

# Oracle Support Rewards

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## Quick Start Guide

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Oracle Support Rewards is a program dedicated to help your organization get the most out of your Oracle Cloud Infrastructure investment

## Oracle Support Rewards

**Oracle Support Rewards is a unique program that provides Oracle license customers with Rewards for using Oracle Cloud Infrastructure services. Customers using Oracle license software such as Oracle Database and Oracle WebLogic Server will reduce their spending on these licenses simply by using OCI.**

The process of redeeming accrued Support Rewards against an eligible Oracle technology support bill is very straight forward and involves the coordination of Oracle Cloud Administrator with the people in an organization responsible for the payment of Oracle Support invoices.

The following checklist is designed to facilitate the successful interaction between the two groups and to get you started quickly.

## How to use the Quick Start Guide

This quick start guide is in a simple checklist format to help guide you through the steps to ensure you have the accesses and permissions to manage and/or redeem Oracle Support Rewards. The guide focuses on the requirements of different roles and sequence of activities.

## Roles

- **Cloud Order Signee:** The individual who signed the OCI Cloud subscription order with Oracle.
- **Tenant Administrator:** The person in an organization who manages the OCI subscription tenancy, which is a secure and isolated partition within Oracle Cloud Infrastructure where you can create, organize, and administer your cloud resources.
- **Cloud Administrator:** This is the person an organization designates to manage & monitor Oracle Support Rewards accruals and who will manage who is authorized to redeem rewards.
- **Bill-To Contact:** This refers to the email address listed as the Bill-To Contact on the Support Invoice issued by Oracle. If you are unsure who is listed as the Bill-To Contact you may get assistance from [Global Billing Support](#).
- **Shared Invoice Access user:** Billing Center's "Shared Invoice Access" functionality allows Bill-To Contacts to delegate others to pay their invoices. Delegated users can also redeem the Bill-To Contact's Rewards against those eligible invoices.

# 1

## Ordering Document Checklist

### The Cloud Order Signee of the Oracle Cloud Subscription Order:

- Verify that the Ordering Document specifically states that the subscription is enrolled in the Oracle Support Reward program. If it does not, then the subscription has not been enrolled in Oracle Support Rewards and will not accrue rewards.

# 2 OCI Subscription Cloud Administrator Checklist

## The Cloud Administrator:

This is the person who will manage & monitor Rewards accruals and will manage who is authorized to redeem Rewards.

- Possesses security access to the [OCI Console](#) and the Oracle Support Rewards page
  - To get security access to the Oracle Support Rewards page users should contact the OCI Tenant Administrator for the Cloud Subscription to request [OCI Console access](#) and to be granted the appropriate [IAM policy](#) for the Oracle Support Rewards page.  
  
To use Oracle Support Rewards, the following **policy** statements are required.
    - To view Rewards:  
allow group <group name> to read support-Rewards in tenancy
    - To view and authorize users to redeem Rewards in the Billing Center:  
allow group <group name> to manage support-Rewards in tenancy
- Can locate the link that displays the Oracle Support Reward information
  - In the OCI Dashboard navigate to the menu in the upper left-hand side of the screen. Under “Billing & Cost Management” there is a link called “Oracle Support Rewards”
- Can visually see the Oracle Support Reward information with both summary and detailed views
  - Default view displays the number of Rewards available, the amount already redeemed, the percentage rate of accrual and any accrued Rewards set to expire within the next 30 days.
    - Can see the page but no data? Consider if enough time has elapsed since enrollment for Rewards to appear. Remember that Oracle Support Rewards are accumulated and displayed monthly in arrears, so you need to pay attention to the date you are viewing and appropriately manage expectations  
They are calculated on the last day of the month and are issued on the first day of the subsequent month.
- Has obtained a list of email addresses of the users who should be authorized to redeem Oracle Support Rewards
  - These are the email addresses of the users who will be redeeming the Oracle Support Rewards against eligible Oracle Support invoices
    - This is typically the people that pay Oracle Support invoices on behalf of the company
    - They may be in Accounts Payable or Finance or even IT
    - The email address **must** match that of the Bill-to contact on the Support renewal invoices that you wish to apply Rewards to those invoices as a payment method.  
The Bill-To Contact can later grant “Invoice Shared Access” in Billing Center to allow others to redeem Rewards against those invoices.
- Has authorized Bill-To Contact users to redeem Rewards.
  - Has added email addresses of people who will redeem the Rewards to the list users authorized to redeem Support Rewards using the “Manage Authorized Users” functionality.  
See [Oracle.com/Rewards](#) for helpful content on how to Administer your Rewards in the OCI Console.
- Each person authorized to Redeem Oracle Support Rewards has received an automated email confirming they have been authorized to redeem Rewards containing the Redemption Code for that OCI Subscription.  
If not, please double check that they are listed as an Authorized User in the OCI Console.

# 3 Accounts Payable Checklist

## These are the users who pay Oracle Tech On-Premise Support Invoices.

They should be the Bill-To Contact on the Support invoice **OR** be set up with "Invoice Shared Access" to pay the Bill-To Contact's invoices in Billing Center

- Can navigate to Oracle Billing Center portal through [Account Dashboard](#).
  - Login using your Oracle Single Sign-On (SSO) Account or click "New User" to create an Account.
  
- Bill-To Contact Only:** Has received an email notification confirming that they have been authorized to redeem Oracle Support Rewards
  - If unable to locate the email, please reach out to the Cloud Subscription Tenant Admin to check they are authorized.
    - If yes, the Tenant Admin can see the Redemption Code in the OCI Console and should share it with the authorized user.
    - If no, the Tenant Admin will authorize the Bill-To contact and the automated email notification will be sent.
  - Can find the link to the Oracle Billing Center within that notification
  - Can locate the Redemption Code within that email.
  - The Oracle Billing Center can be accessed through the [Account Dashboard](#)
  
- Invoice Shared Access User:** Is authorized to pay the Bill-To Contact's invoices on Billing Center.
  - The Bill-To Contact can give Invoice Shared Access to others in Billing Center so that they can view and pay Invoices on behalf of the Bill-To Contact. This also means that the Invoice Shared Access user can redeem the Bill-To Contacts authorized Rewards against those invoices.
  - The Bill-To Contact can share access to Billing in Billing Center by selecting Invoices/View share settings/Share with.
  
- Visually sees an Oracle Tech On-Premise Support invoice for which Rewards may be redeemed
  - Authorized User will see a Banner at the top of the Invoice Details page stating that they can apply Rewards towards their eligible invoices.
  - Can see eligible invoices indicated visually by a \$ with a circle around it in front of the invoice
    - Support Rewards may not be redeemed for Hardware Support or Oracle Application Support, so you won't see the indicator on these invoices.
  
- Can access an eligible invoice and **when they click "pay"** they are prompted to redeem Oracle Support Rewards for that invoice
  - An Oracle Support invoice will always reflect the original amount of the invoice
  - Support Rewards are applied at the customer's discretion
  - An Invoice will not be reissued with the new balance due after Rewards are applied, however, a confirmation email detailing the original invoice amount, the number of Rewards applied and the remaining invoice balance due will be issued showing the redemption of the Rewards and serving as written proof of the transaction
  - Rewards can only be applied to the pre-tax portion of the invoice.
  
- Can successfully apply all or a portion of the available Oracle Support Rewards to the invoice
  - See [Oracle.com/Rewards](#) for helpful content on how to redeem Rewards in Billing Center.

### Have questions? These resources can help:

- Program overview, Videos, FAQs?  
View the **Oracle Support Rewards Program** page
- Invoice Questions? Contact **Global Billing Support**
- If you have additional questions about the program, please don't hesitate to contact your Oracle Sales Rep.

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