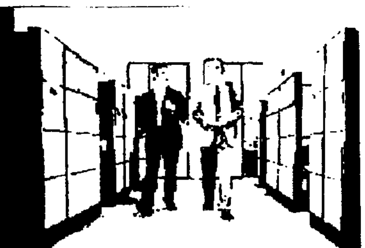
PeopleSoft.

Response to

Cox Communications

Request for Information



Submittal Date
April 16, 2004

Proposal for ERP Solution

Primary Contact:

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April 16, 2004

Mr. Mark McGuire
Cox Communications, Inc.
1400 Lake Hearn Drive
Atlanta, GA 30319

Dear Mark:

Thank you for including PeopleSoft in your evaluation. We are pleased to submit our proposal to Cox Communications, Inc. for Project CornerStone focusing in the short term on the area of Supply Chain Management and Financial Management Systems replacing Cox's existing systems in these areas. We are excited to have the opportunity to partner with you and contribute to your future success. As the leading provider of Human Capital Management, Financial Management, Supply Chain Management, and Customer Relationship Management Systems, we offer you the functional strength and technical flexibility to support Cox's needs today and into the future.

Now, with J.D. Edwards becoming a part of our family, PeopleSoft has over 11,000 customers and 13,000 employees making us the 2nd largest application software company in the world. Our employees are evaluated and paid based in part on how happy our customers are. We are one of the few companies in business today that still adheres to this philosophy. This means superior service for Cox in every area from Sales, Development, Implementation, to Services functions.

Hopefully, as you have spent time with us as a client and a prospective client with Project CornerStone over the past several months, you have and will understand why these values are similar in the list of clients that we have in every industry covering every possible product solution. We have worked hard over the years to earn these clients's business and continue to expand applications with many indicating our product and customer service superiority as well as our approach to their business requirements.

PeopleSoft applications for eBusiness enable enterprises to compete effectively in eCommerce, while managing internal operations on the Internet. Applications for eBusiness are built from the ground-up for:

- *Pure Internet* — allowing customers, suppliers, and employees universal access to relevant content with applications built to exploit the power and ubiquity of the internet.
- *Open Integration* — creating the virtual enterprise by connecting applications within and between enterprises for collaboration.
- *Business Intelligence* — providing people with the relevant information they need to make effective business decisions.
- *Rapid and Flexible Deployment* — supplying rapid implementation and flexible architecture to adapt to your changing business need.

Finally, PeopleSoft focuses on the value we bring to our customers by delivering applications for eBusiness that contribute to the enterprise return on investment (ROI). These applications will enable you to:

- *Improve Time to Market* — reducing the cycle time to market for your products and services.
- *Reduce Operating Costs* — efficiently managing your resources and optimize your business processes.
- *Exploit New Business Opportunities* — identifying and exploiting new market & customer revenue opportunities.
- *Improve Decision Making* — increasing the effectiveness of your organization by improving the quality of and access to information.

Our solution is based on many discussions with your team members, our knowledge of your business, understanding of your operational challenges, and in depth understanding of the product sets needed to help you achieve success in the least amount of time with the fewest resources to help implement this solution.

On a personal note, let me say what a pleasure it has been for me to "jump in" these past few weeks in Jeff Wiley's absence and I look forward to working with Richard Smith and the rest of our team in helping Cox with whatever information that will be needed in order to make a vendor selection on April 29th.

I am here to serve you and stand ready for the next step in your evaluation process. I welcome your calls at anytime and look forward to seeing you all next week.

Sincerely,

Brian Lancaster

Brian Lancaster
Regional Vice President Sales
Brian_lancaster@peoplesoft.com

Enclosures

PROPOSAL POLICY

This proposal shall remain valid until 3 months from the submission date, except for pricing, which shall expire on May 31,2004.

The information contained in this document is proprietary and confidential to PeopleSoft USA, Inc. and its affiliates (PeopleSoft). To the extent a nondisclosure agreement protecting PeopleSoft's confidential information is in effect between PeopleSoft and you, the information contained in this document shall be held confidentially in accordance with the terms of that agreement. If no nondisclosure agreement protecting PeopleSoft's confidential information is in effect between the parties, you agree to keep the information contained in this document in strict confidence and not to disclose it to any third party without PeopleSoft's prior written consent. Your internal disclosure of the information contained in this document shall be only to those employees, contractors or agents having a need to know such information in connection with the evaluation of PeopleSoft's software or services, and only insofar as such persons are bound by a nondisclosure agreement consistent with the foregoing. By reading further, you are agreeing to be bound by the foregoing terms. If you do not agree to be bound by the foregoing terms, promptly return this document to PeopleSoft without reading further.

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PeopleSoft does not warrant that the material contained in this document is error-free and, therefore, is subject to change without notice. If you find any problems with this document, please report them immediately to PeopleSoft in writing

Where PeopleSoft has described features or functionality that it anticipates will be included in future releases of the applications, PeopleSoft is not making a contractual offer to provide the features or functionality. Descriptions of future features or functionality and estimates of their availability represent PeopleSoft's good faith estimates. PeopleSoft does not make contractual commitments regarding timing or delivery of features or functionality that are not currently available. PeopleSoft ascribes no value to such features or functionality, as it is not committing to delivering them.

PeopleSoft has made all reasonable efforts to accurately respond to your RFI in a timely manner. However, our interpretation of your stated requirements may differ from your intended definition of a particular requirement or process. Because of such differing interpretations, PeopleSoft will not consider attaching or incorporating this Proposal response to the contract that may result from your RFI. PeopleSoft views this response solely as a tool to aid your decision to select a software vendor.

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VENDOR'S BACKGROUND

<table>
<tr><td>1</td><td>Discuss your current research and development activities. What percentage of sales is going towards Research & Development?</td><td>As a publicly traded company, PeopleSoft does not give out individual department expenditures. However, in 2003, PeopleSoft invested approximately 19% of our total revenue on product development, the highest percentage amongst any of our direct competitors. In 2004, PeopleSoft plans to continue our commitment to research and product development.
Below are our Research and Development (R&D) expenditures over the last five years:
<table><tr><th>Year</th><th>Software R&D Investment ($)</th></tr><tr><td>2003</td><td>$433 million</td></tr><tr><td>2002</td><td>$341.2 million</td></tr><tr><td>2001</td><td>$299 million</td></tr><tr><td>2000</td><td>$320.5 million</td></tr><tr><td>1999</td><td>$297 million</td></tr></table></td></tr>
<tr><td>2</td><td>Describe legal issues or constraints that could affect a relationship with CCI.</td><td>PeopleSoft is a party to various legal disputes and proceedings arising from the ordinary course of general business activities. In the opinion of management, resolution of these matters is not expected to have a material adverse effect on the result of operations of the Company. Lawsuits are a matter of public record. As a matter of course, any corporation is likely to have a number of non-material suits threatened or pending, often involving the claims of former employees. PeopleSoft is a publicly held corporation and, therefore, any pending or threatened legal action that has the potential of having a material impact upon PeopleSoft must be reported in SEC 10-K and 10-Q forms.
None of the above mentioned disputes or proceedings will conceivably affect a relationship between Cox Communications and PeopleSoft.</td></tr>
<tr><td>3</td><td>Describe those elements that differentiate your products from the other vendor's products with regard to CCI requirements (see Appendix A and C).</td><td>It is our policy to avoid differentiating functional areas between PeopleSoft applications and those of our competitors and due to the nature of the changing technical and product landscape and our desire to never misrepresent what our competitors have or do not have to this end. Our hope is that Cox has seen these differences in the series of demonstrations and product descriptions that we have provided. We will however, be providing an overview of non-functional differences in our session on May 29th as a wrap-up.</td></tr>
<tr><td>4</td><td>How many ERP implementations have you had in the Cable Industry within the last two (2) years? In total? Please provide company name and contact name and information where possible.</td><td><table><tr><th></th><th>EMEA</th><th>JAPAC</th><th>LATAM</th><th>NA</th><th>Worldwide</th></tr><tr><td>Communications - Media & Entertainment</td><td>20</td><td>17</td><td>3</td><td>135</td><td>175</td></tr><tr><td>Communications - Telecom</td><td>87</td><td>38</td><td>71</td><td>299</td><td>495</td></tr></table>Numbers represent total telecommunications clients by country. As of this RFI delivery date, an accurate count for the past (2) years was not available but we will forward when the data has been analyzed. Cable Systems only data is included in the above count.</td></tr>
</table>

8.8 Customers
Purchased in 2003

VitalWorks

BDO Seidman

Lehman Bros.

Combes

Omaha Public Power Dist.

Transocean

Financial Application Clients Only

MPS Group	University of Alberta
CareGroup	Southern Methodist University
Gambro Inc.	Bruno's Supermarkets
Crain Management	Erlanger Health System
Farm Credit Canada	Brookhaven National Laboratory
Harris Corp	Verizon
Hartford Fire Insurance	Nextel
Intel Corporation	Spherion
Senco Products	Capital One

Telecommunications Clients

Time Warner Cable	Microcell Solutions	Premiere Technologies Incorporated
Ameritech Services Inc	Broadwing, Inc	Primus Telecommunications
Cincinnatti Bell	Ameritech Communications Inc	Comsat Corporation
Koninkiljke PTT Nederland	AT&T Broadband Management	British Telecom PLC
Qwest Communications	AT&T Submarine Systems	TDC Services A/S
National Broadcasting Company, Inc	American Communications Network, Inc	Telecomm Services of Trinidad and Tobago
Aliant, Inc	KPN Telecom BV	Claro
Turner Broadcasting System, Inc	Sprint/United Management Company	NTT Communications Corporation
Western Wireless Corporation	Comcast Cellular Communications	Express Newspapers plc
Telus Quebec	Midtel SA de CV	XWave Solutions
AT&T Corporation	Sony Pictures Entertainment	Cox Enterprises Inc
Verizon Services Corporation	Direct TV Japan Management, Inc	Verizon Wireless

		BellSouth Telecommunications Inc Sprint Spectrum LP TV Azteca SA de CV WinStar Communications Inc Call-Net Enterprises Incorporated Williams Information Technology, Inc
5.	Describe your future technology direction and how is this technology direction related to near-term (1-2 year's) product releases.	PeopleSoft is currently in a unique situation with PeopleSoft 8 in that we are significantly ahead of our competitors by being the first enterprise application provider that has a delivered all of our applications in a pure internet fashion. However, we're not planning on resting on our laurels. With every past major release, we still had large technology initiatives planned for the next big release. The PeopleSoft 5 release introduced workflow and moved us from a Windows 3.1 user interface to a Windows 95 interface. PeopleSoft 6 moved our technology from 16 bit to 32 bit. PeopleSoft 7 evolved our architecture from two-tier client/server to three-tier client/server. And with PeopleSoft 8, we completed the leap from client/server to pure internet. Interestingly, as we contemplate PeopleSoft 9, our next large future release, we don't see the need for any vast, sweeping architecture changes – PeopleSoft 8 has set the stage with a robust, server-based architecture that will provide the functionality needed for the foreseeable future. We are well positioned, with our metadata driven architecture, to rapidly address changes as technology evolves. Because a new architecture is not called for at this time, our approach for enhancing PeopleTools is to focus on a series of 8.x point releases that quickly deliver strategic features that our customers and the market demand. In addition, we are taking advantage of customer feedback on PeopleTools 8 to refine PeopleTools in areas of performance, quality, and ease of use and development. PeopleTools 8.12, which was released in December of 2000, three months after the GA of PeopleTools 8.10, is a good example of how we are rolling new strategic features into point releases, not major releases, which require large upgrades. Key features in PeopleTools 8.12 included: Improvements to the power user experience Integration of the WebLogic web application server from BEA Systems Full Netscape browser support Added DBMS platform support Strategic, new, near term 8.x features beyond 8.12 include: Improved mobile support. Enhancing support for wireless devices and stand-alone mobile devices such as PDAs from Palm, Handspring, Microsoft, and RIM. Additional workflow functionality Native support for the SOAP and UDDI integration standards Additional portal features

VENDOR'S CLIENT-BASE

PeopleSoft Customers Using Financial Management and Purchasing Solutions

Company Name	City	State	Industry	Since
Princeton University	Princeton	NJ	HIGHED-E&G-Colleges & Universities	8/21/1997
Hewitt Associates LLC	Lincolnshire	IL	PSO-PSI-Management Consulting Svcs	6/8/1995
Edward D Jones & Company LP	Saint Louis	MO	BANK-FSI-Holding Companies, nec	3/22/1996
Wake Forest University Health Sciences	Winston-Salem	SC	HC-E&G-General Medical & Surgical Hospitals	6/20/1997
Ford Motor Company	Louisville	KY	AUTOHEAV-M&D-Motor Vehicles & Car Bodies	3/24/1995
Kmart Corporation	Troy	MI	RETAIL-M&D-Department Stores	6/30/1992
Dominos Pizza, LLC.	Ann Arbor	MI	H&E-PSI-Eating Places	12/28/1994
Boise Cascade Corporation	Boise	ID	P&P-AI-Paper Mills	3/22/1998
Bausch & Lomb Incorporated	Rochester	NY	LSMEDDEV-M&D-Ophthalmic Goods	11/21/1996
Fairchild Semiconductor Corporation	South Portland	ME	HITECH-M&D-Semiconductors & Related Devices	3/24/1997
Dow Jones & Company	Princeton	NJ	M&E-AI-Newspapers	12/17/1997
NASDAQ Stock Market	New York	NY	BANK-FSI-Security & Commodity Exchanges	12/28/1999
Freddie Mac	Reston	VA	BANK-FSI-Fed & Federally Sponsored Credit Agencies	2/19/1996
Duke Energy Corporation	Charlotte	NC	UTL-AI-Electric Svcs	3/20/1996
Yum Restaurant Services Group, Inc.	Louisville	KY	H&E-PSI-Eating Places	11/14/1997
USA Networks, Inc.	New York	NY	RETAIL-M&D-Catalog & Mail-Order Houses	6/20/1997
Shaw Industries Group, Inc.	Dalton	GA	CHEM-AI-Carpets & Rugs	12/31/1998
InterContinental Hotels Group	Alpharetta	GA	H&E-PSI-Hotels & Motels	7/10/1997
Turner Broadcasting System Incorporated	Atlanta	GA	TELCO-AI-TV Broadcasting Stations	6/3/1994
National Geographic Society	Washington	DC	M&E-AI-Periodicals	12/20/1996
Waste Management Inc.	Houston	TX	UTL-AI-Refuse Systems	3/17/2000
Citibank N.A.	Long Island City	NY	BANK-FSI-National Commercial Banks	12/11/2001
3M Company	St. Paul	MN	INDMFG-M&D-Abrasive Products	2/28/1997
FedEx Corporation	Harrison	AR	PSO-PSI-Trucking Except Local	9/24/1996
Toyota Motor Manufacturing North Americ:	Erlanger	KY	AUTOHEAV-M&D-Motor Vehicles & Car Bodies	12/28/1994
Hewlett-Packard Company	Palo Alto	CA	HITECH-M&D-Computer Peripheral Equipment, nec	4/29/1991
Boeing Company	Chicago	IL	INDMFG-M&D-Aircraft	11/3/1997
SAFECO Insurance Company Of America	Seattle	WA	INSUR-FSI-Fire, Marine, & Causality Ins	12/19/1997
Hilton Hotels Corporation	Beverly Hills	CA	H&E-PSI-Hotels & Motels	3/10/1997
Toyota Motor Sales USA Incorporated	Torrance	CA	AUTO1&2-M&D-Automobiles &	9/24/1996
BEA Systems Incorporated	San Jose	CA	PSO-PSI-Custom Computer	5/1/1996
Ariba, Inc.	Fremont	CA	FSO-PSI-Computer Related Services, nec	9/21/1998
Vail Corporation	Avon	CO	H&E-PSI-Hotels & Motels	12/29/1999

Telephone References

1) Spherion Corporation
2050 Spectrum Blvd.
Fort Lauderdale, FL 33304
Mr. Doug Cormany, CIO
(954) 938-7691
Staffing
GL, AP, AR, Asset Mgt., Project Costing, Expense, Mobile T & E, Financial Analytics, Purchasing, e-Procurement,
8.4

2) Blue Cross/Blue Shield Florida
532 Riverside Avenue
HR-20 Tower
Jacksonville, FL
Mr. Ted Hagan, VP Information Systems
(904) 905-8244
Insurance
GL, AP, AR, Asset Mgt., Expenses, Project Costing, Expense, Procurement, e-Procurement , Financial and SCM Analytics
8.4 and 8.8

3) Union Planters
7130 Goodlet Farms Parkway
Cordova, TN. 38018
Steve Sachell, VP IT
(901) 580-2534
Banking
GL, AP, Asset Mgt., Expense, Analytics, Procurement, e-Procurement
8 SP2, 8.4

TECHNOLOGY AND TRAINING

System Installation and Maintenance

1.	What is your preferred database software and why?	PeopleSoft operates well on all of the leading relational database technologies from a single code line. Database selection is largely determined by your internal skills sets, licensing arrangements, and performance and capacity requirements. PeopleSoft applications can be migrated to other RDMS and operating systems as your business and technical needs change.
2.	Do these applications support remote diagnostics for application and hardware components?	Yes. PeopleSoft provides the PeopleSoft Performance Monitor so that system administrators can monitor PeopleSoft performance data and share the data with third party monitoring tools if desired. The PeopleSoft Performance Monitor is a diagnostic utility that enables you to monitor performance of the main elements of your PeopleSoft system, such as web servers, application servers, and Process Scheduler servers. You can monitor real-time performance as well as analyze historical data. PeopleSoft Performance Monitor reports: ❑ Durations and key metrics of PeopleTools runtime execution, such as SQL statements and PeopleCode events. ❑ Key resource metrics, such as host CPU utilization and web server execution threads. The metrics provided by PeopleSoft Performance Monitor enable system administrators to: ❑ Monitor real-time system performance. ❑ Identify poorly performing tiers, hosts, domains, servers, application code, and SQL in a PeopleSoft environment. ❑ Identify performance trends. ❑ Address and isolate performance bottlenecks.
3.	Are new releases issued on a schedule? What is the current version of your software? What is the current release schedule? Chronologically discuss your recent release activity.	Several years ago PeopleSoft introduced its industry-leading Four Year Support Policy. As a follow-on, we are now extending support beyond four years, and offering indefinite technical support -- the industry's first support policy to guarantee customers access to in-depth problem solving and technical expertise for the life of their software license. The enhanced Support Policy applies to currently supported and future releases of PeopleSoft and J.D. Edwards' pure internet-based products. Key elements of the new support policy: Customers receive technical support with access to in-depth problem solving assistance and technical expertise, self-service support tools and technical knowledge bases indefinitely. Customers receive tax and regulatory changes for a minimum of six years. Customers receive direct upgrade scripts to the most current release for a minimum of

		five years. Customers receive software updates, fixes and enhancements for a full four years. The information below outlines our release types, frequency of releases, and delivery methods: Major Releases – a major release delivers significant new functionality for all PeopleSoft solutions. Major releases also contain deferred fixes reported on a previous major release. Released approximately every 2 to 3 years, major releases are delivered to customers on CD when you order them through Customer Care. Service Packs - service packs are the way we deliver fixes and minor enhancements throughout the support life of a major release. Service packs are delivered as we deem necessary, based on the number of fixes and customer demand, and are delivered to customers on CD when you order them through Customer Care. Application Minor Releases - Minor releases deliver new functionality to PeopleSoft applications. The frequency of delivery is determined by market drivers, and are delivered to customers on CD when you order them through Customer Care. Application Bundles - Application bundles contain a compilation of urgent fixes, including critical fixes individually posted since the previous bundle. They are released every 4 to 8 weeks as needed, and are posted to the Updates and Fixes website on Customer Connection. PeopleTools Minor Releases - PeopleTools minor releases are the maintenance process used for PeopleTools. Delivered approximately every 90 days for the current major release, PeopleTools Minor Releases are delivered to customers on CD when you order them through Customer Care. Tax Updates and Regulatory Releases - Legislative changes are researched on an ongoing basis. The resulting changes are delivered only for service packs and supported minor releases, for as long as the major release is supported. These updates are delivered as required by regulatory bodies. Based on the effective date of the change, the requirement is scheduled for an upcoming tax update or regulatory release. The delivery vehicle is generally posted to the Updates and Fixes website within PeopleSoft Customer Connection, our customers' self-service online tool. They can be ordered through Customer Care on CD by special request only. Updates and Fixes – We deliver updates and fixes to critical and urgent problems for PeopleSoft applications and PeopleTools, and are released as they're reported. Updates and Fixes are posted to either PeopleSoft Customer Connection - Updates and Fixes, or the PeopleTools FTP server. The current version of PeopleSoft is 8.

4.	What is your company's policy on support for prior releases?	PeopleSoft delivers the industry's first support policy to provide you access to in-depth problem solving and technical expertise indefinitely. This policy builds on our four-year support policy with additional years of support as follows: ❑ Technical Support The PeopleSoft Global Support Center will provide case management and assist you by providing known resolutions, existing fixes and updates, or workarounds if available. ❑ Tax Updates and Regulatory Changes—We'll provide tax updates and regulatory changes for six years. ❑ Upgrade Scripts—We'll deliver direct upgrade scripts and upgrade support to the latest release for up to five years. ❑ New Patches and Fixes- We'll provide new patches and fixes during the first four years of your release. This enhanced policy continues as long as you are a current and compliant support services subscriber.
5.	What are some highlights of added or changed functions and features planned for the next software release? What are the expected dates for the next major software release?	Due to the nature of software development, PeopleSoft cannot and does not guarantee when, or if, particular enhancements shall become available. As a publicly traded company, we adhere to the SEC's stringent guidelines on forward looking information. Please refer to the response to question 4 above for a general discussion of the kinds of functionality we incorporate into new releases.

6.	Describe the process that your company utilizes to resolve product issues and bugs.	Resolving your computing issues in a timely and effective manner is critical to your success. That's why we've developed comprehensive processes that help: • Identify and log your support issues • Resolve all technical issues by using a variety of tools including self-service. • Search for solutions through a comprehensive solutions library. • Create updates and fixes based on the problem reported by our customers. To make the most of your resources and your time, we ask that you implement a number of best practices to facilitate the problem resolution process. We've designed these best practice guidelines to achieve the quickest and most effective resolution for your problems. The following section highlights these self-service best practices, tips and techniques, tools and services. **Set up an Internal Help Desk** An internal help desk is considered to be the first line of support for your functional and technical resources as well as for your end users. This provides for a central point to track system and application errors, and to identify opportunities for end user training once the product is deployed to the user community. **Apply All Fixes** PeopleSoft recommends that you apply all fixes that are posted to the Customer Connection, Updates and Fixes website for your products. **Apply Service Packs or Minor Releases In accordance with the PeopleSoft Support Policy** PeopleSoft Service Packs and minor releases will effectively update the version of your software to the latest level. PeopleSoft, therefore, recommends customers to apply Service Packs or minor releases in accordance with our Release Support Policy in order to benefit from the latest version of the software. **Troubleshooting problems** An effective troubleshooting strategy saves you time and money. When developing your strategy there are a few things that you should consider: • Make sure you are familiar with your entire computing environment • Develop a troubleshooting model for your operating environment, and anticipate the conditions that might evoke various errors. If you understand the operations and process flow of your system—including the interrelationships of your hardware, applications, operating system, and network—you'll be better prepared to identify and resolve the problem • Create a model or schema of your operating environment to help isolate problems when they occur and to make diagnosis easier For additional information, please refer to the PeopleSoft Problem Resolution guide included in the Miscellaneous PeopleSoft Information section of this RFI response.
7	Please describe under what circumstances/criteria, if any, CCI will have to pay for software upgrades to new versions and or releases.	Software upgrades are typically provided at no additional cost to clients who are current on maintenance.
8	Please provide one (1) set of user manuals and other	User manuals will be provided at the demo.

	appropriate documentation. These documents will be returned to you upon completion of the CCI package selection. You can bring these user manuals directly the demonstration session.		

Application Set up and Maintenance

1	What report-writing tools are available / recommended for this application? Specifically, how does Business Objects interface with your package?	PeopleSoft provides a comprehensive suite of tools to meet all the reporting needs of your organization. PeopleSoft's reporting offering fits into three broad categories: ❑ Ad-hoc Querying tools ❑ Multidimensional reporting, analysis, and exploration tools ❑ Production reporting tools ❑ All of these products share the same infrastructure, which includes: ❑ A common set of metadata ❑ A common security infrastructure ❑ A common subscription, distribution, and output management infrastructure. This means that users can easily design, run, manage, and view all reports using the same set of rules, and that this is all enabled by PeopleSoft's award-winning Internet architecture. PeopleSoft Query is a user friendly, intuitive way to quickly generate ad-hoc and scheduled reports from any data stored in your PeopleSoft tables. You can design and run a PeopleSoft query in several ways. Most users design and run queries using the web-based Query Manager component, which you can access from any supported web browser. The Query Viewer component can be given to users who need only to run predefined queries. You can schedule any query to run as a batch process by using the Schedule Query process (SCHED_QUERY). Technical users who have the Windows client installed can also use the Query Designer. PS/nVision is a sophisticated tool for creating business reports in Microsoft Excel. Working within Microsoft Excel, you create a report layout that defines both the data to retrieve and the format of the report. PS/nVision goes well beyond formatting the results of a query. Using PS/nVision, you can create report layouts that summarize information from your PeopleSoft database and use the DrillDown feature to expose the supporting details. You can share report layouts across multiple business units and time periods, creating reports that "roll" from unit to unit or period to period without changing the data-retrieval criteria.

The addition of PS/nVision to the PeopleSoft Internet Architecture provides web users a simple, intuitive way to run, view, and distribute PS/nVision reports on the fly using their browsers. Remote users with Internet access can log on to PeopleSoft through their browsers and run, view, and drill down on their reports without needing PeopleSoft installed on their workstations. New distribution options enable users to instantly send reports as email attachments, rather than requiring recipients to navigate to a location on a file server. Casual users have an interface that is familiar and easy to understand, with the more complex PS/nVision development features residing only in the Windows client.

One of the most versatile approaches to reporting is the PeopleSoft Structured Query Report Writer. This tool can extract data from any relational database based on Structured Query Language (SQL) and print or display it in a prescribed format. PeopleSoft has created a variety of standard Structured Query Reports (SQRs) that summarize table information and data. You can use these reports as is, customize them, or, if needed, create your own. You can create tabular, single, or multi-page reports, as well as form letters. You can also use a SQR to make global updates to your database, load and unload tables, and perform interactive queries.

PeopleSoft has created standard SQRs for often-requested information that you can produce and print easily. However, there may be times when your company needs information reported in different ways. When you need a customized report, you can copy a standard report from the \PS\SQR directory and use it as a model for a new report. Your programmers, or application users familiar with SQRs, can use the existing fields, format, and logic as a starting point, and then modify them according to your company needs.

PeopleSoft 8 enables you to interface with the SQR tool through PeopleSoft Process Scheduler. From PeopleSoft Process Scheduler, you can convert output to text, HTML, or Adobe Acrobat (.PDF) file formats. You can also use PeopleSoft Process Scheduler to send SQR reports through email or distribute them on the web.

PeopleSoft also offers an Enterprise Warehouse system that can be used for reporting and analytics. Transactional reports, as listed in Section A, can be generated from the Operational Data Store in the warehouse using the tools as listed above. Creating transactional reports from the ODS layer of the warehouse allows you to offload the transactional reporting from the transactional system,

PeopleSoft also provides you with a means to generate multidimensional reports with drill around capabilities from the Enterprise Warehouse. (The Enterprise Warehouse has been developed specifically for rapid multidimensional reporting and other analytic applications). These multidimensional reports, generated from the Enterprise Warehouse, can be viewed through the use of an OLAP or ROLAP tool. PeopleSoft has certified Cognos, Hyperion, MicroStrategy, Brio, Information Builders, and Business Objects

		With the release of PeopleSoft EPM 8.8, SP1, Business Objects Starter Kit can be licensed directly from PeopleSoft. It includes WebIntelligence Explorer and BusinessObjects InfoView for fifty (50) named users. WebIntelligence Reporter for five (5) named users, and BusinessObjects Designer and Supervisor of one (1) named user. Universes Business Objects has created 14 universes to support PeopleSoft's five EPM data marts. A universe shields users from the underlying technical complexities of data structures by provides a business representation of data using familiar business language. Business Objects universes enable users to create ad hoc queries, analyze data, and prepare sophisticated reports based on EPM application data. Pre-built universes from Business Objects accelerate time to value by mapping directly to PeopleSoft EPM data marts. Reporting 144 report templates will be available to customers of Business Objects Starter Kit. with an initial set of 39 reports to be released with PeopleSoft EPM 8.8, SP1. The 39 reports released with SP1 will leverage data from each of the PeopleSoft EPM data marts. Additionally, WebIntelligence's functionality can be used to create ad hoc reports to supplement the templates offered in SP1. Security "Bridge" A new security bridge was developed specifically for the Business Objects Starter Kit. Business Objects developed a security bridge that provides row and column level security that is defined and stored in the PeopleSoft security table. Security administration is done from within the PeopleSoft application, eliminating the need to use a separate tool outside PeopleSoft to administer security or to synchronize user bases and security settings between PeopleSoft and Business Objects.
2.	What interface tools are provided with your product? Specifically, how does Hyperion EssBase interface with your package?	The Essbase Analytic Platform via Essbase Integration Services (EIS) reads the metadata and data in a PeopleSoft EPM data mart and translates this into an Essbase multi-dimensional Analysis database. Essbase performs calculations and questions and delivers data to the users over the web with graphical ad-hoc user interface, Hyperion Analyzer. EIS reads the star schema and translates star schema into an Essbase OLAP outline. It works with Essbase to automatically create the OLAP databases. load the metadata into Essbase, load the data into Essbase, and launch calculations. Analyzer is used to generate graphical reports based on the structure defined in Essbase.

Environment Configuration

1.	Describe the preferred / recommended hardware environment needed to support these applications given the scope and usage	Please consult the enclosed PeopleTools 8.44 Hardware and Software Requirements Guide.

	described in this RFI.	
2.	Are there any specific LAN/WAN capacity issues/metrics regarding limits on volumes, concurrent or maximum number of users?	PeopleSoft's thin browser interface runs efficiently over LAN/WAN connections. Maximum concurrent users will depend on the type of users and the numbers and types of business transactions being processed.
3.	What configuration control facilities are delivered with the product?	The Setup Manager considers the features and products a customer has selected and then provides a specific step-by-step set of tasks. The configuration set identifies the products and features AND/OR business processes that a customer wants to implement. The goal of the tool is to reduce the time and cost required for our customers to implement PeopleSoft products and features. Application set up and configuration are accomplished using the PeopleSoft 8 thin browser interface.

Training and Documentation

1.	What training services can you provide?	PeopleSoft Education understands the critical role education plays in maximizing the value of your PeopleSoft investment. We help customers build a complete end-to-end solution that culminates with meaningful and specific deliverables for managers, project teams and end users. This comprehensive plan enables each audience to obtain the knowledge and skills needed to minimize training time, maximize solution capabilities, and increase overall business value. Through our continual investment in new technologies and education approaches, we produce the framework on which to build your successful project. Approach **End to End Solution** PeopleSoft Education views every education solution as a unique, highly tailored offering driven by the specific needs and goals of your organization. To help you craft a strategy and direction, we've designed an end-to-end education approach similar to that of implementations and upgrades. Our approach focuses on four distinct phases, closely aligned with your software project, to help your organization better identify and address your unique educational needs and assess the value and expected return from the resulting solution. From beginning to end, we can help you build a complete solution for maximum results. Defining Education Strategy and Plan Each education plan starts with the identification of your overall corporate objectives and education goals. Through this assessment, we help you determine which product capabilities to incorporate and what skills are necessary to fully leverage them. Building Education Business Case

Based on your specific education goals we identify the performance measures that will best quantify your actual education success. By identifying quantifiable expectations early on, you can put key tracking devices in place to help measure your return on investment at completion. You can also leverage the expected metrics upfront to help build a compelling business case and economic justification for your education efforts.

Executing Education Plan

The planning, strategy, and metrics defined during the first phases of the process become the roadmap for your tailored education solution. Based on the specific timelines and objectives in our sample education plan, we help you select educational offerings from our wide-ranging curriculum, which includes over 750 total courses, 500 of which are web-based. The result is the right mix of content, timing, and delivery vehicle to ensure managers, project team members, and end users receive the information necessary to optimize their role throughout each phase of the project plan. This way, you can ensure each audience obtains the knowledge in one stage to be successful in the next.

Measuring Return on Investment

With your predetermined education metrics already in place, you can easily measure your return. Are your process times quicker? Are there fewer call center calls? Have your support costs decreased? Understanding quantifiable returns helps you build the case for future and continuing education efforts, as well as fully realizing the value of a complete education solution.

In the past, customers have been challenged to provide detailed analysis on the benefits of software training investments. PeopleSoft ROI for Training goes beyond simple cost comparisons between online and classroom training. The tool identifies ROI metrics that correspond to an organization's unique business process improvements. In addition, the tool provides customers with instant ROI calculations that predict reduced attrition, improved cycle times, increased productivity, and reduced costs.

PeopleSoft ROI for Training identifies the performance metrics that best quantify software education success. With the tool, customers can apply key tracking indicators to help measure return on investment throughout the project. In addition, these tracking indicators enable customers to uncover trend information, helping to optimize the ROI on future education projects.

Executive Education

With a better understanding of the technical, analytic, planning, and strategic implications of PeopleSoft solutions, your management team can provide the long-term guidance and day-to-day oversight to create a more effective system.

Managers set the direction for the solution and its accompanying business processes. They build organizational buy-in by communicating the tangible, role-based benefits of the new technology and processes, as well as the high-level opportunities for increased return.

Because of their central role in the success of an enterprise solution, managers must have a solid understanding of the capabilities of an application and its implications for new and existing business processes. That's why PeopleSoft Education has developed a comprehensive curriculum of management-focused courses to provide managers with the knowledge they need to guide these critical projects.

Product overview courses help managers understand how PeopleSoft applications and technologies can build value for the organization. This understanding enables them to tie the solution to specific business processes and benefits, and make more effective decisions about the resulting strategic direction. They can then articulate these benefits to end users to boost organizational buy-in for the solution. With everyone playing from the same book, the entire system works to build greater value for the organization.

Project Team Education
PeopleSoft Education provides your project team with the essential technical skills for faster, more strategic, and more effective implementation, optimization, and upgrade efforts.

To maximize the return on your implementation or upgrade, your project teams need a higher level of technical instruction. With a better understanding of the underlying architecture, workflows, and capabilities, you can accelerate your project while reducing its cost and risk.

PeopleSoft Education helps ensure the success of your projects by giving your project teams the most comprehensive PeopleSoft technical and process training available. As the global leader in effective PeopleSoft education, we can teach your IT teams the skills they need to plan and deliver projects faster, more cost-efficiently, and with minimal risk. We're in constant contact with PeopleSoft strategists, planners, and developers, so we know best the skills that can help you deliver a more effective PeopleSoft solution. And, we're the first to learn of recent technical advances, giving us a head start on incorporating these elements into our offerings. The end result is more effective and valuable project execution for your entire organization.

End User Education
Get more from your PeopleSoft investment by providing your end users with the skills they need to increase productivity, accelerate familiarity, promote accuracy, and build greater confidence. The User Productivity Kit (UPK) is PeopleSoft's next generation end-user training solution: a multi language content and development platform that enables you to quickly, easily and cost-effectively produce and deploy customizable multiple end user education deliverables.

Offerings:
PeopleSoft Education provides a "blended training" delivery model. This model incorporates both the traditional instructed led training with eLearning. Combining eLearning with traditional classroom instruction enables today's corporations to custom fit their training programs. "

Classroom Education:
For certain skills, there's no substitute for the face-to-face training possible in a classroom, especially for project teams that may face unique technical challenges or implementing an entirely new type of architecture or business process.

We have developed a range of options to make this classroom time more effective.

- PeopleSoft Education limits the class size to ensure a high level of instructor/student interaction and support.
- PeopleSoft's 240 certified instructors have extensive field experience so they bring a real-world approach to methodologies, processes, and tasks.
- To ensure the greatest transfer of skills, we structure courses so at least half of the classroom time is spent in hands-on activities.
- PeopleSoft instructional developers incorporate the latest technical and teaching practices to ensure greater understanding and higher knowledge retention.
- PeopleSoft Education has the flexibility to conduct classes at your site or in one of our state-of-the art education facilities.

eLearning
Web-based education can significantly stretch your education budget. By eliminating travel time and expense, you can transfer critical skills to more project team members than traditional teaching techniques. Team members can take courses online at their own pace and within their work schedule. They get the skills they need, when and where they need them most. And, because our web-based courses easily scale, we can accommodate corporate-wide IT education efforts as easily as on-going, individual skills updates.

On Demand Web-Based Education for Project Teams
On demand courses teach skills using a combination of online audio, presentations, and application demonstrations. Project team members can take the classes they need 24 hours a day, seven days a week.

Project team members are constantly in demand. With limited time and unlimited requests, it's often difficult and expensive for them to learn the skills they need to maximize the value of a new PeopleSoft application. With on demand web-based education courses, PeopleSoft Education provides a flexible mechanism for obtaining critical skills.

On demand courses are available online 24 hours a day, seven days a week so they're ready whenever team members are to minimize the impact of training on their current slate of projects. They can learn essential skills when it's convenient for them—and more cost-effective for you.

Results-Driven Learning Design
Each on demand course is developed to provide immediately applicable skills. By tying the material closely to actual applications and processes, we help grow the real-world and conceptual skills necessary to get the greatest

performance from your PeopleSoft software.

These courses are more effective because they:

- **Simulate actual applications:** Team members' progress through each phase of an implementation or upgrade using the same steps and technology they'll use within the application.
- **Provide business process training:** Team members learn how the applications fit within the larger business process. This understanding enables them to better anticipate how their input impacts the entire workflow.
- **Test user knowledge:** On demand, web-based courses provide tests at each skill level. Experienced IT professionals can test out of courses where they already have the requisite skills. Other students can test their understanding of the material to ensure they'll have the knowledge to proceed to the next level.
- **Use effective learning techniques:** Every course is designed with the latest advances in education theory and technology to boost effectiveness and retention.
- **Leverage learning management systems:** On demand, web-based courses can work from within your learning management system to more effectively track project team skills, knowledge gaps, and training needs.

Live Web-Based Education for Project Teams

PeopleSoft Education live, web-based education combines the benefits of instructor-led training with the convenience of internet-delivered education. Many of these courses include hands-on exercises.

These real-time, interactive courses can be easily accessed via the Internet from anywhere in the world. This global availability makes it quick and cost-effective to incorporate the latest upgrade delta courses or late-breaking technologies. Without the added time and expense of travel, project team members are more apt to fine-tune their skill set.

The cost-effective convenience does not come at the cost of comprehensiveness. The interactive element of the webcast gives students a better grasp of the skills because they can see and hear their instructor and application demonstration in real time, right from their own desk. This collaborative and interactive learning environment enables students to ask questions as they see the task demonstrated

Many live web-based courses are initially available live, and then recorded for later use.

User Productivity Kit (UPK)

As your largest PeopleSoft audience, your end users play a key role in increasing the value of your enterprise applications. With the right set of skills, you can give this group the confidence, knowledge, and competency to achieve long-term success. As a result, you'll see faster acceptance of the solution and new application-related processes, and you'll be able to establish a higher level of capability and performance. Put simply—the more skilled your end users, the more value you'll get from your PeopleSoft solution.

Yet end-user education presents a unique set of organizational challenges. You need to create and synchronize business process documentation and training guides across multiple teams, locations, and phases of your project. In addition, you face many variables—fluctuating business processes, new hires, different applications and rollouts, operational schedules, and limited budgets—all of which hinder the effectiveness of end-user education.

You need a means to deliver a broad range of end-user education and support materials efficiently and effectively. At the same time, you need a solution that can keep pace with organizational change. The PeopleSoft User Productivity Kit does just that. One synchronized content platform that you can tailor to the way your business operates and that supports your end users throughout the software lifecycle.

User Productivity Kit Deliverables

The User Productivity Kit has the power and flexibility to simultaneously deliver multiple end-user education deliverables. In as little as 30 minutes you can record a specific task or action, and publish it into multiple formats such as classroom and web-based training, performance support, and documentation.

- **Instructor-Led Training**

  While instructors are critical to the effectiveness of the classroom, the education materials they use are the formula for success. Correct and relevant materials ease the teaching task, boost retention, and serve as future reference.

  The User Productivity Kit ensures your classroom materials are complete, comprehensive, and specific to your application and educational program needs. The provided PeopleSoft content acts as your starting point, providing a cost-effective source of ready-to-use materials. You can then build on this base with customized content that matches your specific processes. The authoring session and effort that creates instructor-led training materials can also generate web-based training and online performance support. This feature saves you invaluable time and makes it simple to provide multiple education and support deliverables to your users.

  Because the kit is easy to use, you can modify content quickly so education tracts mirror any changes in processes or applications. That means there's no disconnect between what users will learn in the classroom and what they'll see on the job. And, because the materials can be delivered electronically, you don't have to toss out expensive printed textbooks or manuals for every little change.
- **Web-Based Education**

  Web-based education is quickly proving to be an invaluable tool for delivering effective and cost-efficient training. These always-

		available courses provide comprehensive and consistent training that fits users' schedules and your budgets. Using the kit, you can create material for delivery via the web. These web-based courses make it possible to offer highly interactive, educational content at any time or location—without costly duplication of efforts. End users can access learning materials, participate in full demonstrations, and practice tasks without travel and with minimal impact on their work schedules and learn at their own pace. With the kit's support for multiple languages—including English, French, German, Spanish, Brazilian Portuguese, Italian, and Swedish—users can even access information in their own language and still enjoy the same relevance and consistency. ❑ **Performance Support** Try as you might, educational efforts don't stop during training. As soon as they return to their jobs, end users typically forget 70 percent of what they've learned—even with the most effective training programs. Help desks are then left to fill the knowledge gap, often being overwhelmed with requests when the system first goes live. The User Productivity Kit helps smooth this transition by providing a ready reference for end users. Using content created by the kit, you can provide role-based online help materials. Users can simply click on the content to refresh their memories. This easy access to comprehensive information eases the burden on the help desk, provides faster answers to user questions, and ensures processes get executed properly. ❑ **Documentation** As the kit records transactions, it automatically generates supporting documentation detailing the proper step-by-step procedures of how each process should be conducted. This in-depth record provides future reference for educators, end users, developers, and planners. For those users who prefer to learn the traditional way, the User Productivity Kit also generates Job Aids that teach users how to perform their daily tasks.

	What is the timing of training credit validity? (CCI plans to conduct a phased roll-out over 14 months, and desires to have training credits available through that time frame).	Please see the chart below for pricing and expiration date details on PeopleSoft training units. PeopleSoft Education utilizes training units to purchase all training solutions. Training units can be purchased in bulk quantities at significant savings. These units can then be applied toward projects defined by you for tracking usage and training history. Units may be applied towards training at your site as well as training in a PeopleSoft facility. Training units may be converted for other training solutions as well.

<table>
<tr><td></td><td></td><td>Training units are purchased in a quantity based on the licensed software applications, the platforms on which those applications run, the size of the organization, and other factors.

Training units can be applied towards the End User Training Kit, Knowledge Center Live WebCast, User Productivity Kits and OnDemand offerings.

CCI can purchase education units for the following standard fees:

<table>
<tr><th>Number of Units</th><th>Price Per Unit (US$)</th><th>Expiration Date</th></tr>
<tr><td>1 – 24</td><td rowspan="7">REDACTED</td><td>1 Year</td></tr>
<tr><td>25 – 99</td><td>1 Year</td></tr>
<tr><td>100 – 199</td><td>1 Year</td></tr>
<tr><td>200 – 299</td><td>1 Year</td></tr>
<tr><td>300 – 399</td><td>2 Years</td></tr>
<tr><td>400 – 499</td><td>2 Years</td></tr>
<tr><td>500+</td><td>2 Years</td></tr>
</table>
</td></tr>
<tr><td>3</td><td>What flexibility do you provide in terms of locations for training courses? Would you conduct training at CCI divisional locations, if required?</td><td>We provide onsite classes at a PeopleSoft Education location, your facility or via the PeopleSoft Knowledge Center.

PSE has over 250 certified instructors teaching in over 200 classrooms at over 60 training centers around the world. Some of our Southeast facilities are located in Atlanta, Georgia; Washington, D.C; Orlando, Florida, Dallas, Texas; Houston, Texas; Austin, Texas and Bethesda, Maryland.</td></tr>
<tr><td>4</td><td>Please describe the user and system documentation that is provided with the software license. What other system and user documentation is available?</td><td>PeopleSoft 8 applications are delivered with a complete set of on-line context-sensitive HTML format product documentation called PeopleBooks. PeopleBooks help is delivered via CD-ROM. It may be installed on a network Internet web server for shared use among a group of users, or on individual user workstation computers, as required. PeopleBooks provide context sensitive help to enable users to get specific help about how to use a particular function or page (screen). PeopleBooks on-line help is developed and deployed using HTML files that users access through the use of a standard Internet web browser.

The documentation provided with purchase of software includes a hard copy installation and administrative guide and a single CD with the online documentation for PeopleTools and for your licensed applications. Updates and revisions to documentation are provided continuously on our customer extranet site, Customer Connection, which is available to customers on PeopleSoft's maintenance plan.

Each PeopleSoft Education instructor led class and Live WebCast course has a training manual provided for the specific product course that the student has enrolled. The PeopleSoft User Productivity Kit (UPK) is specifically focused on providing end user documentation/training and performance support system.</td></tr>
</table>

		For our project team training, we supply a student guide and reference mousepad. Each student has his/her own workstation for the duration of class. A datasheet on the User Productivity Kit is included for your review in the Additional Information section of this RFI Response.

PRICING

PeopleSoft Licensing Fees for Cox Communications, Inc.

This pricing is valid until May 31, 2004. Pricing is based on 21,600 employees and $5.8 Billion in revenue. Territory is North America.

License Fees

PeopleSoft Applications	License Fees
Wave I: Core Financials	
Supply Chain Management Applications	
General Ledger	

Accounts Payable
Accounts Receivable
Asset Management
Expense
Moble Time & Expense
Project Costing
Program Management
Procurement
e-Procurement
Inventory
Bar Coding (High Jump)

REDACTED
less license credit for World Applications
REDACTED
less Discount

Total Application Fees

REDACTED

* Already discounted at standard rate for this transaction value
Support Fees (of License Fees Annually)

License Fees

PeopleSoft Analytics:	**License Fees:**

Wave II:
Financial & Supply Chain Analytics:
Enterprise Portal
EPM Portal Pack
Financial Portal Pack
Investor Portal Pack
Internal Controls Enforcer
Enterprise Warehouse
Financial Warehouse
Enterprise Scorecard
Supplier Rating System
Enterprise Warehouse

REDACTED
less Discount

Total Analytics Fees

REDACTED

REDACTED

* Already discounted at standard rate for this transaction value
Support Fees (of License Fees Annually)

REDACTED

REDACTED

License Fees

PeopleSoft Applications (Wave II and Beyond)	License Fees
Wave II:	
Planning:	
Demand Planning	
Inventory Policy Planning	
Supply PlanningMulti-Site Material Planner	REDACTED
	less Discount
Total Planning Application Fees	
Additional Application Modules	
(Based on prior interest level)	
Strategic Sourcing	REDACTED
e-Settlement	
Catalog Management	
Services Procurement	

* All individual application modules discounted at . rate

All modules as described above have Support Fees of annually per module

Training classes, training materials and number of training hours included in your price.	Training units are not included in the software license fee. A comprehensive training plan can be developed for all the roles on the project team that will outline the specific classes and numbers of days each member will need to become proficient in the PeopleSoft skill set necessary for a successful implementation. Training requirements vary for each individual on your project team. We can help you develop a training plan and budget by providing recommendations on which individuals should take which classes and which tools should be used to ensure success. CCI can purchase education units for the following standard fee:

Number of Units	Price Per Unit (US$)	Expiration Date
1 – 24	REDACTED	1 Year
25 – 99		1 Year
100 – 199		1 Year
200 – 299		1 Year
300 – 399		2 Years
400 – 499		2 Years
500+		2 Years

Warranty and Support

Committed to Your Success

PeopleSoft is committed to ensuring customer success and satisfaction by building quality products and delivering cost-effective, results-oriented service and support based on your unique organizational needs.

PeopleSoft Consulting

When it comes to releasing the value of PeopleSoft 8, only PeopleSoft Consulting can give you the inside track. With 2,700 consultants worldwide and the experience of more than 2,200 consulting projects, PeopleSoft Consulting is the leading provider of implementation, optimization, and upgrade services for customers creating a real-time enterprise. PeopleSoft Consulting delivers a comprehensive set of services to streamline our customers' PeopleSoft projects, reduce risk, and deliver optimum results—on time and on budget. By collaborating closely with our customer teams, we accelerate the speed of knowledge transfer and help our customers achieve the highest value from the successful deployment of their PeopleSoft solutions.

PeopleSoft Support

Your investment in PeopleSoft extends well beyond the purchase of your system. PeopleSoft Customer Support delivers an extensive suite of industry-leading, integrated global support services. Combined with our innovative self-service tools—available 24 hours a day, seven days a week—PeopleSoft Customer Support keeps your PeopleSoft applications running smoothly. Whatever your support needs, we deliver programs that are tailored to your business requirements so you can focus on what you do best: business. Reduce system downtime. Maximize system efficiency. Gain competitive advantage. PeopleSoft Customer Support, powered by people committed to your success.

PeopleSoft eCenter

PeopleSoft eCenter is the industry-leading solution for deploying, hosting, and managing PeopleSoft pure Internet enterprise applications. As part of PeopleSoft, we are unmatched by any other hosting services provider in the industry in our focus and expertise in PeopleSoft application hosting. eCenter provides customers of all sizes—emerging, mid-market, and large—with a choice for their enterprise application management needs, offering an end-to-end, scalable, secure, and affordable hosting solution. Offering a solution that is straight from the source of our own applications, eCenter delivers a single point of accountability, rapid deployment, ongoing service and support, and flexibility of the hosting infrastructure. By entrusting their complex application infrastructure and management needs to us—through our flexible hosted solutions and leveraged infrastructure and services—our customers are free to focus on their core businesses.

PeopleSoft Education

PeopleSoft Education means more than training. It means increased productivity, lower help-desk costs, and faster results due to insights not available from any other training provider. From project-team to application-user training, you get the right knowledge for the right people, at the right time—whether that's over the Internet or in the classroom, at your location or ours. Whether you're implementing a PeopleSoft solution for the first time—or optimizing or upgrading your existing PeopleSoft system—expert and timely training from the source is your inside track to rapid business results and ultimate self-sufficiency.

1 Describe telephone support services provided. Discuss:

- Timeframes (24 by 7, 8 to 5, etc)
- Types of assistance available during these times frames.
- Levels of support

Timeframe:
Global Support Center sites are located around the world to help solve your PeopleSoft product issues. You can reach the Global Support Center by calling the GSC office in your country (listing of local numbers is available in the GSC directory on Customer Connection) or the office closest to you as listed below:

Region	Call
North America	1 800 477 5738 (9:00 a.m. to 6:00 p.m. Pacific Time)
Asia Pacific	Singapore: 65 832 2144 Sydney: 61 2 9413 0140 Tokyo: 81 3 5432 7681
EMEA	Amsterdam: 31 20 462 5555
Latin America	Sao Paulo: 814 550 3504

After regular business hours, you can receive live support for critical issues through our globally deployed follow-the-sun program.

Assistance Types:
To provide you with high quality product support, the Global Support Center offers a variety of services on Customer Connection, which is your gateway to PeopleSoft Support Services in a secure and customizable environment. We've designed these services to help you derive the maximum benefit from your PeopleSoft investment. Following is a list of self-service options that you can access 24 hours a day:

- Online support.
- Resolution database.
- Updates and fixes.
- Tips and techniques.
- PeopleSoft certified platform information.
- Links to important services.

		Levels of Support: While we do not guarantee the response times, the Global Support Center has the following target response times based upon case priority:Currently, there are three priority levels within the Global Support Center **Priority 1 -Critical- 24X7 Support for Production Critical issues.** This level is assigned to a major systems error that has a severe business impact—such as halting your production system or jeopardizing a go-live on a new product—and there is no work around available. The impact of a Critical priority problem deserves the direct and immediate attention of PeopleSoft support analysts and developers and should result in a resolution as rapidly as possible. **Priority 2 –Urgent** This level is assigned to a major systems error that has a temporary work around. The significant business impact and the nature of the work around dictate that the issue needs to be resolved within a fairly short period of time. The impact of an Urgent priority problem deserves the attention of PeopleSoft support analysts and developers to define a resolution date and deliver a resolution to the problem within a timeframe agreed upon between the customer and the Support Analyst. **Priority 3 – Standard** This level is assigned to an identified problem that doesn't significantly impact your ability to operate their business. Production, testing, or implementation can continue without jeopardizing deliverable dates. These issues are typically resolved in the service pack updates. Specific response times depend upon a variety of conditions. The terms and conditions describing PeopleSoft's Support Services offerings are defined in the PeopleSoft's Software Support Services Terms and Conditions in effect at the time Support Services are rendered. A copy of PeopleSoft's Software Support Services Terms and Conditions as of the date of this response are attached as part of this proposal. PeopleSoft reserves the right to change the terms and conditions of Support Services, at any time, without notice.
2.	Describe help desk support provided. • Hours of operation • Levels of support	Hours: Help Desk support is available 24 hours a day, 7 days a week. Levels: Please refer to response to Levels of Support above.

3	Describe technical support How is it provided (via email, telephone, etc.)? What levels of support exist? How are requests prioritized?	How: PeopleSoft Customer Connection, our online support site, provides constantly evolving channels of communication delivering the latest critical PeopleSoft product, news, and event information. PeopleSoft Customer Connection enables you to help yourself to the information you need to successfully implement your PeopleSoft system, move it into production, and optimize it to meet the information needs of your organization. Furthermore, our online information services invite you to Communicate with the entire PeopleSoft staff and user communities while reducing the number of calls you make into PeopleSoft. For instance, as a direct link to our Global Support Center analysts, Online Support provides solutions to your computing issues as well as an internet site for submitting your cases over the Web without having to reach for the phone. Our online surveys, various feedback mechanisms, and online forums invite you to tell us what your organization needs from PeopleSoft to prosper—whether it is additional services, functionality, or products. Plus, our Discussion Group website invites you to join group discussions online to learn how other members of the PeopleSoft user community implement and use their applications. In essence, our online information services reduce the number of telephone calls you'll make into PeopleSoft. And they promote open communications *with* you.
		What level: Please refer to response to Levels of Support above
		How prioritized: Please refer to response to Levels of Support above
4.	Do you publish frequently asked questions (FAQ)? If so, how are they distributed?	Plugged In is a PeopleSoft email service full of information for customers. Plugged In Newslink. This is a general news email , available in seven languages. PeopleSoft Plugged In for Updates. Customers can subscribe by product line(s) to an email notification service through Customer Connection that details the previous week's updates for their subscribed product line(s). This service is included in your maintenance agreement for basic services from PeopleSoft. Plugged In News for the Industry. Industry-specific news emails for financial services, higher education, and the professional services automation industry. Just the FAQs is a monthly email service from the Global Support Center. It is product specific and contains product information, troubleshooting tips, and advice from the analysts.
5.	Please describe your warranty?	Warranty information can be found in our software licensing agreement, a copy of which is included in the Miscellaneous

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		PeopleSoft Information section of this RFI response.

Please refer to PeopleSoft Support Services Overview, included in the Miscellaneous Information section of this RFI response for detailed information on support offerings.

APPENDIX A-BUSINESS AND FUNCTIONAL REQUIREMENTS

Detailed Business Requirements

Responses to "Consolidated Requirements 04-10" are included in a separate file in Excel format as part of this RFI Response.

CCI Essay Questions

Supply Chain Management Essays

	Supply Chain Management Essays	Vendor Response
1	CCI is currently implementing Dolphin Handheld Devices to support their barcoding needs. Please describe your ability to integrate with this barcoding product. Please include a list of all transaction types, inquires, and functions that can be completed within the handheld device. Please identify any additional software / hardware that would be required to interface with Dolphin.	PeopleSoft uses HighJump software to provide all of its barcoding transaction interfaces. PeopleSoft and HighJump have been successful partners since 1996. HighJump has assured us that they can interface with the Dolphin handheld devices. HighJump provides dozens of transactions types within PeopleSoft. Please reference the attached document for a complete listing of all the transaction types.
2	CCI creates job estimates which include material and labor costs as part of their project authorization process. Once the estimate is approved, a project is created and purchase requests and material orders are created to procure the approved material / labor list. Describe how you would automate this process within your system including all appropriate approval processes and approval routing options.	A parts list can be associated with a project. A project in an unapproved status would be considered an estimate. Using PeopleSoft Workflow, the estimate could be approved in a user-defined fashion (one or many approvals). Once the project is approved, requisitions could automatically be created. These requisitions could be sourced directly from inventory or could be turned into purchase orders and be sourced from vendors.
3	CCI would like to improve their demand planning and forecasting capabilities. What tools and application do you offer to assist with this process. How are these applications used? How do you differentiate yourself from your competitors in this respect?	PeopleSoft's Demand Planning application is a world-class forecasting tool. Numerous proven forecast methodologies are provided to create single level or multiple level (ex: Item-Warehouse-Region) forecasts. Collaboration tools are provided to allow many different people to create a single forecast. What-if scenarios can easily be investigated. The completed forecast can then drive the automatic creation of supply orders.
4	CCI plans on implementing workflow for Purchasing and Inventory transactions. This will include requisition approvals, stock request approvals, etc. Please describe the standard workflow tools and options available for each of these modules. Describe how orders can be routed (material value, item class, etc.), how alternate approvers can be assigned, how time limits can be established, e-mails can be generated, etc.	PeopleSoft Workflow allows for user-defined approval transactions throughout the entire system. Any transaction (requisition, purchase order, etc.) can be subject to workflow rules. Workflow routing can be based on a variety of parameters including material value and commodity type. Single as well as multiple approvers (sequentially or in parallel) are supported. Workflow rules for a specific order can easily be changed without changing the permanent rules for the same order type. Approvers can be notified by an alert on their homepage and/or by e-mail. User-defined time limits for approver escalation can also be defined.

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5	Strategic Sourcing. Describe your strategic sourcing tools. Focus on your ability to conduct reverse auctions, conduct spend analysis, assess opportunities, use e-invoicing and e-fund transfers, and vendor performance analysis. Discuss your tools ease of use including ease of navigation through the process (checklist), ability to set up vendor pre-requisites, and ability to define non-cost qualitative evaluation questions. Describe your tools ability to be used to email vendors and internal participants in the sourcing project without leaving the tool.	PeopleSoft's Strategic Sourcing application provides an integrated and powerful auctioning tool for all your product and services sourcing requirements. Auctions can easily be created with many user-defined and weighted qualitative bid factors (cost, warranty, etc). Vendors can be invited to an auction based upon the type of products they usually provide. Vendors as well as internal participants are notified by e-mail and can enter their responses using Excel spreadsheets if desired. Competitive and Blind-Bid auctions are supported. Multi-round bidding is also an option. The system automatically scores each auction and turns the results into a purchase order(s) or PO contract(s). Split sourcing is also supported. Complete spend analysis is provided. Vendors can send you invoices to automatically populate your AP system using PeopleSoft's eSettlements application. E-fund transfers and invoice dispute resolution are also provided for.
6	Contract Management: Describe your tools for managing contracts and tracking contract compliance and vendor performance. Describe how multiple contracts for the same item can be established for multiple vendors with vendors sourced based on lead times, regionalization, etc. Describe your supplier performance reporting tools.	Purchase Contracts allows you to establish unique terms and pricing rules for all the items you purchase from specific vendors. Contracts can be sourced to vendors based upon user-defined criteria such as lead time, price, region, etc. PeopleSoft's Auto-Sourcing application can interpret these rules and source to the proper vendor. Our Supplier Rating System application will track every element of a supplier's performance.
7	Supplier Collaboration: Describe the tools you offer to allow vendors to participate in the procurement process by submitting and updating catalogs, updating their own contact information, assessing demand, providing feedback etc. Describe how automated PO acknowledgements and advance shipping notifications can work. Discuss how vendors can updated purchase orders and what applications are necessary.	Vendors can participate in the procurement process using our Supplier Portal application. Using just an internet browser, they can view purchase orders, update their own contact information, create PO acknowledgements, create ASNs, as well as a variety of other functions. They can also submit/update their catalogs using our Catalog Management application. All of this in a secure environment without having to download any software in their systems.
8	Maintaining a standardized, consolidated, and up-to-date item master and vendor master is one of the most important aspects of the procurement process. Describe your systems ability to prevent the addition of duplicate items and vendors, apply standards, and upload new items / vendors into the system. Describe your systems ability to mass change information including item pricing and any additional management tools that you feel differentiate your	Item master and Vendor master tables contain comprehensive information that is used throughout the entire PeopleSoft system. Duplicate items and vendors are not allowed – many validations occur during data entry to prevent this. We provide the tools to upload these types of records into the system while still maintaining strict data integrity. We also provide secure mass update programs to globally change these types of records. Complete audit trails of all changes are also maintained.

	Supply Chain Management Essays	Vendor Response
	package.	
9	CCI currently uses FastFax to fax PO's directly to vendors. In the future they want to use EDI to transmit PO's. Fast Fax and EDI transmittals should include T&C's as well. Describe your package's ability to automatically fax and EDI purchase orders. Please comment on the ability to attach terms and conditions or other attachments online that are also included with the fax.	Unlimited comments and/or attachments are allowed for each purchase order. Purchase orders can be transmitted to vendors by fax, EDI, e-mail or secure XML transactions. All industry standard EDI transactions are fully supported within PeopleSoft.
10	The PO / Receipt / Invoice matching process provides CCI with the necessary controls to ensure a smooth payment process. Describe how matching works in your system. Include all different types of tolerances and exceptions that can be setup and what they are based on (item, vendor, etc.). Describe who reviews match exceptions, what tools are available, and how exceptions are corrected. Describer you two-way and three-way matching process and ERS capabilities.	Matching tolerances (% and $) can be defined at multiple levels including Item Category, Item, and Item/Vendor. We support 2,3, and 4 way (including inspection transactions) matching. Once an invoice is entered, the system continually checks the invoiced and received amounts/quantities until a match occurs. If the invoice does not match within a user-defined period of time, Workflow messages are automatically created to alert someone to the problem. Approvers are user-defned based on item, vendor, etc. ERS transactions are fully supported where invoices are automatically created and matched during the receiving process.
11	CCI currently has issues identifying and managing their excess inventory (currently defined as a quantity greater than the max quantity for the item). Please describe the different methods you provide to identify excess. Describe if / how the purchasing process will flag a user and warn / stop them if they are requesting to purchase an item for which excess exists within the organization.	Maximum levels can be defined for each inventory item. A customization would have to be done to calculate an "excess" amount based upon this maximum level and store it in the Item record. Currently, no warnings are given during PO entry to stop the purchase based upon excess inventory. If a requisition is entered, our Auto-Sourcing application can automatically source it from inventory and prevent it from becoming a purchase order.
12	Describe the functionality and processes available to reconcile the following "control" accounts from the sub-systems to the General Ledger: • Inventory • Inventory In-Transit • Received Not Invoiced - Stock • Received Not Invoice - Non-Stock	Each of these 4 types of transactions listed can automatically be assigned different control accounts. The Reconciliation by System Source report consists of detailed subsystem and GL journal transactions that are aggregated to the Business Unit, subsystem source, account, and fiscal period levels.

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13	In the future CCI plans on stocking and tracking material in individual trucks. Material will be transferred from the warehouse to replenish the trucks based on par levels established for each item. Users will scan / issue out material from their trucks as they use it. Describe how you would setup truck stocks in your system, what applications would be required to stock, track, and replenish truck stock, and the processes you would use.	Each truck could be set-up as a different Inventory Business Unit. A Business Unit is a user-defined place where inventory needs to be controlled (warehouse, division, truck, etc.) Each Business Unit (truck) can have unique inventory rules (min/max, safety stock, etc.) for each individual item. Our Inventory application would issue and track as well as replenish inventory for each truck. A process could be run on a recurring basis to evaluate all demand and supply parameters for each truck and make the appropriate stocking recommendations.
14	Some CCI systems have warehouses that operate in a hub / spoke environment. That is, the hub warehouse orders all material directly from vendors. The spoke warehouses then replenish their warehouses from the hub warehouse. Describe how your package supports a hub / spoke setup including automating the replenishment process, automating replenishment stock requests from hub to spoke warehouses, and taking into account spoke demand during the hub vendor replenishment process. Discuss how barcoding can be used to support this process.	Our Supply Planning application looks at all demand and supply elements for each item/warehouse combination. These could include min/max levels, safety stock, order demand, etc. Each item/warehouse combination could be sourced using different rules. Your spoke warehouse demand would be sourced from the hub warehouse and the hub warehouse demand would be sourced directly from vendors. Distribution Networks can be defined so that the proper hub warehouse would source the proper spoke warehouse. Of course, all spoke warehouse demand would filter down to the hub warehouse for sourcing. Standard barcode transactions would accommodate all the receipt and transfer transactions that occur.
15	CCI currently does not have a good tool to manage material returns to the vendor. Please describe in detail the functionality your application provides to return material to the vendor and what automated processes it drives (such as automated credit memo creation in AP, automated expected receipt notice for returns, etc.).	Return to Vendor (RTV) transactions can be created at any time, including PO receipt. An RTV transaction can automatically create a backorder on the original PO and/or a credit memo in Accounts Payable. User-defined reason codes can be entered for each RTV transaction. Each RTV transaction becomes part of our Supplier Rating System, which will track each vendor's performance in detail.
16	Describe your process to transfer material between warehouses, track open transfers, and review in-transit items.	Items can easily be transferred between warehouses with accompanying shipping documentation. Items that are in the process of being transferred are automatically categorized as "in-transit" in our Inventory application.
17	Discuss the different methods available to setup replenishment points and recalculate replenishment points. Discuss the factors that drive when an item is selected for replenishment and	Our Supply Planning application controls the replenishment of all inventory items. Multiple factors including safety stock, min/max levels, EOQ, forecast quantities, seasonality factors, and trending factors are taken into consideration. Once a Supply Plan is approved, purchase orders are automatically created and sourced

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	the reports that can be used to identify replenishment items. Discuss how items selected for replenishment can automatically generate purchase requests and purchase orders.	from the recommended vendors. Different stocking levels can be maintained for each item/warehouse combination.
18	Currently Cox engineers create designs for projects such as new constructions, upgrades and rebuilds. In order for components to be purchased or pulled from stock, a Bill of Materials must be generated from the design with specific Cox part numbers. Currently this process is done manually. Please describe the functionality and or technology available to integrate a construction design generated from a Drafting & Design system (i.e., CAD) into your main ERP system for the purpose of creating a detail Bill of Materials (BOM). Explain the different methods within the ERP realm in which the BOM can be generated then be submitted for release and/or entered as a purchase requisition.	PeopleTools (our development language) would be used to write an interface into a third-party CAD system. Integration to third-party legacy system is a real strength of our system. The end result would be a Cox Bill of Materials with your specific part numbers. This BOM could then be used to attach a parts list to a project. After the project is approved, purchase requisitions would automatically be created.
19	Describe the different ways vendor pricing can be setup in the system such as catalogs, price lists, standard prices, price breaks, etc. Discuss the default pricing hierarchy when creating a purchase order. Discuss how contract pricing can override default pricing if applicable. Discuss how pricing history is tracked and audited. Discuss how savings reports can be produced showing actual purchasing costs vs. catalog pricing purchasing costs or standard purchasing costs.	Vendor pricing can be set up in many places in the system. Pricing can be set-up (including qty breaks, if desired) for each item/vendor combination. It can be based upon a standard price with multiple price discounts attached to this standard price. Prices could also come exclusively from catalogs, which could be maintained by you or your vendors. If items are ordered against a contract, unique pricing rules on the contract would override all other established price rules. All changes to pricing rules are automatically audited by the system. Custom reports would have to be written to show cost savings.
20	Based on the requirements provided by CCI and your knowledge of the cable industry procurement and fulfillment processes, what modules do you feel are required for CCI (e.g. purchasing, inventory, order management, supply chain portal, work order). What additional modules would you see as	Here are the Supply Chain modules we are recommending: Purchasing, eProcurement, Inventory, Demand Planning, Supply Planning, Inventory Policy Planning, Supplier Portal, eSupplier Connection, EPM (Analytics), Supplier Rating System and Balanced Scorecard. Applications for the future could include Strategic Sourcing, eSettlements and Catalog Management.

	Supply Chain Management Essays	*Vendor Response*
	enhancements in the future?	

Capital Management Essays

	Capital Management Essays	Vendor Response
1	Provide an overview on how to Upload CAD information – includes material, BOM and statistical info for a project and sub-project creation. Indicate what methods can be used for the upload, from what sources (systems), identify the fields that would be required in the upload and the validations that would occur either in the upload or project review process. This refers to the ability of the software to extract content from a CAD drawing, not to attach a file.	PeopleSoft Integration Broker provides seamless integration to third party solutions including CAD. Depending on the CAD product Cox Communication selects, further investigation and scope would be required
2	Discuss security features around project setup, maintenance and visibility.	PeopleSoft security is set up by role. Roles are assigned to users for the various tasks they perform and then workflow can be used between those roles in order to route approvals etc. Security is also driven down to the project and below that to the individual activity level so that only individuals assigned to a specific project and/or activity within a project can post expenses to that designated project and/or activity.
3	Discuss the ability to adjust forecast for period to date actual activity and the ability to aggregate individual projects to project categories in order to tie to a higher level budget process (reconcile top-down versus detail-up capital activity.	As many different versions of a budget or forecast can be held for a project as needed. Adjustments can be made to the current budget or forecast or a new one entered for comparison. When adjusting labor PeopleSoft has a forecasting element in its time entry that will allow an individual to forecast there time horizon to complete projects/activities that will then automatically update the forecast in the project. Project budgets can be rolled up for comparison to a top down budget in several different ways ie by department, region, program (group of projects) etc. Going beyond that a project budget can start from an enterprise type of budget in PeopleSoft budgeting or with an interface another budgeting package.
4	Discuss the following. Billing System Work order request (ICOMS) – trigger of client request from ICOMS (work order) to Inventory transfer to Assets and interface to ICOMS, serial number used & captured throughout the integration process. Outline the integration points and hooks that are delivered or can be leveraged in the application.	PeopleSoft Enterprise Integration Points (EIPs) are web service connections that allow PeopleSoft applications to work smoothly with third-party systems or software and with other PeopleSoft applications. The Enterprise Integration Point (EIP) Catalog is a compendium of all EIPs delivered with PeopleSoft. It includes EIPs constructed by products in the PeopleSoft Financials, Supply Chain Management, Human Resources Management, Customer Relationship Management, and Enterprise Performance Management product lines. Further investigation of the Billing System Work Order to identify

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		the integration points is required to outline the integration points.
5	Explain how information from an external system (i.e. ICOMS) might be imported to the projects module to provide ROI calculations.	Information can be imported by several different means into projects. Underlying projects is a group of tables that is designed to catch and hold transactions. With an interface to the tables 3rd party information can be loaded into these tables. PeoplSoft can then report on items such as ROI and NPV using our analytics applications such as Project Portfolio Management. Risk and return for specific projects or a portfolio of projects can be compared and contrasted. Additionally projects can track revenue and billings that are associated with that project allowing for project P&L type of reporting.
6	Discuss the ability to perform the following on an acquisition based on appraisal information: Generate and capture accurate system statistics, at appraised value instead of book value – ability to add at NBV and remaining life. Explain capabilities to maintain multiple depreciation schedules for a single asset.	You can define an unlimited number of asset books per business unit. The number of books you use depends on your reporting needs—using multiple books enables you to keep multiple separate cost and depreciation rules for each asset. Each book allows for the entrance of separate cost basis and asset life information.
7	Discuss ability to enforce accurate asset description before interfacing from Projects, Accounts Payable into Asset Management. Describe the edits or validations that are available to ensure the description is populated.	The asset description field can be made to be a required field so that it will have to be entered. If this is the case then an asset cannot be entered without that description. If an item is in the item master or already in inventory then the asset description will already be defined as wanted and will default into the description field when purchased or paid for.
8	Describe the ability to define multiple asset books (CORPORATE, TAX, CA TAX, ACE) at least one of which posts depreciation to the General Ledger.	You can define an unlimited number of asset books per business unit. The number of books you use depends on your reporting needs—using multiple books enables you to keep separate cost and depreciation rules for each asset. Typically, organizations use two books: corporate and tax. Your organization may need additional books if it does business in more than one state or country. The depreciation criteria for each book are specified when you are adding assets or creating asset profiles. Asset profiles can then be assigned to a given asset either manually, or automatically if an item is purchased (through Purchasing and eProcurement), or payed for through Payables. The item will have an asset profile attached to it that will introduce the asset into assets with the appropriate books already defined based on that asset profile. One or all of the asset books can be defined to post to various ledgers in the General Ledger, which can also be multi-book.
9	Demonstrate capability to allow an outside contractor to update a project in the ERP system and restrict that same	Outside vendors can be tracked within the system and assigned to a project and/or activity. Security can be set on the project so that only individuals assigned to that project and or down to activity

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	user to only the appropriate tasks	level can access and update items on that particular project and/or activity.
10	Explain various methods of accrual of in-house, contract labor, and material. Discuss methods of distributing in-house labor between capital and expense projects. Discuss utilization of different processes for capturing labor costs.	Projects is integrated with Purchasing, eProcurement, and Inventory so that material can be directly charged against a project. Projects is integrated with Travel and Expense, and the PeoplSoft HR application for the accrual of expenses such as travel, and for the entrance of time against a project for labor hours. Projects is also integrated with General Ledger so that allocations from anywhere in the General Ledger (including other projects) can be performed. This allows for the accrual of any costs desired into a project. Additionally outside systems can be interfaced in order to allow the accrual of these costs from other than PeoplSoft applications. Labor can be divided into capital and expense categories even within the same project. When an asset is defined to be capitalized then the labor that is categorized to be capitalized can be added to the asset and the expense type of labor can be expensed.
11	**Sarbanes-Oxley Compliance** When do you expect to deliver full S-O compliance functionality – what is the timeline for developing the application. Explain how leading and COSO standards are embedded within the ERP framework and transaction areas to manage controls and requirements for Sarbanes-Oxley. Some areas of risk for CCI are CPE, inventory management for capital projects, visibility to contract management, thresholds around non-PO purchasing and aging of open work orders and projects.	In Q2 (June) 2004, PeopleSoft is delivering the Internal Controls Enforcer product. This product is aimed at complying with the 404-section of the Sarbanes-Oxley act. It will deliver 3 primary abilities: 1. Business Unit Accountability- providing the ability to push down into your organization the definition of current processes and sub-processes, the ability to utilize standard COSO risks associated and provided by our partnership with Protiviti. Along with those risks, define if the risk is mitigated or not.. and your internal controls to assure mitigation. Test and Action plans are included. The ability to provide senior management with a view into who at a lower level has signed off (using quarterly worksheets) attesting to no known change in the business processes. 2. Documentation the ability to either define and document inside of PeopleSoft or to upload current documentation already in place. 3 3) Monitoring – pre delivered queries will assist with a core set of standard business processes delivered. This will facilitate workflow notifications as any type of compliance issues arises.

Finance Essays

	Finance Essays	Vendor Response
1.	Describe the	PeopleSoft, as a standard feature, is integrated to both Vertex and Taxware to provide real-time updates to the sales/use tax tables. These tables are effective-dated, meaning any

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	Reconciliation process from Vertex and detailed ledger transactions. Include estimating tax at the purchase order line item, then adjusting, when necessary, at the invoice line item. What is the process for connecting and triggering the Geo Code validation on new entries and correction/adjustment items. Define the ability to provide sales/use tax descriptions from purchase order distribution lines to receiving, landed cost, and invoice entry.	changes are stamped with the date that the new rate goes into effect. Vertex detail is only the rates. The calculated tax is stored on the purchase order and invoice. At the time of receipt, the purchase order calculated tax amount is accrued in General Ledger. At the time of invoicing, the accrual amount is automatically reversed out of the "received yet not invoiced" account and the new tax amount based on the invoice is posted as the actual tax liability. This eliminates the need for any reconciliation. PeopleSoft tax tables are flexible in their definition. 1. First, the multiple jurisdictions are individually defined, for example: State of Georgia, County of Fulton and City of Atlanta. Each of these rates may point to a different accounting structure for later reporting and accountability. Next, a grouping table is setup to combine the separate jurisdictions together. For example, a grouping table for Atlanta will combine the Georgia, Fulton and Atlanta rates together to get a total tax yet still have the separate amounts available to post to General Ledger. PeopleSoft calculates the <u>estimated</u> sales/use tax on the purchase order using the distribution information at the detail line level. The distribution information allows a single line item to be shipped to one or multiple destinations. The destination is used against the tax tables to determine the applicable tax rate. During receiving the purchase order information is passed on so a duplicate calculation will not be necessary. In the case that the receiving changes the destination location, the sales/use tax will be recalculated. Also, the receipt triggers the accounting entry to accrue any tax liabilities. Once the invoice is entered into Payables, the sales/use taxes are calculated by using the distribution information on the invoice. Invoices with a purchase order can automatically retrieve all detail information from the purchase order and copy it on the invoice. Matching can be set up to compare the invoice sales/use tax against the purchase order estimated sales/use tax to determine if any discrepancies exist. Any landed costs that occur will generate an invoice (supplier voucher). Those costs, only if taxable, will also be used to calculate sales/use tax.
2.	Describe the process to interface tagged information (ex. subscriptions, travel, country club dues and other employee compensation for PR taxing purposes) from AP to PR for inclusion in payroll calculations.	Although, PeopleSoft's Payroll solution has a standard API to feed in any additional inclusions, a minor customization will be required to select Payables expenses and decide which employees those expenses occurred against so those expenses may be passed on to payroll as non-payroll compensation. As another approach, non-payroll compensation can be setup in payroll for each employee receiving those benefits and a reconciliation report between Payables and Payroll can be created to compare those costs. This would eliminate the need to create the allocation logic if the non-compensation solely originated from Payables expenses.
3.	What is your recommended best practice around payroll garnishments? Cox's current process is calculated payroll interfaced to GL with no detail visibility	The PeopleSoft Payroll solution handles all garnishment processing within itself, meaning any checks needed to pay to other parties due to garnishment are created within the Payroll's payment process. On the other hand, if you use a non-PeopleSoft payroll application that relies on a payables application to produce these payments, the PeopleSoft Payables solution has a standard API (application program interface) to feed in only the payment information so to generate checks. This process will rely on the payroll application to generate all general ledger journal entries since the only use of PeopleSoft's Payables is to produce payments. If this is not the desired integration, then finally, PeopleSoft's Payables solution also has an API to accept information in the form of a voucher (called Voucher Build) and this will create the a voucher to be paid during the appropriate payment cycle. This voucher can have a special

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		voucher type that will control the accounting distribution to be something other than a standard payables transaction.
4.	Discuss the ability to support trade receivables. ICOMS is the system used for Customer Billing, Cash Applications and customer account management. This information would be interfaced to the ERP on a monthly or daily basis. Please describe the optimal process and location for this information in the ERP	To support the Trade Receivables .. PeopleSoft would propose utilizing our Project Costing application in conjunction with our Contracts and Billing applications. Also, our General Ledger supports allocations which could assist in reducing the prepaid voucher account, as vouchers are used. Our understanding of this requirement was to track work that was being performed for a customer, say a restaurant chain. And rather than receiving money for this work.. you would, instead, receive food vouchers. You needed to track the usage of the food vouchers to reduce the outstanding "prepaid asset" you held. Establish a Project in Project Costing with the appropriate amount of detail visibility as you may require for analysis purposes. Establish a Contract which will facilitate billing the customer upfront and processing this invoice all the way through to becoming an AR item. In Cash Receipts, utilize a cash receipt account that, instead of point to CASH, points to PREPAID FOOD VOUCHERS. This would effectively setup the prepaid asset. Also, establish an allocation in GL that would allow for looking into our Projects application for the monthly usage and then dr/cr appropriately to reduce the prepaid asset and hit an offset account. Track your costs for performing the work (ie, Payables expenses, Employee time, etc) and record those to the project (either by using PeopleSoft applications or by interfacing these transactions into our Project Costing application). No invoice would be generated to the customer. until the "prepaid" amount was worked down first. Our UTILIZATION calculations in our Contracts application would support this. Once you begin to USE the food vouchers, simply record the usage in our Projects application. A General Ledger allocation would be utilized to look into Projects for the monthly usage and make the appropriate dr/cr to reduce the prepaid asset.
5	Describe your best practices around record retention timeframes for a company the size of Cox Communications (Example: Number of years of transaction data).	Since these jobs can be scheduled, you may choose to run them as frequently or infrequently as you desire. A number of companies archive ledger data that is over three years old once a year. This is because in financial reporting normally you include the last three years worth of results. Therefore, you may not need anything older for current reporting. There are specific retention guidelines for certain types of records. However, with archiving you are simply moving data off the primary transaction tables and into other tables on the database. In this way you're not destroying any records just freeing up space on the transaction tables for better processing and reporting performance.
6	Within your package, you provide user flexible fields. If Cox chooses to use the flexible fields, are they automatically incorporated in the standard reports, or will the standard reports require modifications to display the flexible fields?	All "Activated" ChartFields are included on standard reports. Only "Inactivated" ChartFields are not displayed on pages, reports or in prompt lists and are not included in indexes. While not displayed, they are not removed form records or pages, which significantly reduces configuration time and effort.
7	What are the recommended best	To keep the drilldown capability you would need to archive the detail that you want to drill back to. PeopleSoft supports the full archive process of first archiving the data to our online

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	practices for archiving sub ledger information and summary GL information to keep drill down capability?	history tables. You would be able to report and inquire off the data as well as drill down to sub ledger data. After an acceptable period of time, that data may then be archived to electronic storage media.
8.	Provide real life examples of chart of account design for companies similar in structure to Cox Communications.	PeopleSoft General Ledger gives you the flexibility to define your own unique chart of accounts that may be tailored to your specific needs through our Standard ChartField Configuration. Standard ChartFields may be used to support your chart of accounts. For example, you may use our Business Unit for your Company identifier, Account (for both object and sub account). Department, Operating Unit for Market or Division, and Product Line for Line of Business. The following configuration actions can be performed using the standard Configuration:

- ❑ Change the display order of ChartFields on pages and reports.
- ❑ Relabel long and short names (descriptions) of ChartFields.
- ❑ Inactivate or activate ChartFields.
- ❑ Change the display length of ChartFields on pages and reports.
- ❑ Change Related ChartFields for IntraUnit Affiliate ChartFields.

Standard ChartField Configuration

Status	Order	Field Long Name	Field Short Name		Display Length	Affiliate Type	IntraUnit Related ChartField
Active	1	Account	Account	Relabel	10		
Active	2	Alternate Account	Alt Acct	Relabel	10		
Active	3	Operating Unit	Oper Unit	Relabel	8		
Active	4	Department	Dept	Relabel	10		
Active	5	Budget Reference	Bud Ref	Relabel	8		
Active	6	Product	Product	Relabel	6		
Active	7	Project	Project	Relabel	15		
Active	8	Affiliate	Affiliate	Relabel	5	InterUnit	Business Unit
Inactive	99	ChartField 1	ChartField 1	Relabel	10		
Inactive	99	ChartField 2	ChartField 2	Relabel	10		
Inactive	99	ChartField 3	ChartField 3	Relabel	10		
Inactive	99	Class Field	Class	Relabel	5		
Inactive	99	Fund Code	Fund	Relabel	5		
Inactive	99	Program Code	Program	Relabel	5		
Inactive	99	Fund Affiliate	Fund Affl	Relabel	10	IntraUnit	
Inactive	99	Operating Unit Affiliate	Oper Unit Affl	Relabel	10	IntraUnit	Operating Unit

Activate | Inactivate | Preview | Configure

When planning how to configure your ChartFields to meet your reporting requirements, consider the following:

- ❑ How many ChartFields do you need?
- ❑ Can the existing active ChartFields meet your requirements or do you need to activate any of the expansion ChartFields 1, 2 or 3?
- ❑ Do you need to add additional ChartFields beyond the expansion ChartFields? We strongly discourage this because it makes applying future upgrades and application fixes more complex. We recommend using all of the delivered

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		ChartFields first before considering adding a new one. ❑ What should the length of each ChartField be? ❑ What descriptive labels (long and short) do you want to appear on pages and reports for each ChartField? ❑ In what order do you wish the ChartFields to be displayed? ❑ Do you use alternate account functionality? If so, alternate account must be active. ❑ Have you implemented PeopleSoft Projects or Resource Management? If so, the project ChartField must be active. ❑ Have you implemented PeopleSoft Expenses, Asset Management or Resource Management? If so, the department ChartField must be active. ❑ How many intraunit balancing ChartFields do you require, if any, and what are their related ChartFields? ❑ Do you wish to rename any of the delivered ChartFields? We strongly discourage this because it makes applying future upgrades and application fixes more complex. Instead, we recommend that you relabel the ChartField. ❑ Do you wish to delete any of the delivered ChartFields? We strongly discourage this because it makes applying future upgrades and application fixes more complex. Instead, we recommend that you inactivate the ChartField. ❑ Do you wish to reduce the field length of any of the delivered ChartFields? We strongly discourage this because it makes applying future upgrades and application fixes more complex. Instead, we recommend that you reduce the display length of the ChartField.
9.	Provide samples of delivered AP, GL, EX and AR reports.	Please see the Book of Reports
10	Explain the exception handling process for interface failures, rejections or corrections. An example is a failed vendor EFT or ACH payment - the transfer has not been processed and the bank submits a notification - how is that failure processed and re-addressed in Accounts Payable?	PeopleSoft's Payable includes the checking the control transmissions of ACH and EFT payments by a batching algorithm. During the transmissions, control checks are being transmitted back to verify the transmission was complete. In the event an error occurred, the incomplete batch is resubmitted.
11.	Provide description for interfacing subscriber refunds into Accounts Payable invoice, vendor & payment tables to	PeopleSoft's Payable solution has two features that will facilitate this issue. First, there's an API called Voucher Build that can be fed the refund information to create the invoice and payment to the customer. Secondly, to prevent the need to set up a vendor master for each customer being refunded, PeopleSoft Payables solution has a one-time vendor feature that allows invoices to flow through with all the vendor remittance data on the voucher instead of

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	enable remittance creation. Describe the functionality to support payment history, bank check clearing, interface from AP to GL and escheat processing. Subscribers are billed and payments are received within ICOMS – in some cases the customer is either overcharged or overpays on an invoice and the amounts needs to be reimbursed to them. CCI is seeking the process to take the information from third party billing system and interfacing into Payables for payment processing.	first being set up on the vendor master. This still allows any analysis to be performed on the vouchers, such as payment history. Escheatment is also a standard feature. Occasionally, an organization issues a check to a vendor, but the vendor does not deposit it. Perhaps the vendor goes out of business. Whatever the reason, the check becomes stale-dated. In rare cases, a stale-dated check must revert to the state if no legal heirs or claimants exist. PeopleSoft Payables enables you to reclassify the stale-dated check to an escheat liability account by debiting Cash and crediting Escheatment Liability. When users escheat payments, they enter an escheatment date. The system uses the date to control the accounting date for the escheatment entry. Payment Posting treats an escheated payment like a voided payment except that there is no option to close or restate the voucher liability. When users escheat a payment, the Payment Posting program creates accounting entries that reverse the cash entries to an eschcatment liability account, which users pre-define on the Accounting Entry Template. The system records the escheatment liability account to the vouchering GL business unit and the cash entry to the bank's cash GL business unit. If they are different business units, the system generates InterUnit entries.
12.	What self-service capability do you have for our vendors and internal customers? For examples viewing payment and invoice history - as a vendor or as an employee for expense reimbursements.	PeopleSoft's eSettlement solution is for vendor self-service. PeopleSoft Expenses solution is for employee self-service. ESettlements gives vendors the ability to view the status of their account by seeing a history of payments and any pending payments/invoices. Also eSettlements can give the vendor the ability to enter invoices and/or changes to their vendor date directly into system. All the vendor's updates can flow through workflow to be approved. Since PeopleSoft solutions are totally browser based (HTML).then all the vendor needs is a browser and access to the internet. PeopleSoft's Expenses solution too is totally browser-based and gives employees the ability to enter, update and view expenses anywhere there's access to the internet. Employees can also track expenses as they move through the approval process to be paid.
13	How easy is it to have the flexibility to change from a centralized to a decentralized payment process and vice versa? Currently, CCI uses decentralized invoice entry and centralized payment processing through a third party. If CCI, should decide to modify their processing structure – how complex a change would this be?	With PeopleSoft's Payables solution, centralized or decentralized payment processing is easily defined based on factors such as business unit, department, vendor type, bank account and many other criteria. The payment process cycle can be defined many ways and each cycle can filter out by criteria which invoices are to be paid and what method of payments. Each pay cycle can be defined to create an external file to be sent to a third party for checking printing or the external file can be directed to any server location on the network. Of course security is a factor in payment integrity and these rules applied to the pay cycle are only available to those users authorized. This flexibility is a standard feature to the PeopleSoft's Payable solution. The complexity is minimal and requires only table set up.

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14.	AR - Are there limitations (Numbers) on: • Collection Schemes • Customer Types • Bad Debt Methodology • Billing Schemes	• Collection Schemes PeopleSoft Receivables allows for an unlimited number of collection schemes to be defined. Each scheme can be associated with individual customers, customers assigned to a customer group, or ALL customers within a given Set-id. The Set-id concept allows for sharing of common definitions (business rules) amongst entities of Cox. It can also enforce that certain business entities (and their data elements… customers, vendors, etc.) are kept separate at all times. • Customer Types PeopleSoft Receivables allows for an unlimited number of user defined customer types. • Bad Debt Methodology PeopleSoft Receivables would utilize our Allocations capability in General Ledger to create an actual Journal Entry for Bad Debt. As to writing off items or identifying bad debt items, the methodologies are unlimited as discussed in Collection Schemes. • Billing Schemes PeopleSoft can facilitate several types of billing 1) Based on Contracts and tracking various details (construction in progress, ad campaigns, etc) which would utilize our Contracts and Project Costing applications to capture billing and revenue recognition details as well as various costs/statistics that you may bill based on. For example, all of the construction costs for installing cable into a development which might be passed on to the developer plus a set % increase (cost plus) or bill auto companies based on the number of ad commercials that are aired on a cable TV station in a given month. 2) Another method of billing is to capture transactions that have already been calculated by another system (ie priced) and simply use PeopleSoft Billing to produce the Invoice and create an A/R open item.
15.	Security/Admin rights with multiples business uses of AR module. There will be several applications of AR within CCI to address Telephony, Hospitality, Employee reimbursements and other non-subscriber related transactions - how can the security be managed to ensure that the customer and payment information is isolated from all users.	PeopleSoft provide several mechanisms to support this type of separation of data. 1) Set-ids – This concept allows for the separation of various business rules (Customers, Vendors, Chart-of-Accounts,etc.). A user accessing PeopleSoft can be limited to what SET-IDS they may access. Business Units - This concept allows the transactions of one business entity (company) to be kept separate from another. Again, users, when defined to PeopleSoft, can be limited to what Business Units they may enter transactions for.
16.	Describe the aging/collections scheme within AR system	Within PeopleSoft Accounts Receivable, the mechanism for notifying your collections staff, receivable specialists, etc is the ultimate in flexibility.

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	▪ Notification of past due, need to send to collections ▪ Multiple methodologies ▪ Are there limitations?	You begin by defining conditions that need monitored. For example, credit limits that have been exceeded. You then can define collection rules that determine what different collection methodologies (can vary by customer or customer group or Set-id) to implement. For example, a large balance invoice that is late could be routed to a very stern collection methodology including daily calls from a collections person, generation of dunning letters daily, and after X days, a call to place them with a collection agency. You can also define other "assessment rules" for things beyond just "collections" that need notifications. For example, the ability to reschedule a customer for a credit review (periodic reviews to update DUNS information, etc). The above items are tied together with a system controlled monitoring tool... the Condition Monitor. This process can automate workflow generation, dunning letter generation, statement generation, etc. All based on your collection methodologies as described above.
17.	Discuss options within flexible billing cycles (can support calendar month, other user-defined month, percentage completion or progress billing) with Multiple billing schemes	A billing cycle in PeopleSoft can be user defined. This is an attribute that you can assign to a customer. So that bills for all customers under billing cycle A can be segregated and processed together.
18.	Discuss your ability to support multiple AR GL offset accounts based on customer type or AR type.	PeopleSoft drives this by assigning an AR distribution code to the customer when defined. This distribution code is related to an AR Account. Every time journals are created needing an AR account, this information is pulled from the distribution code defined on the customer.
19.	Describe if you have flexible invoice formats (multiple formats needed) dependent on AR Type.	PeopleSoft delivers a number of pre-defined invoice formats in two different styles. One is developed in SQR. This facilitates very high volume invoices where the format is basically the same (with various controls for comments and placement of information on the form). The other style is using Crystal Forms. This allows for quick, easy, formatting of invoices. Using either scheme above, a default invoice format can be associated with a Customer. If the billing is being created by the method above using our Contracts and Projects applications (integrating with Billing), a default invoice format and be overridden on each and every Contract (ie default from Customer... override for each contract).
20.	Describe your lockbox processing, payment, and cash reconciliations process. Please provide a process flow and delivered API's or EIP's.	PeopleSoft delivers several means of processing payments, which include electronic payment processing. One step identifies Deposit Information (check#, amount, date, bank account and other identifying information, such as invoice #, BOL #, etc.). The second step is to APPLY the cash to receivable items. This step can be a manual process OR PeopleSoft delivers the Payment Predictor (an automated rules based engine for automating the cash application process including automating write-offs and charge backs for shortpays and small errors). The following depicts the Electronic Means of receiving Payments.

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		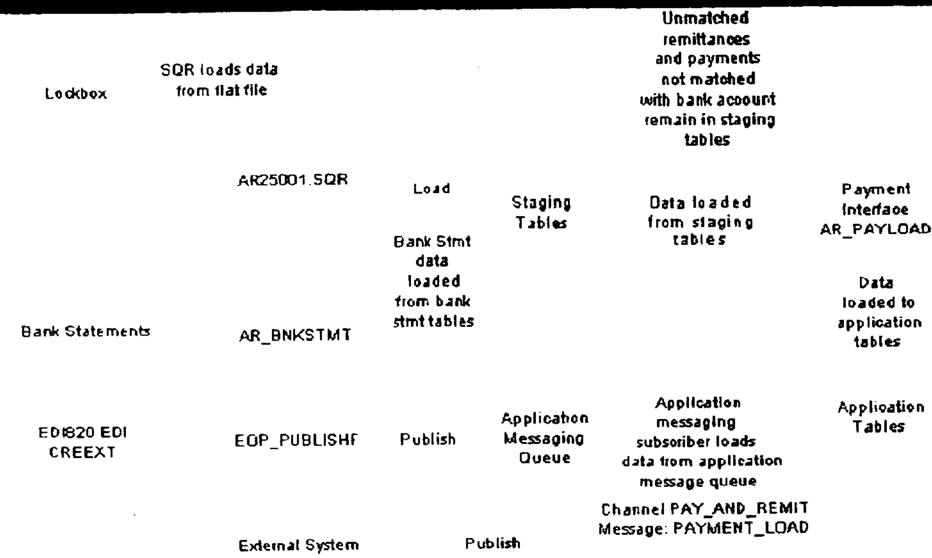 You will notice that this includes a Lockbox Interface (using a BIA accepted file format). This also includes the ability to bring this information in directly from a Bank via a Bank Statement (this would require our Cash Management Module) and the final electronic means… is EDI. Cash Payments can also be entered online. Once cash has been identified (payments built)… Cash Application is the next step. With either way of loading payments (electronic or manual)… the Payment Predictor can be utilized to automate the attempt at applying cash. The end result of this is either cash has been applied successfully (within tolerance per your definition) or human intervention is required in the form of a pre-built Cash Application Worksheet. This information is pushed from the Payment Predictor to a human… all ready to review and make manual determinations regarding the application path.
21.	Describe your ability to support electronic invoicing – EDI, email, or Fax (faxserver).	PeopleSoft delivers the ability to support EDI Invoices with our EDI MANAGER (standard component). This will facilitate the outgoing Invoices. Email Invoices are supported by an email that is sent from our Billing process informing a customer that an invoice is waiting for them in eBillPayment. From that process they can request an email copy of the invoice be sent to them. Fax Support would be an extension to the billing process. In Account Receivable, various documents can be emailed and/or faxed to customers by an integration point with a 3rd party software partner, MerKur.
22.	Program Cost – CCI is currently reviewing responses to a separate RFP for calculation of Programming Costs.	PeopleSoft's Payables solution includes a batch process called Voucher Build. Voucher Build reads external files to create vouchers and perform edits to ensure accurate table values. Voucher Build stages the data during the edits to prevent erroneous data from entering the system. Corrections can be done on the staged data or the staged data can be deleted so the corrections occur in the source external tables before rerunning Voucher Build.

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Royalties and other contractual based calculations. It is the expectation that Cost information will need to be interfaced into the Accounts Payable tables for invoice processing, payment and distribution to the General Ledger. Please describe the optimal process for interfacing this information into Payables for the process of paying and recording programming costs.	

ADDITIONAL INFORMATION FOLDERS:

The following additional information is included in the named folders:

Analytics Product Information

- **CFO Portal**
- **Enterprise Warehouse**
- **Financial Warehouse**
- **Internal Controls Enforcer**
- **Investor Portal**

Financial Solution Product Information

- **Accounts Receivable**
- **Accounts Payable**
- **Asset Management**
- **Expenses**
- **General Ledger**
- **Mobile Time and Expenses**
- **Project costing**

Supply Chain Solution Product Information

- **e-Procurement**
- **Inventory**
- **Purchasing**
- **Services Procurement**
- **PeopleSoft Barcode Transactions with HighJump**
- **High Jump End User Agreement**

Miscellaneous PeopleSoft Information

- **PeopleSoft Hardware Software Guide**
- **PeopleSoft Problem Resolution Guide**
- **PeopleSoft Support Services Overview**
- **UPK Datasheet**
- **Samples of Contractual Documents**
    - **Software Licensing Agreement**
    - **Schedule to Software Licensing Agreement**