Oracle's Open Market Model (OMM)
Frequently Asked Questions

THIS FAQ IS FOR TRAINING PURPOSES ONLY AND DOES NOT REPLACE Oracle’s Open Market Model (OMM) Global Policy. YOU ARE RESPONSIBLE FOR READING AND ABIDING BY ALL SECTIONS OF THE OMM GLOBAL POLICIES. Acceptance of any OPN member registration is at Oracle's sole discretion. Oracle's acceptance of an OPN member's registration may be revoked at any time for any subsequent noncompliance by the OPN member with the OMM Global Policies. The OMM Global Policies are subject to change or termination at any time at Oracle's sole discretion. Please refer to the OMM Global Policies for details as the OMM Global Policies govern all OPN member registrations.

Deal Registration FAQ:

Q: Where do I go to submit a Deal Registration?
A: You can submit a registration on the Oracle Partner Store (OPS).
https://partnerstore.oracle.com

Q: How do I get access into the Oracle Partner Store?
A: If other people at your company are already using OPS, then you should contact your Oracle Administrator to secure access. If your company is new to OPS, the first thing you need to do is request an account. Use the “Request an Account” link located on the OPS Homepage in the upper right corner.

Q: I already use OPS. Do I need a new access to submit a registration?
A: If you already have an OPS account, then no further action is required.

Q: Where can I go for training?
A: Oracle offers regular training webcasts for OPN members:
Deal Registration Training Calendar

Q: Who do I contact for support?
A: For technical support or system issues:
NAS: partnerordering-AMER_ww@oracle.com
LAD: partnerordering-LAD_ww@oracle.com
EMEA: partnerordering-EMEA_ww@oracle.com
APAC: partnerordering-APAC_ww@oracle.com
Japan: partnerordering-jp_ww_grp@oracle.com

Q: Who do I contact for questions regarding a registration?
A: APAC: ommmapac_ww@oracle.com
Japan: omm-office_ip@oracle.com
EMEA: emea-omm_uk@oracle.com
LAD: omm-lad-operations_br@oracle.com
NAS: dealregistration-nas_us@oracle.com

Q: Is there a minimum order size for registration?
A: In some regions, order size minimums apply.

Q: Where can I look up a product for deal registration?
A: All products available for deal registration are detailed in the OPS Product Table.

Q: Where can I find a list of products that are available for OMM deal registration in Japan?
A: Check the Japan OMM Product Table for a list of available products.
Q: How can I check the status of my deal registration?
A: Locate the registration on the Deal Registration List. The status is clearly displayed next to each registration.

Q: Are OPN members notified when registrations are approved, returned, etc.?
A: Yes, OPN members receive email notifications regarding the status of their registrations. Email notifications will be sent to the submitter of the registration.

Q: What is the difference between a Registration ID and an Opportunity ID?
A: A Registration ID is the number assigned when a deal registration is created. When a registration is approved, an Opportunity ID is created. The Opportunity ID is the important number. It should be used on orders, NSR requests, etc.

Q: I cannot access OPS and I have an urgent registration?
A: In most cases, OPN members can request that their VAD submit a registration on their behalf.

Q: Can other people at my company see my deal registrations?
A: The Oracle OPS administrator at your company can view all deal registrations for your company. In addition, an OPN member can add another person at their company in the Partner Contacts section of the deal registration in OPS.

Q: Are MSP (Managed Service Provider) transactions eligible for OMM resale registration?
A: No. MSP opportunities are not eligible for OMM resale registration. Standard opportunities that are resale registered and then booked as MSP transactions are not eligible for OMM resale contribution fees.

Resale Initiative:

Q: Do you have to be an Oracle Partner Network (OPN) member to participate in the Resale Initiative?
A: Yes, the Resale Initiative is open to certain OPN members (except the Cloud Registered level) to register net-new opportunities. You must be at the OPN Silver, Gold, Platinum or Diamond membership level with a valid Oracle distribution agreement and resale rights for the Oracle hardware, programs, services, and/or license levels you include in the registration. Please refer to the OMM Global Policies as well as the OPN Benefits Table Details web page for additional information.

Q: How does Oracle determine whether to approve a registration?
A: The OMM representative will qualify the opportunity for Resale by determining if the registration is eligible under OMM by confirming, among other things, that:

1. The end user customer is eligible per the OMM Global Policies
2. The OPN member has a valid OPN membership, Oracle distribution agreement, and applicable resale rights
3. The opportunity is net-new to Oracle, i.e., not already represented in Oracle pipeline system as an active opportunity

Oracle will make a reasonable effort to respond to the OPN member with Oracle’s acceptance or rejection within three business days from the date the deal registration was submitted.

Q: What is the process if multiple OPN members register the same opportunity?
A: If more than one OPN member submits a registration for the same opportunity, the first complete registration that is reviewed and approved by Oracle will be accepted.

Q: What if Oracle closes the opportunity directly despite my approved Resale registration?
A: Where Oracle closes an opportunity that was registered and accepted under the Resale Initiative, the registered OPN member will qualify for a resale contribution fee from Oracle that is 10% of the value of the opportunity for the eligible product(s) registered plus first year support. Fees must be requested in OPS. See the OMM Payment section below for instructions.

Q: How long is a registration valid?
A: In all regions, Resale registrations are valid for 180 days from date of acceptance by Oracle and they are good for one order. OPN members may request an extension to these terms if the order has not booked.

Q: Am I notified before a Resale registration is set to expire?
A: Yes, the system will notify you 30 days prior to the expiration date with instructions on how you can request an extension (resale only) using the OPS Deal Registration site.

Referral Initiative:

Q: Do you have to be an Oracle PartnerNetwork (OPN) member to participate in the Referral Initiative?
A: Yes. The Referral Initiative is open to all OPN members (except at the Cloud Registered level) who have knowledge of an end user who is interested in obtaining Oracle hardware, program licenses, and/or services.

Q: What is the benefit for the OPN member?
A: The Referral Initiative provides OPN members who do not distribute Oracle hardware, program licenses, and/or services or are not contractually allowed to distribute certain products, a way to earn money working with Oracle. Referring OPN members earn a fee (depending on region and product) when Oracle or a designated Oracle OPN member closes the referred opportunity. Please see the OMM Referral Rates Table for details.

Q: May I submit a referral registration for any Oracle product?
A: Most Oracle hardware, program licenses, and/or services with the exception of education and consulting are available for referral registration.

Q: How does Oracle evaluate whether my Referral opportunity is net-new?
A: The OMM representative will qualify the registration by determining whether the opportunity qualifies as net-new as defined in the OMM Global Policies. Oracle will make a reasonable effort to respond to the OPN member with Oracle's acceptance or rejection within three business days of the date the registration was submitted.

Q: How long is a registration valid?
A: In all regions, Referral registrations are valid for 365 days from the date of acceptance by Oracle and they are good for one order.

OMM Payments:

Q: What is an OMM payment and when should I submit a payment request?
A: There are two types of OMM payments – referral fee and resale contribution fee.

Referral Fees: You should request a referral fee once the opportunity that you referred to Oracle shows a status of Won in the Opportunity Status field in your Deal Registration list view.

Resale Contribution Fees: You should request a resale contribution fee if you learn that the registered opportunity on which you were working has been placed directly with Oracle by the end user customer and the Opportunity Status field shows as Won.

Q: How do I submit a payment request?
A: Locate the approved deal registration on your Deal Registration List in OPS.
- Click the arrow to the left of the end user customer name to expand the detail view.
- Click on the ‘Request Payment’ hyperlink at the bottom of the detail view

Q: Who is responsible for submitting a payment request?
A: Any person at the OPN member company who has access to the deal registration can request an OMM payment.
Q: How much time do I have to request an OMM payment?
A: Payment requests should be requested within 180 days from the date Oracle has invoiced, or for cloud orders has provisioned, the end user customer.

Q: Who can submit a payment request if the deal registration is submitted by the VAD on behalf of the reseller?
A: Either the VAD or the OPN member listed as the reseller can submit the payment request. However, only the OPS Administrator for the reselling OPN member will have visibility to the OMM Payment Details.

Q: What if the payment request button is grayed out?
A: Only approved registrations will offer the option to Request Payment. If the deal registration status is Rejected or Returned, then the Request Payment hyperlink will be grayed out. Additionally, if a payment request is already in process, the Request Payment hyperlink will be grayed out.

Q: Who can I contact if I have further questions about an OMM payment?
A: Contact your Regional OMM Payment Specialist:

NAS: OMPayments-NAS_US@oracle.com
EMEA: OMPayments-EMEA_RO@oracle.com
JAPAC: OMPayments-APAC_IN@oracle.com
LAD: OMPayments-LAD_MX@oracle.com

Q: Will I receive notifications when a payment status changes?
A: The OPS Administrator at the OPN member company will receive notifications as the payment moves through the processing steps.

Q: How do I click sign the acknowledgment letter?
A: An email notification will be sent to the OPS Administrator informing them that an acknowledgment letter requires their action. The following should be followed:

- Locate the deal registration on the ‘Deal Registration List’ page
- Click the arrow to the left of the end user customer name to expand the detail view.
- Click the ‘Acknowledgment Letter Available’ hyperlink at the bottom of the detail view.
- Scroll to the bottom of the page and click the ‘Acknowledgment Letter Available’ hyperlink under the Payment Request Lines section
- Select Payment Method and attach the required legal/tax documents listed for your region
- Click Save when done

Q: Will I be able to keep a copy of the acknowledgment letter?
A: Yes, a PDF file is available for you to download and print if desired.

Q: Who can click sign the acknowledgment letter?
A: Only the OPS Administrator can click sign the acknowledgment letter.

Q: Other than the acknowledgment letter, is there any other documentation I will need to provide?
A: Yes, depending on the region, certain legal tax reporting documentation will be required. The system will prompt you to provide the required documentation with the Acknowledgement Letter.

Q: What payment options are available to me?
A: The payment options are wire, check, or credit memo. Credit memo is not available in LAD.

Q: If our account with Oracle is past due, can the OMM Payment offset the debt?
A: No. An OMM payment cannot be issued to an OPN member who is showing a past due amount to Oracle.

Q: How long will it take to receive payment after the payment request is accepted?
A: The process can take up to 90 days after the end user customer invoice has been issued or provisioned, as applicable. Oracle makes every effort to ensure payments are processed quickly.

Q: Is there a way to view the cloud payment schedule?

A: Yes,. You can view the schedule by following these steps:

- Locate the registration on your Deal Registration List in OPS
- Click on the OMM Current Payment Status hyperlink
- This will show the Payment Request verification screen
- On the bottom portion of the screen all payments will be labeled with their status