

Frequently Asked Questions

Oracle Support: **Save Time. Renew Online.**

Introduction

You can now renew Oracle Support Service Renewals online, saving precious time. Join the thousands of Oracle customers who have already made the switch to online Support Service Renewals.

Questions & Answers

Q: How do online Support Service Renewals work?

A: Online Support Service Renewals are completed on the Oracle Store web site. Once you have activated Support Service Renewals on Oracle Store, you can access a Support Services Dashboard showing Pending, Future and History View for the Support Service Renewals for which you are the contact. From your Support Services Dashboard, you can drill down into individual Support Service Renewals to see details including Support Service Renewal line items. You can also perform tasks such as setting access privileges to share information with others in your organization, setting preferred payment methods, etc.

As a Support Service Renewal approaches expiration (about 120 days in advance), you will receive an e-mail notification from Oracle. By simply clicking the Quick Checkout link, you are taken to your account on the Oracle Store where you can review the Support Service Renewal and complete the transaction in just a few clicks. If you have questions or if changes are required, your Oracle Support Sales Representative is, as always, available to help. You can contact them as you always have or simply select "Request Assistance" within the Oracle Store.

Q: What are the Benefits of Renewing on Oracle Store?

A: Oracle customers renewing on Oracle Store report many benefits:

- Time Savings –Support Service Renewals in only a few clicks
- Greater Visibility - 24/7 access to Support Service Renewal information including historical, pending and future Support Service Renewals
- Simplified Workflow – Sharing Support Service Renewal information within your organization has never been easier
- Customer Service – Your Oracle Support Sales Representative continues to provide all the assistance you may need
- Activation is Easy – Simply ask your Oracle Support Sales Representative to activate online Support Service Renewals. It's free and easy.

Q: How do I Activate Online Support Service Renewals? (hint: It's easy)

A: In short, just ask your Oracle Support Sales Representative. They will take care of it! To activate Support Service Renewals on Oracle Store, two things must happen. First, the Support Service Renewals assigned to you must be Oracle Store enabled in Oracle's systems. Your Support Sales Representative can do this for you. In many cases, your Support Service Renewals may already be enabled. Second, you'll just need a login for the Oracle Store. Once you have access, you'll setup your profile. That's it.

In some areas, Oracle Support Sales Representatives are proactively enabling Support Service Renewals on Oracle Store. You may find your Support Service renewal ordering document e-mail message already contains links to the Oracle Store and additional instructions.

Q: Can I Renew All of my Oracle Support Service Renewals Online?

A: Yes, most likely. Online Support Service Renewal is available for both Oracle software and system support.

Your Oracle Support Sales Representative can tell you about any exceptions which may apply (this is rare).

Q: Do I Still Work with my Oracle Support Sales Representative?

A: Yes, absolutely. Your Support Sales Representative is always here to help. It's just that many of the transactions you work on together are now much easier to complete.

Q: What Payment Methods are Available?

A: Available payment methods can vary by country, but in most locations you can choose to pay by credit card, invoice or purchase order.

Q: What if I need to Add, Delete or Change Coverage?

A: If something has changed and your Support Service Renewal ordering document needs to be amended, your Oracle Support Sales Representative can help make any necessary and appropriate changes.

Q: Do I have Visibility to Historical, Pending and Future Support Service Renewals on Oracle Store?

A: Yes, yes and yes. You can reference Support Service Renewal history. You can see Pending Support Service Renewals (Support Service Renewals due to expire within 120 days). You can even see Future Support Service Renewals (Support Service Renewals expiring more than 120 days from now) and each includes a budgetary estimatedcost.

Q: Can I Share Information Access with Others in my Organization?

A: Yes. You can set up access for others and you can choose whether they have "view only" rights or additional privileges. Their e-mail address domain name (i.e. "@ourcompany.com") must match yours.

Q: What Countries, Languages and Currencies are supported?

A: The Oracle Store is a global ecommerce site and supports many local languages and currencies. It is important to keep in mind that payment is expected in the same currency which was used in the Support Service Renewal.

Q: Can I be Confident my Information is Secure?

A: Yes, Oracle manages your information within our state-of-the-art data centers and uses Secure Socket Layer (SSL), which is the industry standard for secure e-commerce transactions. We recommend that you use a security-enabled browser such as Microsoft Internet Explorer 6.0 (or higher) or Mozilla Firefox 1.5 (or higher) any time you send sensitive information over a secure network.

Q: Who Can I talk to if I have Other Questions about Online Support Service Renewals?

Your Oracle Support Sales Representative will be happy to help.



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