

JD EDWARDS WORLD SELF SERVICE FOR CUSTOMERS



Expand customer service options.

Lower the cost of routine service transactions.

Free service agents for complex issues.

The Issue: Serving Customers via the Internet

Today, many of your customers expect to conduct business with you electronically. With Oracle's JD Edwards World Self Service for Customers, which includes Oracle's JD Edwards World Fulfillment and Sales Force Management, your customers can browse online catalogs, check product availability, enter orders, inquire about their credit status, and much more—all directly over the internet. They can log on at any time and transact their business quickly, without holding for a customer service agent. In addition, your field sales personnel can keep constant tabs on their clients' accounts.

By giving your customers and sales personnel access to key JD Edwards World applications via a web browser, you empower them to help themselves. At the same time, you clear the way for your customer service agents to devote more time to customers who have special needs, which helps you reduce your sales and services costs.

The Solution: Extending Your Supply Chain

Self Service for Customers enables you to extend your supply chain to your customers. Customers can accelerate supply chain fulfillment by managing their own orders and updating their own address book information. In addition to entering orders, customers can check the status of existing orders and update their own address book information.

Your field sales personnel can also closely manage their clients' business transactions, obtain quotes, track orders, and check product availability. They can also update and verify customer information, giving them instant access to the information they need to better serve their customers.

Key Differentiators: Improving the Way You Do Business

Through the system's intuitive, customized interface with JD Edwards World, your customers and field sales personnel can get instant answers to their important questions. By allowing customers and sales personnel to enter their own orders, you limit the potential for data entry errors and communication problems.

With the ability to collaborate with your customers, partners, and employees, JD Edwards World enables you to do business more efficiently. In addition, self-service applications enable you to preserve your existing software investment by allowing you to extend the capabilities of your JD Edwards World applications. And, by harnessing the power of the internet to extend your JD Edwards World applications, you can better collaborate with customers and suppliers—and build a competitive advantage for your organization.

Return on Investment: Saving Time and Money

Business rotates on a dime these days. But you can thrive despite fluctuating business conditions with Oracle's JD Edwards World Self Service for Customers. Studies show that self-service applications quickly pay for themselves. According to META Group, the average return on investment after implementing a self-service solution—achieved within six months—is 47 percent. Or, for every dollar spent, the increases in revenue per customer, employee productivity, and customer retention are almost half.

Feature/Function Highlights

Oracle's JD Edwards World Fulfillment allows customers to:

- Place orders
- Track orders
- Change orders
- Check product availability
- Inquire about credit status
- Change address book information

Oracle's JD Edwards Sales Force Management allows sales personnel to:

- Manage customer accounts
- Track sales orders
- Obtain quotes
- Check product availability
- Update address book information
- Verify delivery details
- Check account status

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