User Guide: Support Service Renewals on Oracle Store
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Support Service Renewals on Oracle Store

Save Time, Renew Online

Here are five great reasons to join the many thousands of Oracle customers who have already made the switch to online renewals via the Oracle Store:

1. **Sign in is Easy**: Oracle Store Activation is fast, free, and secure.
2. **Anytime Access**: View pending, past, and future Support Renewals online 24/7.
3. **Simplified Management**: Easily manage and share your Support Renewals within your organization.
4. **Time Savings**: Renew online with a few simple clicks, using a variety of payment options.
5. **Ongoing Assistance**: An Oracle Support Renewal Representative is available to provide assistance.

Access and Accept Support Service Renewals

Access Support Service Renewals through the Renewal Reminder

120 days before your Support Service is due to expire, you will be sent an email stating that the Support Service Renewal is waiting for your acceptance on Oracle Store. The email notification contains your **Username** (your email address is your username) and **URL** links to:

- Renewal Quick Checkout
- Manage Renewals
- Eligible Promotions

**Oracle Store Instructions**

- To View Your Support Service Renewal Under the Support Service Number Stated Above and Complete Your Order: Click [Quick Checkout](#).
- To Manage Your Account and View All of Your Support Service Renewals by Their Applicable Support Service Number: Click [Manage Support Service Renewals](#).
- To View Eligible Promotions: Click [Promotions](#).

**Username and Password**

When visiting Oracle Store you will be prompted to enter your username and password. Please enter the Oracle.com username set forth below. If you have an existing Oracle.com account, enter your existing password for the username provided. If you do not have an Oracle.com account or have forgotten your password, please select the MyProfile Reset Password link located at [https://profile.oracle.com/myprofile/account/reset_password.jsp](https://profile.oracle.com/myprofile/account/reset_password.jsp) to create a new password.

Username: [Enter Your Username]

If you have questions regarding your order or require further information, please contact me at the e-mail address or telephone number provided below.

Regards,
You will be prompted to authenticate your **Username** and **Password**. If you have forgotten your Password it can be **Reset**.

**Note for First Time Access**

If you are logging for the first time to Oracle Store, select the My Profile **Reset** Password link available in the email notification you have received and enter the username (your email address) provided in the same email.

An email containing the instructions on how to reset your password will be sent to the email address associated with your account. By clicking on ‘Reset Password’ in that email you will be invited to create a new password.

Then sign in on Oracle Store and complete a registration form pre-filled with information related to your account to create your Oracle Store profile.

Enter the required information and click on “Create Store Profile”
Once the Oracle Store Profile is completed you will be taken to the Oracle Store Home Page. You should now be ready to access your Support Service Renewals on Oracle.

For any Oracle account related questions or issues, visit the Oracle Account FAQs.

Access Support Service Renewals through Oracle Store

Alternatively, after signing in, you can access Support Service Renewals from the Oracle Store Home Page.

The list of Pending Support Service Renewals will display as follows:

- **List of Annual Support Service Renewals** (Renewals that would require your annual acceptance and for which the technical support services will not renew automatically)
- **List of Auto Renew Support Service Renewals** (Renewals for which the Support Period is automatically extended for an additional Support Period)
### Annual Support Service Renewals

Pending your annual acceptance or pending Oracle assistance.

<table>
<thead>
<tr>
<th>Support Service Number</th>
<th>Customer</th>
<th>Term</th>
<th>Customer Reference</th>
<th>Amount</th>
<th>Renewal Method</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Jan 01, 2017 - Dec 31, 2017</td>
<td>(edit)</td>
<td>€900.07</td>
<td>Annual</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Feb 21, 2017 - Feb 20, 2018</td>
<td>(edit)</td>
<td>€6,541.61</td>
<td>Annual</td>
</tr>
</tbody>
</table>

### Auto Renew Support Service Renewals

Auto Renew Support Service Renewals cannot be added to a cart or checked out. To make updates to a Renewal that is set to Auto Renew, click on the Support Service Number.

The Auto Renew process begins 32 days prior to the start date of a Renewal. No changes can be made to an Auto Renew Support Service Renewal once the Auto Renew process begins.

<table>
<thead>
<tr>
<th>Support Service Number</th>
<th>Customer</th>
<th>Term</th>
<th>Customer Reference</th>
<th>Amount</th>
<th>Renewal Method</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Apr 01, 2017 - Mar 31, 2018</td>
<td>(edit)</td>
<td>€19,277.00</td>
<td>Auto Renew</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Apr 01, 2017 - Mar 31, 2018</td>
<td>(edit)</td>
<td>€733.24</td>
<td>Auto Renew</td>
</tr>
</tbody>
</table>
Accept a Support Service Renewal

From the Pending Annual Support Service Renewals list click on the Support Service Renewal Number you would like to review.

These are the Annual Support Service Renewal details that will be displayed.

When ready to proceed, click “Checkout”.

Click on the Annual Support Service Renewal to review the details.

Click “Checkout” when ready to proceed.
You can now **Confirm and Place Your Order**.

On the **Confirm and Place Your Order** page, you will be guided through the following steps:

- **Billing**: If different address required, click the “Edit” Button to update/change the Billing contact or address. If the appropriate address does not exist, you can enter a new billing address. If “Pay with Purchase Order” is selected as the Method of Payment, the Billing contact and address on the order should match the one on the attached purchase order.
- **Payment**: Click the “Edit” Button to select the Renewal Method for Future Support Periods (Auto Renew or Annual) and the Payment method (e.g. Credit Card, Purchase Order, Invoice, or POEF), and then Click “Save Changes”.

Click “Edit” to change the Billing contact or address.

Click “Edit” to select the Renewal Method for Future Support Periods and the Payment method.

Tick the box to accept the Terms and Conditions.

Click to accept the Support Service Renewal order.
Auto Renew is the process by which the Support Period is automatically extended for an additional Support Period unless such technical support services are otherwise terminated in accordance with the terms of the ordering document. Please review the Oracle Store Support Service Auto Renewal Overview for additional information.

- Annual would require annual customer acceptance and technical support services will not renew automatically.
- Note: The payment methods available may differ by country and the selected Renewal Method for Future Support Periods (Orders for some countries may be accepted using a signed Purchase Order Exemption Form, if a Purchase Order is not available)

- Terms and Conditions: At the bottom of the page, click on the “Terms and Conditions” to review them and check the “I accept the Terms and Conditions” box in order to proceed with the purchase.
- Place Order: Review the order for accuracy and when ready, click “Place Order.”

Confirmation of the Support Service Renewal Acceptance

The system will display an order completed confirmation message.
The accepted renewal will move into the History section and the Store acceptance email will be logged in the Oracle Store Message Center.

From the Home Page click “View Details” to view Support Service Renewals that are waiting for action or have been accepted/ booked. Select “History”, click on the Support Service Renewal you would like to review and then click on the “Messages” tab. Click on the “Your Oracle Support Service Renewal – Accepted” link to display the acceptance email detail.

Verify Auto Renew Support Service Renewals

From the Pending Support Service Renewals page, you can select the Support Service Renewals with ‘Auto Renew’ Renewal Method. Auto Renew Support Service Renewals cannot be added to a cart or checked out.

Auto Renew Support Service Renewal details will be displayed. You can select and update the ‘Customer Reference’, ‘Quote To’ and ‘Bill To’ details by clicking on the appropriate links. Auto Renew Support Services Renewals are set to ‘Pay by Invoice’ method by default. Optionally, you can enter a different method of payment (Credit Card, Purchase Order) up until -32 days from the Support Service Renewal start date. Click on “Change” to update the payment method if required.
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The information on ‘Auto Renew’ renewals can be updated up to 32 days prior to the start date, after which, the renewal will be locked and not editable. Renewal will be automatically booked at -32 days before the Support Service Renewal start date.

Additional Store Functions

Access a Support Service Renewal Ordering Document

After signing in to the Oracle Store using your Single Sign-On account, members of your organization in a Participant, Viewer, or Coordinator role (see “Collaborate through the Support Service User Group”) will now be able to access and download a copy of the ordering document which reflects the information shown on Store.

Your Ordering Document provides you with detailed information regarding your Support Service Renewals.

The Ordering Document is available to you by clicking on the “Ordering Document” link on the following pages:
- Pending Support Service Renewals
- Support Service Renewal Summary
- Saved Cart
- Checkout
Access Accepted or Future Support Service Renewals

After signing in, you can access Support Service Renewals that have been accepted/booked and future Renewals from the Oracle Store Home Page.

Click “Your Account”, then select “Support Services” to see options for accessing “Pending”, accepted (“History”) and “Future” Support Service Renewals.

Click “Ordering Document” and follow the prompts to access and/or download your Ordering Document for a Support Service Renewal.
Obtain an Invoice or Credit Note

You may access Invoice or Credit Note from the History list (already accepted Support Service Renewals). From the list of accepted Support Service Renewals, click on the Invoice or Credit Number you would like to review.

A ‘View renewals Invoice’ will be displayed as follows. If the Invoice/Credit Note has already been sent to you, you may want to use the ‘View & Download Invoice’ and ‘Email Invoice’ options as shown below.

If the Invoice isn’t ready you will see a message ‘This invoice is not currently available as we do not generate invoices before the invoice date. Your invoice will be ready to view, download, and email after the invoice date’.

If the Invoice is not available you will see a message “This invoice is not currently available. Please contact the Oracle Collections Team for assistance”.

The system will display the invoice in the PDF format.
Request Assistance on Support Service Renewal

You can request assistance for Pending and Future Support Service Renewals. From the list, click on the Support Service Renewal you would like to review. If you have questions regarding your Support Service Renewal, please click on the “Request Assistance” link. Your request will be routed to your Oracle Support Sales Representative, and you will receive an email confirmation of your request for assistance.

You will be prompted to enter text for your request of assistance.
Collaborate through the Support Service User Group

Support Service User Group provides you the ability to invite multiple users to collaborate on your Support Services Renewals and to share with them all of the Support Services information in your account.

As the Support Service Renewal owner, the individual to whom the support service renewal is published, you have the ability to start your own User Group, invite members to your User Group as Participants, Viewers or Coordinators as well as remove members from your User Group, as needed. You can also create and save carts on the Oracle Store for other members of the User Group to review and action as appropriate.

Create and Manage a User Group

You can navigate to the User Group from the Oracle Store Home Page to proceed with the creation and to manage User Groups.
As the Support Service Renewal owner, the individual to whom the support service renewal is published, you can start your own User group.

Then proceed with the invitation of the members you would like to add to your User Group.
You will be prompted to add the user’s email address and select the appropriate role. You can add users in either a Participant role or a Viewer role, based upon the access required:

- **Participant Role**: View, Accept Renewal and Request Assistance
- **Viewer Role**: View Renewal and Request Assistance
- **Coordinator Role**: View Renewals, Create and Save Cart, and Request Assistance

An invitation is sent to the user’s email address. The system will display the user’s email address under the column Username and the Status **Invited**. From that page you can proceed with the management of the users by adding further users (click on “Invite Members”) and by removing users (click on the red X).

**Become Member of a User Group**

Upon reception of an invitation to join a User Group, which allows you to access the Support Services Renewals of the User Group owner, navigate to the **Oracle Store Home Page** and sign in to proceed with the acceptance.

From the Oracle Store home page, click “Your Account”, then select “Support Services” and then select “User Groups”

Proceed with the acceptance of the invitation.
You will now have access to the Support Service Renewals and further Support Services information of the Owner of the User Group.

**Update Quote To Details**

You can change ownership for Pending Support Service Renewals. From **Pending Support Service Renewals**, click on "Update Quote To Details".

Click on “Update Quote To Details” to make any Support Service Renewal ownership changes.
In order to update the Quote To Details for a Support Service Renewal, the following information must be provided for the new Quote To contact:

- First Name
- Last Name
- Email Address (must be the same domain)
- Address
- Phone

Changing the Quote To contact removes the Support Service Renewal from the original Quote To’s Store Account.

**Update the Customer Reference Field**

The ‘Customer Reference’ field may be used for your internal tracking purposes. From the **Support Service Renewal Summary** page click on “Customer Reference”.

Customer reference fields of Pending Support Renewals can be updated in mass using a csv or xlsx file through the “Upload “ link available on the right side of the Pending Support Service Renewals screen.
Download Support Service Renewal Details

Summary and Detailed Download:
Summary and Detailed report can be accessed from the “Download” link found on the right side of the following screens: Pending Support Service Renewals, History, Pending and History View, and on the Active Cart page (for all Support Service Renewals within that cart). Downloaded information (no line limit) in these reports does not have any page filters applied.

Standard CSV Downloads:
You can download information (10,000 line limit) regarding your Support Service Renewals into a CSV file. The filter function is available for these reports. Standard report can be accessed from the “Download” menu item under “Actions” in the following screens: Pending Support Service Renewals, History, Pending and History View, Future and Saved Carts.
Access Help Topics

You can also access the Oracle Store Renewing my support service renewal Help page at the bottom of the screen. Further information is also available from the Online Support Service Renewal page.