



Auto Renew Overview

Oracle My Support Renewals

February, 2020

Program agenda

- 1 The Who, What, and Why of Auto Renew
- 2 Accepting Auto Renew Renewal Method in Oracle My Support Renewals
- 3 Terms & Conditions

What is Auto Renew?

- 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 My Support Renewals Process (following opt in to the Auto Renew process)
 - An initial email is sent to you 120 days prior to expiration of the support period, reminding you that you signed up for Auto Renew
 - You can log into Oracle My Support Renewals and review your renewals at any time
 - A reminder email is delivered to you 60 days prior to expiration
 - The renewal is Auto Renewed and automatically invoiced 30 days prior to expiration

Who Can Auto Renew?

Customers/Partners (“you”) Who Use Oracle My Support Renewals to Accept Renewals

- If you accept a renewal on Oracle My Support Renewals, 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, you will be given the opportunity to opt in to set up Auto Renew for future support renewal periods



Why Should You 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
- You avoid support interruptions
- You can elect to renew via invoice (vs. requiring a purchase order or credit card or a PayPal account)
 - You can still use a purchase order or switch to a purchase order (P.O.)
 - 90 days to upload a new P.O., otherwise the invoice option will be used
 - You can still use a credit card or switch to a credit card
 - 90 days to update the credit card details, otherwise the invoice option will be used
 - You can still use a PayPal account or switch a PayPal account
 - 90 days to enter the PayPal details, otherwise the invoice option will be used

Accepting Auto Renew Renewal Method in Oracle My Support Renewals

Under Payment, you can select the “Auto Renew” renewal method with an associated payment option* (i.e., pay by “Invoice,” “Purchase Order,” “PayPal” or “Credit Card”).


Payment

Renewal Method for Future Support Periods

Auto Renew Your Technical Support Services will be automatically renewed and invoiced annually

Annual Your Technical Support Services will not be automatically renewed. You will be required to checkout your renewal each year.

Payment Method

 [+ Add new payment \(Credit Card, Purchase Order, Invoice\)](#)

Add new payment ✕

Credit Card

PayPal

Purchase Order

Invoice

If the products and/or services on this order cannot be paid under a purchase order or credit card then the following applies:

- 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
- You agree that the terms of this order and the agreement apply to the technical support services ordered and
- 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

[Pay with Invoice](#)

*Available payment options may vary by country and amount.

Continuing Annual Renewal Method in Oracle My Support Renewals

Under Payment, you can select the “Annual” renewal method with an associated payment option* (i.e., pay by “Invoice,” “Purchase Order,” “PayPal” Or “Credit Card”).


Payment

Renewal Method for Future Support Periods

Auto Renew Your Technical Support Services will be automatically renewed and invoiced annually by selecting this option.

Annual Your Technical Support Services will not be automatically renewed. You will be required to accept and checkout your renewal each year.

Payment Method

 [+ Add new payment \(Credit Card, Purchase Order, Invoice\)](#)

Add new payment [X]

Credit Card

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:

Purchase Order Number

Invoice

*Available payment options may vary by country and amount.



Pay by Invoice in Oracle My Support Renewals

Invoice Details

- Confirm P.O. is not needed
- Confirm information is accurate
- Accept the Terms
- You cannot request to amend the Terms

Add new payment ✕

Credit Card ⓘ

Purchase Order

Invoice

If the products and/or services on this order cannot be paid under a purchase order or credit card then the following applies:

- 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
- You agree that the terms of this order and the agreement apply to the technical support services ordered and
- 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

Pay with Invoice

Auto Renew Terms & Conditions in Oracle My Support Renewals

Terms on the Renewal Letter (sent 120 days prior to expiration or downloaded from the [Oracle My Support Renewals](#))

The technical support services acquired under this renewal order are eligible for Auto Renew. If you choose to opt in to Auto Renew by selecting the Auto Renew option at checkout for this renewal on the Oracle Store, then at the end of the Support Period, the technical support services will Auto Renew for an additional Support Period at the fees specified in the applicable renewal order, which will be sent to You for Your information prior to the support service renewal Auto Renewing. The applicable renewal order will include Oracle's then current percentage increase over the prior year's fees (except as otherwise agreed). If You would like to cancel Auto Renew for a future Support Period, You must provide Oracle with written notice no later than 30 days prior to the end of the active Support Period. Oracle can also the Auto Renewal of Your technical support services by providing You with written notice no later than 90 days prior to the end of the active Support Period informing You that Oracle will not Auto Renew the applicable technical support services.

Auto Renew Opt In Communication

Terms on the Acceptance Email after you place the order and elect Auto Renew

Dear [REDACTED],

You have accepted Oracle Support Service Renewal [REDACTED] and it is being processed.

Support Service Renewal Summary

Acceptance Date: [REDACTED]
Accepted By SSO Username: [REDACTED]

Payment Method: Invoice
Renewal Method for Future Support Periods: Auto Renew
Your Technical Support Services will be automatically renewed and invoiced annually

Company Name: [REDACTED]

Billing Information: [REDACTED]

| Support Service Number | Customer | Start Date | End Date | Support Term | Customer Reference | Amount |
|------------------------------------|------------|--------------|-------------------|--------------|--------------------|-----------------|
| [REDACTED] | [REDACTED] | | | 222 day | | US\$ [REDACTED] |
| Oracle Premier Support for Systems | | May 24, 2019 | December 31, 2019 | | | |
| Oracle Premier Support for Systems | | May 24, 2019 | December 31, 2019 | | | |

Subtotal: US\$ [REDACTED]
*Estimated Tax: US\$ [REDACTED]
Total: US\$ [REDACTED]



Initial Auto Renew Email

Sent 120 Days prior to expiration. Gives you until 32 days prior to make changes.

Subject: Oracle Support Services Renewal Required: Support will Expire 14-MAY-20 (████████)

15-Jan-20

Dear ██████████,

The technical support services provided under the support service number ██████████ will Auto Renew on 15-Apr-20. No further action is required by you and Oracle will issue an invoice you after 15-Apr-20.

If you wish to select a form of payment prior to Oracle issuing you an invoice, you may log on to My Support Renewals to update your payment information no later than 13-Apr-20. Oracle will apply the selected form of payment towards your invoice for the technical support services provided under support service number ██████████.

[Update Payment Information](#)

Reminder Email sent 60 Days Prior to Expiration

Auto Renew Reminder Email

Subject: [REDACTED] Oracle Support Services will Expire 14-MAY-20 ([REDACTED])

15-Jan-20 REMINDER

Dear [REDACTED],

The technical support services provided under the support service number(s) listed in the table below will Auto Renew on 15-Apr-20. No further action is required by you and Oracle will issue an invoice to you after 15-Apr-20.

Support Service Renewal:

| Support Service Number | Customer | Auto Renew Date | Renewal Support Fee | Customer Reference |
|------------------------|------------|-----------------|---------------------|--------------------|
| [REDACTED] | [REDACTED] | 15-Apr-20 | USD 21,780.53 | |

If you wish to select a form of payment prior to Oracle issuing you an invoice, you may log on to My Support Renewals to update your payment information no later than 13-Apr-20. Oracle will apply the selected form of payment towards your invoice for the technical support services provided under support service number [REDACTED].

[Update Payment Information](#)

Auto Renew Modifications Allowed

Review the following information and update as necessary:

- Quote To Address/Contact
- Bill To Address/Contact
- Payment Information

Support Service Details Messages Sharing Terms

Support Service Renewal Summary

Auto Renew Support Service Renewals cannot be added to a cart or checked out. Updates to Customer Reference, Payment Information, Quote To Details and Bill To Details, and requests to Opt Out of the Auto Renew Process, can be made below prior to the beginning of the Auto Renew process. The Auto Renew process for this Renewal will begin on March 23, 2020. After this date, no changes can be made to this Renewal.

Support Service Number: [redacted] Status: **Auto Renew**
 Customer: [redacted] Customer Reference: (edit)
 Start Date: 24-APR-20 End Date: 23-APR-21
 Renewal Method: Auto Renew
 Billing Terms: Full in Advance
 Support Services Offered By: Oracle Nederland B.V.

Quote To Details: Bill To Details: Payment Information:

(Update Quote To Details) (Update Bill To Details) Invoice(Change)

Program Technical Support Services

Service Level: Software Update License & Support

| Product Description | CSI # | Qty | License Metric | License Level/Type | Start Date | End Date | Total Price |
|--|------------|-----|----------------|--------------------|----------------|----------------|-------------|
| JD Edwards EnterpriseOne Capital Asset Management - Application User Perpetual | [redacted] | 5 | | FULL USE | April 24, 2020 | April 23, 2021 | [redacted] |
| Program Technical Support Fees: | | | | | | | [redacted] |
| Subtotal: | | | | | | | [redacted] |
| Estimated Tax: | | | | | | | [redacted] |
| Total: | | | | | | | [redacted] |

Download Renewal Order
 Email Renewal Order
 Request Assistance
 Opt Out of Auto Renew Process



Auto Renew Confirmation

Auto Renew Confirmation Email After the 30 Day Auto Renew Event

Dear [REDACTED]

The technical support services provided under support service number: [REDACTED] were renewed via Auto Renew and the new Support Period will begin on 1-Nov-19.

You can see and manage all of your support service renewals anytime on the Oracle Store by clicking the Manage Your Renewals button below.

[Manage Your Renewals](#)

To log into the Oracle Store, you will need your username and password:

Your Oracle.com username is: [REDACTED]

New Customer? Forgot your password? [Reset](#)

Have a question about your renewal? Call 46317335540 or email Oracle at [REDACTED].

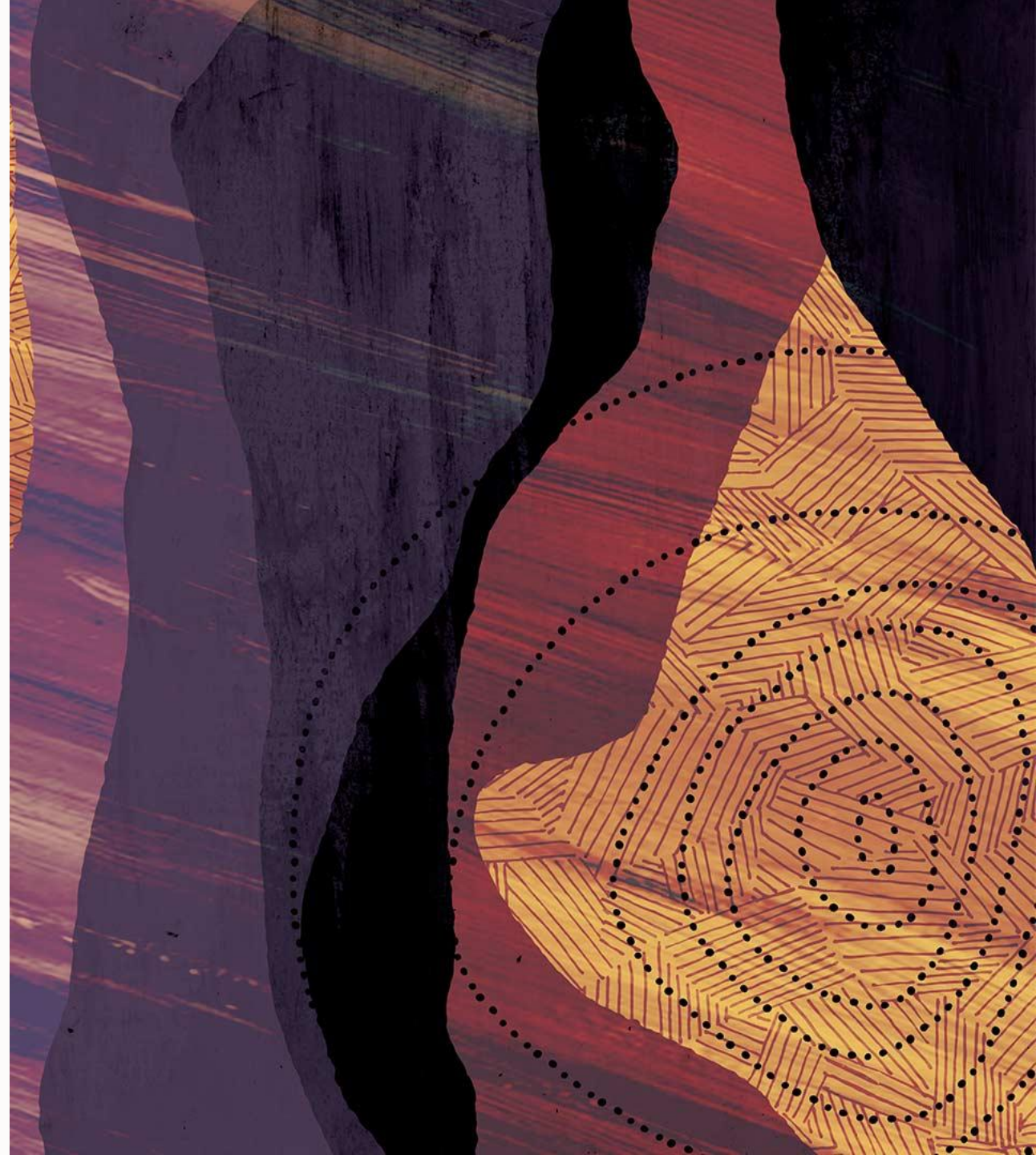
Useful Resources

[Oracle Store](#) | [Oracle Store Help](#) | [User Guide: Renewals on Oracle Store](#) | [Online Renewal FAQ](#)

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Thank you





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