



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 Renewal 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/forgot-password.jsp> 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,

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.

Oracle Store Profile

You have used your Oracle.com account to sign into the Oracle Store. To complete your Oracle Store registration, please verify your Oracle.com account by clicking on the Account Verification Link in the verification email that Oracle sent you and then re-enter your phone number below. Once your Oracle Store profile is created you can use all features of Store such as purchasing, renewing support services, and more.

Username *

Email Verified * No (Request New Verification Email)

First Name *

Middle Name

Last Name *

Customer Type * ☒ Corporate ☐ Individual

Legal Company Name *
Note: Please provide the full legal name of your company, do not use any abbreviation. For restaurants, hotels, or other franchisees, please provide corporate company name.

Alt. Company Name
Alternate Company Name in Western/English characters.

Phone * Phone number including area code and extension if any

FAX FAX number including area code

Email Address *

☐ Please send me email about special offers and products

Country ▾

Language ▾

Create Store Profile

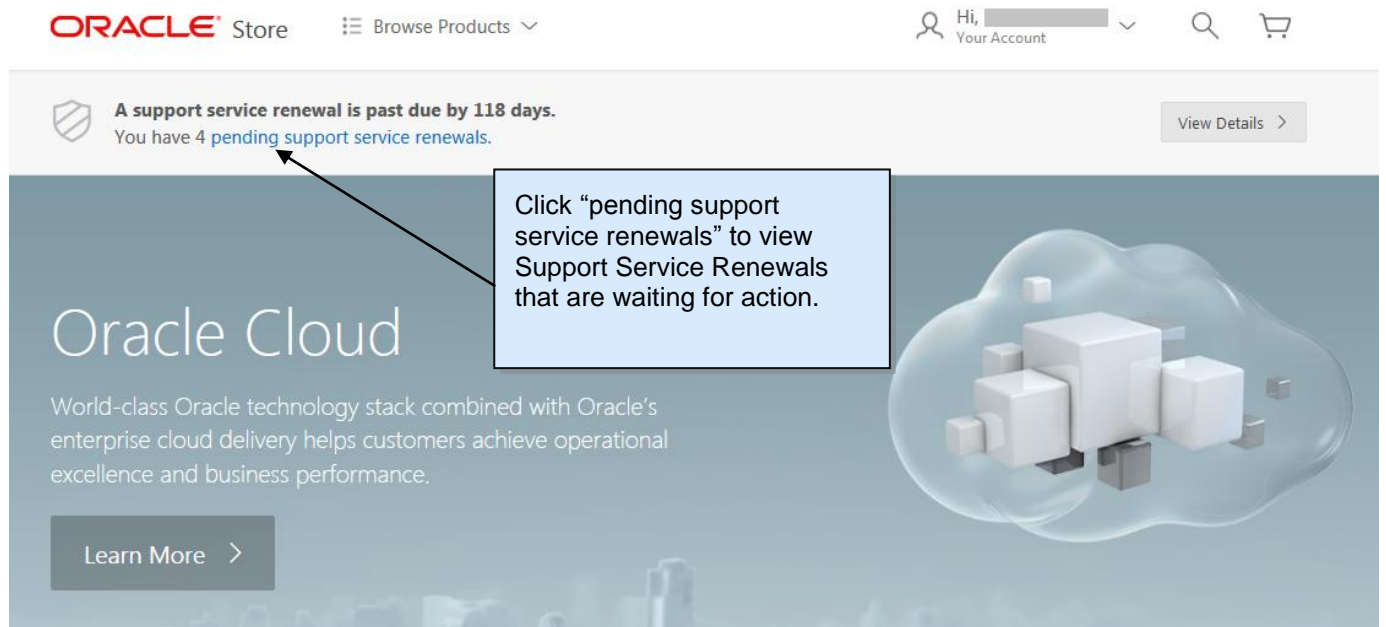
Enter the required information and click on "Create Store Profile"

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.

Pending Support Service Renewals
Pending your acceptance or pending Oracle assistance.

1. Primary Report Rows: 15 Actions: Download Add to Cart Checkout

Support Service Number	Customer	Amount	Renewal Method
[Redacted]	Term: April 04, 2017 to April 03, 2018 Customer Reference: (edit) Ordering Document Pending Acceptance	US\$45,410.86	Annual
[Redacted]	Term: March 29, 2018 to March 28, 2019 Customer Reference: (edit) Ordering Document Pending Acceptance	US\$2,138.44 Eligible for Multi-Year Renewal Save up to US\$194.38 Request Quote	Annual
[Redacted]	Term: April 05, 2017 to April 04, 2018 Customer Reference: (edit) Ordering Document Auto Renewal Not compatible with cart	US\$3,239.13	Auto Renew

1 - 3

Share Update Quote To Details Add to Cart Checkout

From the **Pending Support Service Renewals** list click on the **Support Service Renewal Number** you would like to review. These are the Support Service Renewal details that will be displayed.

Support Service Details Messages Sharing Terms Email Ordering Document Add to Cart Ordering Document Request Assistance Checkout

Support Service Renewal Summary

Support Service Number: [Redacted] Status: Pending Acceptance

Customer: [Redacted] Customer Reference: (edit)

Start Date: 04-APR-17 End Date: 03-APR-18

Renewal Method: Annual

Billing Terms: Full in Advance

Support Services Offered By: Oracle America, Inc.

Quote To Details: Bill To Details: Ship To Details:

(Update Quote To Details)

Program Technical Support Services

Click "Checkout" when ready to proceed.

When ready to proceed, click "Checkout".

Accept the Support Service Renewal

You can now **Confirm and Place Your Order**.

Confirm and Place Your Order

Note: This cart constitutes an offer which can only be submitted by clicking on the "Place Order" button, which will appear once Billing and Payment are selected. **All fees shall be non-cancellable; this order is non-refundable. If you are uncertain about what you have ordered, contact Customer Service or your Sales Representative; do not submit your order.** If for any reason you need to place a paper-based order, please contact your Sales Representative.

Support Services

Support Services Dashboard

Support Service Number: [Redacted] • 1 year

Software Update License & Support
Start Date: January 1, 2016
End Date: December 31, 2016

[Ordering Document](#)

Subtotal: €94,845.74
*Estimated Tax: €18,969.14
€113,814.88

Billing

[Edit](#)

Payment

[Edit](#)

Purchase Order

PO Number: 123456
File: Oracle_PO-1234.pdf

☐ I accept the Terms and Conditions

Place Order

Subtotal: €94,845.74
*Estimated Tax: €18,969.14
Total: €113,814.88

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

- **Billing:** 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.
- **Method of Payment:** Click the "Edit" Button to select the Payment method (e.g. Credit Card, Purchase Order, Invoice, or POEF).
 - Note: The payment methods available may differ by country (Orders for some countries may be accepted using a signed Purchase Order Exemption Form, if a Purchase Order is not available)
 - Note: Auto Renew Support Services Renewal will be 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.
- **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.
- **Oracle Hospitality and Retail Technical Support Services Agreement (TSSA):** This Services Agreement contains the terms and conditions necessary to facilitate a direct renewal of program and/or hardware technical support services with Oracle and is required for your first renewal with Oracle. Click on the "**Service Agreement**" to review and check the "I accept the **Service Agreement**" box in order to proceed with the purchase. The acceptance of the TSSA is only required the first time you are renewing your Support Services with Oracle.
- **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.

Your Order has been placed. Thank you for renewing support.

Thank you for your continued business with Oracle. Your acceptance has been recorded in the Oracle Message Center for the support service renewal(s) accepted in this order. Should you have any questions, please contact the sales representative listed on the support service renewal.

Support Service Number: [Redacted] 1 year

Software Update License & Support
Start Date: March 29, 2017
End Date: March 28, 2018

Order confirmation message is displayed.

Subtotal: US\$2,076.16

***Estimated Tax:** US\$0.00

Total: **US\$2,076.16**

Support Services Support Services Dashboard

Billing

Accounts Payable*: [Redacted]

Payment

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.

Support Service Details **Messages** **Terms**

Support Service Renewal Summary

Support Service Number: [Redacted] Status: **Accepted 19-DEC-2015**

Customer: [Redacted] Customer Reference: [Redacted]

Start Date: 07-SEP-13 End Date: 06-SEP-14

Renewal Method: Annual

Billing Terms: Full in Advance

Support Services Offered By: Oracle America, Inc.

From	To	Subject	Date
[Redacted]	[Redacted]	Contract Quote accepted.	19-DEC-2015 02:05
Storeadmin@Oracle.Com	[Redacted]	Your Oracle Support Service Renewal ([Redacted]) – Accepted	19-DEC-2015 01:58
[Redacted]	[Redacted]	Electronic Quote sent.	01-DEC-2015 05:22

Click on the “Messages” tab and on the “Your Oracle Support Service Renewal- Accepted” message 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. You don't need to checkout nor add the Support Service Renewals to the Cart.

Pending Support Service Renewals
Pending your acceptance or pending Oracle assistance.

Search: [] Go 1. Primary Report Rows: 15 Actions: [] Download Add to Cart Checkout

Support Service Number	Customer	Amount	Renewal Method
[] []	Term: April 04, 2017 to April 03, 2018 Customer Reference: (edit) Ordering Document Pending Acceptance	US\$45,410.86	Annual
[] []	Term: March 29, 2018 to March 28, 2019 Customer Reference: (edit) Ordering Document Pending Acceptance	US\$2,138.44 Eligible for Multi-Year Renewal Save up to US\$194.38 Request Quote	Annual
[] []	Term: April 05, 2017 to April 04, 2018 Customer Reference: (edit) Ordering Document Auto Renew Not compatible with cart	US\$3,239.13	Auto Renew

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Share Update Quote To Details Add to Cart Checkout

Support Service Renewal details will be displayed. You can update the 'Customer Reference', 'Quote To' and 'Bill To' details by clicking on the appropriate links. After reviewing the 'Payment Information', you can click on "Change" to update the payment method.

Support Service Renewal Summary

Support Service Number: [] Status: **Auto Renew**

Customer: [] Customer Reference: (edit)

Start Date: 05-APR-17 End Date: 04-APR-18

Renewal Method: Auto Renew

Billing Terms: Full in Advance

Support Services Offered By: Oracle America, Inc.

Quote To Details: [] (Update Quote To Details)

Bill To Details: [] (Update Bill To Details)

Payment Information: VISA [] 05/17(Change)

Click on, "Update Quote To Details" or "Update Bill To Details" to make desired changes.

Click on "Change" to change the current 'Payment Information'

The information on 'Auto Renew' renewals can be updated up to thirty-two days prior to the start date, after which, the renewal will be locked and not editable. Renewal will be automatically booked at thirty days before the start date.

Multi-Year Support Service Renewal Option

For certain Support Service Renewals, you can now increase your Support term from a one-year to three-year duration directly on the Oracle Store. Purchasing multi-year support services gives you the benefit of locking in your support fee via a flat-lined price and reducing the administrative costs involved in the annual procurement process.

The Multi-Year option is currently limited to Support Services Renewals that include support on Oracle Database, Database Enterprise Edition Options, and Database Enterprise Management products (if purchased with an Oracle Database on the same order document) and for which the Support Fees are less than \$50,000 USD per annual year.

As documented in the Technical Support Policies, Technical support fees are due and payable in full in advance of a support period, and once placed, your order for technical support services is non-cancelable and the sums paid are non-refundable.

Support Service Renewals eligible for Multi-Year renewal will be flagged in the Pending **Support Service Renewals** page to identify the availability of a Multi-Year renewal option.

ORACLE Store

Home > Your Account > Support Services Dashboard > Pending Support Service Renewals

Pending Support Service Renewals

Pending your acceptance or pending Oracle assistance.

1 Primary Report Rows 15 Actions

Download Add to Cart Checkout

Support Service Number	Customer	Term	Price	Actions
		Term: April 04, 2017 to April 03, 2018 Customer Reference: (edit) Ordering Document Pending Acceptance		
		Term: March 29, 2018 to March 28, 2019 Customer Reference: (edit) Ordering Document Pending Acceptance	US\$2,138.44 Eligible for Multi-Year Renewal Save up to US\$194.38 Request Quote	Annual
		Term: April 05, 2017 to April 04, 2018 Customer Reference: (edit) Ordering Document Auto Renew Not compatible with Multi-Year	US\$3,239.13	Auto Renew

1 - 3

Share Update Quote To Details Add to Cart Checkout

'Save up to' is the sum of the saving for the three years.

Click "Request Quote" to request a Multi-Year quote from your Support Sales Representative.

Support Service Renewal: Request Quote

Support Service Number

To

Your request will be forwarded to the sales rep renewal.

Cc

Enter email addresses separated by commas

Subject

Multiyear Renewal requested for Oracle Support Service Renewal

Description *

1800 character limit

Back to Support Service Details

Send

Enter up to 1,800 characters to describe that a Multi-Year quote is required and press "Send" to generate the email that will be forwarded to your Support Sales Representative.

Upon submission of your request for a Multi-Year quote, the status will change to 'Pending Multi-Year Assistance', and you will be able to review and accept the Support Service Renewal once your Oracle Sales Representative has updated the Support Service Renewal in Oracle Store.

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 or Viewer role (see Support Service Renewal Sharing) 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

Oracle Store | Browse Products

HE [redacted] | Your Account | Search | Cart

Home > Your Account > Support Services Dashboard > Pending Support Service Renewals

Pending Support Service Renewals

Pending your acceptance or pending Oracle assistance.

Search: [] Go | 1. Primary Report | Rows: 15 | Actions: []

[Download] [Add to Cart] [Checkout]

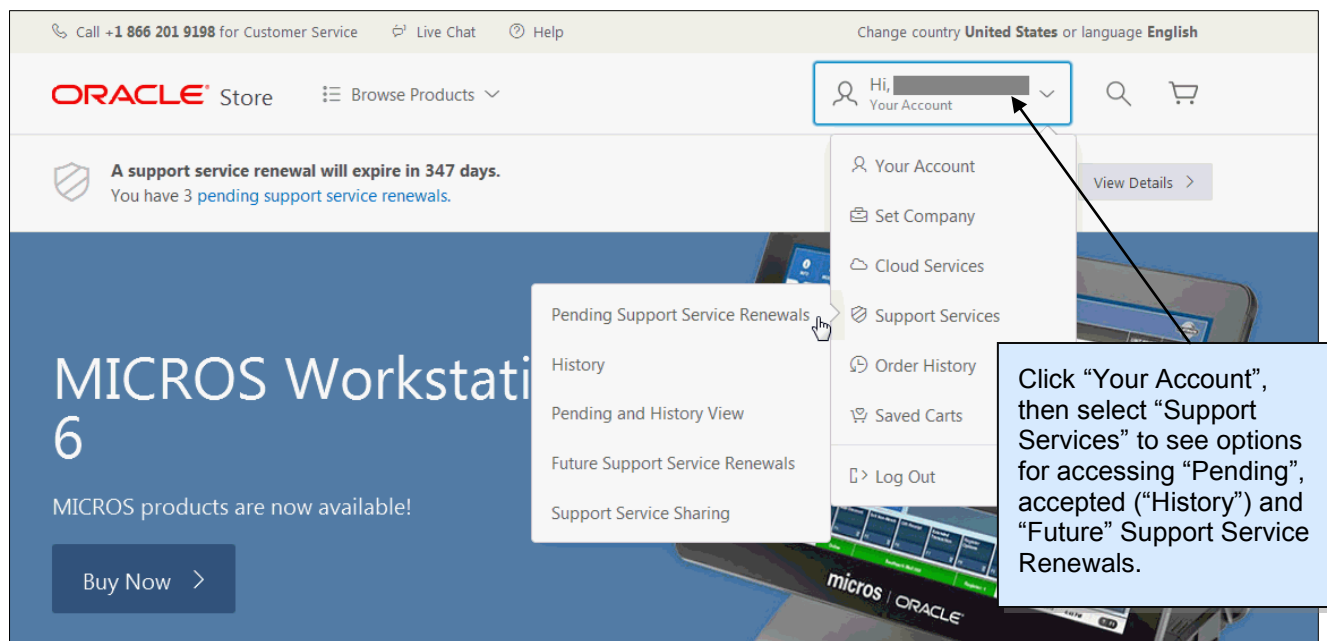
Support Service Number	Customer	Term	Price	Renewal Type
[redacted]	[redacted]	Term: April 04, 2017 to April 03, 2018 Customer Reference: (edit) Ordering Document Pending Acceptance		
[redacted]	[redacted]	Term: March 29, 2018 to March 28, 2019 Customer Reference: (edit) Ordering Document Pending Acceptance	US\$2,138.44 Eligible for Multi-Year Renewal Save up to US\$194.38 Request Quote	Annual
[redacted]	[redacted]	Term: April 05, 2017 to April 04, 2018 Customer Reference: (edit) Ordering Document Auto Renew Not compatible with cart	US\$3,239.13	Auto Renew

1 - 3

[Share] [Update Quote To Details] [Add to Cart] [Checkout]

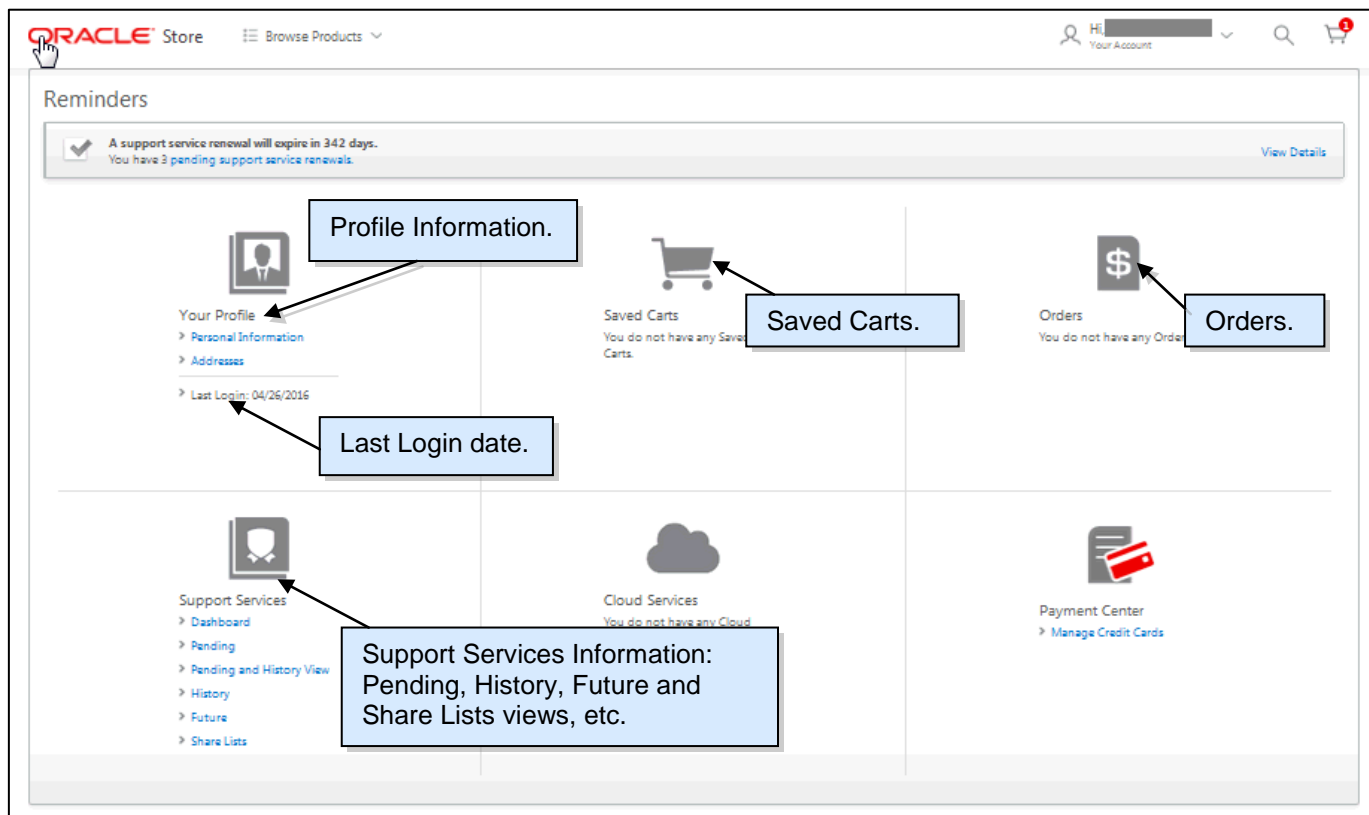
Access Accepted or Future Support Service Renewals

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



Access Your Dashboard

Your **Dashboard** (select "Your Account" under your name) provides a fast and easy access to your information your Support Service Renewals, and Promotions.



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.

The screenshot shows the 'Support Service Renewal Summary' page. At the top, there are tabs for 'Support Service Details', 'Messages', 'Sharing', and 'Terms'. To the right are links for 'Email Ordering Document', 'Add to Cart', 'Ordering Document', 'Request Assistance', and 'Checkout'. The main content area displays the following details:

- Support Service Number:** [Redacted] **Status:** Pending Acceptance
- Customer:** [Redacted] **Customer Reference:** (edit)
- Start Date:** 04-APR-17 **End Date:** 03-APR-18
- Renewal Method:** Annual
- Billing Terms:** Full in Advance
- Support Services Offered By:** Oracle America, Inc.

Below these details are three sections: 'Quote To Details:', 'Bill To Details:', and 'Ship To Details:', each with a redacted area. A link '(Update Quote To Details)' is visible under the Quote section. At the bottom, there is a section for 'Program Technical Support Services'.

A callout box with an arrow pointing to the 'Request Assistance' link in the top navigation bar contains the text: "Click 'Request Assistance' to generate an email to your Support Sales Representative."

You will be prompted to enter text for your request of assistance.

The screenshot shows the 'Support Service Renewal: Request Assistance' form. It includes the following fields:

- Support Service Number:** [Redacted]
- To:** [Redacted]
- Cc:** [Redacted]
- Subject:** Renewal Salesrep Assistance for Support Service Renewal: [Redacted]
- Description ***: A large text area for the request details.

Below the Description field, it states '1800 character limit'. At the bottom of the form are two buttons: 'Back to Support Service Details' and a blue 'Send' button.

Two callout boxes provide instructions:

- The first callout box, pointing to the Description field, says: "Enter up to 1,800 characters to describe what assistance is required."
- The second callout box, pointing to the 'Send' button, says: "Press 'Send' to generate the email. You will receive a copy in your inbox."

Support Service Renewal Sharing

Support Service Renewal Sharing allows you to add multiple users to collaborate on a Support Services Renewal.

You can share your Support Service Renewal with additional users in either a Participant role or a Viewer role, based upon the access required:

Participant Role: View, Accept and Request Assistance

Viewer Role: View and Request Assistance

(Note: the added user must be in the same email domain.)

On the **Support Service Renewal Summary** page, go to the “Sharing” tab.

The screenshot shows the 'Support Service Renewal Summary' page. At the top, there are four tabs: 'Support Service Details', 'Messages', 'Sharing', and 'Terms'. The 'Sharing' tab is selected. Below the tabs, the page title is 'Support Service Renewal Summary'. The main content area displays the following information:

Support Service Number:	[Redacted]	Status:	Pending Acceptance
Customer:	[Redacted]	Customer Reference:	(edit)
Start Date:	04-APR-17	End Date:	03-APR-18
Renewal Method:	Annual		
Billing Terms:	Full in Advance		
Support Services Offered By: Oracle America, Inc.			

Below this information, there is a section titled 'User and Share Lists'. The text below this section states: 'This Support Service Renewal has not been shared.' At the bottom right of the page, there is a blue button labeled 'Add User or List'. A callout box with the text 'Click “Add User or List” to access the “Share Support Services” section.' points to this button.

The screenshot shows the 'Share Support Services' page. At the top, the title is 'Share Support Services'. Below the title, there is a text input field for 'Share the following support service renewals:'. Below this, a note states: 'Support service renewals may be shared with other users from your company or share lists that you have set up previously. Email addresses must have the same domain name (e.g., oracle.com) to share support service renewals.'

The main content area is divided into two columns: 'Email Address' and 'Share List'. Each column has a 'Role' header and two checkboxes: 'Participant' and 'Viewer'. There are ten rows of input fields for email addresses. Each row has checkboxes for 'Participant' and 'Viewer' roles. At the bottom right of the page, there are two buttons: 'Cancel' and 'Share'. A callout box with the text 'Enter the user details, check the box of the role and click “Share.”' points to the 'Share' button.

Update Quote To Details

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

The screenshot shows the 'Pending Support Service Renewals' page. At the top, there's a search bar and a 'Go' button. Below the search bar, there's a table with columns: Support Service Number, Customer, Amount, and Renewal Method. The table contains three rows of renewals. A callout box points to the 'Update Quote To Details' button at the bottom right of the page.

Support Service Number	Customer	Amount	Renewal Method
[Redacted]	Term: April 04, 2017 to April 03, 2018 Customer Reference: (edit) Ordering Document Pending Acceptance	US\$45,410.86	Annual
[Redacted]	Term: March 29, 2018 to March 28, 2019 Customer Reference: (edit) Ordering Document Pending Acceptance	US\$2,138.44 Eligible for Multi-Year Renewal Save up to US\$194.38 Request Quote	Annual
[Redacted]	Term: April 05, 2017 to April 04, 2018 Customer Reference: (edit) Ordering Document Auto Renew Not compatible with cart	US\$3,239.13	Auto Renew

Click on “Update Quote To Details” to make any Support Service Renewal ownership changes.

Buttons at the bottom: Share, Update Quote To Details, Add to Cart, Checkout.

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".

The screenshot shows the 'Support Service Renewal Summary' page. At the top, there are tabs for 'Support Service Details', 'Messages', 'Sharing', and 'Terms'. To the right are links for 'Add to Cart', 'Ordering Document', 'Request Assistance', and 'Checkout', along with an 'Email Ordering Document' link. The main content area displays the following information:

- Support Service Number:** [Redacted]
- Status:** Pending Acceptance
- Customer:** [Redacted]
- Customer Reference:** (edit) ←
- Start Date:** 04-APR-17
- End Date:** 03-APR-18
- Renewal Method:** Annual
- Billing Terms:** Full in Advance
- Support Services Offered By:** Oracle America, Inc.

Below this information are three sections: 'Quote To Details:', 'Bill To Details:', and 'Ship To Details:', each with a corresponding redacted box. A blue callout box with an arrow pointing to the '(edit)' link in the 'Customer Reference' field contains the text: 'Click "Edit" to enter Customer Reference information.'

This screenshot shows the same 'Support Service Renewal Summary' page, but with a modal dialog box open in the center. The dialog is titled 'Change Customer Reference' and contains the following fields:

- Support Service Number:** [Redacted]
- Customer Reference:** [Empty text input field]

At the bottom of the dialog are two buttons: 'Cancel' and 'Submit'. A blue callout box with an arrow pointing to the 'Submit' button contains the text: 'Click "Submit" to complete the 'Customer Reference' entry.'

Download Support Service Renewal Details

Standard CSV Downloads:

You can download information (10,000 line limit) regarding your Support Service Renewals into a CSV file.

Summary Download:

Summary report can be accessed from the “Download” menu item under “Actions” in the following screens (any page filters are applied to the downloaded data): Pending Support Service Renewals, History, Pending and History View, Future, and Saved Carts and on the Active Cart page (for all Support Service Renewals within that cart).

The screenshot shows the 'Pending Support Service Renewals' page. At the top, there's a search bar and a 'Go' button. Below that, a table lists renewals with columns for 'Support Service Number', 'Customer', 'Amount', and 'Renewal Method'. An 'Actions' dropdown menu is open, showing options like 'Select Columns', 'Filter', 'Rows Per Page', 'Format Mask', 'Reset', and 'Download'. A callout box points to the 'Download' option in the menu, stating: 'Click “Actions” and then “Download” for download in Summary format.'

Summary report can also be accessed from the “Download” link in the Pending Support Service Renewals page. Downloaded information (no line limit) in these reports does not have any page filters applied. The “Download” link is found on the right side of the screen.

Detailed Download:

Detailed Report can only be accessed from the “Download” link in the Pending Support Service Renewals screen.

The screenshot shows the 'Pending Support Service Renewals' page with a 'Download Support Service Renewals Details' dialog box open. The dialog box contains the text: 'The filter function is not available for these reports. The downloaded report will include information for all Pending Support Service Renewals.' Below this text are two radio buttons: 'Summary Report' (selected) and 'Detailed Report'. At the bottom of the dialog are 'Cancel' and 'Download' buttons. A callout box points to the 'Download' button in the dialog, stating: 'Click “Download” to download in either “Summary Report” or “Detailed Report” format.'

Summary Report output includes the following fields:	Detailed Report output includes the following fields:
<ul style="list-style-type: none"> • Support Service Number • Customer • End User • Start Date and End Date • PO Number (only for download from 'History' and 'Pending and History View' screens) • Customer Reference • Support Service Notes, if applicable • Currency • Amount • Quote To Contact • SSO Username • Status • Saved Cart • Renewal Method • Number of Sharers • Last Updated by Username 	<ul style="list-style-type: none"> • Support Service Number • Customer • End User • Start Date and End Date • Service Level • Product • Support Identifier/CSI Number • Instance Number • Quantity • Serial Number • Installed At • Sales Order Number • PO Number (only for download from 'History' and 'Pending and History View' screens) • Customer Reference • Support Service Notes, if applicable • Currency • Amount • Quote To Contact • SSO Username • Status • Saved Cart • Renewal Method • Number of Sharers • Last Updated by Username

Search for Support Service by Purchase Order Number

You can search for accepted Support Service Renewals using PO number from the **History** and **Pending and History View** page. Under "Actions", select "Filter". In 'Column', select the value 'PO Number'. Enter a Purchase Order number in 'Expression'.

Support Service Renewals History
Accepted or cancelled.

Search: [Q] Go Rows: 15 Actions [v] Download

Support Service Number	Customer	End User	Status
[REDACTED]	[REDACTED]	[REDACTED]	19-
[REDACTED]	[REDACTED]	[REDACTED]	23-
[REDACTED]	[REDACTED]	[REDACTED]	24-
[REDACTED]	[REDACTED]	[REDACTED]	27-
[REDACTED]	[REDACTED]	[REDACTED]	05-SEP-16 04-SEP-17

US\$436.33 Accepted Annual

Filter

Filter Type: ☒ Column ☐ Row

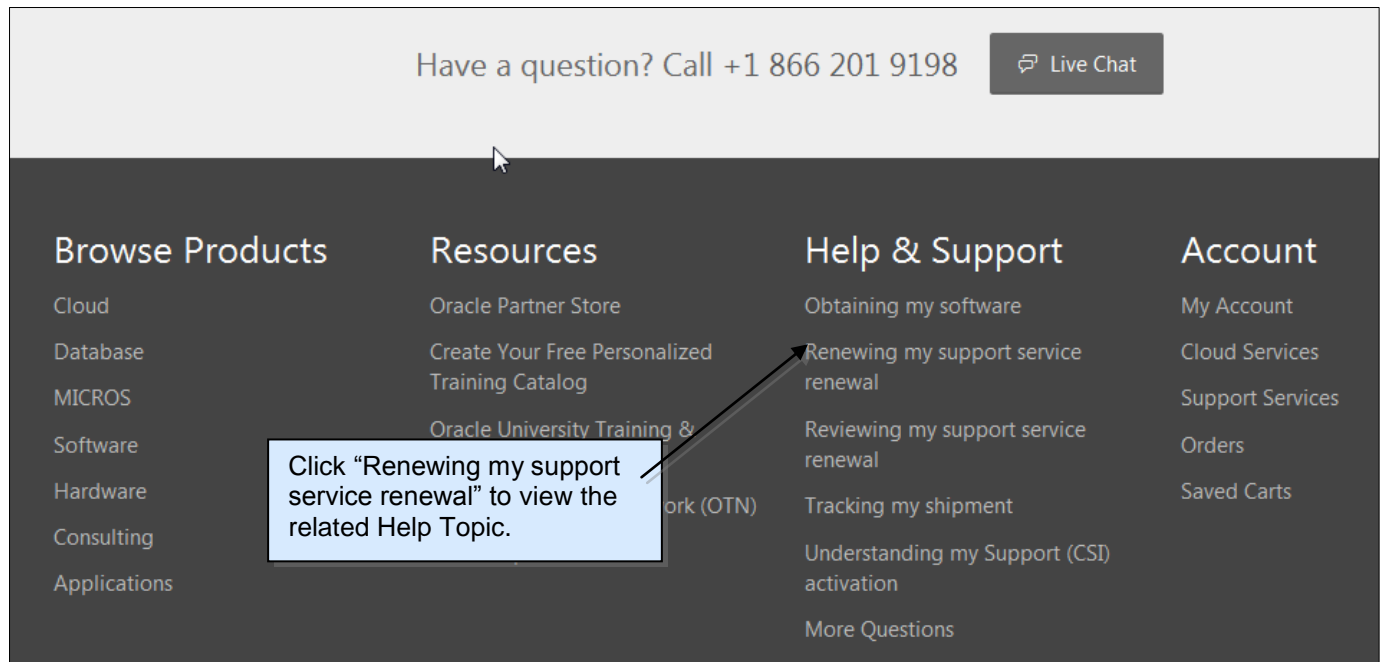
Column: PO Number Operator: = Expression: [REDACTED]

Cancel Apply

Click "Action" and select "Filter".
Select 'PO Number' under 'Column'.

Access Help Topics

You can also access the Oracle Store [Renewing my support service renewal Help](#) page at the bottom of the screen.



User Guide: Support Service Renewals on
Oracle Store
July 2016

Oracle Corporation
World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065
U.S.A.

Worldwide Inquiries:
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