



User Guide:
Support Service Renewals on Oracle Store
用户指南：通过 **Oracle** 网上商店续约服务

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Support Service Renewals on Oracle Store 通过 Oracle 网上商店续约服务

Save Time, Renew Online 节省时间，网上续约

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

成千上万的 Oracle 用户已经转用 Oracle 网上商店续约，这是五个理由为什么您应该加入他们：



1. **Sign in is Easy:** Oracle Store Activation is fast, free, and secure.
登录简便：激活Oracle网上商店非常快捷，免费，安全
2. **Anytime Access:** View pending, past, and future Support Renewals online 24/7.
随时查看：24x7获得服务的续约信息，包括过去，待签，以及未来续约信息
3. **Simplified Management:** Easily manage and share your Support Renewals within your organization
简化管理：在内部管理和分享服务续约信息从未如此简单.
4. **Time Savings:** Renew online with a few simple clicks, using a variety of payment options
节省时间：只需点击几下就能在网上续约服务，并可以使用不同的付款方式.
5. **Ongoing Assistance:** An Oracle Support Renewal Representative is available to provide assistance.
在线帮助：您的 Oracle 服务销售代表提供一切可能需要的帮助

Access and Accept Support Service Renewals 访问和接受服务续约

Support Service Renewal Reminder 服务续约提醒

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:

服务续约到期 120 天之前，您将收到一封电子邮件，说明该服务续约正在等待您通过 Oracle 网上商店确认接受。电子邮件通知包含您的用户名（您的电子邮件地址是你的用户名）和 URL 链接：

- Renewal Quick Checkout 快速结帐
- Manage Renewals 管理服务续约
- Eligible Promotions 其它服务产品促销

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 **User Name** and **Password**. If you have forgotten your Password it can be [Reset](#).

系统将提示您验证您的用户名和密码。如果忘记了您的密码可以在此[重置](#)。

Note for First Time Access

第一次登录的用户请注意

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..

如果您是第一次登录 Oracle 网店，在您已收到的电子邮件通知里选择我的配置文件[重置密码链接](#)，并输入电子邮件中提供的用户名（您的电子邮件地址）。一封关于如何重置密码的指令的电子邮件将被发送到与您的帐户相关联的电子邮件地址。通过点击该电子邮件中的“重置密码”，你将被邀请创建一个新的密码。然后登录 Oracle 网店，并完成预先填写了与您帐户相关的信息的注册表格，以创建您的 Oracle 网店账户信息。

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 ▾

Enter the required information and click on “Create Store Profile” 输入所需的信息，然后点击“创建网店信息文件”

Create Store Profile

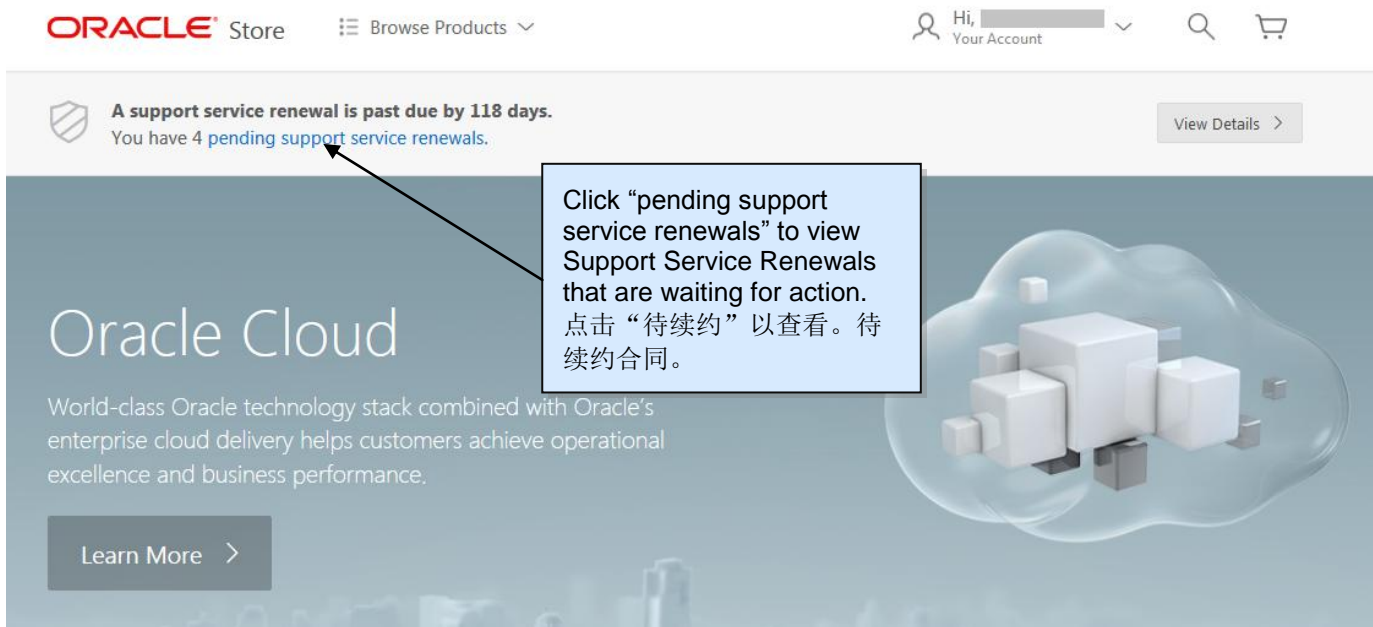
Once the Oracle Store Profile is completed you will be taken to the Oracle Store Home Page. You should now be ready to access your Support Service Renewals on Oracle.

For any Oracle account related questions or issues, visit the [Oracle Account FAQs](#).

注册后您就可以访问 Oracle 网店主页和您的服务续约信息了。如果您对您的账户有问题请访问 Oracle 账户常见问题。

Access Support Service Renewals through Oracle Store 通过 Oracle 网上商店获取服务续约信息

Alternatively, you can access Support Services and Support Service Renewals from the [Oracle Store Home Page](#). 或者，您也可以从 [Oracle 商店主页](#) 访问支持服务和 service 续约。



The list of **Pending Support Service Renewals** will display as follows. 下面的显示是待处理服务续约列表。

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

Search: [] Go 1. Primary Report

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

From the “**Pending Support Service Renewals**,” list, click on the **Support Service Number** you would like to review. These are the Support Service Renewal details that will be displayed. 从“待续约”页面，点击“服务号码”显示的服务续约细节。

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

Support Service Renewal Summary

Support Service Number: [] Status: Pending Acceptance

Customer: [] 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. 点击“结账”进入直接结账页面。

Accept the Support Service Renewal 接受服务续约

You can now **Confirm and Place Your Order**. 现在您可以确认并下单

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 Service Number: [REDACTED] 1 year

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

Ordering Document

Click "Edit" to change the Billing contact or address. 单击“编辑”更改收费联系人或地址。

€94,845.74
€18,969.14
€113,814.88

Billing

Click "Edit" to select the Payment method. 单击“编辑”选择付款方式。

Payment

Purchase Order PO Number: 123456

Click to accept the Support Service Renewal order. 点击接受执行订单。

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

Tick the box to accept the Terms and Conditions (and Services Agreement if applicable). 在方框中勾选，接受相应条款。

☐ I accept the Terms and Conditions

Place Order

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 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 change 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: AutoRenew Support Services 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.”

在“确认并下单”页面中，您将通过以下步骤：

- 帐单：点击“编辑”按钮来更新或更改帐单地址。如果相应的地址不存在，你可以输入一个新的帐单地址。如果您选择了“**Pay with Purchase Order**”作为付款方式，付款人联系方式和地址必须与订单中的信息相符。
- 付款：点击“编辑”按钮来更改付款方式（例如信用卡，订单,付款通知或 **POEF**）。
 - 注：可用的付款方式可能因国家而不同。（在有些国家如果不能使用订单，可以接受订单列外表）
 - **AutoRenew Support Services** 将被设置为默认的“按发票支付”方法。或者，从服务续约开始日期起 **32** 天内，您可以输入不同的支付方法（信用卡，采购订单）。
- 条款及细则：在页面的底部，点击条款和条件对其进行审查，然后选择“我接受条款和条件”，继续点击“下单”。
- **Oracle 酒店和零售技术支持服务协议（TSSA）**：该服务协议中包含了便于与 Oracle 直接续约软件和/或硬件技术支持服务的条款和条件，您首次与 **Oracle** 预约时需要审阅和接受此协议。点击“服务协议”进行审阅，并勾选“我接受服务协议”，然后进入购买页面。只有在第一次续约是会要求接受服务协议。
- 下单：检查订单的准确性，如没有问题，单击“下单”。

Confirmation of Support Service Renewal 续约确认

The system will display an order completed confirmation message. 系统将显示订单完成确认信息。

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 Services

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. 此处显示订单确认信息

Support Services Dashboard

Subtotal: US\$2,076.16

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

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

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.

接受的续约将进入续约历史，接受续约的电子邮件将被记录在 Oracle 电商信息中心

从首页点击“查看详细信息”以查看服务续约是否有待办事宜或已接受/已签。选择“历史”，请单击“服务续约”，然后单击“消息”选项卡。点击“您的 Oracle 服务续约-已接受”链接来显示接受电子邮件的细节。

Support Service Details Messages Terms

Support Service Renewal Summary

Support Service Number: [REDACTED] Status: **Accepted 19-DEC-15 01:58**

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.

Click on the “Messages” tab and on the “Your Oracle Support Service Renewal- Accepted” message to display the acceptance email detail. 点击此处显示订单确认邮件。

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

Verify Auto Renew Support Service Renewals 验证自动续约服务更新

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.

从待续约页面，您可以选择自动服务续约。你不再需要结账或添加服务续约到购物车。

Oracle Store

Hi [User Name] Your Account

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	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

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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.

服务续约细节将显示。你可以通过点击相应的链接更新客户信息，“报价联系人”和“付款联系人”。在审阅“付款信息”后，您可以单击“更改”来更新付款方法。

Support Service Renewal Summary

Support Service Number:
Customer:
Start Date: 05-APR-17
Renewal Method: Auto Renew
Billing Terms: Full in Advance
Support Services Offered By: Oracle America

Status: Auto Renew
Customer Reference: (edit)
End Date: 04-APR-18

Click on, "Update Quote To Details" or "Update Bill To Details" to make desired changes. 点击此处作相应更改。

Click on, "Update Quote To Details" or "Update Bill To Details" to make desired changes. 点击此处作相应更改。

Quote To Details:

Bill To Details:

Payment Information:
VISA
xxxx-xxx-xxx-4448
05/17(Change)

(Update Quote To Details)

(Update Bill To Details)

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. “自动续约”信息可以在续约开始日期三十二天前更新，之后，续约将被锁定，无法编辑。服务将在开始日期前的三十天自动续约。

Multi-Year Support Service Renewal Option 多年续约选项

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. 对于某些续约，您可以直接在 Oracle 网上商店上购买一年至三年的续约。采购多年的支持服务可以帮您锁定支持费用，减少年度采购过程中的工作量和成本。

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. 多年选项目前仅限于针如下产品的续约：Oracle 数据库支持，数据库企业版选项，和数据库企业管理产品（如与 Oracle 数据库在同一订单购买），并且每年的支持费不能超过 50,000 美元。

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. 按照技术支持政策中的规定，技术支持费用需全额提前支付，一旦支付，技术支持服务费不可撤销和不予退还。

Support Services eligible for Multi-Year renewals will be flagged in the Pending Support Service Renewals page to identify the availability of a Multi-Year renewal option. 符合多年续约的项目将被标记在待续约页面。

ORACLE Store [Browse Products](#)

Hi [Your Account](#)

[Your Account](#) > [Support Services Dashboard](#) > [Pending Support Service Renewals](#)

Pending Support Service Renewals

Pending your acceptance or pending Oracle assistance.

Go [1 Primary Report](#) Rows: 15 Actions

Support Service Number	Customer	
	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\$194.39 Request Quote Annual
	Term: April 05, 2017 to April 04, 2018 Customer Reference: (edit) Ordering Document Auto Renew Not compatible with cart	Auto Renew

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[Share](#) [Update Quote To Details](#) [Add to Cart](#) [Checkout](#)

“Save up to” is the sum of the saving for the three years. 三年总节省

Click “Request Quote” to request a Multi-year quote from your Support Sales Representative. 点击“要求报价”请求多年报价。

Support Service Renewal: Request Quote

Support Service Number

To

Your request will be forwarded to the sales representative for 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. 输入最多 1800 个字符解释申请多年报价的理由，并按“发送”来生成电子邮件转发给您的支持销售代表。

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 Renewal once your Oracle Sales Representative has updated the Support Service in Oracle Store. 在提交了多年报价请求后，状态将变为“等待多年报价”，当 Oracle 销售代表在 Oracle 商店更新了您的支持服务后，您便可以检查并接受续约。

Additional Store Functions 附加功能

Accessing a Support Service Renewal Ordering Document 访问续约订单文件

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. 登录到 Oracle 商店以后，您的单位内具有参与或查看角色的成员（见支持服务续约共享）可以访问和下载报价单副本。

Your Ordering Document provides you with detailed information regarding your Support Service Renewals. 该订单文件提供了有关您续约的详细信息。

The Ordering Document is available to you by clicking on the “Ordering Document” link on the following pages: 您可以在下列网页点击“订单文件”链接访问或下载报价单：

- Pending Support Service Renewals 待续约
- Support Service Renewal Summary 续约总结
- Saved Cart 已存的购物车
- Checkout 结算

Click “Ordering Document” and follow the prompts to access and/or download your Ordering Document for a Support Service Renewal. 单击“订购文档”，并按照提示访问和/或下载您的支持服务续约的订购文档。

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

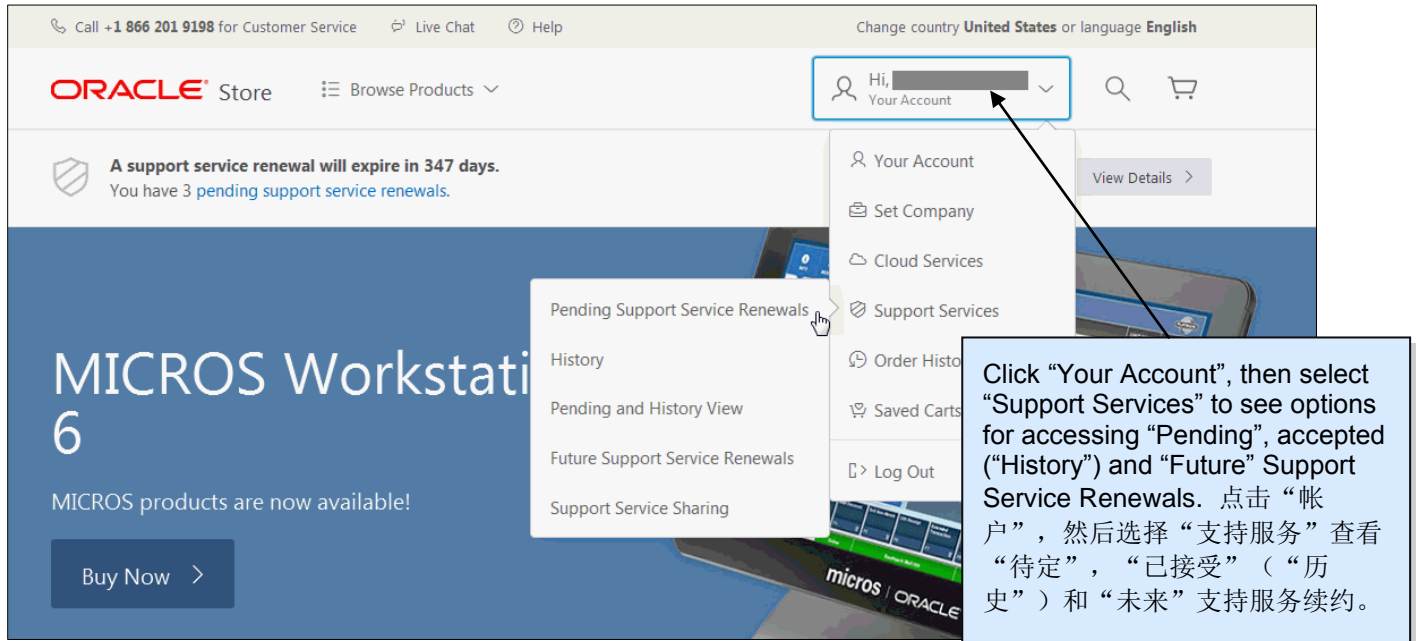
Share Update Quote To Details Add to Cart Checkout

Access Accepted or Future Support Service Renewals

访问已接受和将来的续约

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

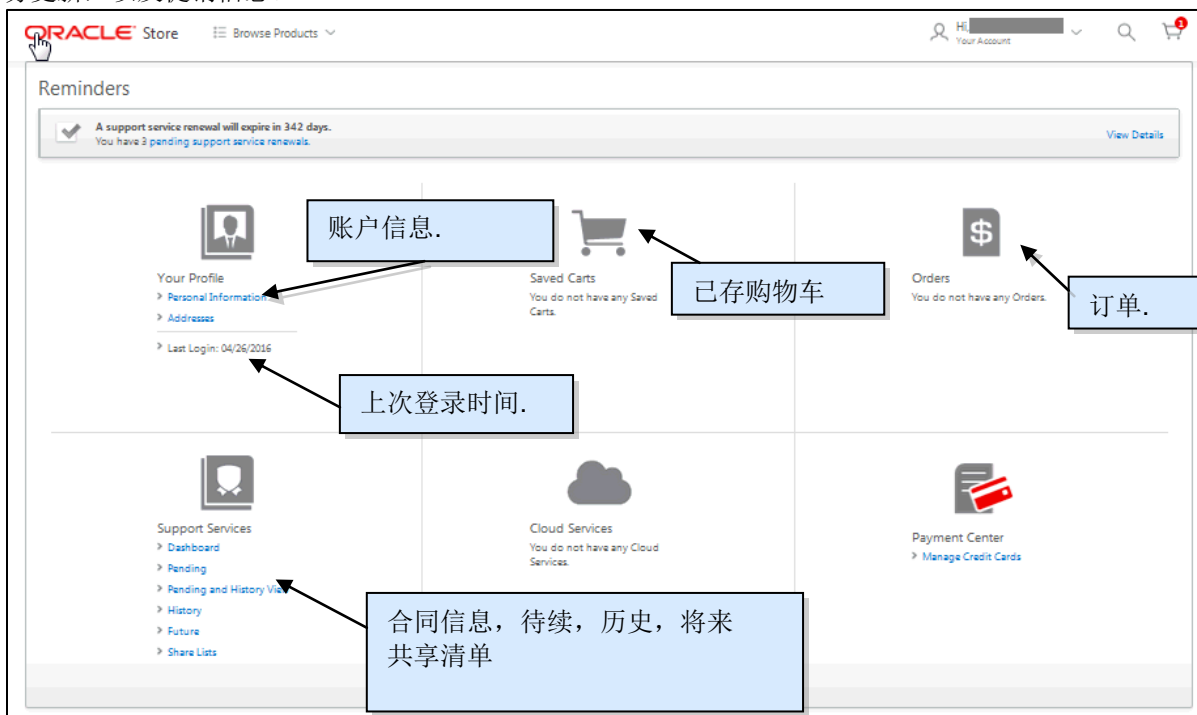
登录后，您可以从 Oracle 网店主页访问已经接受的服务续约和将来的续约，



The screenshot shows the Oracle Store Home Page. At the top, there's a navigation bar with a phone number, live chat, help, and a language/country selector. Below this is the Oracle Store logo and a 'Browse Products' dropdown. A banner for 'MICROS Workstation 6' is visible. On the right, the user's account is logged in as 'Hi, [Name] Your Account'. A dropdown menu is open, showing options: 'Your Account', 'Set Company', 'Cloud Services', 'Support Services', 'Order History', 'Saved Carts', and 'Log Out'. A sub-menu for 'Support Services' is also open, showing 'Pending Support Service Renewals', 'History', 'Pending and History View', 'Future Support Service Renewals', and 'Support Service Sharing'. A callout box points to the 'Your Account' dropdown with the text: 'Click "Your Account", then select "Support Services" to see options for accessing "Pending", accepted ("History") and "Future" Support Service Renewals. 点击“帐户”，然后选择“支持服务”查看“待定”，“已接受”（“历史”）和“未来”支持服务续约。'

Access Your Dashboard 访问你的控制面板

Your **Dashboard** (select "Your Account" under your name) provides fast and easy access to your information and your Support Service Renewals, and Promotions. 通过控制面板（在您名下选择“您的帐户”）您可以快捷地访问您的信息，服务更新，以及促销信息。



The screenshot shows the Oracle Store Dashboard. At the top, there's a 'Reminders' section with a notification about a support service renewal expiring in 342 days. Below this is a grid of tiles. The 'Your Profile' tile is annotated with '账户信息.' (Account Information). The 'Saved Carts' tile is annotated with '已存购物车' (Saved Cart). The 'Orders' tile is annotated with '订单.' (Orders). The 'Support Services' tile is annotated with '合同信息，待续，历史，将来共享清单' (Contract information, pending, history, future shared list). The 'Last Login' time is annotated with '上次登录时间.' (Last login time). The 'Payment Center' tile is annotated with '支付中心' (Payment Center). The 'Cloud Services' tile is annotated with '云服务' (Cloud Services). The 'Support Services' tile is annotated with '支持服务' (Support Services). The 'Your Profile' tile is annotated with '上次登录时间.' (Last login time).

Request Assistance on Support Service Renewal 请求服务续约帮助

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 Support Sales Representative, and you will receive an email confirmation of your request for assistance.

如果对待续约的服务有问题，您可以请求帮助。从续约清单，单击需要查看的服务续约号，然后单击“请求帮助”链接。您的请求将被发送到您的服务销售代表，您会收到您的请求帮助的电子邮件确认。

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 renewal details: Support Service Number, Status (Pending Acceptance), Customer, Customer Reference (with an edit link), Start Date (04-APR-17), End Date (03-APR-18), Renewal Method (Annual), Billing Terms (Full in Advance), and Support Services Offered By (Oracle America, Inc.). Below this are sections for 'Quote To Details', 'Bill To Details', and 'Ship To Details', each with a placeholder image and an '(Update ... To Details)' link. A callout box points to the 'Request Assistance' link, stating: 'Click “Request Assistance” to generate an email to your Support Sales Representative. 点击“请求帮助”，发送邮件到您的服务销售代表’.

You will be prompted to enter text for your request of assistance. 系统将提示您输入帮助请求的文字

The screenshot shows the 'Support Service Renewal: Request Assistance' form. It includes fields for 'Support Service Number', 'To', 'Cc', 'Subject', and 'Description *'. The 'Description *' field has a '1800 character limit' note. A callout box points to the 'Description *' field, stating: 'Enter up to 1,800 characters to describe what assistance is required. 您最多可以输入 1,800 字符描述您需要的帮助’. Another callout box points to the 'Send' button, stating: 'Press “Send” to generate the email. You will receive a copy in your inbox. 按“发送”生成邮件。您会在您的邮箱收到邮件的副本’. At the bottom, there is a 'Back to Support Service Details' link and a 'Send' button.

Support Service Renewal Sharing 服务续约信息共享

Support Service Renewal Sharing allows you to add multiple users to collaborate on a Support Services Renewal. 您可以通过服务续约共享功能添加多个用户，以便共同处理服务续约。

You can share your Support Service Renewal with additional users in either a Participant role or a Viewer role, based upon the access required. 根据需要您可以为用户设置参与者或浏览者的角色。

Participant Role: View, **Accept** and Request Assistance 参与者：查看，接受续约和请求帮助

Viewer Role: View and Request Assistance 浏览者：查看，和请求帮助

(Note: the added user must be in the same email domain.) (注：添加的用户必须是在同一个邮件域名。)

On the “Support Service Renewal Summary” page, go to the “Sharing” tab. 在“服务续约汇总”页面，进入“共享”选项卡。

The screenshot shows the 'Support Service Renewal Summary' page. The 'Sharing' tab is selected. The page displays details for a renewal, including the Support Service Number, Status (Pending Acceptance), Customer, Customer Reference, Start Date, End Date, Renewal Method, Billing Terms, and Support Services Offered By. Below this, there is a section for 'User and Share Lists' which is currently empty. A callout box with the text 'Click "Add User or List" to access the "Share Support Services" section. 点击“增加用户或用户名单”，访问“支持服务共享”界面' points to the 'Add User or List' button at the bottom right.

The screenshot shows the 'Share Support Services' page. It prompts the user to share the following support service renewals. Below this, there is a table with columns for 'Email Address' and 'Role'. The table has 10 rows, each with an input field for the email address and two checkboxes for 'Participant' and 'Viewer' roles. A callout box with the text 'Enter the user details, check the box of the role and click "Share." 点击“分享”输入用户细节' points to the 'Share' button at the bottom right.

Update Quote To Details 更新报价联系人细节

You can change ownership for Pending Support Service Renewals.
From “Pending Support Service Renewals,” click on **Update Quote To Details**.
您可以更改待续服务的报价联系人。从“待续服务”，点击更新报价联系人细节。

Pending Support Service Renewals

Pending your acceptance or pending Oracle assistance.

Go

1. Primary Report

Rows: 15

Actions

Download

Add to Cart

Checkout

	Support Service Number	Customer	Amount	Renewal Method
<input type="checkbox"/>		<div>Term: April 04, 2017 to April 03, 2018</div> <div>Customer Reference: (edit)</div> <div>Ordering Document</div> <div><div></div> Pending Acceptance</div>	US\$45,410.86	Annual
<input type="checkbox"/>		<div>Term: March 29, 2018 to March 28, 2019</div> <div>Customer Reference: (edit)</div> <div>Ordering Document</div> <div><div></div> Pending Acceptance</div>	44	Annual
<input type="checkbox"/>		<div>Term: April 05, 2017 to April 04, 2018</div> <div>Customer Reference: (edit)</div> <div>Ordering Document</div> <div><div></div> Auto Renew <div></div> Not compatible with cart</div>	13	Auto Renew

1 - 3

Share

Update Quote To Details

Add to Cart

Checkout

Click on “Update Quote To Details” to make any Support Service Renewal ownership changes.
点击“更新报价联系人细节”更改待续服务的报价联系人。

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: 更新报价联系人细节，需提供以下信息：

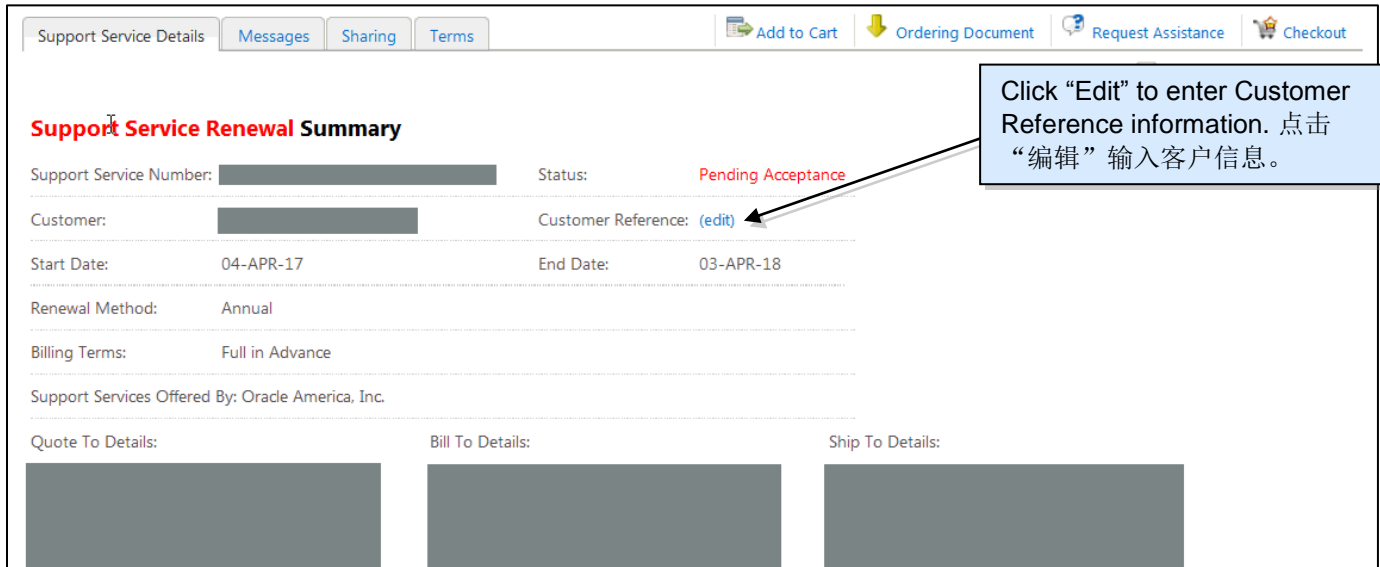
- First Name 名
- Last Name 姓
- Email Address (must be the same domain) 电邮地址（必须相同域名）
- Address 地址
- Phone 电话

Changing the Quote To contact removes the Support Service Renewal from the original Quote To's Store Account.
更改了报价联系人后，该续约将从和原报价联系人相关的 Oracle 商店账户中去除。

Update the Customer Reference Field 客户参考信息栏

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

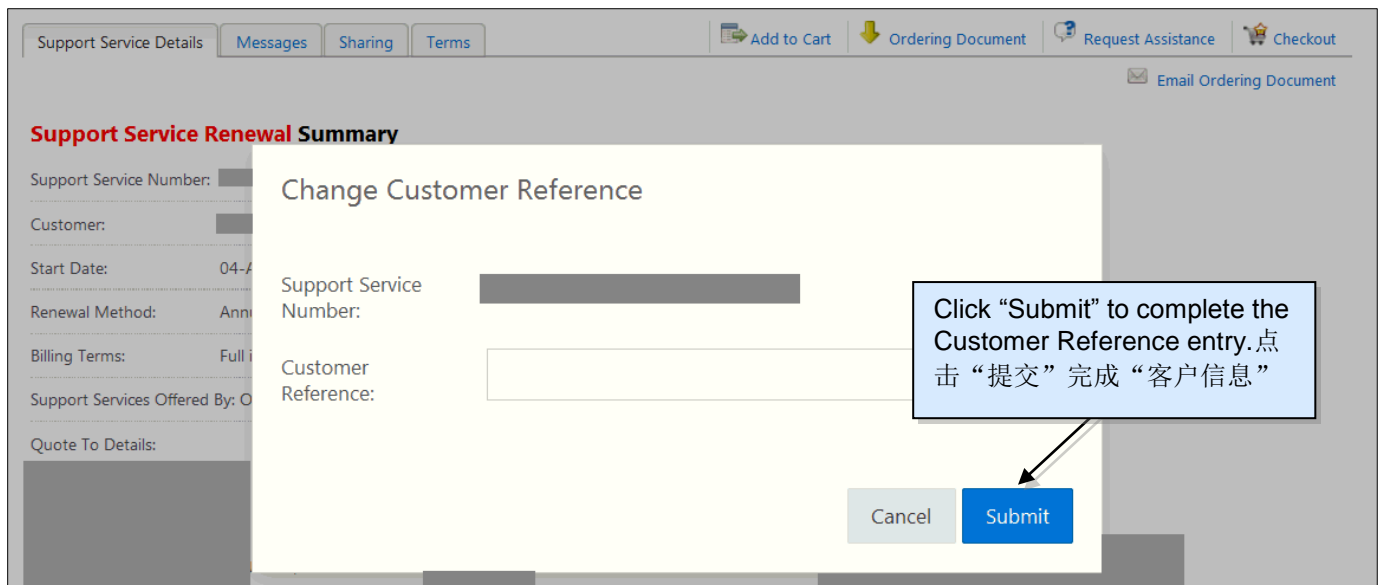
客户参考信息栏可以用于内部跟踪。从“服务续约汇总页”，点击客户参考。



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'. The main content area displays the following information:

- Support Service Number:** [Redacted]
- Status:** Pending Acceptance
- Customer:** [Redacted]
- Customer Reference:** (edit) ← An arrow points from a callout box to this link.
- 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 area. A callout box on the right states: 'Click “Edit” to enter Customer Reference information. 点击“编辑”输入客户信息。'



The screenshot shows the 'Change Customer Reference' dialog box overlaid on the previous page. The dialog box contains the following fields:

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

At the bottom of the dialog box are two buttons: 'Cancel' and 'Submit'. A callout box on the right states: 'Click “Submit” to complete the Customer Reference entry. 点击“提交”完成“客户信息”'. An arrow points from the callout box to the 'Submit' button.

Download Support Service Renewal Details 下载服务续约细节

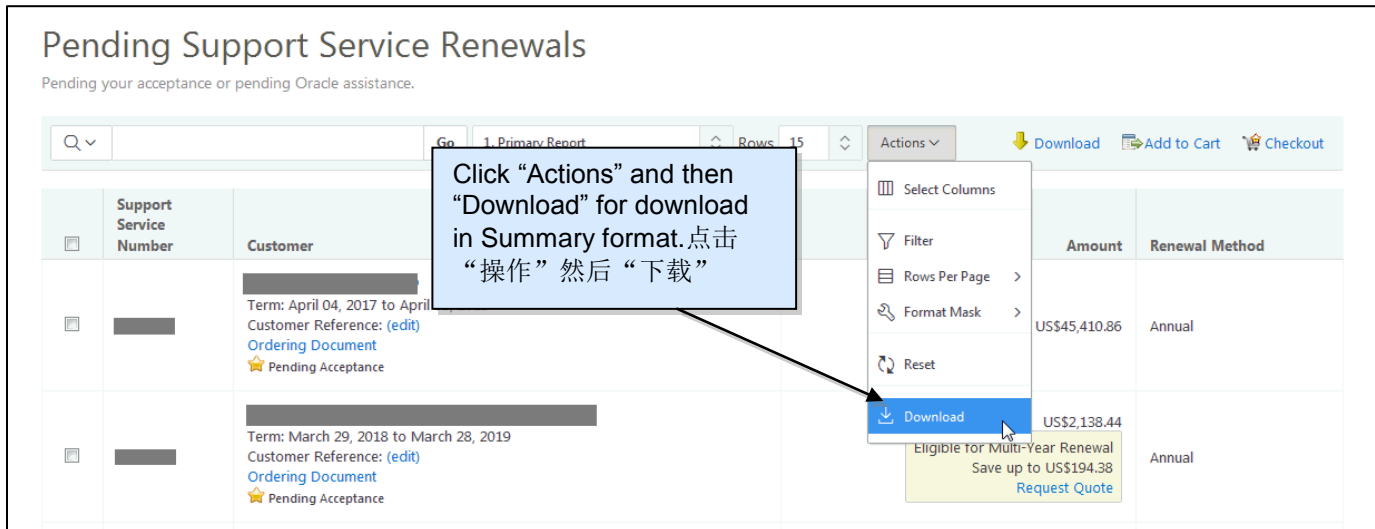
Standard CSV Downloads: 标准CSV下载

You can download information (10,000 line limit) regarding your Support Service Renewals into a CSV file.
您可以下载有关您的支持服务续约信息到CSV文件中 (最多不能超过10000行)。

Summary Download: 下载续约汇总

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).

下载续约汇总可以从“行动”菜单项下选择“下载”。如下图所示，可以使用任何网页过滤器筛选下载数据，如待续约，续约历史，未来，保存的购物车和目前购物车内容。

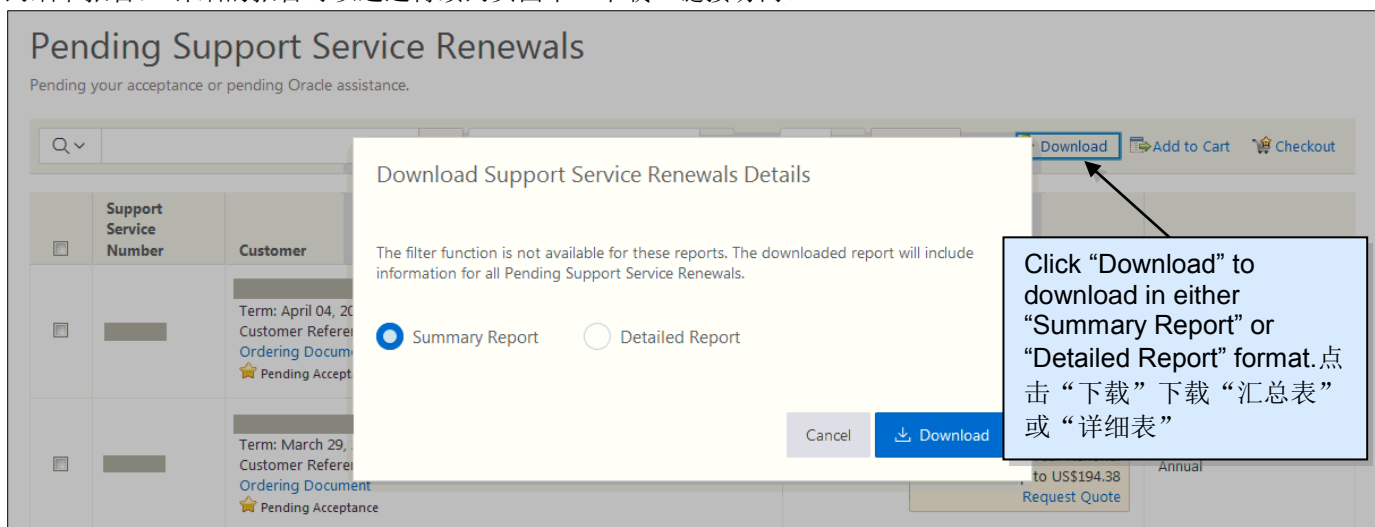


Summary report can also be accessed from the “Download” link in the Pending Support Service Renewals page. Downloaded information (no line limit) in these reports does not have any page filters applied. The “Download” link is found on the right side of the screen.

总结报告也可以在待续约页面中的“下载”链接访问。在这些报告中的下载的信息（无行限制）没有应用的任何页面过滤器。“下载”链接被发现在屏幕的右侧。

Detailed Download:

Detailed Report can only be accessed from the “Download” link in the Pending Support Service Renewals screen. 下载续约细节报告：详细的报告可以通过待续约页面中“下载”链接访问。



Summary Report output includes the following fields: 得出的汇总报表包含以下字段	Detailed Report output includes the following fields: 得出的详细报表包含以下字段
<ul style="list-style-type: none"> Support Service Number 支持服务号 Customer 客户 End User 最终用户 Start Date and End Date 开始和终止日期 PO Number (only for download from 'History' and 'Pending and History View' screens) 订单号（只能从“历史记录”和“待续约及历史记录”页面下载） Customer Reference 客户参考 Support Service Notes, if applicable 支持服务备注（如果有） Currency（币种） Amount 金额 Quote To Contact 报价联系人 SSO Username 单点登录用户名 Status 状态 Saved Cart 已存购物车 Renewal Method 续约方法 Number of Sharers 共享人数 Last Updated by Username 用户上次更新数据的时间 	<ul style="list-style-type: none"> Support Service Number 支持服务号 Customer 客户 End User 最终用户 Start Date and End Date 开始和终止日期 Service Level 服务级别 Product 产品 Support Identifier/CSI 支持识别号码 Instance Number (实例号) Quantity 数量 Serial Number 序列号 Installed At 安装地点 Sales Order Number 销售订单号 PO Number (only for download from 'History' and 'Pending and History View' screens) 订单号（只能从“历史记录”和“待续约及历史记录”页面下载） Customer Reference 客户参考 Support Service Notes, if applicable 支持服务备注（如果有） Currency（币种） Amount 金额 Quote To Contact 报价联系人 SSO Username 单点登录用户名 Status 状态 Saved Cart 已存购物车 Renewal Method 续约方法 Number of Sharers 共享人数 Last Updated by Username 用户上次更新数据的时间

Search for Support Service by Purchase Order Number 按订单号查找续约

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'.

你可以从“历史记录”和“待续约及历史记录”页面用订单号搜索已接受的服务续约。在“操作”下，选择“筛选器”。在“列”中，选择“订单号”。在“表达式”中输入一个订单号。

Support Service Renewals History

Accepted or cancelled.

Go Rows 15 Actions

Filter

Filter Type ☒ Column ☐ Row

Column PO Number Operator = Expression

Cancel Apply

Click "Action" and select "Filter". Select 'PO Number' under 'Column'. 点击“操作”选择“过滤”在“列”下选择“订单号”

Access Help Topics

You can also access the Oracle Store [Renewing my support service renewal Help](#) page online.
请访问 Oracle 商店续约帮助网页获取更多信息。



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:
Phone: +1.650.506.7000
Fax: +1.650.506.7200

oracle.com/store



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