



Progress Software
Customer Service Site User Guide for Maintenance Renewal

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Introduction

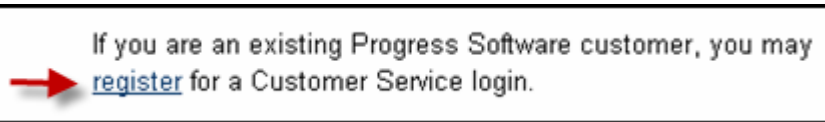
The Customer Service Online web site allows you to renew maintenance on your Progress license with a few clicks of your mouse. In addition to self service capabilities to help you find license details, sales order reprints and invoices and license addendums and generate customized reports that include 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

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.



Enter a valid serial number and control code. You can find this information on your license addendum.

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

Registration

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.

Serial No:

Control Code:

[top](#)

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The following registration page will appear. Fill in all the (*) fields, then click **Submit**.

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> Progress Company Home > Customer Service

Registration

Please fill in the registration form below.

Contact Information

Prefix:

*First Name:

*Last Name:

Family Name First:

*Email:

HTML mail:

*Job Responsibility:

Business Card Title:

*Industry:

Phone:

Fax:

Cell/Mobile Phone:

Greeting Name:

Gender: Male Female

A thank you page will be presented and your information will be sent to the Web Site Administrator for approval.

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> Progress Company Home > Customer Service

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.

too

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You will then receive an email from the Web Site Administrator, either accepting your request or denying you further access. Examples of reasons you could be denied:

- 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.
- If the email address you entered is not under the company's domain the serial number is registered under.

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.

Subject: Welcome to Progress Software Customer Service!
Dear Cindy,
Welcome to the Progress Software Customer Service website. We have created an account for you on http://www.progress.com/depot/custsvc , providing you with access to customer services.
Please make note of your login information:
Your username is: XXXXXX Your password is: XXXXXX
Visit http://www.progress.com and sign in today. Be sure that you verify your contact information and change your password to one that is not easily guessed.
You can change your password at http://www.progress.com/cgi-bin/custprofile.cgi/custsvc/utls/index.htm .
Thank you,
The Customer Service Team http://www.progress.com

Logging into the Customer Service Web Site

The URL for the Customer Service Login page is:

<http://www.progress.com/am/opn/custsrvc-login.fcc?>

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. The navigation menu includes links for BUSINESS SOLUTIONS, PRODUCTS, SERVICES, TECH SUPPORT, PARTNERS, and COMPANY INFO. Below the navigation menu, there is a breadcrumb trail: > Home > Services > Customer Service. The main content area is white and features the title "Customer Service - Login" in a large, bold, italicized font. Below the title, there is a prompt: "Please Enter your Login and Password." This is followed by two input fields: "Login:" and "Password:". Below the input fields are two buttons: "Submit" and "Reset". Below the buttons, there is a horizontal line. Below the line, there is a paragraph of text: "If you are an existing Progress Software customer, you may [register](#) for a Customer Service login." Below this paragraph, there is another line of 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 footer, there is a copyright notice: "Copyright © 2000 Progress Software Corporation. All Rights Reserved."

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BUSINESS SOLUTIONS PRODUCTS SERVICES TECH SUPPORT PARTNERS COMPANY INFO

> Home > Services > Customer Service

Customer Service - Login

Please Enter your Login and Password.

Login:

Password:

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

Forgot or lost your password? [We'll send it to you.](#)

[top](#) | [home](#) | [business solutions](#) | [products](#) | [services](#) | [tech support](#) | [partner info](#)

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The Welcome to Customer Service site will appear.

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> [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.

[top](#)

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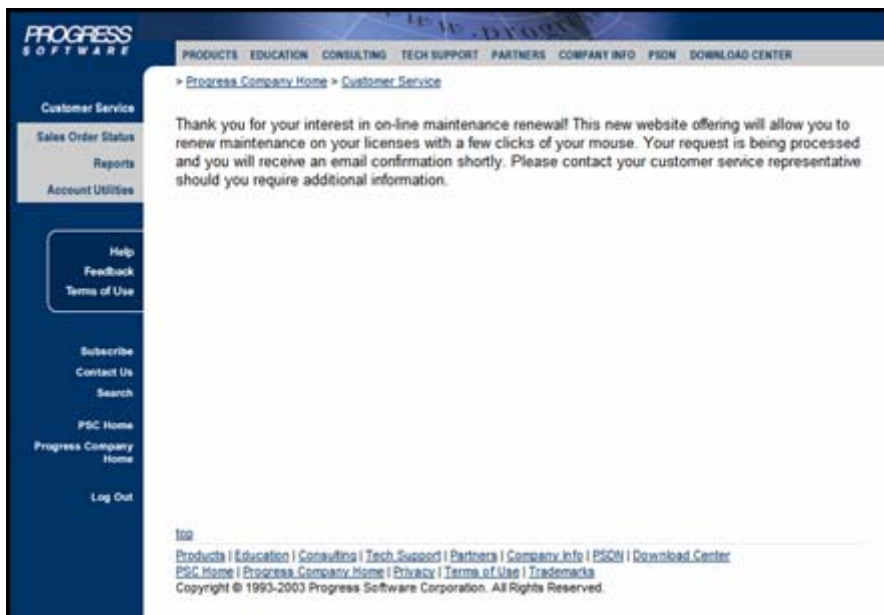
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Register for online maintenance renewals access

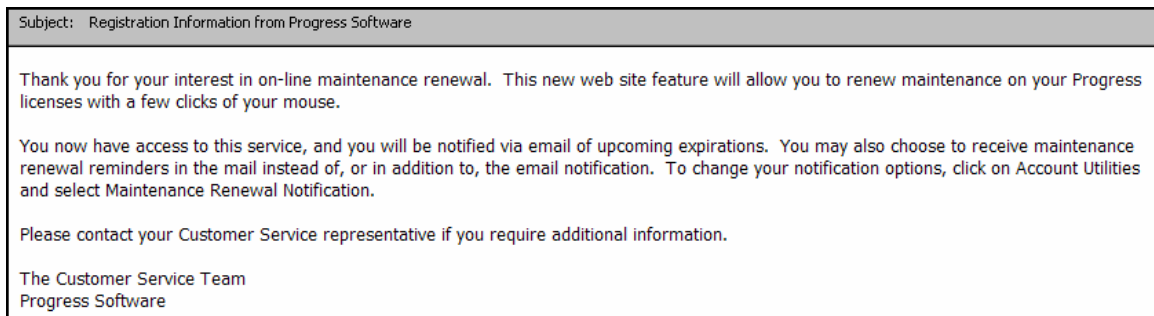
Press the yellow button to register for online maintenance renewals.



Your account information will be sent to Customer Service for review and activation.



You will then receive an email



When you log back in you'll see a new tab on the left for maintenance renewal.

The screenshot displays the Progress Software Customer Service website. The top navigation bar includes links for PRODUCTS, EDUCATION, CONSULTING, TECH SUPPORT, PARTNERS, COMPANY INFO, PSON, and DOWNLOAD CENTER. A breadcrumb trail shows the path: Progress Company Home > Customer Service. The main content area is titled "Customer Service" and features a red-bordered box around the text "Maintenance Renewal Tab" with an arrow pointing to it. Below this, a welcome message states: "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." A link is provided: "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." A survey prompt asks: "Take Our Customer Satisfaction Survey?". A note mentions: "For more information on Electronic Software Distribution (ESD), please click on the ESD datasheet." Another note says: "Please take the time to fill out our Electronic Software Distribution survey." A final note states: "Note - If you are experiencing problems running reports, please turn off any pop-up blockers." The footer contains a "top" link, a navigation menu (Products | Education | Consulting | Tech Support | Partners | Company Info | PSON | Download Center), and copyright information: "PSC Home | Progress Company Home | Privacy | Terms of Use | Trademarks. Copyright © 1993-2003 Progress Software Corporation. All Rights Reserved."

When your maintenance is up for renewal

An email will be sent to you inviting you to click on the site, and when you do you'll see the items up for renewal.

Ln	Description	Serial#	MV	Users	Expires	New Expire	Annual Price	Penalty	Standard	Total Cost	Renew
16	OE Studio	3770917	10	1	02/29/08	02/28/09	648.00	0.00	648.00	648.00	<input type="checkbox"/>
17	OpenEdge Architect	3770918	10	1	02/29/08	02/28/09	648.00	0.00	648.00	648.00	<input type="checkbox"/>
18	OE Workgroup RDBMS	3770919	10	5	02/29/08	02/28/09	180.00	0.00	180.00	180.00	<input type="checkbox"/>
19	OE Enterprise RDBMS	3770920	10	5	02/29/08	02/28/09	526.50	0.00	526.50	526.50	<input type="checkbox"/>
20	OE DataServer for Oracle	3770921	10	5	02/29/08	02/28/09	369.00	0.00	369.00	369.00	<input type="checkbox"/>
21	OE DataServer MS SQL Svr	3770922	10	5	02/29/08	02/28/09	369.00	0.00	369.00	369.00	<input type="checkbox"/>
22	OE DataServer for ODBC	3770923	10	5	02/29/08	02/28/09	369.00	0.00	369.00	369.00	<input type="checkbox"/>
23	OE Development Server	3770924	10	1	02/29/08	02/28/09	0.00	0.00	0.00	0.00	<input type="checkbox"/>
24	OE Application Svr Ent	3770925	10	5	02/29/08	02/28/09	99.00	0.00	99.00	99.00	<input type="checkbox"/>
25	OpenEdge Mgt. SE	3770926	3	25	02/29/08	02/28/09	525.00	0.00	525.00	525.00	<input type="checkbox"/>
26	SNMP Adapter	3770927	3	1	02/29/08	02/28/09	400.00	0.00	400.00	400.00	<input type="checkbox"/>
27	Fathom Repl Plus	3771141	3	1	03/01/08	03/01/09	60.00	0.00	60.00	60.00	<input type="checkbox"/>

Renew your maintenance by checking the boxes then click continue.

Ln	Description	Serial#	MV	Users	Expires	New Expire	Annual Price	Penalty	Standard	Total Cost	Renew
16	OE Studio	3770917	10	1	02/29/08	02/28/09	648.00	0.00	648.00	648.00	<input checked="" type="checkbox"/>
17	OpenEdge Architect	3770918	10	1	02/29/08	02/28/09	648.00	0.00	648.00	648.00	<input checked="" type="checkbox"/>
18	OE Workgroup RDBMS	3770919	10	5	02/29/08	02/28/09	180.00	0.00	180.00	180.00	<input checked="" type="checkbox"/>
19	OE Enterprise RDBMS	3770920	10	5	02/29/08	02/28/09	526.50	0.00	526.50	526.50	<input checked="" type="checkbox"/>
20	OE DataServer for Oracle	3770921	10	5	02/29/08	02/28/09	369.00	0.00	369.00	369.00	<input checked="" type="checkbox"/>
21	OE DataServer MS SQL Svr	3770922	10	5	02/29/08	02/28/09	369.00	0.00	369.00	369.00	<input checked="" type="checkbox"/>
22	OE DataServer for ODBC	3770923	10	5	02/29/08	02/28/09	369.00	0.00	369.00	369.00	<input checked="" type="checkbox"/>
23	OE Development Server	3770924	10	1	02/29/08	02/28/09	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>
24	OE Application Svr Ent	3770925	10	5	02/29/08	02/28/09	99.00	0.00	99.00	99.00	<input checked="" type="checkbox"/>
25	OpenEdge Mgt. SE	3770926	3	25	02/29/08	02/28/09	525.00	0.00	525.00	525.00	<input checked="" type="checkbox"/>
26	SNMP Adapter	3770927	3	1	02/29/08	02/28/09	400.00	0.00	400.00	400.00	<input checked="" type="checkbox"/>
27	Fathom Repl Plus	3771141	3	1	03/01/08	03/01/09	60.00	0.00	60.00	60.00	<input checked="" type="checkbox"/>

Then enter your purchase order number and press “Commit to Billing”:

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PRODUCTS EDUCATION CONSULTING TECH SUPPORT PARTNERS COMPANY INFO PSCN DOWNLOAD CENTER

» [Progress Company Home](#) » [Customer Service](#) » [Maintenance Renewal](#)

Maintenance Renewal Approval Summary

Enter a purchase order number and check the summary information for each contract that you wish to renew and click on “Commit to Billing” to process this request.

Customer: 10011021
Progress Software
14 Oak Park
BEDFORD MA USA

Purchase Order:

[← Back](#) [Commit to Billing](#) Click here to process this request. This will complete your order.

Enter your Purchase Order Number here

Only customers who have obtained the required authorization codes from PSC may submit orders through this website. Anyone that submits an order with a customer's authorization code will be deemed to be an authorized representative of that customer. All orders placed hereunder are subject to the standard terms and conditions of the license agreement between the customer and Progress Software Corporation. No other additional terms and conditions shall apply. Unless otherwise mutually agreed in a separate writing, payment terms are net thirty (30) days from invoice date. Progress Software Corporation reserves the right to accept or reject any orders placed hereunder.