

June 1, 2001



Dear Customer,

At J.D. Edwards, our focus has always been on providing you with high-quality solutions. We work hard to ensure that the software we sell and support has the features, functionality, and technology that best benefit your business — helping you take advantage of new opportunities and changing times.

Our best product ever is OneWorld® Xe, the latest OneWorld release. OneWorld Xe enables you to collaborate with partners, customers, and vendors using any software, any business model, at any time. We are so enthusiastic about this release that we encourage you to upgrade right now to realize the many new benefits of OneWorld Xe, such as:

- Advanced collaboration tools (XPI™)
- Knowledge management and business intelligence solutions
- Enhanced supply chain and advanced planning tools
- Property management and corporate real estate applications
- Enhanced workforce management (payroll/human resources)
- Contract and service billing
- New Internet storefront options
- More customer self-service options
- Three-in-one user interface (Windows®, HTML, Java™)
- Configurable, Web-based portal
- Simpler, faster implementation and change management
- Automated performance testing

Because of its advanced, future-ready functionality, we have extended the support of OneWorld Xe to February 28, 2005! As always, we want to protect your investment and continue to provide you with the highest level of customer service so we have committed the majority of our development and support resources to OneWorld Xe and future releases. Therefore, we are adjusting our support practices to more closely align with our policy and industry standards – the attached information explains how this will work for you.

You have plenty of time to make the move to OneWorld Xe. To help you start the process, we have created a special site on the Customer Knowledge Garden that will give you more details about programs we have in place to help you make the move. Please visit [www.jdedwards.com/one-way](http://www.jdedwards.com/one-way) and then schedule a meeting with your J.D. Edwards Client/Engagement Manager, who can answer your specific questions and help you begin strategizing your move to OneWorld Xe.

As always, customer service is our top priority. We appreciate your loyalty and look forward to serving you even better in the years to come.

Sincerely,

A handwritten signature in cursive script that reads 'Idella Kercher'. The signature is written in black ink and is positioned to the left of a vertical line.

Idella Kercher  
Vice President of Customer Advocacy

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## **Important Information about J.D. Edwards Support Policies**

### **Extended Support for OneWorld® Xe**

We are pleased to announce that we have extended the support of OneWorld Xe to February 28, 2005. This date coincides with our WorldSoftware™ support commitment (A73 and A8), benefiting our coexistence customers as well as substantially extending the support for all OneWorld Xe customers.

### **Our Support Policies**

As you know, our standard contractual agreement is to provide support for the current release of our software as well as one prior release for a period of time after the general availability of the current release. To focus our resources on giving you the best service, we are adjusting our general practice to more closely align with our policy and industry standards. We will provide release support as follows:

- OneWorld Xe is our current release. As stated above, J.D. Edwards will extend OneWorld Xe support to February 28, 2005. Our support statement and procedures for electronic software updates (ESUs) will be maintained on the Customer Knowledge Garden®.
- OneWorld B73.3.2 is the release that immediately precedes OneWorld Xe. We will extend our support commitment until general availability of the release that immediately follows OneWorld Xe. The next release is anticipated for general availability in mid 2002. As always, this date is subject to change based on our development delivery schedules.
- For OneWorld B73.3.1 and prior OneWorld releases, we will make a special exception to our standard policy and provide support until March 31, 2002. However, year-end tax change support for OneWorld B73.3.1 and prior releases will no longer be provided. Later this year J.D. Edwards will announce a program for purchasing extended support for a limited period (currently planned through August 1, 2002). Details on this program will be communicated via the Customer Knowledge Garden.

For a full statement regarding our current maintenance support position and our range of current service offerings, please refer to the Customer Knowledge Garden.

These policies allow us to commit the majority of our technology development and customer support resources to OneWorld Xe and future releases. This protects your software investment and provides better service to you.

## New Streamlined Upgrade Package for OneWorld® Xe Upgrades

In line with our current and extended support policies, J.D. Edwards has developed a streamlined upgrade package.

OneWorld Xe Upgrade Express was created specifically to expedite and streamline your move from B73.3.1 or B73.3.2 to OneWorld Xe. It includes all the activities and steps necessary to take you from OneWorld Xe in your current environment to a successful go-live. OneWorld Xe Upgrade Express is more efficient and less costly. You not only save time and money on the installation, but you also see faster time-to-benefit from OneWorld Xe. Some specific highlights of OneWorld Xe Upgrade Express are:

- **Streamlined, Low-Cost OneWorld Xe Upgrade**  
J.D. Edwards has developed an upgrade methodology for OneWorld Xe that reduces overall consulting time and expense. This upgrade will be performed in our J.D. Edwards Solution Center (lab). We will leverage your existing back-up processes, software and media and convert your data and custom modification to OneWorld Xe. Once this conversion is complete, the physical upgrade at your location will only take a fraction of the time past processes have taken – saving you time and money.
- **Upgrade Links Into Solution Kits Methodology**  
To manage the OneWorld Xe post upgrade activities, J.D. Edwards has incorporated OneWorld Xe upgraded action labs and workshops into our Solution Kits implementation methodology. This will continue to accelerate your project and provide a proven methodology for OneWorld Xe upgrades.

We've created Solution Kits to give you options for an accelerated, "to order" upgrade. Our unique methodology reduces the time it takes for an upgrade — without reducing your choices. For example, your applications will be tested with your business processes — instead of a rigid template that may not meet your unique requirements.

- **Fixed Plus Variable Pricing**  
The new methodology and processes in OneWorld Xe Upgrade Express have allowed J.D. Edwards to price this package at a fixed plus variable price. Much of the package price is fixed based on known delivery requirements. The variable component is based upon the number of applications you are using and the number of custom modifications in the software. This allows you to accurately estimate and budget the total cost of the upgrade.
- **Customer On-Site Education**  
Naturally, we want to make sure that your people get the education they need for OneWorld Xe. OneWorld Xe Upgrade Express comes with custom, net-change training provided at your location, in your time frame.

Upgrade your environment by taking advantage of OneWorld Xe Upgrade Express – quick, proven, easy and affordable.