

SAP Service Marketplace Tips and Tricks

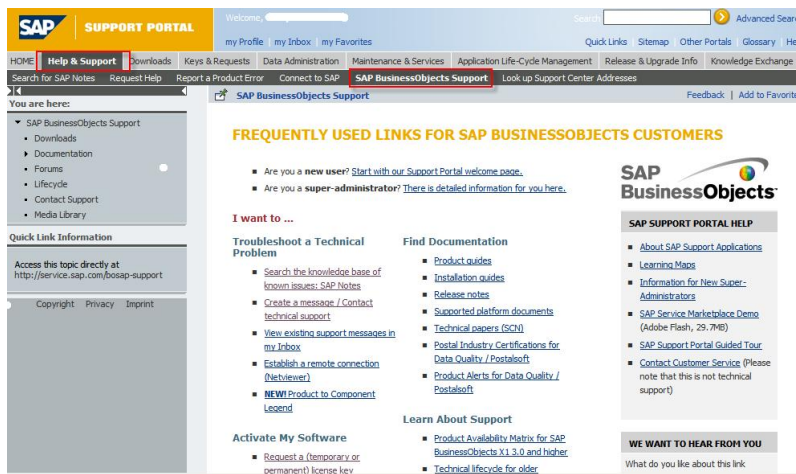
This document is designed to assist "classic" Data Quality/Data Integrator/Firstlogic customers in navigating the SAP Service Marketplace (SMP). The information included in this document is subject to change.

To access product Release Notes, User's Guides, or the System Administrator's Guide do the following:

1. Go to the SAP Help Portal (you do not need to log in): <http://help.sap.com/>
2. Click the gray SAP BusinessObjects tab
3. Click All products on the left navigation pane
4. In the all products drop-down choose Postalsoft, Data Quality, or Address Directories
5. Click the all releases drop-down to choose a product (e.g. ACE, Presort, Data Insight, DeskTop Mailer, etc.)

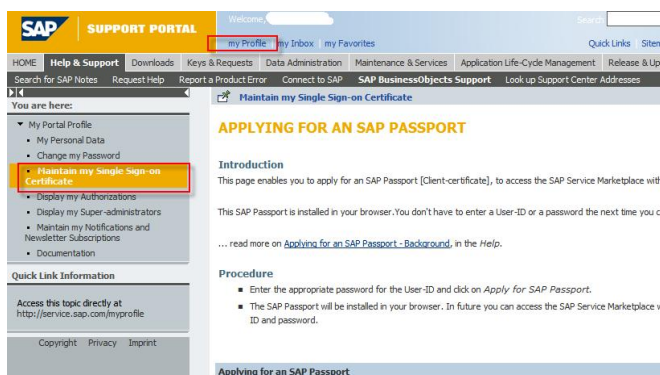
Overview of the SMP Service Market Place

Go to the SAP BusinessObjects Landing Page: <http://service.sap.com/bosap-support>

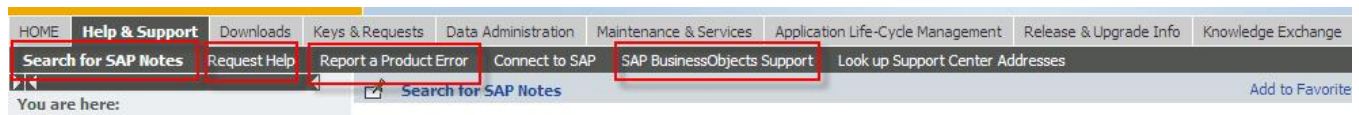


On this landing page you will find links to useful area on the site, such as Create a message/Contact technical support.

All users should maintain a Single Sign-on Certificate on their machine in order to prevent having to log in to the web site several times. To setup this up click **My Profile** at the top of the page and click **Maintain my Single Sign-on Certificate**.



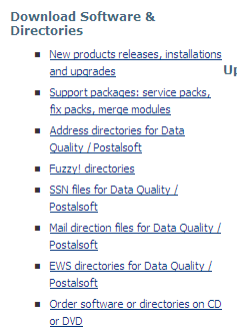
Help & Support contains four main areas you will use:



- **SAP BusinessObjects Support** – takes you back to the main SAP BusinessObjects landing page.
- **Search for SAP Notes** – this is a simple knowledge base search for related articles to help resolve software issues or technical questions.
- **Request Help** – this area links to SAP forums. When using the forums all of the Data Quality/Data Integrator/Firstlogic products will be under Business Objects > Enterprise Information Management (EIM). You can post questions or topics for discussion among other users and SAP staff. This area is not necessarily monitored by technical support staff.
- **Report a Product Error** – this area is used to log a support message for Technical Customer Assurance. See additional doc called “Creating SAP Message.pdf”.

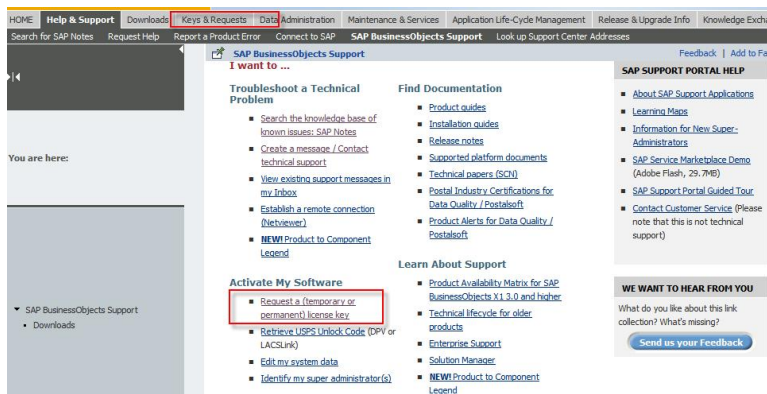
Downloads:

All purchased software/directories downloads are available on the SAP website including EWS, Mail Direction, and SSN files. Go back to the landing page and scroll down to the **Download Software & Directories** section for commonly used links. See the “Download files” document for further download information.



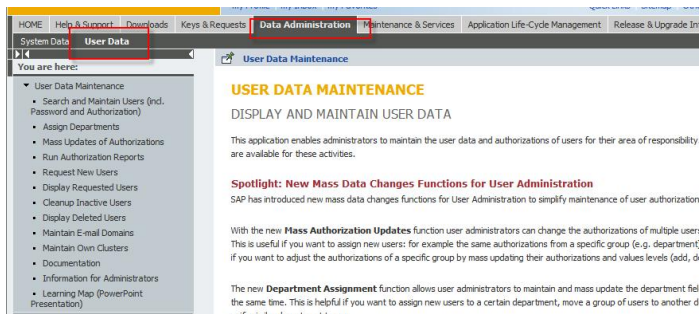
Keys & Requests:

Go to the Landing page to click **Request a temporary or permanent license key** or click **Keys & Requests** for new products or add-ons that require keycodes. Also, even if the product is not keyed, you will need to request a keycode in order to log a support message for that product.



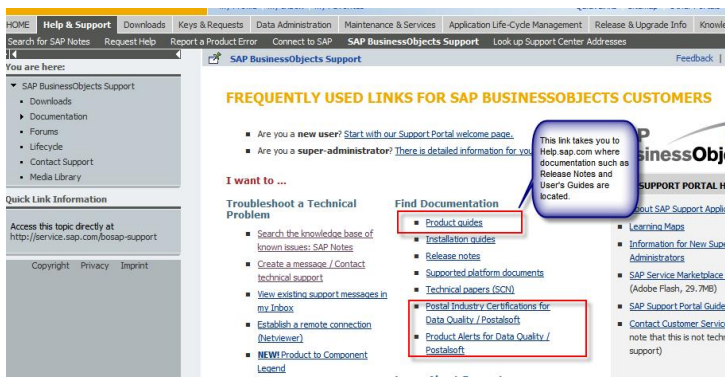
Data Administration:

Each company has a Super Administrator assigned who can add or delete users, change or add authorizations such as download rights, reset passwords, etc. To access Administrative options go to **Data Administration**, click on **User Data** on the left side of the window. This will give options available to the administrator.

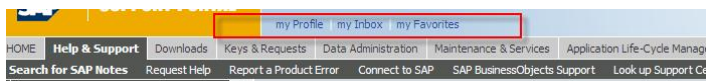


Documentation:

On the BusinessObjects landing page you can find links to Product guides (Data Quality/Postalsoft Release Notes/Guides etc), Product alerts for Data Quality/Postalsoft products, PAVE/CASS certificates, etc.



My Profile, My Inbox, My Favorites:

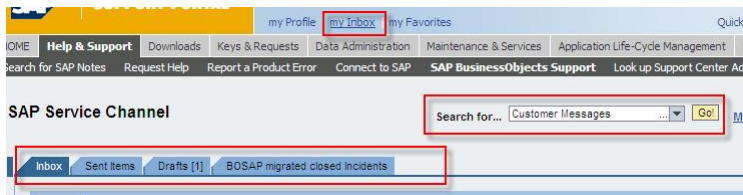


My Profile: Each user can update their information such as email address or phone number. This ensures that technical support can reach users in a timely manner.



My Inbox: Under the Inbox users will have three tabs – Inbox, Sent items, and Drafts. If old cases were merged in from Business Objects systems, you'll see the BOSAP migrated closed incidents. Inbox and Sent Items contain messages that are in progress between a user and technical assurance. Drafts contain messages that you may still be working on but have NOT yet sent to technical assurance.

This area also contains a Search for message option to view past messages.



my Favorites:

Throughout the web site you may find areas that you want to bookmark for a later time by clicking Add to Favorites on the right side of the screen.

