Auto Renew Overview

December 2016

Overview

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2 ▶ Accepting Auto Renew Renewal Method in the Oracle Store

3 ▶ Terms & Conditions

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Who Can Auto Renew?

Customers Who Use the Oracle Store to Accept Renewals

- Renewal must be accepted on the Oracle Store
  - If a customer accepts a renewal on the Oracle Store, that renewal may be eligible to be set up for the Auto Renew process going forward

- All programs on the renewal must be Auto Renew eligible
  - Programs that are eligible for Auto Renew include: Premier, Premier Systems, Partner, Partner Systems
  - If all of the programs included in a renewal are eligible for Auto Renew, the customer will be given the opportunity to opt in to set up Auto Renew for future support renewal periods

What is Auto Renew?

Customer Self-Service

- Definition
  - Auto Renew is an opt in process under which the support period for a selected renewal will be automatically extended for an additional support period
  - The support period can still be terminated in accordance with the terms of the ordering document
  - This automates the entire renewal cycle from Quoting to Booking

- Oracle Store Process (following opt in to the Auto Renew process)
  - An initial email is sent to the customer contact 120 days prior to expiration of the support period, reminding them that they signed up for Auto Renew
  - Customers can log into the Oracle Store and review their renewals at any time
  - A reminder email is delivered to the customer contact 60 days prior to expiration
  - The renewal is Auto Renewed and automatically *invoiced* 30 days prior to expiration

Why a Customer Should Use Auto Renew

Eliminate Requirements on Subsequent Renewals

- No need to proactively accept renewal of new support period

- Terms and Conditions are accepted once upfront

- Customers avoid support interruptions

- Customers can elect to renew via invoice (vs. requiring a P.O. or credit card)
  - Customers can still use a P.O. or switch to a P.O.
    - 90 days to upload a new P.O., otherwise the invoice option will be used
  - Customers can still use a credit card
    - 90 days to update the credit card details, otherwise the invoice option will be used

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Accepting Auto Renew Renewal Method in the Oracle Store

Renewal Method
Support Service Renewals in the cart are eligible for Auto Renew.

[Auto Renew ▼]

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.

Under the Payment Options, the Renewal Method defaults to "Auto Renew," with the Payment Option set to "Pay by Invoice."

Renewal method can be manually changed to "Annual" and Payment Method to "Purchase Order" Or "Credit Card" (if under 100K USD), as desired.

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when you provide Oracle with details for payment (e.g. Your purchase order, a credit card confirmation or payment confirmation for the order as detailed below). Once placed, your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement. If Oracle accepts your order, the start date set forth on the Support Service Renewal Summary page shall serve as the commencement date of the technical support services and the technical support services ordered will be provided through the end date specified on the Support Service Renewal Summary page for the applicable programs and/ or hardware.

Contracting Entity: **Oracle America, Inc.**

○ Add a new card   Select this option to pay with a new credit card.

◉ Pay with a purchase order   **Purchase Order Details**

If the technical support services on this order will be ordered and paid under a purchase order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number
- Term of Service
- Final Total
- Local Tax, if applicable

In issuing a purchase order you agree that the terms of this order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document shall apply to the technical support services ordered.

Please verify that the billing address specified in the Billing section above is the same as the billing address on your purchase order.

If your company issues purchase orders, then provide the following:

[PO Number]

[   ] [Choose file...]
File name must be less than 86 characters.

○ **Pay by Invoice**   Select this option to pay by Invoice. A form will be displayed below.

[Save and Continue]

Continuing Annual Renewal Method in the Oracle Store

Renewal Method
Support Service Renewals in the cart are eligible for Auto Renew.

Annual [dropdown selection]

Annual customer acceptance is required and technical support services will not renew automatically.

If "Annual" is selected for the Renewal Method, the "Pay by Invoice" option will not be available in countries where a Purchase Order is required.

The Auto Renew option for Renewal Method will be available again upon Publication of the next Support Services Renewal on Oracle Store.

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when you provide Oracle with details for payment (e.g. Your purchase order or credit card confirmation for the order as detailed below). Once placed, your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement. If Oracle accepts your order, the start date set forth on the Support Service Renewal Summary page shall serve as the commencement date of the technical support services and the technical support services ordered will be provided through the end date specified on the Support Service Renewal Summary page for the applicable programs and/ or hardware.

Contracting Entity: **Oracle America, Inc.**

○ Add a new card

Select this option to pay with a new credit card.

⦿ Pay with a purchase order

Purchase Order Details

If the technical support services on this order will be ordered and paid under a purchase order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number
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- Final Total
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Please verify that the billing address specified in the Billing section above is the same as the billing address on your purchase order.

If your company issues purchase orders, then provide the following:

PO Number

[   ] Choose file...

File name must be less than 86 characters.

Save and Continue

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Pay by Invoice in the Oracle Store

Invoice Details

- Confirm P.O. or credit card is not needed

- Confirm information is accurate

- Accept the Terms

- Customer cannot request to amend the Terms

○ Pay by Invoice

Invoice Details

If the technical support services on this order cannot be paid under a purchase order or credit card then the following applies: (i) You certify that the information provided is accurate and complies with Your business practices in entering into this order, including obtained all necessary approvals to release funds for this order, (ii) You agree that the terms of this order and the agreement apply to the technical support services ordered and (iii) no terms attached or submitted with the order shall apply. Oracle relies on the accuracy of the information You have provided and is unable to issue a Credit Memo or resubmit an Invoice due to incorrect information provided on this order.

☑ Accept

You have to accept the terms of Payment on Invoice.

Auto Renew Terms & Conditions in the Oracle Store

Terms on the Renewal Letter **(sent 120 days prior to expiration or downloaded from the Oracle Store)**

The technical support services identified in the Service Details section in the attached ordering document are eligible for Auto Renew. 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 this ordering document. Please see the attached ordering document for information on Auto Renew.

The technical support services identified in the Service Details section above are eligible for Auto Renew. 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 this ordering document. If you choose to Opt-In to Auto Renew via the Oracle Store, then at the end of the Support Period specified in the Service Details section above, the technical support services will Auto Renew for an additional Support Period at the fees specified in the applicable ordering document, which will include Oracle's then current percentage increase over the prior year's fees (except as otherwise agreed), unless (i) You provide Oracle with written notice no later than thirty (30) days prior to the end of the applicable Support Period of Your intention not to renew the applicable technical support services, or (ii) Oracle provides You with written notice no later than ninety (90) days prior to the end of the applicable Support Period of its intention not to renew the applicable technical support services.

Auto Renew Opt In Communication

Terms on the Acceptance Email after customer places the order and elects Auto Renew

Dear   ,

Thank you for shopping at the **Oracle** Store.

You have accepted Oracle Support Service Renewal   and it is being processed.
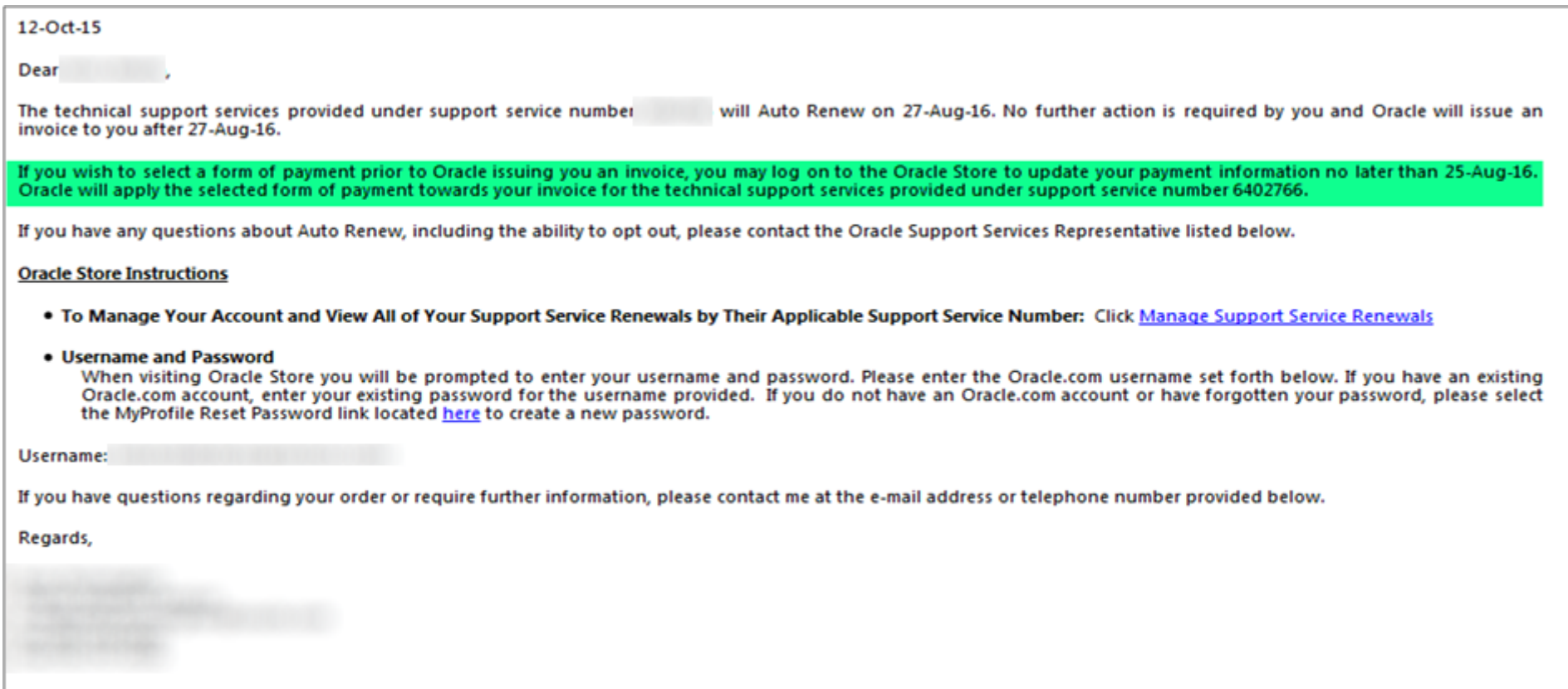
Support Service Renewal Summary

Acceptance Date:	12-OCT-15 11:12:53
Payment Method:	INVOICE
Renewal Method:	Auto Renew
Company Name:	
Billing Information:	

Support Service Number	Customer	Start Date	End Date	Support Term	Customer Reference	Amount
				1 year		US$
Oracle Premier Support for Systems		September 26, 2015	September 25, 2016			

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Initial Auto Renew Email

Sent 120 Days prior to expiration. Gives customer until 32 days prior to make changes. Note: PDF Quote is not attached.

12-Oct-15

Dear ⬛⬛⬛,

The technical support services provided under support service number ⬛⬛⬛ will Auto Renew on 27-Aug-16. No further action is required by you and Oracle will issue an invoice to you after 27-Aug-16.

If you wish to select a form of payment prior to Oracle issuing you an invoice, you may log on to the Oracle Store to update your payment information no later than 25-Aug-16. Oracle will apply the selected form of payment towards your invoice for the technical support services provided under support service number 6402766.

If you have any questions about Auto Renew, including the ability to opt out, please contact the Oracle Support Services Representative listed below.

Oracle Store Instructions

- **To Manage Your Account and View All of Your Support Service Renewals by Their Applicable Support Service Number:** Click Manage Support Service Renewals

- **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 here to create a new password.

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,

Reminder Email sent 60 Days Prior to Expiration

Auto Renew Reminder Email

Subject: Reminder: Oracle Support Services will Expire 22-MAR-16

23-Jan-16   **REMINDER**

Dear   ,

This is a reminder that the technical support services provided under the support service number(s) referenced in the Support Service Renewal table below are scheduled to Auto Renew on the applicable Auto Renew Date specified in the table. No further action is required by you and Oracle will issue an invoice to you after 22-Feb-16.

If you wish to select a form of payment prior to Oracle issuing you an invoice, you may log on to the Oracle Store to update your payment information no later than 20-Feb-16. Oracle will apply the selected form of payment towards your invoice for the technical support services provided under support service number

If you have any questions about Auto Renew, including the ability to opt out, please contact the Oracle Support Services Representative listed below.

Support Service Renewal:

Support Service Number	Customer	Auto Renew Date	Renewal Support Fee	Customer Reference
		22-Feb-16	GBP	

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Auto Renew Modifications Allowed

Modifications Allowed:

- Quote To Address/Contact

- Bill To Address/Contact

- Payment Information

Auto Renew Confirmation on Subsequent Renewal

Auto Renew Confirmation Email After the 30 Day Auto Renew Event

Dear

The technical support services provided under support service number   were renewed via Auto Renew and the new Support Period will begin on 12-May-17. You may view the technical support service renewal under the support service number stated above by following the Oracle Store Instructions below.

If you have any questions about Auto Renew, including the ability to opt out, please contact the Oracle Support Services Representative listed below.

Oracle Store Instructions

- To Manage Your Account and View All of Your Support Service Renewals by Their Applicable Support Service Number: Click Manage Support Service Renewals

- **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 here to create a new password.

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,

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Integrated Cloud
Applications & Platform Services

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