



ORACLE®

JD Edwards EnterpriseOne Customer Self-Service

Business-Critical Information on Demand

Enable customers with 24/7 access to key information

Restricted by Customer Number

Alerts identify required action

My Account

My Service & Support
Have a question? Click here to access our service page. You can search for answers to frequently asked questions, log an issue, or find the status of a service ticket.

My Shipments
Click here to access shipping information. You can track the status of a shipment and determine the delivery date for any shipments in transit.

[Return to Customer Home Page](#)
Click here to return to the main page.

CSS Account Balance
Business Account Balance
As of 03/27/2007

Currency	USD
Amount Due	992,352.00
Amount on Open Orders	123,794.50
Total Credit Balance	1,106,146.50
Credit Limit	1,106,146.50
Over Credit Limit	1,106,146.50

CSS Account Payment Status
Business Payment Status
As of 01/19/2007

Currency	USD
Average Days Late	0
% of Amount Paid Late	
Date of First Invoice	08/21/2005
Date of Last Invoice	05/22/2006
Date Last Paid	
Amount Invoiced This Year	
Amount Invoiced Prior Year	
Last Applied Amount	

CSS Account Aging
Business Account Aging
As of 03/27/2007

Currency	USD
Future	
Current	

Account Management

My Service & Support

[Return to Customer Main Page](#)
Click here to return to the main page.

My Account
Click here to review your account balance and receivables aging summary, as well as payment status.

My Shipments
Click here to check the status of your delivery or track your shipment.

Support Tasks
Customer: LAF Enterprises

[View Cases](#)

[Add New Case](#)

Solution Adviser
Problem Description:

Match All

My Workspace Customer Self-Service

CSS Customer Alerts

Account Alerts

Past Due	5
Reminder Sent	0
Next Due Date	None

Order Alerts

Held Orders	0
Items Shipped (past 0 days)	0

Shipment Alerts
As of 03/27/2007

Deliveries Due	0
Deliveries Past Due	5
Deliveries Pending	0

CSS Search

Search for:

Orders by Customer PO No.

Or Advanced Search for:

Orders

CSS Tasks
Customer: LAF Enterprises

Tasks

Manage Orders

Select One --

Manage Orders

- Order Through Product Catalog
- Order Through Templates
- View Shopping Cart
- Add to Shipping Cart by Item
- Add Recurring Orders
- Manage Recurring Orders
- Release Blanket Orders
- View Invoices via Orders
- View Inventory Availability
- Track Shipments
- View Account Information
- Manage Forecasts
- Manage Customer Information
- Add Customer Item Numbers
- Manage Customer Item Numbers
- Process Purchase Orders

Order Management

Support Alerts

Critical Cases: 1

Cases Pending Action: 0

Service Tasks
Customer: LAF Enterprises

[Add Equipment](#)

[View Equipment](#)

[View Work Orders](#)

[View Contracts](#)

Service & Support



Self-Service Order Management

Enable customers to perform repetitive tasks

- Alerts:
 - Held Orders
 - Past Due Shipments*
- Order Entry by:
 - Product Catalog
 - Template
 - Line Item Add
 - Recurring Order
 - Blanket Release
- Order Inquiry:
 - Existing Orders
 - Historical Orders by Invoice
- Forecast Entry/Maintenance
- Manage Customer Item #s

The screenshot displays the Oracle Customer Self-Service portal. At the top, there are tabs for 'My Workspace' and 'Customer Self-Service'. The main content area is divided into several sections:

- CSS Customer Alerts:** This section contains three sub-sections:
 - Account Alerts:** A table with columns for 'Alert Type' and 'Count'. It shows 'Past Due' with a count of 5, 'Reminder Sent' with 0, and 'Next Due Date' as 'None'.
 - Order Alerts:** A table with columns for 'Alert Type' and 'Count'. It shows 'Held Orders' with a count of 0 and 'Items Shipped (past 0 days)' with 0.
 - Shipment Alerts:** A table with columns for 'Alert Type' and 'Count'. It shows 'As of 03/27/2007', 'Deliveries Due' with 0, 'Deliveries Past Due' with 5, and 'Deliveries Pending' with 0.
- CSS Search:** A search interface with a 'Search for:' field containing 'Orders by Customer PO No.', a dropdown menu, and a 'Go' button. Below it, there is an 'Or Advanced Search for:' section with a dropdown menu set to 'Orders' and another 'Go' button.
- CSS Tasks:** A task menu for 'Customer LAF Enterprises'. The 'Tasks' dropdown is open, showing options like 'Manage Orders', 'Order Through Product Catalog', 'View Shopping Cart', 'Add to Shopping Cart by Item', 'Add Recurring Orders', 'Manage Recurring Orders', 'Release Blanket Orders', 'View Invoices via Orders', 'View Inventory Availability', 'Track Shipments', 'View Account Information', 'Manage Forecasts', 'Manage Customer Information', 'Add Customer Item Numbers', and 'Manage Customer Item Numbers'. A 'Go' button is next to the dropdown.
- My Account:** A link with an icon of a computer monitor and a dollar sign. Text: 'Click here to review your account balance and receivables aging summary, as well as payment status.'
- My Shipments:** A link with an icon of a truck and boxes. Text: 'Click here to check the status of your delivery or track your shipment.'
- My Service and Support:** A link with an icon of a telephone and a checkmark. Text: 'Have an issue or a question? Click here to access our support page. You can find answers to commonly known issues, log a service request or check the status of a service work order.'

Self-Service Accounts Management

Enable customers to inquire on their account information

- Alerts
 - A/R Past Due & Due Date
- Aging by Period
- Account Balances
- Credit Limit
- Payment Status

My Account

My Service & Support
Have a question? Click here to access our service page. You can search for answers to frequently asked questions, log an issue, or find the status of a service ticket.

My Shipments
Click here to access shipping information. You can track the status of a shipment and determine the delivery date for any shipments in transit.

Return to Customer Home Page
Click here to return to the main page

CSS Account Balance [?] [?] [?]

Business Account Balance
As of 03/27/2007

	USD
Currency	
Amount Due	982,352.00
Amount on Open Orders	123,794.50
Total Credit Balance	1,106,146.50
Credit Limit	
Over Credit Limit	1,106,146.50

CSS Account Payment Status [?] [?] [?]

Business Payment Status
As of 01/19/2007

	USD
Average Days Late	0
% of Amount Paid Late	
Date of First Invoice	06/21/2005
Date of Last Invoice	05/22/2006
Date Last Paid	
Amount Invoiced This Year	
Amount Invoiced Prior Year	
Last Applied Amount	

CSS Account Aging [?] [?] [?]

Business Account Aging
As Of 03/27/2007

	USD
Future	
Current	
1 - 30	
31 - 60	
61 - 90	
91 - 120	
121 - 150	
151 - 999	982,352.00
Over 999	

Change Aging Date
(Enter date as mm/dd/yyyy)

Self-Service Service & Support Management

Enable customer to troubleshoot their issues

- Solution Advisor
- Enter a Service Request
- Case Inquiry
- Equipment Inquiry
- Product Registration
- Review Contracts
- Review Work Order Status

The screenshot displays the 'My Service & Support' web interface. The page is organized into several sections:

- Return to Customer Main Page:** A link to return to the main page.
- My Account:** A link to review account balance and receivables aging summary.
- My Shipments:** A link to check the status of delivery or track a shipment.
- Support Tasks:** A section for customer 'LAF Enterprises' with links for 'View Cases' and 'Add New Case'.
- Solution Advisor:** A section for problem description with a search field and a 'Find' button.
- Support Search:** A search section with a dropdown menu set to 'My Cases' and a 'Go' button.
- Support Alerts:** A section showing 'Critical Cases: 1' with a warning icon and a link for 'Cases Pending Action: 0'.
- Service Search:** A search section with a dropdown menu set to 'My Equipment' and a 'Go' button, plus an 'Advanced Search For:' section with a dropdown set to 'Equipment' and a 'Go' button.
- Service Tasks:** A section for customer 'LAF Enterprises' with links for 'Add Equipment', 'View Equipment', 'View Work Orders', and 'View Contracts'.

Measuring the Value of Customer Self-Service

- Value of 7X24 availability of web order entry
 - Increase sales due to accessibility
 - Increase sales due to convenience
 - Improve information available to customers
 - Improve customer satisfaction
 - Increase order accuracy
 - Reduce cost per order
 - Reduce lead time
 - Reduce credit losses – customers monitor their own account

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