

IBM Sterling Software Support Team – Engagement & Case Creation

How do I get software support?

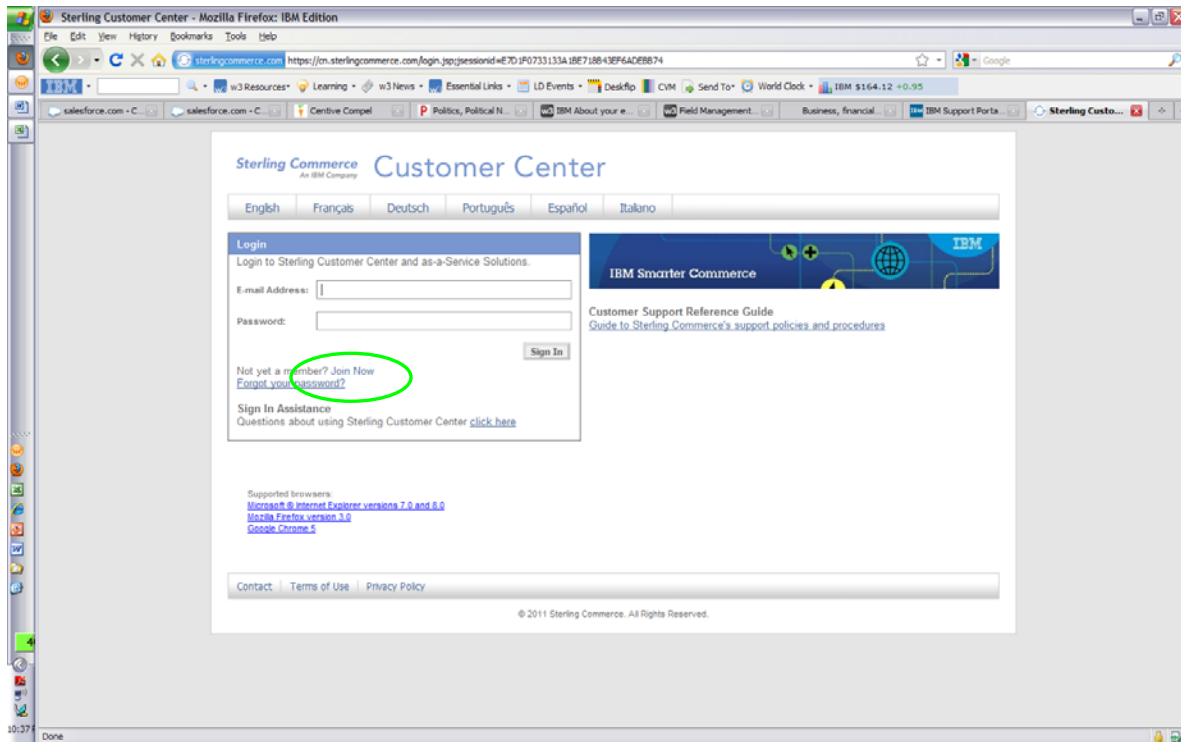
If an issue is critical and production is being affected, you may call 1-800-GENTRAN (1-800-436-8726). We very much recommend that you also begin the process to obtain access to the Sterling Commerce Customer Center. <https://customer.sterlingcommerce.com>

What if the issue is not critical?

If the issue is not critical, a support case should be entered via the Sterling Commerce Customer Center.

How do I obtain access to Customer Center?

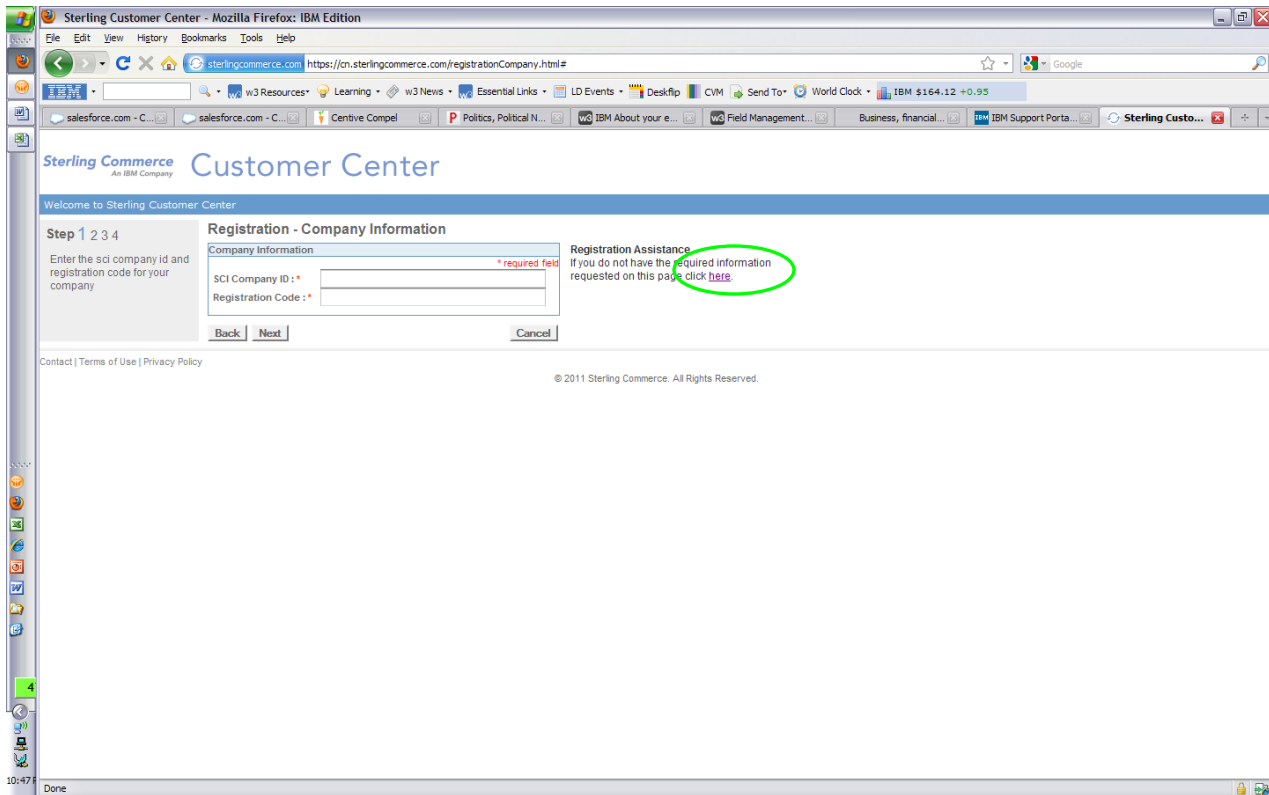
If you do not already have access to the Sterling Commerce Customer Center, go to <https://customer.sterlingcommerce.com> and select “Join Now”.



Check the box agreeing to the terms and conditions of the website.

Enter your SCI Company ID and Registration Code (used to validate your request for logon credentials), select Next and complete the brief form.

If you do not know your SCI Company ID and Registration Code, please go to Registration Assistance (to the far right) and select the click [here](#) link.



Complete the “Required Registration Information Request” form and Submit.

If the information submitted matches information that is already in our system, you will be emailed a password.

If the information submitted does not match what is already in our system, a registration link specific for your company will be emailed to you. (This may take up to one business day.) Go to this link, enter the requested information and Submit. A password will then be emailed to you.

Note: Once you are registered in Customer Center, you will need to request access to case management. From the Customer Center home page, Go to ‘Open and View Cases’ and select the ‘Request Access’ button.

What are my SCI Company ID and Registration Code?

Unfortunately, the SCI Company ID and Registration Code are not easily accessible information. If you have not been given your SCI Company ID and Registration Code, please go to Registration Assistance (to the far right), select the click [here](#) link and complete the form and press Submit.

Once I have access to Customer Center, how do I open a support case?

From the Customer Center home page, go to 'Open and View Cases'.

The screenshot shows the Sterling Commerce Customer Center home page. At the top left is the Sterling Commerce logo (An IBM Company) and the text 'Customer Center'. To the right is a search bar with 'Search...' and a dropdown menu set to 'Knowledgebase'. Below the search bar are navigation links: Home | as-a-Service Home | Edit Profile | Edit Company | Sign Out. A secondary navigation bar contains: Support Center | as-a-Service Solutions | Community Forums | Product Center | Resource Center. A blue banner reads 'Welcome Test Test'. On the left is a 'Product Support' menu with 'Open and View Cases' circled. Other menu items include Knowledgebase and Support Reference Guide. Below the menu are sections for 'as-a-Service Solutions' (Document Tracking, Lookup Trading Partner), 'Communications' (Customer Center Newsletters, Solution Notifications, Information Center), 'Product Family Centers' (Business Integration Suite, Selling and Fulfillment Suite), 'Product Matrix' (Multi-Channel Fulfillment, Multi-Channel Selling), 'Most Recent Support Cases' (Number, Case Opened), 'Multi-Channel Fulfillment Webcast', 'Product Notification', and 'Featured Webcast'.

Select 'Open A Case' and complete steps. These steps will include choosing the severity of the problem, the product, and entering a problem description.

The screenshot shows the 'Open A Case' page in the Sterling Commerce Customer Center. At the top left is the Sterling Commerce logo (An IBM Company) and the text 'Customer Center'. To the right is a search bar with 'Search...' and a dropdown menu set to 'Knowledgebase'. Below the search bar are navigation links: Home | as-a-Service Home | Edit Profile | Edit Company | Sign Out. A secondary navigation bar contains: Support Center | as-a-Service Solutions | Community Forums | Product Center | Resource Center. A blue banner reads 'Welcome Test Test'. Below the banner are tabs for 'View All Cases', 'View Closed Cases', and 'Open A Case', with 'Open A Case' circled. Below the tabs is a table with columns: Case Number, Summary, Case Opened (dropdown), Originator, Status, and Last Updated. The table currently displays 'No Cases Found'.

Select a Severity level.

The screenshot shows a web browser window displaying the Sterling Commerce Customer Center. A modal dialog box titled "Case Management" is open, showing the "Open a Case" step. The dialog prompts the user to "Please Select a Severity Level" and provides four options with radio buttons:

- Severity 4 - Minor Issue**: A minor issue or question that does not affect the product function and that can be readily circumvented.
- Severity 3 - Non-Critical**: A non-critical issue; the majority of the functions are still usable, a limited condition that can be readily circumvented.
- Severity 2 - Critically Impacting**: An issue that severely impacts operations, but the production system is not down; the product operates, but is severely restricted. The problem cannot be circumvented.
- Severity 1 - Production Down**: Business critical software component or Sterling managed System is inoperable, unavailable, or critical interface has failed; production system is down; an emergency condition. This condition requires an immediate workaround or solution. Problem will cause loss of data and/or restrict data availability and/or cause significant financial impact to the customer. Examples: Excessive abnormal terminations, unable to connect to network, data exchange is terminated, Sterling managed hardware or system failure. Severity 1 issues should be reported by phone for the most expedient response. If you do not receive a call on a Severity 1 issue within 30 minutes, please report your issue via phone. (MCS and AMS products/services - please continue to use the web portal for Severity 1 cases.) Contact Us

The dialog also includes a progress indicator "Step 1 of 3: Severity" and navigation buttons: "< Previous", "Next >", and "Cancel".

At the bottom of the browser window, the taskbar shows the system clock as 11:08 AM on Thursday, 6/16/2011, and the battery level at 100%.

Select a Product/Service Family AND Product/Service.

Customer Center - Case Management - Mozilla Firefox: IBM Edition

sterlingcommerce.com https://customer.sterlingcommerce.com/group/sterling/case_management

Search... Knowledgebase

Home | as-a-Service Home | Edit Profile | Edit Company | Sign Out

Support Center as-a-Service Solutions Community Forums Product Center Resource Center

Welcome Test Test

View All Cases View

Case Number: Summary

No Cases Found

Total My Open Cases: 0

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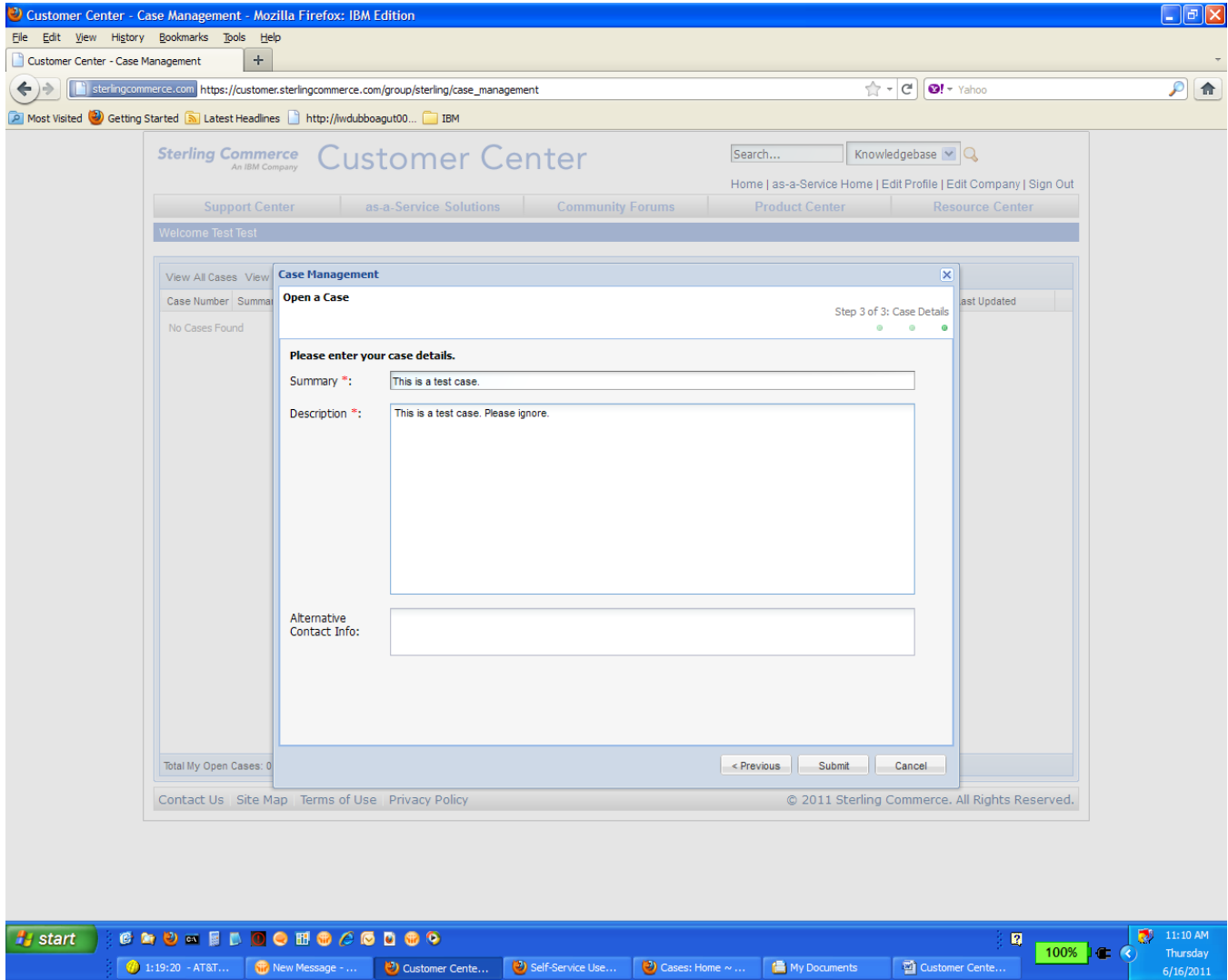
start

1:18:39 - AT&T... New Message - ... Customer Cente... Self-Service Use... Cases: Home ~ ... My Documents Customer Cente...

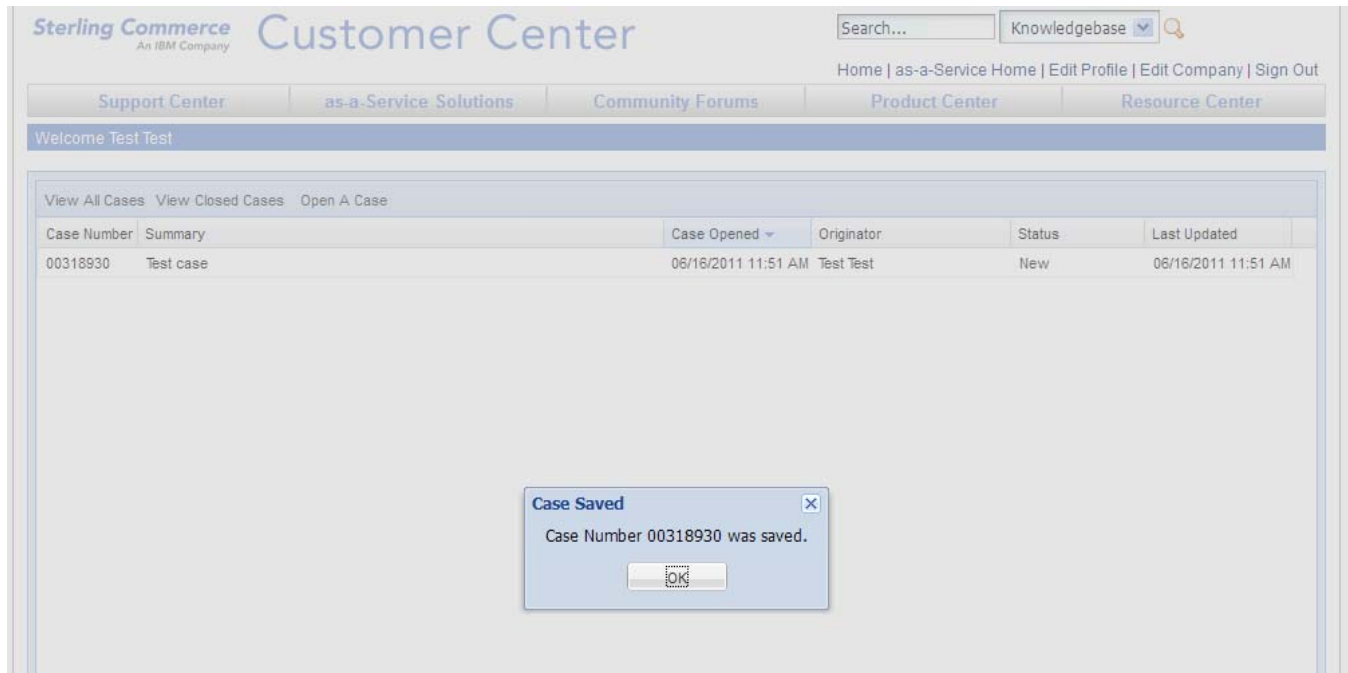
100%

11:09 AM Thursday 6/16/2011

Enter a brief description in the Summary field and a more detailed problem explanation in the Description field.



After you Submit, you will be provided a case number. A Support Specialist will be assigned to your case and will be in contact with you. You will be able to track the case, as well as add comments and attachments to the case, via Customer Center.



Is my login my email address?

Yes, with only a very few exceptions, your login will be your email address as provided by your employer. (e.g. john.doe@mycompany.com) Registering with something other than your company-domain email address may prompt further questions and slow your registration process.

What if I know my login, but have forgotten my password?

Go to <https://customer.sterlingcommerce.com> and select the [Forgot your password?](#) link. Enter your email address, and a temporary password will be emailed to you. Once you log in with the temporary password you will be required to reset your password.

What if my issue is critical? Do I still have to wait a business day to be able to open a case?

If you have a critical issue, but do not yet have access to Customer Center, you may call the support line at 1-800-GENTRAN (1-800-436-8726).