

ORACLE

JD Edwards EnterpriseOne Customer Self-Service

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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	982,352.00
Amount on Open Orders	123,784.50
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

Currency	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

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 Advisor
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

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.

My Service and Support
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.

CSS Tasks
Customer: LAF Enterprises

Tasks
Manage Orders

Manage Orders
Order Through Product Catalog
Order Through Templates
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
Manage Customer Item Numbers

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



Customer



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 In
- Forecast Entry/Maintenance
- Manage Customer Item #s

The screenshot displays the 'Customer Self-Service' interface. It features several sections: 'CSS Customer Alerts' with sub-sections for Account Alerts (Past Due, Reminder Sent, Next Due Date), Order Alerts (Held Orders, Items Shipped), and Shipment Alerts (As of, Deliveries Due, Deliveries Past Due, Deliveries Pending). 'CSS Tasks' includes a dropdown menu for 'Manage Orders' and a list of tasks such as 'Order Through Product Catalog', 'View Shopping Cart', and 'Track Shipments'. A 'CSS Search' section provides search options by Customer PO No. and an advanced search option. Below these are links for 'My Account', 'My Shipments', and 'My Service and Support', each accompanied by an icon and a brief description of the service.



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
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 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)

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	

Self-Service Service and 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' dashboard for a customer named 'LAF Enterprises'. The dashboard is organized into several functional panels:

- 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 delivery status or track shipments.
- Support Tasks:** A section for managing support cases, including a 'View Cases' link and an 'Add New Case' link.
- Solution Advisor:** A tool for finding solutions, featuring a 'Problem Description' input field, a 'Match All' dropdown, and a 'Find' button.
- Support Search:** A search interface for support cases, with a 'Search For:' dropdown set to 'My Cases' and a 'Go' button.
- Support Alerts:** A section for alerts, showing 'Critical Cases: 1' with a warning icon and 'Cases Pending Action: 0'.
- Service Search:** A search interface for service equipment, with a 'Search For:' dropdown set to 'My Equipment' and a 'Go' button. It also includes an 'Advanced Search For:' section with a dropdown set to 'Equipment' and a 'Go' button.
- Service Tasks:** A section for managing service tasks, including 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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