

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.** Oracle has 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 Global Customer Support Contact Information

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

Global Customer Support 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	Korea: +0078.14.800.3565
China (Northern): +10.800.650.0099	Malaysia: +1.800.80.8488
China (Southern): +10.800.265.0099	New Zealand: +0.800.447.738
Hong Kong: +800.93.0716	Singapore: +800.120.3070
India: +000.800.650.1133	+65.64361138 (Direct)
Indonesia: +001.800.011.2350	Taiwan: +0080.1.13.9607
Japan: +0066.33.812195	Thailand: +001.800.12.066.2577
+0034.800.400429	

Europe/Middle East/Africa Business hours 9 a.m. to 6 p.m. Central European time

Belgium: +0.800.7.4951	Norway: +800.11225
Denmark: +8088.1080	South Africa: +0.800.999.184
Finland: +0.800.1.14873	Spain: +900.93.8917
France: +0.800.90.9472	Sweden: +0200.285639
Germany: +0.800.181.6315	Switzerland: +0.800.83.8465
Ireland: +1.800.242.669	United Arab Emirates: +800.044.47723
Italy: +08.0078.0716	United Kingdom: +0.800.731.3239
Luxembourg: +8002.3310	
Netherlands: +0.800.022.4738	

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

Argentina: +001.800.301.1736	Jamaica: +1.800.522.9930
Brazil: +0800.891.1701	Mexico: +001.877.590.2054
Chile: +800.370.290	Puerto Rico: +800.477.5738
Colombia: +980.15.4533	Venezuela: +800.1.2500

Global Customer Care

North America: +1.800.477.5738

For all other Global Customer Care country specific telephone numbers, go to http://www.peoplesoft.com/corp/en/contact/cust_care_intl.jsp

For Support Sales: Find your country specific telephone number at <http://www.oracle.com/support/contact.html>

Refer to the Global Customer Support (formerly known as 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 www.peoplesoft.com/goto/gcs and www.peoplesoft.com/goto/customer-care respectively.

Top 10 Global Customer Support Web Links to *Customer Connection*

1. **Site Index.** This useful map has 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 Oracle's 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 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, select the "Sign Up" option 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

Global Customer Support

Global Customer Support (GCS) provides follow-the-sun support for your mission-critical issues. Anywhere or any time, our support specialists in GCS 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 portal, *Customer Connection*, is your single point of entry to information and self-service support. 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 www.peoplesoft.com and navigate to [Support > Online Support](#) to

- Create new support cases
- Manage existing cases
- Search for solutions
- Review your agreements
- Manage your installed products
- 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.

To benefit from the above services or if you need assistance with a *Customer Connection* user name and password, access the Global Customer Care directory at http://www.peoplesoft.com/corp/en/contact/cust_care_intl.jsp

Working Effectively with Global Customer Support

Things You Need to Know

Site Identification Number (SIN). To begin the case resolution process with GCS, 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](#) and look for 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 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 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.
- **Priority 3—Production Standard (P3):** These 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.

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 home page.

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.

The Knowledge Browser is also available under the Additional Search Engines section of the *Customer Connection* homepage. This gives you the ability to drill down through a product hierarchy to specific solutions. The solutions themselves are organized into four categories: Spotlight Solutions, Frequently Used Solutions, Newly Created Solutions, and Knowledge Documents.

Log a Case

Log on to *Customer Connection* and navigate to [Support > Online Support](#) to 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 Global Customer Support (GCS).

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 Global Customer Support

You may report suspected incidents to Oracle by creating a case on the Create Case page on *Customer Connection*. GCS will verify it and then work with you to find a resolution.

Help Speed the GCS 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 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*.
- Trace the process. Note anything unusual and have your trace reports available to submit with your case.
- Attach trace files. You can help GCS make a speedy diagnosis of the problem by attaching Support Assistant files in Online Support.

Use the Escalation Process

The case escalation process is intended for business-critical issues that require a higher level of attention from a manager in Global Customer Support. You should use this process when you

- Encounter a critical roadblock or showstopper to implementation or upgrade plans.
- Urgently need to communicate important issues to a GCS manager.
- Are dissatisfied with the resolution or response to a case. (If you are dissatisfied with the progress made by the escalation manager, you can further escalate to a Senior Manager/Director. If you are dissatisfied with the progress made by the Senior Manager/Director, you can further escalate to an Oracle Support Vice President.)

If a critical problem is encountered, consider the timing of when to escalate an issue. Waiting to escalate may leave little time to research the root cause of the problem and develop the most effective solution. Large, complex problems take time to resolve. Advise GCS of target dates and deadlines for critical issues, and document this information in the Case. State how the problem impacts your business and the risk it poses to implementation plans. This information will help Oracle management effectively and promptly assign the required resources to resolve your problem.

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](#))

- Provide as much information as you can about why you are escalating.
- Call the Global Customer Support number and enter in your case number. Inform the answering support engineer that you would like to speak with an escalation manager. (Please note that this may not be the support engineer who is working on your case.)
- The engineer will page the appropriate escalation manager, who will call you within approximately 30 minutes of the request. (It is important that you telephone GCS to ensure that an escalation manager is paged. Updating the Case via *Customer Connection* alone does not guarantee that you will receive a call from the escalation manager within approximately 30 minutes.)
- The manager will work with you to create an acceptable action plan.
- The manager will document the conversation and the plan in the Case.
- The manager will follow up to ensure that the action plan is followed and/or reset expectations if necessary.
- The escalation manager owns the escalation until the issue is resolved or escalated to a higher management level.

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 www.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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