



OAUG Announces the Release of Its Enhancements Request System Pilot Program

- Program provides direct link between Oracle Applications users and Oracle Corp.-

ATLANTA, 15, 2004 - The Oracle Applications Users Group (OAUG), the world's largest knowledgebase for Oracle® Applications users, announced that its Enhancements Request System (ERS) pilot program is now underway for its Human Resource Information Systems (HRIS) and Order Management special interest groups (SIG).

The system has been collaboratively designed by the OAUG and Oracle Corp. to provide a centralized and standardized solution for Oracle customers to submit, validate and have OAUG members approve Oracle Applications enhancements requests; assist Oracle's product development efforts by providing direct access to applications users who may provide direction for future versions of Oracle products; and create an enhancement-related communication channel between end users, SIG chairs, SIG enhancement coordinators and Oracle product management.

The program will also comprehensively test the Enhancement Request System with data from the Self Service Human Resources and Oracle Order Management product areas.

The OAUG ERS integrates directly with MetaLink, Oracle's Support Services' online technical support system. Anyone with a current Oracle product support contract can access MetaLink for free and submit enhancement requests through the OAUG ERS. These enhancement requests are then qualified by Oracle product managers and OAUG SIG experts and loaded into the voting engine. Once a voting cycle begins, OAUG

members have exclusive access to vote on enhancement requests, the results of which are then reviewed and evaluated by Oracle product managers. Through this process, the OAUG ERS allows users to directly influence product direction. The pilot program will run through the remainder of the year and the system is expected to expand into other Oracle product families by early 2005.

“The OAUG and Oracle worked together to jointly create this enhancements submission and review process,” said Patricia Dues, president of the OAUG. “This initiative is a great example of the way the OAUG acts as a bridge to bring Oracle and the applications community users together to produce better applications.”

About Oracle Applications Users Group (OAUG®)

The Oracle Applications Users Group (OAUG) is the world’s largest knowledgebase for Oracle® Applications users. Representing more than 2,000 member companies worldwide and more than 25 percent of the Fortune 100, OAUG provides users of Oracle Applications with education, networking, training and support via a wide range of activities including conferences, publications, special interest groups and online communities. The OAUG serves as an advocate to Oracle Corp. on behalf of all Oracle Applications users.

For more information about OAUG, visit the Web site at www.oaug.org.

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