**Quest is a catalyst to maximize the business investments of our members through the power of our community, tools and experiences.**

## Greater Philadelphia Regional Users Group

## December 6, 2007

# Agenda

- Some Facts about Quest and Who it Serves
- Quest Community – Paid Members and Complimentary Subscribers
- Key Quest Benefits: Networking and Collective Voice into Oracle
- Overview of the New Product Enhancement Request Process
- Update your Quest Member or Subscriber Profile!

# Top 5 things to know about Quest

**Not-for-profit association**

**Led by customers - volunteer board and committees.**

**Over 50,000 members and subscribers with whom to network**

**Represented in 90 countries worldwide.**

**Green is our favorite color.**

Quest International Users Group

# Who does Quest serve?

**JD Edwards Customers**

**PeopleSoft Customers**

**Oracle Utilities Customers – SPL and Lodestar**

# Become a member

**Customer Individual Member**

North America - **$245**[1]
Outside North America - **$225**

**Corporate Member**[2]

North America - **$995**
Outside North America - **$895**

**Subscriber –** Free

[1]All prices are in U.S. Dollars. (Discount to COLLABORATE more than pays for membership!)

[2] Includes 10 full individual memberships and all employees of an organization can utilize the Quest Member Discount!

Quest International Users Group

# Member benefits: Networking

**Over70 affiliated usersgroups: RUGs,PUGs, IUGs,SIGs**

Quest International Users Group

# Member benefits: Networking

**Quest Australia and New Zealand Conference:** March 12-14, 2008, Sofitel Wentworth, Sydney

**COLLABORATE 08:** April 13-17, 2008, Colorado Convention Center, Denver

**Quest Northeast Conference:** July 16-18, 2008, MGM at Foxwoods Resort, Ledyard, Conn.

*** Presented by Boston RUG, FSIUG (Financial Services Industry Users Group), Greater Philadelphia RUG, JD Edwards NorthEast RUG, Northeast PeopleSoft and JD Edwards NY and NJ RUG and SNUG (Southern New England Users Group) ***

**Oracle OpenWorld:** Sept. 21-25, 2008, Moscone Center, San Francisco

**SAOUG/Quest Africa Conference:** Oct. 14-15, 2008, Sun City, South Africa

**Quest Midwest Conference:** Dec. 3-5, 2008, Renaissance Hotel, Schaumburg, Illinois

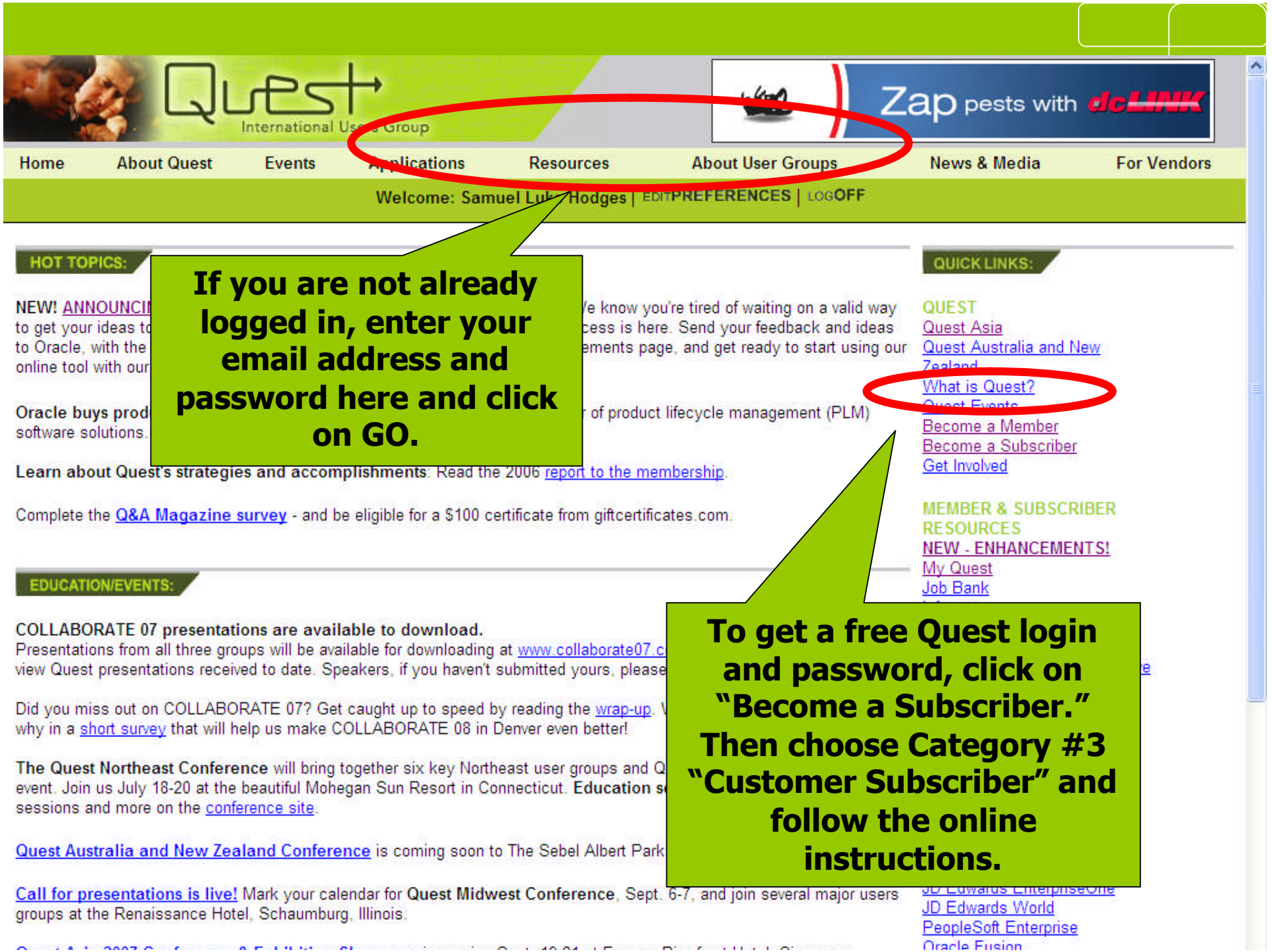
# Member benefits: Networking

**COLLABORATE 08:** April 13-17, 2008, Colorado Convention Center, Denver, Colo.

- Presented by Quest, OAUG and IOUG
- More than 7,500 attendees, 900 education sessions and 200 exhibitors in the Vendor Showcase
- Entire conference is user-driven, with education selected by customers
- Networking through receptions, social events and in structured format
- Learn about third-party solutions on an exciting showfloor
- Registration goes live November 5 – sign up on questdirect.org!

# Spread the Word to your Colleagues

QuestPaid Membersand Complimentary Subscriberscan easily “Subscribe” to QuestAffiliated UserGroups tokeep up todate onwhat ’shappening intheir “Oracleworld ” -- andParticipate inthe newProduct EnhancementRequest Process!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to get your ideas to
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e know you're tired of waiting on a valid way
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of product lifecycle management (PLM)
Learn about Quest's strategies and accomplishments: Read the 2006 report to the membership.
Complete the Q&A Magazine survey - and be eligible for a $100 certificate from giftcertificates.com.
EDUCATION/EVENTS:
COLLABORATE 07 presentations are available to download.
Presentations from all three groups will be available for downloading at www.collaborate07.c
view Quest presentations received to date. Speakers, if you haven't submitted yours, please
Did you miss out on COLLABORATE 07? Get caught up to speed by reading the wrap-up.
why in a short survey that will help us make COLLABORATE 08 in Denver even better!
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Call for presentations is live! Mark your calendar for Quest Midwest Conference, Sept. 6-7, and join several major users groups at the Renaissance Hotel, Schaumburg, Illinois.
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Quest Australia and New Zealand
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Get Involved
MEMBER & SUBSCRIBER RESOURCES
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Job Bank
JD Edwards EnterpriseOne
JD Edwards World
PeopleSoft Enterprise
Oracle Fusion
If you are not already logged in, enter your email address and password here and click on GO.
To get a free Quest login and password, click on "Become a Subscriber." Then choose Category #3 "Customer Subscriber" and follow the online instructions.

Quest
International Users Group

# Forgot your password?

# Email membership@questdirect.org

**NEW!** ANNOUNCING QUEST'S NEW ENHANCEMENT REQUEST SYSTEM: We know you're tired of waiting on a valid way to get your ideas to Oracle. Wait no longer: Quest's Enhancement Request Process is here. Send your feedback and ideas to Oracle, with the backing of your fellow customers. Read more on our Enhancements page, and get ready to start using our online tool with our downloadable instructions.

**Oracle buys product lifecycle management leader Agile**, a leading provider of product lifecycle management (PLM) software solutions. Read more here.

**Learn about Quest's strategies and accomplishments**: Read the 2006 report to the membership.

Complete the Q&A Magazine survey - and be eligible for a $100 certificate from giftcertificates.com.

## EDUCATION/EVENTS:

**COLLABORATE 07 presentations are available to download.**
Presentations from all three groups wi… May 14- 28. Click here to view Quest presentations received to d… Stacy Muir today.

Did you miss out on COLLABORATE … able to attend? Tell us why in a short survey that will help us …

**The Quest Northeast Conference** wi… a brand new regional event. Join us July 18-20 at the beautiful Mohegan Sun Resort in Connecticu… **essions are live!** Browse the sessions and more on the conference site.

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Call for presentations is live! Mark your calendar for **Quest Midwest Conference**, Sept. 6… in several major users groups at the Renaissance Hotel, Schaumburg, Illinois.

Quest Asia 2007 Conference & Exhibition Showcase is coming Sept. 19-21 at Furama Riverfront H… ingapore.

## FIND A VENDOR SOLUTION:

**Webinars:** Get the schedule of free JD Edwards and PeopleSoft vendor webinars.

NEXT JD Edwards Webinar: **May 30, 2007**
**How to Implement a Successful Business Intelligence Solution for JD Edwards**
Sponsored by RapidDecision

NEXT PeopleSoft Webinar: **June 6, 2007**
Sponsored by PrincetonSoftech

**Once logged in, click on SIGs-PUGs-IUGs or Geographic User Groups.**

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APPLICATIONS & ORACLE
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JD Edwards World
PeopleSoft Enterprise
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Siebel
Oracle University
Oracle Home

USER GROUPS
…User Council
SIGs - IUGs - PUGs
Geographic User Groups
…Events
Join a User Group

COGNOS THE NEXT LEVEL OF PERFORMANCE

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\ Asia
\ Quest Australia New Zealand
\ Geographic User Groups
\ Other User Organizations
\ SIGs - PUGs - IUGs
\ What is an Affiliate?
\ What is the IOUC?

User groups focus on networking and knowledge sharing specific to the members' shared interest. Through meetings, conference calls and other interaction opportunities, user group members share their experiences, make contact with other users and identify product development issues.

There are three types of product/industry user groups:

- Product user groups (PUGs) are comprised of users who share a common software product or technology. PUGs are focused around the same product or particular module or the software.
- Industry user groups (IUGs) are comprised of users from a common industry or type of business. Many times members cross product lines and/or technologies.
- Special interest groups (SIGs) can be formed around either a product or industry interest.

| Product, Industry and Special Interest Groups | |
|---|---|
| **Name of Group** | **Software** |
| Automotive SIG | JD Edwards and PeopleSoft |
| Benefits PUG | PeopleSoft |
| Communications IUG | JD Edwards, PeopleSoft and eBusiness Suite |
| Consumer Packaged Goods SIG | JD Edwards |
| DB2 z/OS PUG | PeopleSoft |
| Engineering & Construction SIG | JD Edwards and PeopleSoft |
| Enterprise Learning Management (ELM) SIG | PeopleSoft |
| Enterprise Performance Management (EPM) SIG | PeopleSoft |
| EnterpriseOne Upgrade Consortium | JD Edwards |
| Financial Services IUG | Pe |
| Home Builders IUG | JD |
| IBM Technology Consortium - JD Edwards | JD |
| IBM Technology Consortium - Peoplesoft | Pe |
| Industrial Manufacturing SIG | JD |
| JD Edwards CRM SIG | JD |
| JD Edwards Financials SIG | JD Edwards |
| JDE EnterpriseOne Human Capital Management SIG | JD Edw |
| JDE World HCM SIG | JD E |
| JD Edwards World Upgrade Consortium | |
| JDE Enterprise Asset Management SIG | wards |
| Life Sciences IUG | D Edwards and PeopleSoft |
| Microsoft-Oracle Consortium | JD Edwards and PeopleSoft |
| Paper & Packaging IUG | JD Edwards and PeopleSoft |
| Payroll for North America PUG | PeopleSoft |
| PeopleSoft HCM Global PUG | PeopleSoft |
| PeopleSoft HCM SIG | PeopleSoft |
| PeopleSoft Recruiting PUG | PeopleSoft |
| Public Sector User Group | JD Edwards & PeopleSoft |
| Real Estate IUG | JD Edwards & PeopleSoft |
| Recruiting PUG | PeopleSoft |

**Click on the link for the group you are looking for.**

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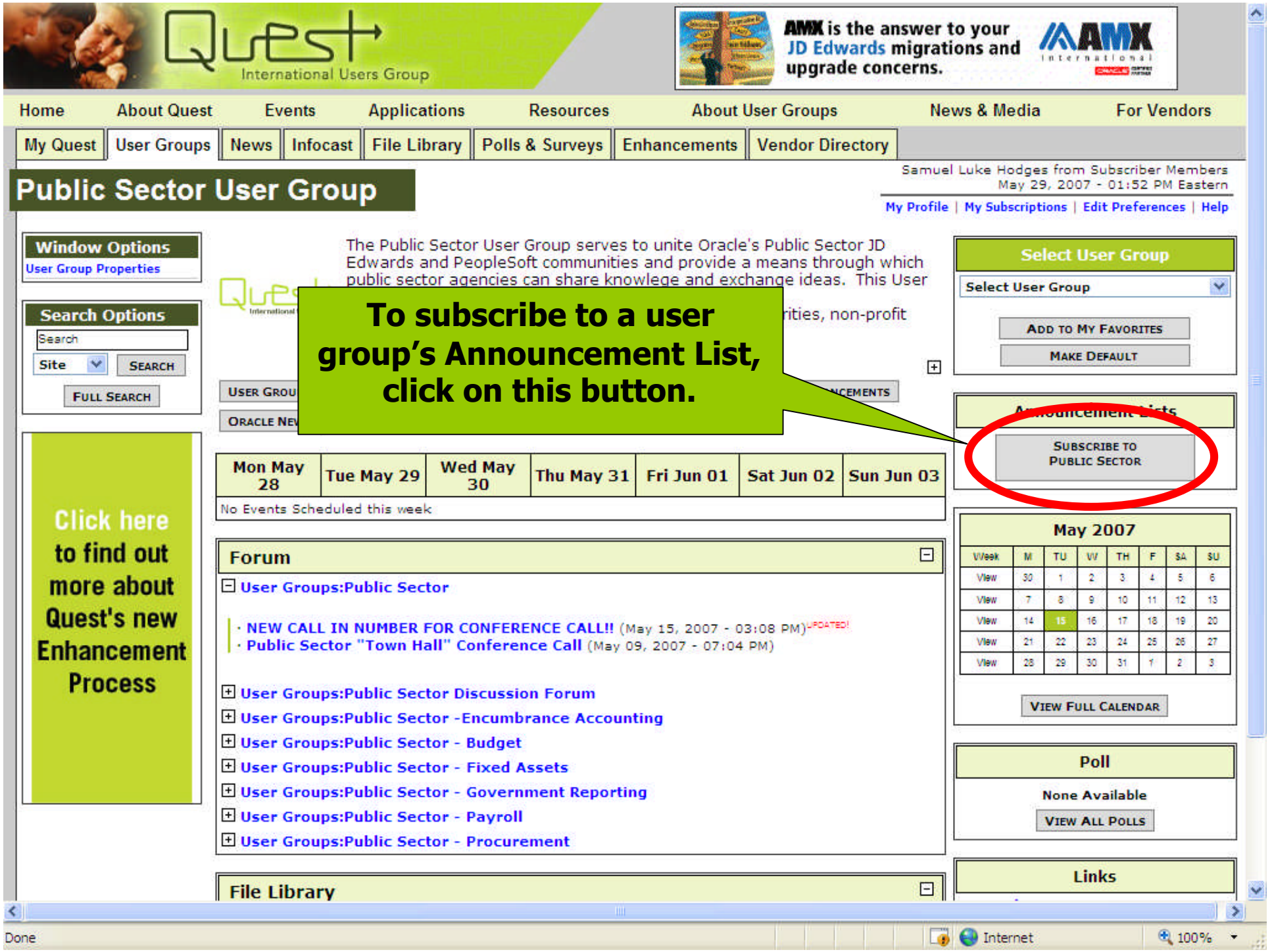
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Click here to find out more about Quest's new Enhancement Process
The Public Sector User Group serves to unite Oracle's Public Sector JD Edwards and PeopleSoft communities and provide a means through which public sector agencies can share knowlege and exchange ideas. This User
rities, non-profit
To subscribe to a user group's Announcement List, click on this button.
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Select User Group
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MAKE DEFAULT
SUBSCRIBE TO PUBLIC SECTOR
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Tue May 29
Wed May 30
Thu May 31
Fri Jun 01
Sat Jun 02
Sun Jun 03
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May 2007
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View 21 22 23 24 25 26 27
View 28 29 30 31 1 2 3
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User Groups:Public Sector
NEW CALL IN NUMBER FOR CONFERENCE CALL!! (May 15, 2007 - 03:08 PM) UPDATED!
Public Sector "Town Hall" Conference Call (May 09, 2007 - 07:04 PM)
User Groups:Public Sector Discussion Forum
User Groups:Public Sector -Encumbrance Accounting
User Groups:Public Sector - Budget
User Groups:Public Sector - Fixed Assets
User Groups:Public Sector - Government Reporting
User Groups:Public Sector - Payroll
User Groups:Public Sector - Procurement
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# Member benefits: Voice into Oracle

## Product Enhancement Request Process – NEW!

- Co-developed by Quest and Oracle

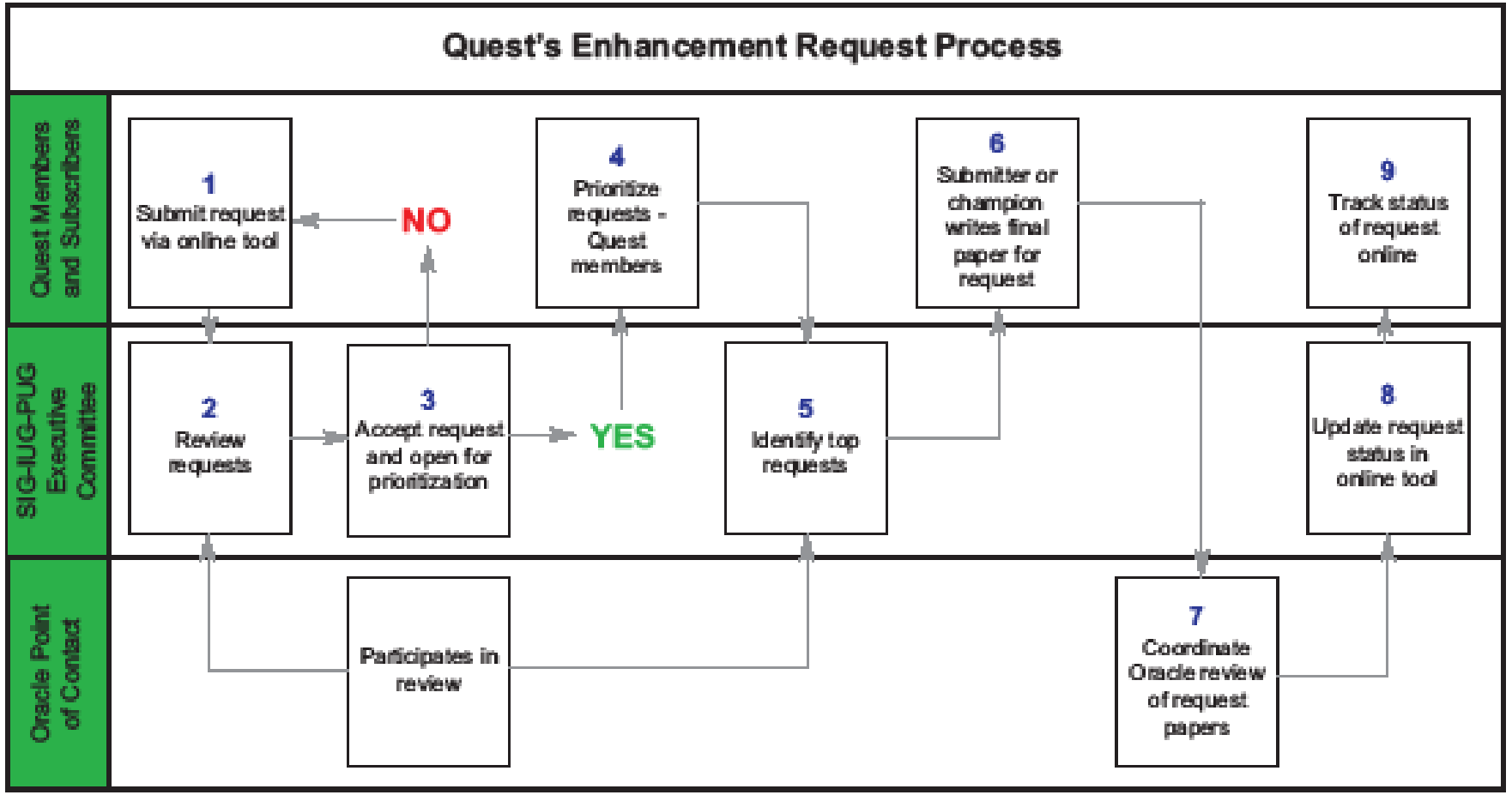
- A process that gives Quest's community of Oracle customers a way to submit and discuss ideas, needs and product enhancement requests.

- Quest members and subscribers, as well as its affiliated RUGs, work through affiliated IUGs, PUGs and SIGs and their Oracle points of contact.

- Requests are submitted and tracked online.

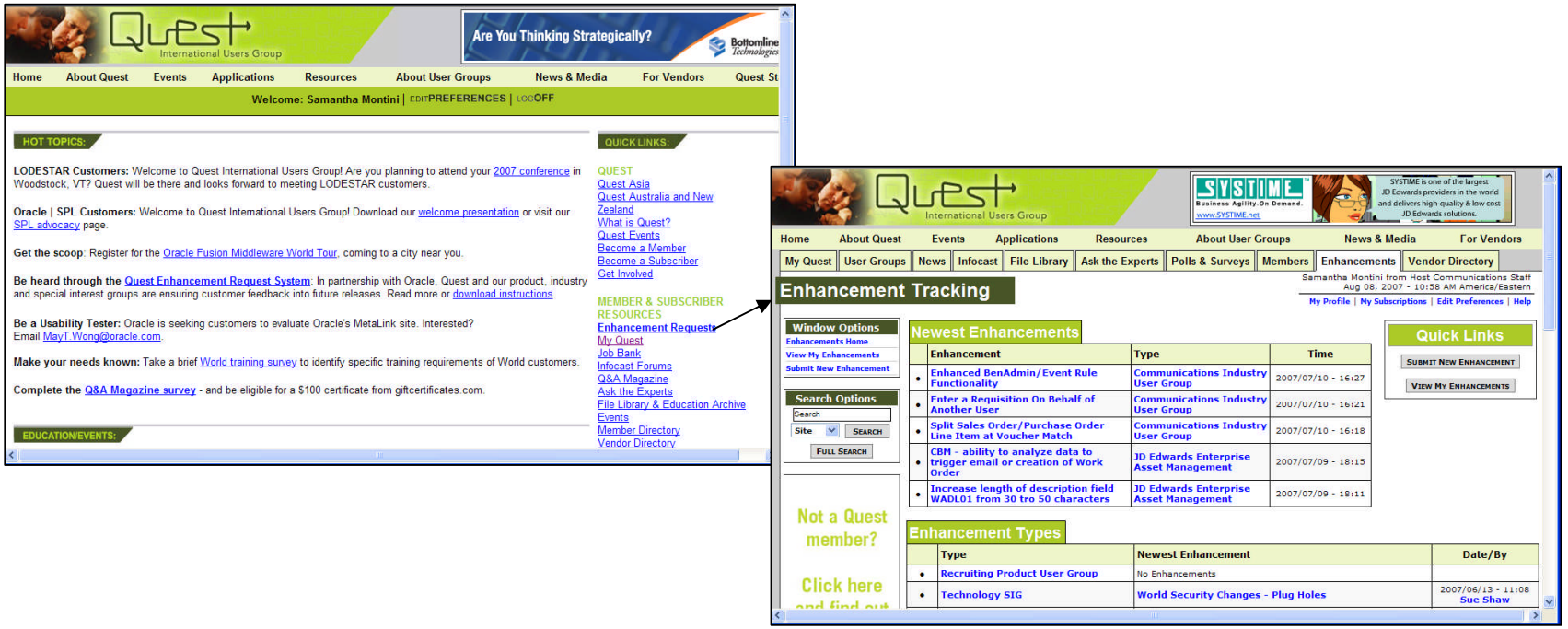
- Quest Members can fully participate in the process – submit requests, comment, prioritize; Quest subscribers can submit and comment.

# Quest Enhancement Request Process



# Getting Started

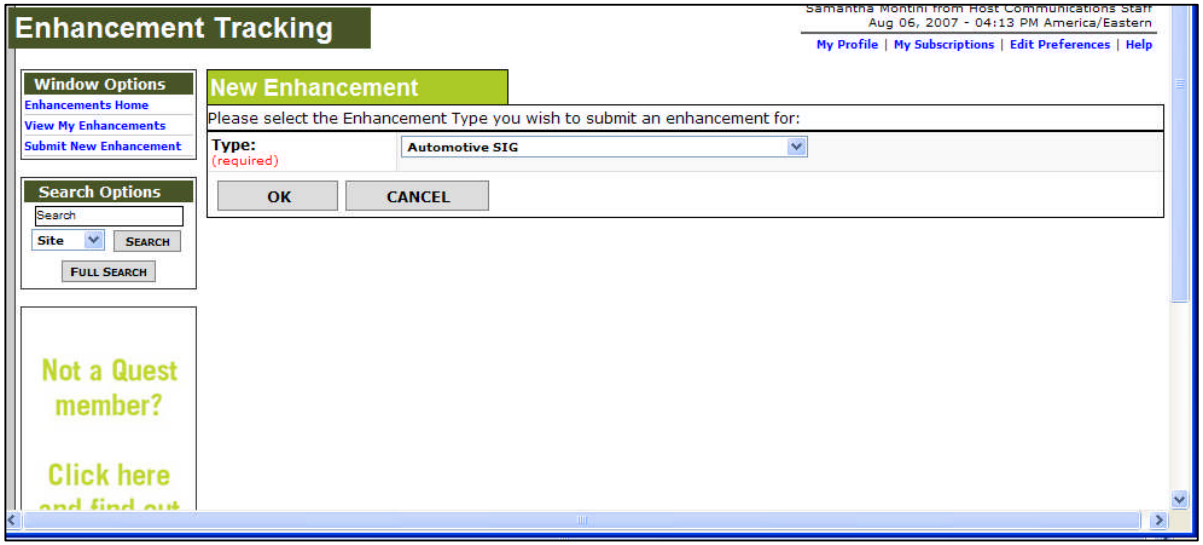
- *From the Quest Homepage, click Enhancement Requests in the Quick Links area to open the Enhancement Tracking window. This window is the starting point for using the Quest Enhancement Tool.*




You can view the most recently created enhancements, and also see the various enhancement types. Click on an enhancement type to view a list of the enhancements for that type.

# Submitting an Enhancement

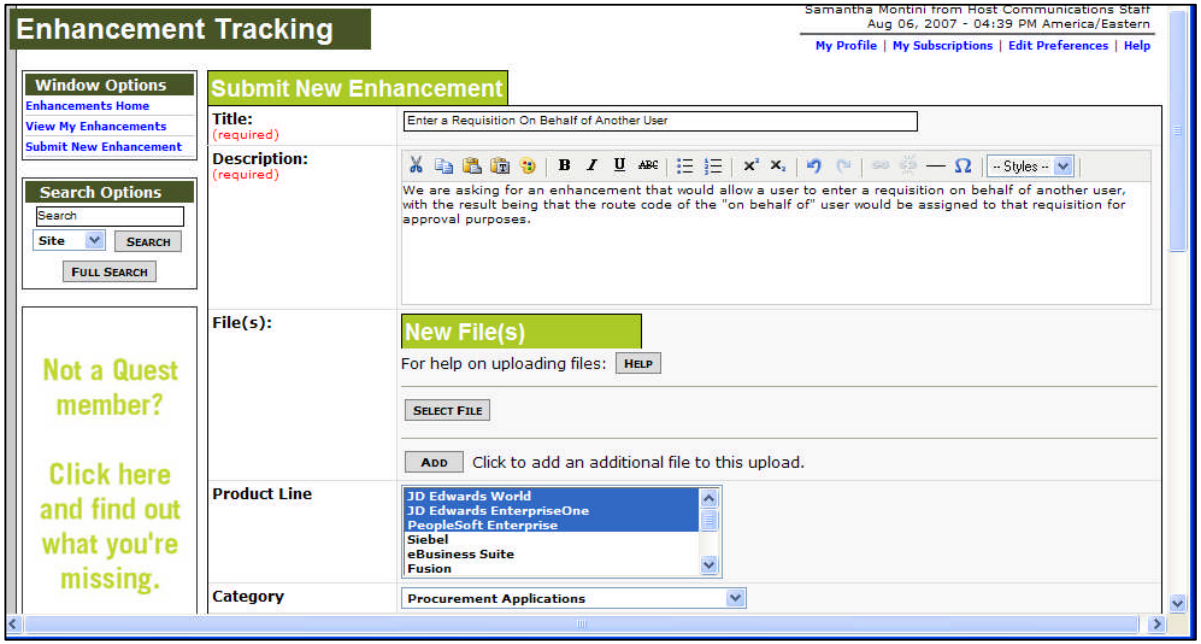
- *Click Submit New Enhancement in the Window Options box, or click the Submit New Enhancement button in the Quick Links box on the Enhancements Tracking window. The New Enhancement window opens.*




Select an enhancement type to associate with the issue, then click the OK button. The Submit New Enhancement window opens.

# Submitting an Enhancement (cont'd)

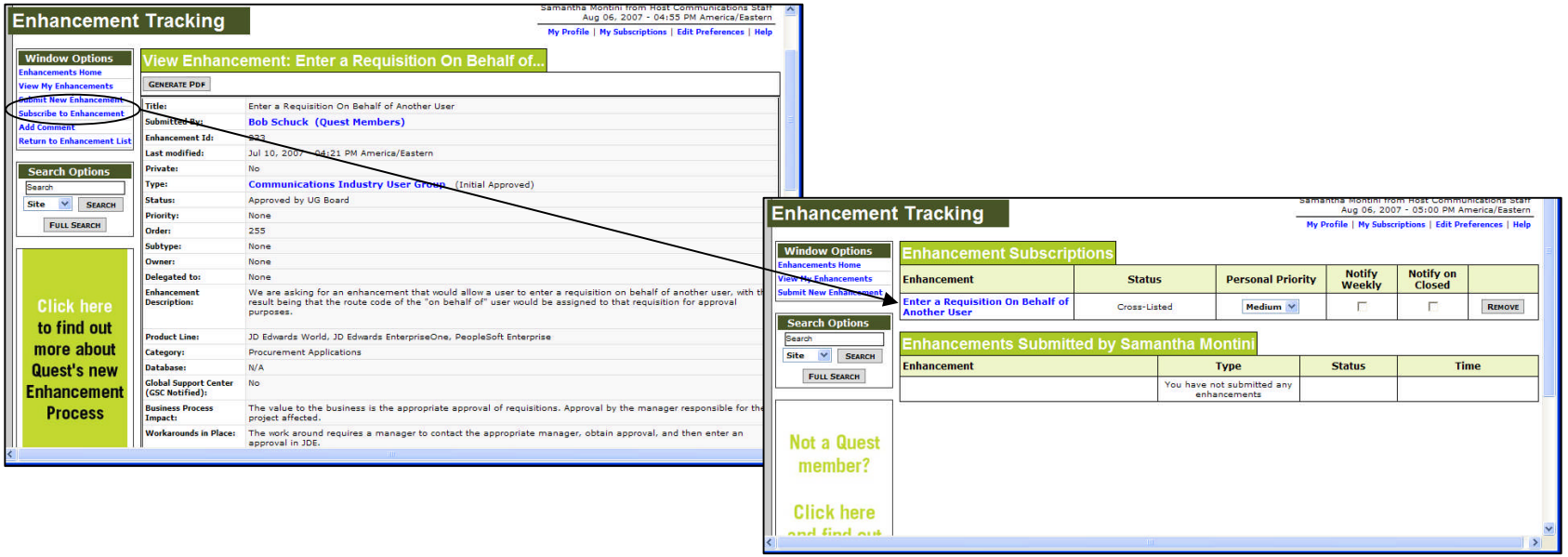
- *Click the OK button on the New Enhancement window.*




At a minimum, you must enter a Title and Description for the enhancement. Complete as many of the fields on this window as possible, to provide others with adequate information about your enhancement, and to gain more support. Click the OK button to save the enhancement and submit it to the Enhancement Team for approval. You will be notified via email when the enhancement is approved or rejected.

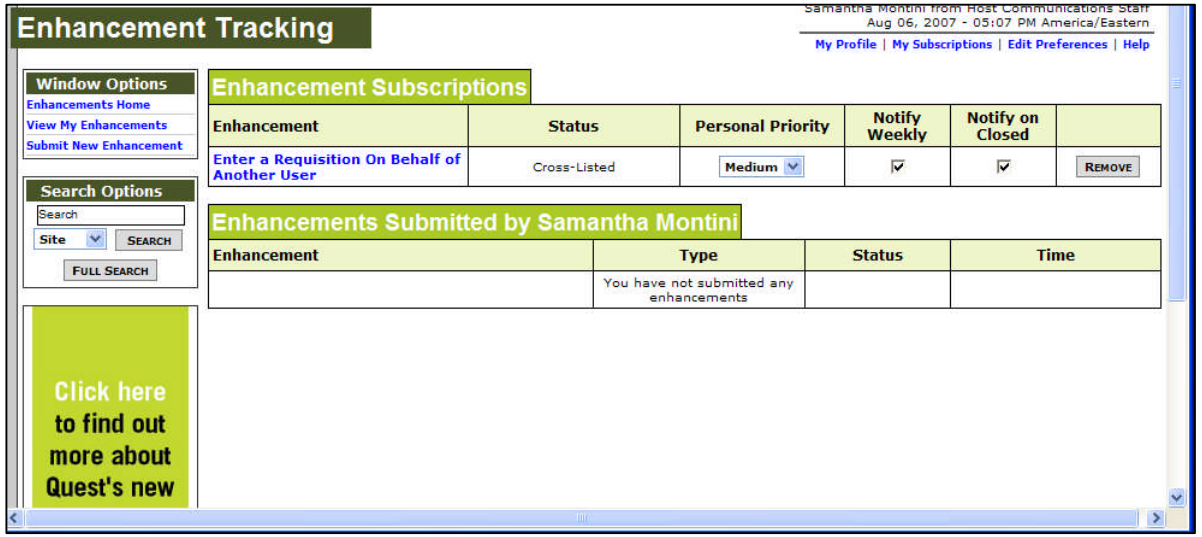
# Subscribing to An Enhancement

- *From the Enhancement Tracking window, click on the enhancement to which you want to subscribe, or click on an enhancement type, then select the issue from the list of enhancements. The View Enhancement window opens.*




Click Subscribe to Enhancement in the Window Options box. The Enhancement Subscriptions window opens listing the enhancement in your Enhancement Subscriptions box.

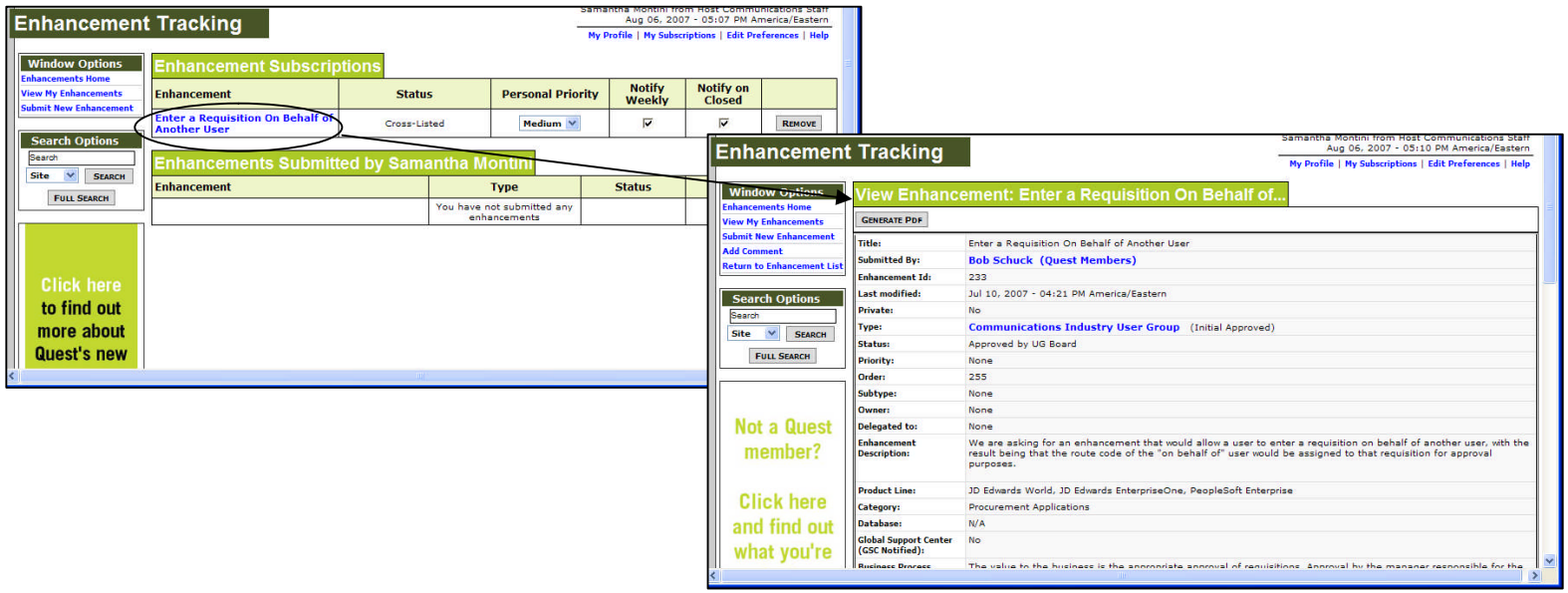
# Prioritizing Your Enhancement Subscriptions




- You can select the personal priority assigned to each of your enhancement subscriptions. While it is useful to help you organize your subscriptions, it also enables the group managing the enhancement to produce reports showing the priorities assigned to the enhancement, giving them a better indication of the support of the issue.
- Select Notify Weekly if you want to receive a weekly email notifying you if changes have been made to the enhancement.
- Select Notify on Closed to receive an email notification when the enhancement is closed.
- Click the Remove button to cancel the enhancement subscription.

# Locating Your Subscribed Enhancements

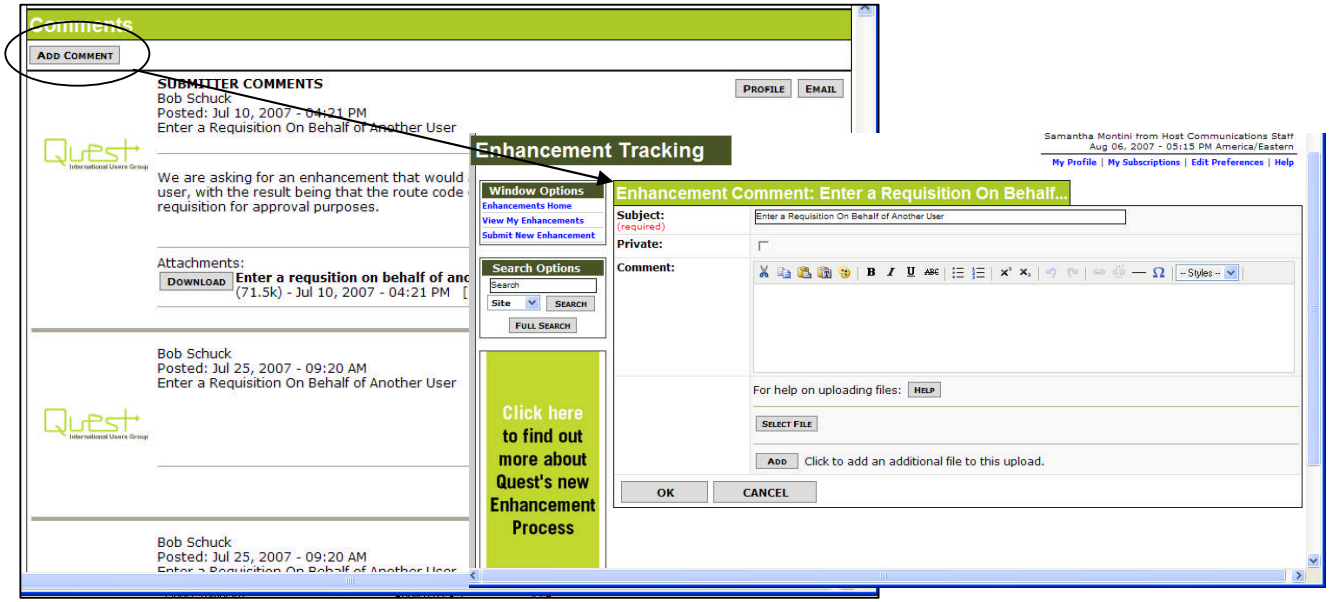
- *Click View My Enhancements in the Window Options box. Your Enhancement Subscriptions window opens.*




- Once you have subscribed to one or more enhancements, you can simply click View My Enhancements to access them.
- Click on an enhancement to open the View Enhancement window, displaying all the details about the enhancement.

# Commenting on an Enhancement

- *On the View Enhancement window, scroll down to the Comments box. Click the Add Comment button to open the Enhancement Comment window.*




- Enter a subject for the comment, then enter the comment in the edit box.
- Select the Private check box if you only want members of the Enhancement Team to see your comment.
- You can attach any files relevant to your comment by clicking the Select File button and browsing for the file on your computer.
- Click the OK button to save your comment to the enhancement.

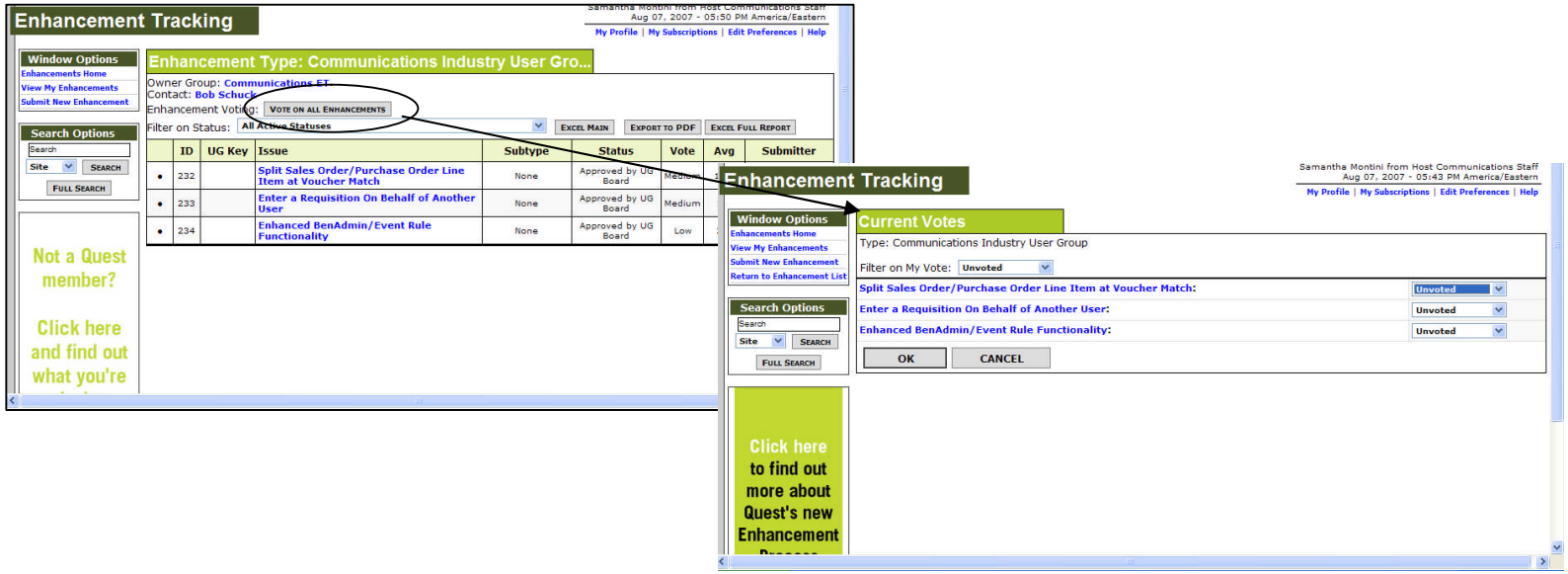
# Prioritizing Individual Enhancements

- *On the View Enhancement window, scroll down to the Statistics box.*

Select the priority you want to assign to the enhancement from the My Vote drop-down list.

# Prioritizing Enhancements for a Particular Type

- *On the Enhancement Tracking window, click on the enhancement type for which you want to prioritize enhancements. The Enhancement Type window opens.*




- Click the Vote on All Enhancements button. The Current Votes window opens, displaying each enhancement for the type.
- For each enhancement, select your priority ranking, then click the OK button to save your changes.

# Updating Member/Subscriber Profiles

## Why shouldI updatemy Quest profile?

- Ability to find similar users and connect with people you have met through Quest conferences and events
- Reduce the amount of junk mail and email
- Ability to receive more direct information regarding your product and even release level
- Your information will not be shared with anyone outside of Quest

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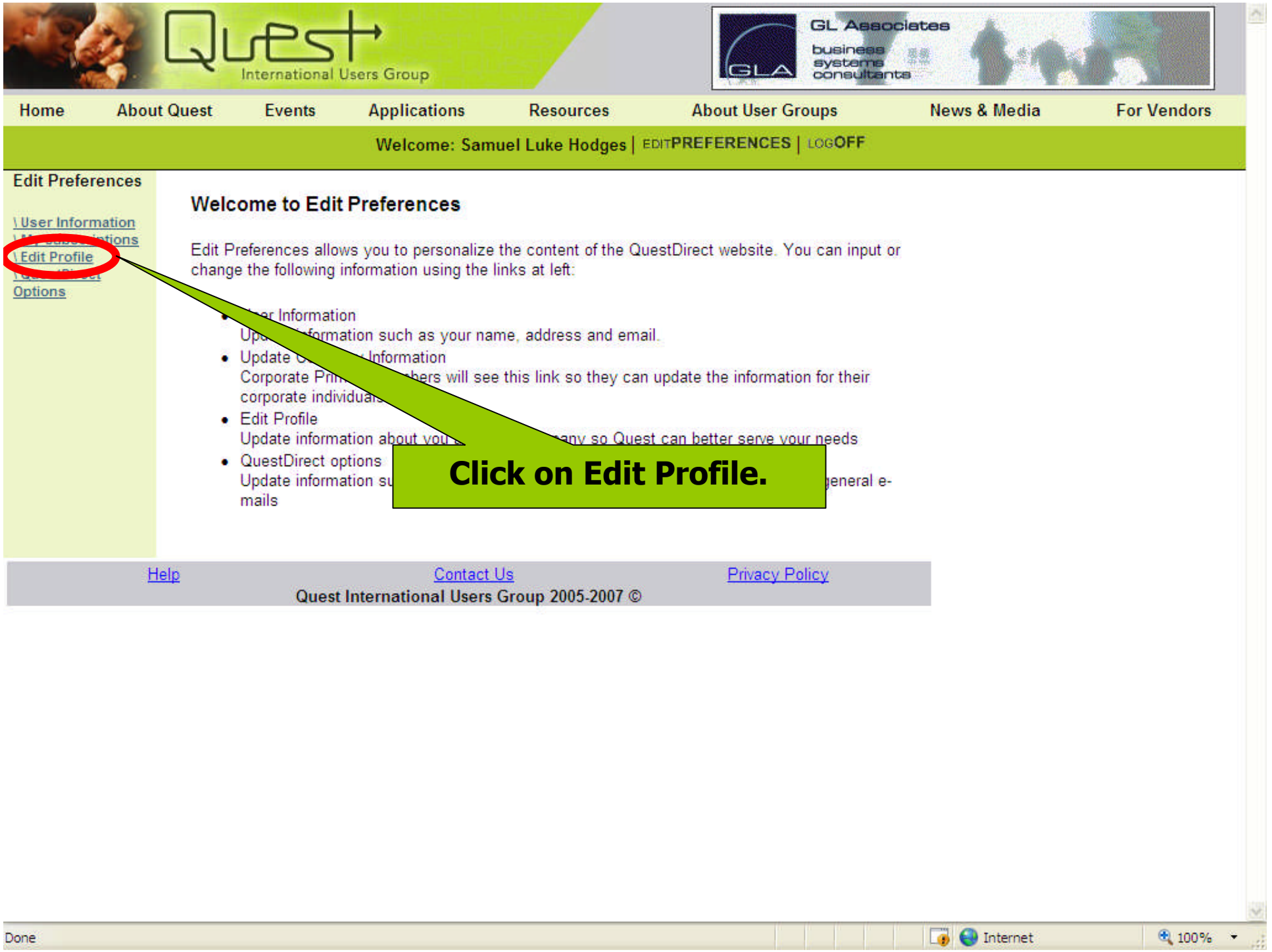
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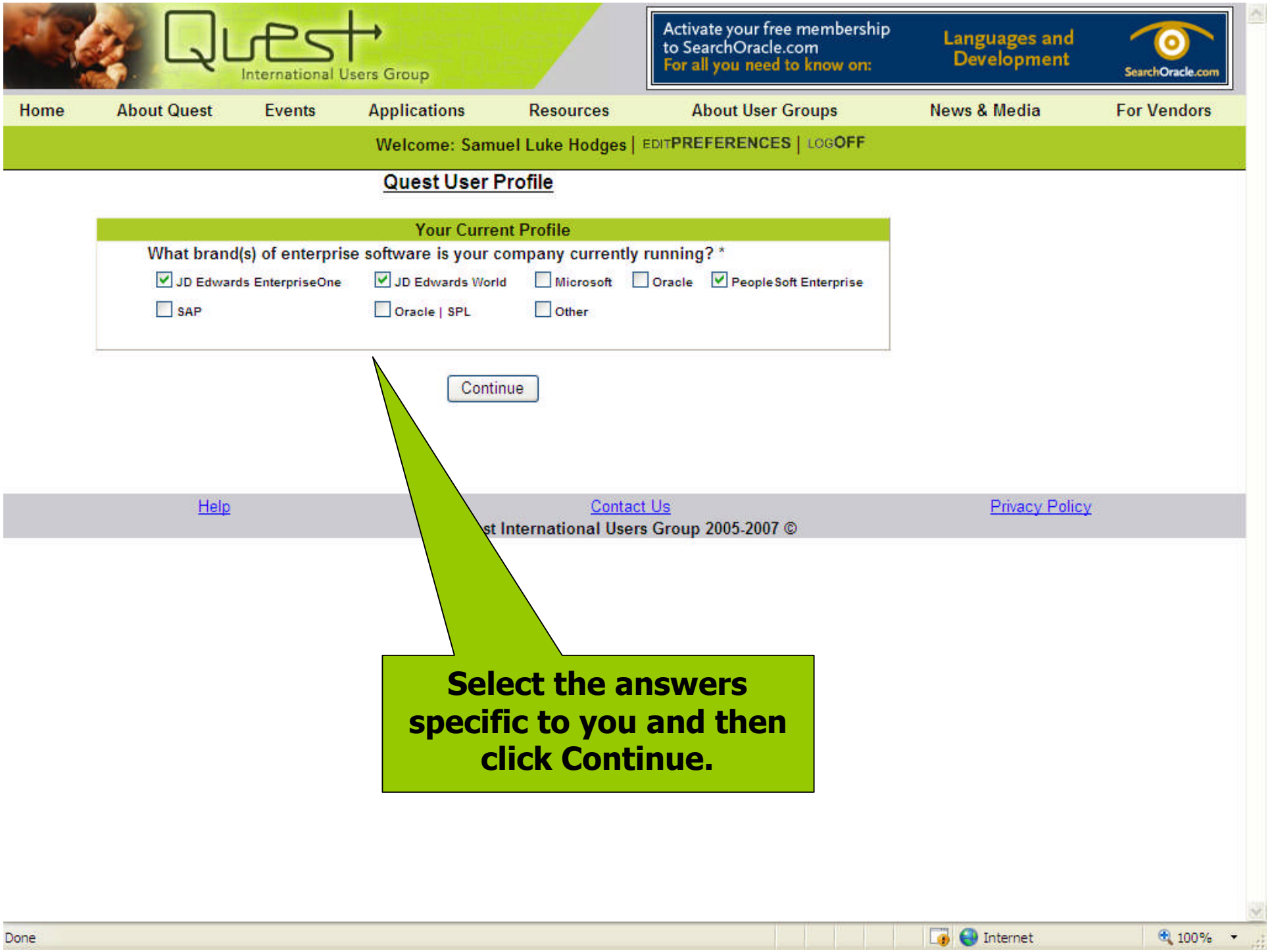
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**ContactQ uestH eadquarters**

- Phone: 1.800.225.0517
- E-mail: quest@questdirect.org
- Web site: www.questdirect.org

**ContactPr oduct AdvocacyCommittees:**

- peoplesoftadvocacy@questdirect.org
- E1advocacy@questdirect.org
- worldadvocacy@questdirect.org