

# Customer Quick Reference Guide

For PeopleSoft Enterprise 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 any time: Resolve issues online immediately with our *Customer Connection*, available 24/7 at [peoplesoft.com](http://peoplesoft.com).

### Support Services Phone Numbers

#### North America

Business hours 4 a.m. to 6 p.m. Pacific time: 1 800 477 5738

#### Asia Pacific

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

**Australia:** 1 800 817 674

**Hong Kong:** 800 93 0716

**India:** 000 800 650 1133

**Indonesia:** 001 800 011 2350

**Japan:** 0066 33 812195

0034 800 400429

**Korea:** 0078 14 800 3565

**Malaysia:** 1 800 80 8488

**New Zealand:** 0 800 447 738

**Singapore:** 800 120 3070 or  
65 64361138 (Direct)

**Taiwan:** 0080 1 13 9607

**Thailand:** 001 800 12 066 2577

#### Europe/Middle East/Asia

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

**Belgium:** 0 800 7 4951

**Denmark:** 8088 1080

**Finland:** 0 800 1 14873

**France:** 0 800 90 9472

**Germany:** 0 800 181 6315

**Ireland:** 01 2477771

**Italy:** 08 0078 0716

**Luxembourg:** 8002 3310

**Netherlands:** 0 800 022 4738

**Norway:** 800 11225

**South Africa:** 0 800 999 184

**Spain:** 900 93 8917

**Sweden:** 0200 285639

**Switzerland:** 0 800 83 8465

**United Arab Emirates:**

800 044 47723

**United Kingdom:** 0 800 731 3239

#### Latin America

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

**Argentina:** 001 800 301 1736

**Brazil:** 0800 891 1701

**Chile:** 800 370 290

**Colombia:** 980 15 4533

**Jamaica:** 1 800 522 9930

**Mexico:** 001 877 590 2054

**Puerto Rico:** 800 477 5738

**Venezuela:** 800 1 2500

#### 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](http://peoplesoft.com/goto/globalsupportcenter) and [peoplesoft.com/goto/customer-care](http://peoplesoft.com/goto/customer-care), respectively.

### Top 10 Support Services Web Links on *Customer Connection*

1. **Site Index.** A useful map with links to all Oracle services on *Customer Connection*. Navigation: [Site Index](#)
2. **Updates and Fixes.** Download fixes, translations, regulatory updates, PeopleTools patches, application bundles, and fix packs. Navigation: [Updates + Fixes](#)
3. **Log a Case/Online Support.** Create and manage cases, search for solutions, and review and update your company information. Navigation: [Support > Online Support](#)
4. **Support Troubleshooting.** Find articles in our *Tips and Techniques* section and consult our *Problem Resolution* Guide for a road map to handling specific support issues. Navigation: [Support > Troubleshooting](#)
5. **Product Road Maps and Schedules.** Jump-start your release planning with summary views of all PeopleSoft Enterprise releases. Navigation: [Support > Roadmaps + Schedules](#)

6. **User Manuals and System Documentation.** Get upgrade documentation and scripts, order PeopleBooks, and find business-process maps. Navigation: [Support > Documentation](#)
7. **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](#)
8. **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](#)
9. **Oracle Plugged In e-newsletter.** Our automated 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](http://oracle.com/goto/subscribe)
10. **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 updates and fixes for products. You can edit this pagelet to specify product line, product module, release, and time periods for receiving notifications.
- **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 customize this pagelet to show the cases most relevant to your role.
- **Product Road Maps.** Get a personalized view of the PeopleSoft Enterprise product road map by product line. Customize your pagelet to see a list of releases and availability dates.
- **Tax Update Schedule.** View scheduled release dates. You can add and delete updates to personalize your pagelet.
- **Financial Aid Regulations Schedule.** Display the four most recent updates from the Financial Aid regulatory release schedule. For each update, your pagelet shows details about the release date, tested PeopleTools versions, and applicable release numbers.
- **Maintenance Schedule.** View the maintenance schedule applicable to your product line, release, and product module. Manage the pagelet to display scheduled application bundles or PeopleTools patches and their release 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](http://peoplesoft.com) and navigate to **Support > Online Support**. There you can

- Create new support cases
- Review your agreements
- Manage existing cases
- Manage your installed products
- Search for solutions
- Order software and services

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.

Go to [peoplesoft.com/goto/customer-care](http://peoplesoft.com/goto/customer-care) to access Global Customer Care. If you need a *Customer Connection* user name and password, call your local Customer Care office using the directory at [peoplesoft.com/goto/customer-care](http://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. 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 using *Customer Connection* or by phone. Once your 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 an 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 requires 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 by an error that impacts performance of the software. A P2 issue calls for an initial response time of less than six hours.
- **Priority 3 – Production Standard (P3):** These are errors that 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.

## 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 functions. You can also use the Advanced Search function to narrow your search criteria.

## Log a Case

Log in at [peoplesoft.com](http://peoplesoft.com) 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 case and click the case number. This will take you to the Manage Case page, 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 PeopleTools and application release, as well as the version of any third-party products that are related to your problem.
- Note the name of the component or page, report, or program that's failing, as well as the navigation path.
- Test the problem in your demo database – if you can duplicate the results, you'll know the problem is caused by something other than a data or customization issue.
- Document specific instructions for replicating the problem.
- Identify the most recent fix, update, or bundle 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*.
- Trace the process. Note anything unusual and have your trace reports available to submit with your case.
- Attach trace files. You can help the Global Support Center make a speedy diagnosis of the problem by attaching trace 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](mailto:support-training_us@oracle.com)
- **Review *Customer Connection*, your self-service portal:** [peoplesoft.com/corp/en/public\\_index.jsp](http://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](http://oracle.com/services/index.html)



ORACLE IS THE **INFORMATION** COMPANY