

Oracle Software Renewal Process

Oracle no longer will use Ariba to accept PO/BPO or upload invoices for support renewals. Campus will need to do these tasks manually through Oracle's Renewals Portal once a BPO/PO is processed. **If you do not follow this process, Oracle will not receive the PO and the invoice will not be paid.**

New or additional license purchases are not affected by this change, process normally.

Manual Renewal/PO/BPO upload process:

- **Oracle Registration:**
 - Go to Online Store link: <https://supportrenewal.oracle.com/>
 - Username/Password: Your Username is your email address (**customer's email**)
 - Select "Reset Password" for one-time registration
 - An email confirmation with instructions will be sent
 - Registration process includes creating a profile
 - You will see "Welcome <your name>" in small writing at top center/right
 - Proceed with renewal
- **Ariba PO/BPO process for Support Renewals – You must choose Oracle America(114013) Order Sequence #18 named "RENEWAL-SOFTWARE MAINTENANCE"**
 - **PO Only**
 1. **Create Requisition SXXXXX**
 2. **Order address: System will default to incorrect Oracle America order sequence #17, need to change to sequence #18 which is labeled "Renewal-Software Maintenance"**
 3. **Put in your own email address for the PO to be sent.**
 - **BPO**
 1. **Create contract request CRXXXX**
 2. **Choose order address/sequence #18, "Renewal-Software Maintenance"**
 - **Print/Scan PO/BPO from Ariba**
- **Renewal Instructions via Oracle portal:**
 - Online Store link: <https://supportrenewal.oracle.com/>
 - Support Services (under red Oracle bar)
 - Your Username is the email address (**customer's email**)
 - Pending Support Service Renewals (top right of screen)
 - Select Support Service Number; i.e. contract #:
 - Select "Checkout" button on bottom of screen
 - Under Method of Payment section, click on EDIT button and choose the PO method of payment
 - Enter PO/BPO number
 - **Print/Scan PO/BPO from Ariba**
 - **Upload scanned PO/BPO to Oracle's portal and signed Oracle Order Forms as needed.**
 - Save Changes
 - Accept T&Cs and Place Order

Invoice Payment:

Oracle will send renewal invoice, referencing Ariba PO or BPO#, directly to campus end user, who will need to send the invoice to epay@uw.edu for payment.

Additional info/links from Oracle:

To access the links, click on the link, press the Control Key and click with your mouse

Going forward, much of your account information will be managed via the new Oracle Renewals Communication Portal at [Communication Portal](#). To address your request, please log a ticket on the [Oracle Renewals Communication Portal](#) using your Oracle Account. If you do not have an Oracle Account, please create one by going to [Create your Oracle Account](#). If you have any issues logging a ticket please [Chat via Live Support Service Renewals Chat on the Oracle Store](#), or call 1-888-545-4577.

To renew your On-Premise Support, simply go to [Pending Support Service Renewals](#) on the Oracle Store to review and accept your renewal. For more information on accepting a renewal, enrolling in the automatic renewal program, modifying address or contact information, payment options, or invoicing questions please see: [Support Service Renewals Help](#) or [Support Service Renewals Overview](#). Additionally here is copy of the [Oracle Store User Guide](#).

Oracle Store (<https://supportrenewal.oracle.com/>) you can review all renewals, pull spreadsheets, request assistance, and upload your form of payment. Purchase Orders or payment for support renewals will only be accepted via the online Oracle Store portal going forward. Therefore, please follow the instructions below, in order to access/renew the support renewal.