Oracle Supplier Network

Support Guide

How to log OSN Issues through MetaLink –
Intended for Oracle Customers with a CSI Number

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Contents

Introduction

The Oracle Supplier Network (Oracle SN) enables electronic document transformation and routing between companies through a single connection point hosted and managed by Oracle.

Oracle SN is run by the Oracle Procurement Applications organization and is hosted by Oracle onDemand to provide a high availability connection for trading partner collaboration, greatly simplifying the administrative burden of creating and managing a complex multi-point integration infrastructure

The purpose of this document is to outline the guidelines for how customers of Oracle Supplier Network (Oracle SN) should report Oracle SN issues to Oracle Support.

Specifically, the purpose of this document is to:
- Provide an overview of Oracle SN Support Services
- Specify the process for how customers should report Oracle SN issues
- Present the Oracle severity definitions

Creating a Service Request (SR) for an Oracle SN Issue

The process for reporting Oracle SN issues to Oracle Support is the same process as used to report issues with any standard Oracle Product. The Oracle SN team can only respond to incidents if they have been recorded as a Service Requests (SR). Incidents that are not reported in this manner cannot be tracked, escalated or resolved.

We ask that in the event that a **Severity 1** issue is found with Oracle SN, that you **create a SR via MetaLink** and then contact the Oracle Support Center to raise the severity. Go to http://www.oracle.com/support/contact.html to locate Oracle Support phone number for your region. (Please see the Customer Best Practices section of this guide for the Oracle severity definitions)

*The following instructions assume that you already have a valid MetaLink ID and password. In the event that you need an ID, please navigate to http://metalink.oracle.com, select "Register for MetaLink", fill out the requested information, and work with your local CSI administrator (this will be an employee within your company) to have your ID approved.

1) Navigate to http://metalink.oracle.com

2) Select the "Login to MetaLink" link

3) Enter your "username/password"

4) Select the "Service Request" tab on the top of the page

5) Select the "SR Create" sub-tab

6) Choose the "Log a standard SR" button

7) Fill out the screen as shown in the screenshot below, and select the "Continue" button

   Note: If you check the box next to "Save these settings/selections as a SR Profile for future use" and enter a profile name, the next time you report an OSN SR, you can select this profile name from the LOV at the top of the screen and the form will be prefilled for you.

Create a SR - Step 1

* Denotes a required field. Click on the 'Help' button at any time for more details.

☑ **TIP** Requesting a product update? Go to **Patches & Updates** to download licensed products.

Use one of my saved <u>SR Profiles</u>: [None ▼] [GO]
(select a profile and click 'Go')

OR fill in the required fields below:

*Contact me via: [MetaLink ▼]

*Product: [Oracle Supplier Network ▼]

*Product Version (e.g.: 11.5.9): [n/a]

*Platform: [Microsoft Windows XP ▼]

*Operating System Version (12 characters max): [n/a]

*Database Version (e.g. 9.2.0.4): [n/a]   **Your Company's CSI # will default here.**

*Support Identifier: [13867734 (UNITED STATES) ▼] ←

*Phone: [555-555-5555]

☑ Save these settings/selections as a SR Profile for future use.
(check the box and enter a SR Profile name below)

[OSN Issue]

[Continue >>]

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8) Fill out the screen as suggested in the screenshot below, and select the "Continue" button

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Create a SR - Brief Description

☑ **TIP** Requesting a product update? Go to **Patches & Updates** to download licensed products.

*Type of problem:

☑ **TIP** Choosing "Other technical issues with this product" will slow SR resolution.   [Other technical issues with this product ▼]

*Are you experiencing a mission- or business-critical loss of service that requires immediate and continuous effort to resolve?: [No ▼]   **Select this for most OSN issues. It will not delay resolution for OSN issues.**

Error Message (if applicable): [   ] - [   ]

*Brief subject statement (80 characters), in English, summarizing your problem/request:

[   ]

*I will enter the text of this SR in English: [Yes ▼]

Make this language preference the default for all my SRs: ☐

[Continue >>]

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9) Select the "Continue with SR creation…" button

10) Complete the template that appears. Be sure to include full replication steps, and any errors encountered. Once you have completed the template, select the "Continue" button.

11) A screen will appear, showing you a summary of the SR that you are about to create. Select the checkbox next to "E-mail me SR updates" and select the "Create SR" button

12) A new screen will be shown which provides you with the SR # for this issue. Make a note if it.

13) If this is a Severity 1 issue: call Oracle Support to have the SR severity raised. You will be asked to provide a business justification as well as two 24x7 contacts. Go to http://www.oracle.com/support/contact.html to locate Oracle Support phone number for your region.

14) The SR can be viewed at anytime by selecting SR Search sub-tab at the top of the page and searching by either the SR # or the CSI# that you used.

Resolution Process for your OSN Service Requests (SRs)

Oracle Support Review

- Customer reports issue to Oracle Support via MetaLink
- In the event of a Severity 1 issues, the customer also phones the Oracle Support Center.
- Oracle Support verifies that the appropriate Oracle SN templates have been completed by the customer
- Oracle Support analyzes issue reported
- If Oracle Support determines that issue needs to be transferred to the Oracle SN team, the Support Analyst does one of the following based on the SR's priority:
  - Severity 1 SRs:
    - Transfers SR to the OSN queue for action
    - Calls the Oracle SN P1 hotline
    - Initiates Oracle SN Escalation process if necessary
  - Non-Severity 1 SRs:
    - Transfers SR to the OSN queue for action
    - Initiates Oracle SN Escalation process if necessary

SR Transferred to Oracle SN Operations Team

When Oracle Support transfers a SR to Oracle SN, the Oracle SN team will then begin action according to the Oracle SN Response Levels.

Oracle SN will investigate the SR and work with the customer contact (as indicated in the SR) as needed until the issue has been resolved.

Oracle SN will provide 24x7 support for issues phoned into Oracle Support as "Severity 1". All other issues will be worked during the Oracle SN business hours of 8:00 am to 8:00 pm ET, Monday through Friday (excluding public holidays).

Customer Best Practices

There are a number of best practices that you can undertake in order to ensure that your SR is handled efficiently:

- Fill out the SR's and templates completely

- Be sure to include complete steps needed in order to recreate issue. Please include all ids/passwords, URLs, navigation steps, and expected results.

- Only include 1 issue per SR

- Frequently monitor and update all SRs that are in "Customer" status

- Report your SR with the appropriate Severity Level:

Severity Level	Definition	Input Method/Required Information
1 – Support Code "P1"	**Critical Business Impact:** A Computer Service or Administration Service Operations problem or product defect that causes complete loss of service. Applications are down or significantly impaired, transactions cannot be completed, or work cannot reasonably continue due to the noted problem regardless of customer environment type (Development, Test, Pre-Production, or Production).	Use MetaLink to report a new SR, then call Support directly to raise to a severity 1 SR. Must provide business justification as well as a 24x7 hour contact.
2 – Support Code "P2"	**Severe Business Impact:** A Computer Service or Administration Service Operations problem or product defect causes an error, or incorrect behavior causing a severe loss of service. No reasonable workaround is available, however, operations can continue in a restricted fashion.	Use MetaLink to report a new SR.
3 – Support Code "P3"	**Material Business Impact:** A Computer Service or Administration Service Operations problem or product defect causes material loss of service-the impact of the problem/defect is material and/or a reasonable work around exists. P3 also covers usage questions and high priority enhancement requests.	Use MetaLink to report a new SR.
4 – Support Code "P4"	**Minor Business Impact:** A Computer Service or Administration Service Operations problem or product defect that while causing no loss of service, is reported as a minor error (causing incorrect behavior), or a documentation error that in no way impedes the system operations. P4 also applies to minor questions, issues or enhancement requests.	Use MetaLink to report a new SR.