolved to your satisfaction.

Customer Connection

Our comprehensive Web support portal, *Customer Connection*, is your single point of entry to information and support self-service. Use it to gain instant access to the information you need to resolve software issues quickly and effectively. You can also customize the content and layout to best suit your needs, choosing from the following pagelets:

- Updates and Fixes.** Get fast access to breaking news for products that you maintain. You can edit this pagelet to specify product families and product lines.
- Recent Cases.** Manage your online support at a glance. You can see the status of your organization's cases, access online support to create a new case, search solutions, and link to other views. You can also customize this pagelet to show the cases most relevant to your role.
- Product Road Maps.** Get a personalized view of the JD Edwards EnterpriseOne and JD EdwardsWorld product road maps by product line. Customize your pagelet to see a list of releases and availability dates.
- Documentation Updates.** View a list of documentation updates specific to your product line, release, and product module. Select a document title to link directly to the update.

Online Support

To get started, log in to *Customer Connection* at peoplesoft.com and navigate to [Support > Online Support](#). There you can

- Create new support cases
- Manage existing cases
- Search for solutions
- Review your agreements
- Manage your installed products
- Download and use Support Assistant

NOTE: If you are a new customer and need help using *Customer Connection*, a guide is available online. On *Customer Connection*, navigate to [Find What You Need > New Customers Start Here](#).

Global Customer Care

Global Customer Care handles all nontechnical business issues, connecting customers with information and services for inquiries about products, services, training, consulting, guidance, and education about self-service tools and programs, support policy, releases, software orders, fiscal and contract issues, and customer launch programs. Also, if you are uncertain whom to contact for your request, Global Customer Care is happy to assist.

If you need a *Customer Connection* user name and password, call your local Customer Care by using the directory at peoplesoft.com/goto/customer_care.

Working Effectively with Oracle Support Services

Things You Need to Know

Site Identification Number (SIN). To begin the case resolution process over the phone with the Global Support Center, you'll need to know the appropriate SIN. You can look up the SIN in the Review Your Agreements section of Online Support. Navigate to [Support > Online Support > Review Your Agreements](#). You'll find the SIN listed in the Supported Sites box on the Agreement Results page.

Case and Case ID. You can contact Oracle for support online by using *Customer Connection* or by phone. Once our case is submitted, the support system assigns it a unique case number, which you will use to track your case.

Customer Reference Number. We understand that our customers also track their cases with their organization's support systems and may need to coordinate the Oracle-generated numbers with their own. That's why you can now enter your internal tracking number in the Customer Reference Number field when you're creating a new case. Once the number is entered, you can use it or the case ID to review your case status.

Priority Levels. Case priority levels define the degree of impact to your business as a result of a technical issue with a JD Edwards application. Oracle assigns all cases a priority level, which determines the response time, deployment of resources, and other rules of engagement. Oracle defines priority levels as

- **Priority 1 – Production Critical (P1):** Production is stopped at your site through an error that renders the software inoperative. A P1 issue calls for an initial response time of no more than two hours. The issue is closely monitored and escalated as appropriate until it is resolved.
- **Priority 2 – Production Urgent (P2):** Your business is significantly affected through an error that impacts performance of the software. A P2 issue calls for an initial response time of less than six hours, during regular business hours.
- **Priority 3 – Production Standard (P3):** These are errors affect performance of the software but do not degrade your use of it. P3 issues call for an initial response no later than one business day after they are reported, during regular business hours.

Search for Solutions

You can resolve your technical issues quickly by searching our solutions library. On *Customer Connection*, navigate to [Support > Online Support > Search for Solutions](#), or add the Recent Cases pagelet to *Customer Connection* and access the link from the pagelet on your homepage.

On this page, you can look up previous resolutions by using Keyword Search or Frequently Used Solutions. You can also use Advanced Search to narrow your search criteria.

Log a Case

Log in to *Customer Connection* and navigate to [Support > Online Support](#). Here you will find a link for creating a case. On the Create Case page, you will need to provide the following information:

- The product for which you are seeking support
- Your customer reference number (if any)
- Case type, such as enhancement, incident, installation
- Priority level (P1, P2, or P3)
- Summary and details
- Environment information

When providing this information, you can attach files and screenshots and submit the case. After you log a P1 (Production Critical) case, please call the Global Support Center.

Manage Existing Cases

Search for your open cases by navigating to [Support > Online Support > Manage Existing Cases](#), where you can

- See case details and status
- Provide or update environment information
- Add notes or attachments
- Search for solutions
- View the case history
- Close the case

Report Technical Incidents to the Global Support Center

You may report suspected incidents to Oracle by creating a case on the Create Case page on *Customer Connection*. The Global Support Center will verify if it is an incident and then work with you to find a resolution.

Help Speed the Global Support Center Resolution Process

Here are some general tips to remember:

- Provide clear and detailed descriptions of problems.
- Note your JD Edwards EnterpriseOne Tools and application release, as well as the version of any third-party products that are related to your problem.
- Note the name of the application you're troubleshooting, as well as the navigation path.
- Test the problem in your demo database – if you can duplicate the results, you'll know that the problem is caused by something other than a data or customization issue.
- Document specific instructions for replicating the problem.
- Identify the most recent update that was applied to the affected application.
- Determine if anything has changed in your computing environment since the last time the affected application worked successfully.
- Search for existing solutions in Online Support.
- Search for existing incidents by navigating to [Updates + Fixes](#) on *Customer Connection*.
- Attach Support Assistant files. You can help the Global Support Center make a speedy diagnosis of the problem by attaching Support Assistant files in Online Support.

Use the Escalation Process

The case-escalation process is in place for business-critical issues that require a higher level of attention from a manager in Oracle Support. The process should be utilized for critical roadblocks, urgent communication needs, or dissatisfaction with the handling of a case. If a critical problem is encountered, consider the timing of when to escalate an issue. Large, complex problems take time to resolve. Advise Support of target dates and deadlines you have for critical issues. This information will help Oracle management effectively and promptly assign the required resources to resolve your problem.

To escalate a case please call Support and inform the support engineer that you would like to speak with a support manager. (Please note that this may not be the support engineer who is working on your case.) The manager will call you within approximately 30 minutes of the request. (It is important that you telephone Oracle Support to ensure that a manager is paged.) The manager will work with you to create an acceptable action plan and document it. This manager owns the escalation until the issue is resolved or escalated to a higher management level.

See Solution ID 201007520 – Requesting Contact with an Oracle Support Manager and the Global Support Escalation Guide on Customer Connection for more information. (Navigation: [Support > Troubleshooting](#))

Best Practices for Global Support Center Cases

An accurate and detailed business case is key to the success of the escalation process. When requesting escalation, it is helpful to have answers to the following questions:

- How many transactions per month does this issue impact?
- What percentage of your monthly total transactions does the issue directly affect?
- What impact is this issue having on your business?
- How frequently is the issue occurring?
- What is the estimated monthly financial impact of the issue?
- How much down time are you experiencing?
- How many users are impacted?
- How many additional resources have been required to work around the problem?
- What is the estimated amount of additional time required to complete tasks without the fix?
- When is a fix needed?

If You Still Need Help

- **For free training on Oracle Support tools, e-mail:** support-training_us@oracle.com
- **Review Customer Connection, your self-service portal:** peoplesoft.com/corp/en/public_index.jsp
- **Oracle provides a variety of services that span the complete solution lifecycle.** Whether you need consulting, financing, outsourcing, support, or education, you can get it from the experts who know Oracle products best. oracle.com/services/index.html



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