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Introduction

Customer Service Online provides you with valuable self service capabilities. Using this site you can find the following information: license details, reprints of sales orders, invoices and license addendums. Additional benefits include: online quote generation, creation of customized reports that include shipped orders and media status reports (current license and maintenance information).


How to Access Customer Service Site

The URL for the Customer Service Site is:

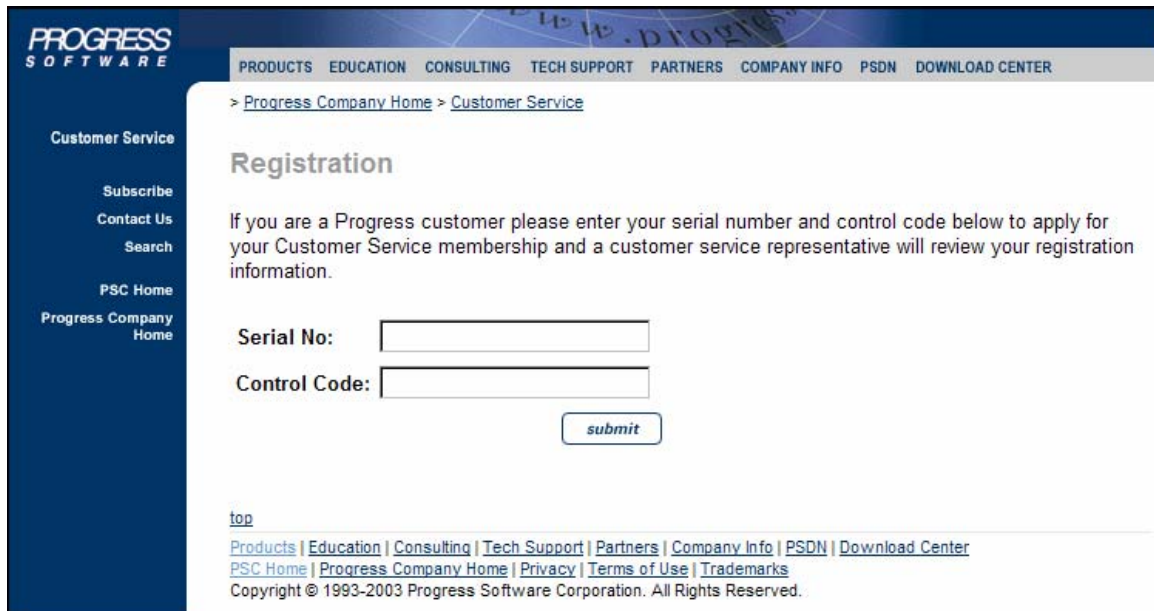
www.progress.com/custserv

To Register

1. Simply click on the underlined **register** link on the customer service login page. This will take you to the registration page where you can fill out an online form.

 If you are an existing Progress Software customer, you may [register](#) for a Customer Service login.

2. Enter a valid serial number and control code. You can find this information on your license addendum. **Note:** If your product does not have a control code, enter the serial number and select submit.



The screenshot shows the Progress Software Customer Service Registration page. The page has a dark blue header with the Progress Software logo and a navigation menu with links: PRODUCTS, EDUCATION, CONSULTING, TECH SUPPORT, PARTNERS, COMPANY INFO, PSDN, and DOWNLOAD CENTER. Below the header, there is a breadcrumb trail: > [Progress Company Home](#) > [Customer Service](#). The main content area is titled "Registration" and contains the following text: "If you are a Progress customer please enter your serial number and control code below to apply for your Customer Service membership and a customer service representative will review your registration information." Below this text are two input fields: "Serial No:" and "Control Code:". A "submit" button is located below the "Control Code" field. At the bottom of the page, there is a "top" link and a footer with links: [Products](#) | [Education](#) | [Consulting](#) | [Tech Support](#) | [Partners](#) | [Company Info](#) | [PSDN](#) | [Download Center](#) | [PSC Home](#) | [Progress Company Home](#) | [Privacy](#) | [Terms of Use](#) | [Trademarks](#). The footer also includes the text: "Copyright © 1993-2003 Progress Software Corporation. All Rights Reserved."

3. The registration form will appear. Fill in the registration form and select submit when complete.

The screenshot shows the Progress Software website's registration page. The header includes the Progress Software logo and a navigation menu with links for PRODUCTS, EDUCATION, CONSULTING, TECH SUPPORT, PARTNERS, COMPANY INFO, PSON, and DOWNLOAD CENTER. A breadcrumb trail indicates the user is in the Customer Service section. The main heading is "Registration" with a sub-heading "Please fill in the registration form below." The form is titled "Contact Information" and contains the following fields: Prefix (text input), *First Name (text input), *Last Name (text input), Family Name First (checkbox), *Email (text input), HTML mail (checkbox, checked), *Job Responsibility (dropdown menu), Business Card Title (text input), *Industry (dropdown menu), Phone (text input, containing "781-275-4000"), Fax (text input), Cell/Mobile Phone (text input), Greeting Name (text input), and Gender (radio buttons for Male and Female).

4. Your information will be sent to the Web Site Administrator for approval.

The screenshot shows the Progress Software website's registration confirmation page. The header and navigation menu are identical to the registration form page. A breadcrumb trail indicates the user is in the Customer Service section. The main heading is "Thank you for registering your information with the Progress Software Customer Service Center! Your registration has been processed and a representative will be contacting you to approve your access to this system. [Return](#) to the Customer Service Center." Below the main text, there is a "top" link and a footer containing links for Products, Education, Consulting, Tech Support, Partners, Company Info, PSON, and Download Center, as well as PSC Home, Progress Company Home, Privacy, Terms of Use, and Trademarks. The footer also includes the copyright notice: "Copyright © 1993-2003 Progress Software Corporation. All Rights Reserved."

5. You will then receive an email below from the Web Site Administrator, either accepting your request or denying you further access. Examples of reasons you could be denied:
 - i. The account the serial number is registered under does not match the customer account information you entered on the registration form. An end user of an application partner would not be granted access.
 - ii. If the email address you entered is not under the company's domain the serial number is registered under.

6. If your registration has been accepted, you will receive a welcome email with your login and password which you will need to login to the site. You will then have access to log in at the front page.

Logging into the Customer Service Web Site

The Customer Service Login page displays. In order to use your Login and Password, you must be registered as a user and approved by the site administrator.

The screenshot shows the Progress Software Customer Service Login page. The page has a dark blue header with the Progress Software logo on the left and a navigation menu on the right containing links for BUSINESS SOLUTIONS, PRODUCTS, SERVICES, TECH SUPPORT, PARTNERS, and COMPANY INFO. Below the navigation menu is a breadcrumb trail: > Home > Services > Customer Service. On the left side, there is a vertical menu with links for Customer Service, Contact Progress, and Search Progress. The main content area is titled "Customer Service - Login" and contains the text "Please Enter your Login and Password." Below this text are two input fields: "Login:" and "Password:". To the right of the "Password:" field are two buttons: "Submit" and "Reset". Below the input fields, there is a horizontal line and the text "If you are an existing Progress Software customer, you may [register](#) for a Customer Service login." Below this text is the text "Forgot or lost your password? [We'll send it to you.](#)". At the bottom of the page, there is a footer with a navigation menu: [top](#) | [home](#) | [business solutions](#) | [products](#) | [services](#) | [tech support](#) | [partner info](#). Below the navigation menu is the copyright notice: "Copyright © 2000 Progress Software Corporation. All Rights Reserved."

After Logging in

The Welcome to Customer Service site will appear. Your **company name**, Progress **customer number**, **Sales Representative**, and **Customer Service Representative** will show on the top right of the page. Both the Sales Representative and the Customer Service Representative are links you can click to email them directly. On the left of this page, you will see several options that can be selected.

The screenshot shows the Progress Software Customer Service website. The top navigation bar includes links for PRODUCTS, EDUCATION, CONSULTING, TECH SUPPORT, PARTNERS, COMPANY INFO, PSDN, and DOWNLOAD CENTER. The breadcrumb trail indicates the user is in the Customer Service section. The main content area features a welcome message, a sidebar with navigation options, and a right-hand 'Info' section displaying user-specific details and links to sales and customer service representatives. There are also promotional banners for an on-line maintenance renewal and a customer satisfaction survey.

PROGRESS SOFTWARE

PRODUCTS EDUCATION CONSULTING TECH SUPPORT PARTNERS COMPANY INFO PSDN DOWNLOAD CENTER

> [Progress Company Home](#) > [Customer Service](#)

Customer Service

Welcome to Progress Software's Customer Service site. The reports and query tools available here will help you to answer many basic questions about your orders with Progress Software. You can check shipping status or airway bill information, reprint a license addendum or review install base information about your end users, and more. We hope you find these tools useful.

[Click here](#) for a copy of the Progress Company Worldwide Products, Policies, & Configurations Guide. Please contact your customer service representative should you require additional information.

On-Line Maintenance Renewal
[CLICK TO REGISTER!](#)

Take Our Customer Satisfaction Survey?

For more information on Electronic Software Distribution (ESD), please click on the [ESD datasheet](#).

Please take the time to fill out our [Electronic Software Distribution survey](#)

Note - If you are experiencing problems running reports, please turn off any pop-up blockers.

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Customer Service

Sales Order Status

Reports

Account Utilities

Help
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Subscribe
Contact Us
Search

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Progress Company Home
Log Out

Info

My Company Name, Customer Number

Sales Rep:
[My Sales Representative](#)

Customer Service Rep:
[My Customer Service Representative](#)

Create an Order

Creating an order via the web is still in its beta testing phase. Please contact your local Sales Representative if you would like to enter the beta test program.

Sales Order Status

The sales order status page allows you to track the process of an order. There are links to the invoice reprint screen, the licenses addendum reprint screen, as well as a web link to the courier's web site for easy tracking of a package.

This page allows you to search by order number, invoice number, purchase order, or date.

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> [Progress Company Home](#) > [Customer Service](#) > [Sales Order Status](#)

Sales Order Status

This is a general query tool that displays the status of a given sales order. A user can search by a Progress Software sales order number, invoice number, customer purchase order number or by order date. The report displays hyperlinks to reprint Progress invoices and serial number histories. The report also shows the product description, order date, ship date, end user registration, airway bill number and the quantity ordered.

Search by

Order Number
Invoice Number
Purchase Order
Order Date(mmddyy)

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Reports

From the reports screen you will have the choice to run several reports. You will be able to view sales orders, invoices, orders that have shipped, license addendums, license histories, and media status reports.

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Reports

Customers can quickly access order status information, as well as obtain reprints of invoices and license addendums. Information on an individual serial number or on a specific end user of a customer can also be generated here. You can create reports that include shipped orders and that summarize all license information for a particular end user.

Note - If you are experiencing problems running reports, please turn off any pop-up blockers.

Note - If you are experiencing problems running reports, please turn off any pop-up blockers

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Sales Order

Select to view and reprint Sales Orders entered in the system by selecting the purchase order number or sales order number.

Invoice

View and reprint invoices by selecting the invoice number, the order number, the PO number, or a date range. Usually available one business day after the order has shipped.

Shipped Orders

Display a list of orders shipped within the entered date range.

License addendum

Display ordered product and license information.

License History

Display a given serial number product and registration information from the first serial number in the chain to the latest, as well as the serial numbers that are linked on the same CPU.

Media Status

Display the serial numbers under a given customer including the product, license and maintenance information.

Maintenance Letter

Will allow you to renew your product maintenance online.

Account Utilities

Gives you the customer, the ability to administer and maintain the users registered under your account.

The screenshot shows the Progress Software website's Account Utilities page. The page has a dark blue header with the Progress Software logo and a navigation menu. A left sidebar contains various service links. The main content area is white and features the title 'Account Utilities' and a list of available functions: 'Change Password' and 'Maintain Users'. A footer contains a 'top' link, a list of site navigation links, and a copyright notice.

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PRODUCTS EDUCATION CONSULTING TECH SUPPORT PARTNERS COMPANY INFO PSDN DOWNLOAD CENTER

> [Progress Company Home](#) > [Customer Service](#) > [Account Utilities](#)

Account Utilities

You can perform the following functions for this account.

- [Change Password](#) - Allows you to change your current password.
- [Maintain Users](#) - Allows you to maintain user login accounts for your company.

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Customer Service

- Create Order
- Sales Order Status
- Reports
- Maintenance Renewal
- Account Utilities**

Help
Feedback
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Subscribe
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Log Out

Change Password

Allows you to customize your password from the random, system generated one given to you through the registration process.

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> [Progress Company Home](#) > [Customer Service](#) > [Account Utilities](#)

Change Password

Enter your new password below. Passwords are case sensitive and must contain at least four characters and two digits. (i.e. ABCD89).

Password:

Confirm:

Submit

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Maintain Users

Allows the user designated as the account administrator to access, maintain, and create users for their account. The action buttons on the right of the page allow the administrator to turn on the user's administrator authorization, reset passwords, or delete the user from the system. The administrator also has the ability to create a new user by clicking the add user button at the bottom center of the page. The administrator will be asked to supply the login, user id, and email address for the new user.

The screenshot displays the 'Account Utilities' page in the Progress Software interface. The page title is 'Account Utilities' and it includes a navigation breadcrumb: '> Progress Company Home > Customer Service > Account Utilities'. The main content area explains that users can add and edit user profiles, activate accounts, and grant administrative rights. It features an 'Add User' button and a list of existing users with associated action buttons.

Account Utilities

Here you can add and edit user profiles, activate accounts, and grant administrative rights. To change contact information, click on the desired userid.

Add new user here ---- [Add User](#)

Admin Andrew	admin	--	Admin On
admin.andrew@mycompany.com		Active	Deactivate
My Company			Delete
Sales Order Sally	order	--	Admin On
salesOrder.sally@mycompany.com		Active	Deactivate
My Company			Delete
Peter Report	report	--	Admin On
peter.report@mycompany.com		Active	Deactivate
My Company			Delete

Action Buttons

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