Q: Is there any specific requirement for the email address of the applicant for Program Use Notification ("PUN")

A: End user shall use their company email address to send out the application email. If end user doesn't have company email address, please use the email address which listed in the contact information of the agreement.

Q: How to fill out the application form?

A: Please download the application form from Oracle official website and kindly note that each of the field in the form is mandatory and make sure all the fields filled in with accurate information. If no matching information found in certain field, please leave "N/A" in the field. For more information, please refer to the sample for guidance.

Q: Is it possible to modify the information of address and contact person of end user?

A: Please make sure the information of address and contact person is true, accurate and complete. Once the PUN application email and application form is sent, Oracle refuses to accept any modification of the information of address nor the contact person.

Q: Is there any notification if the application form is non-compliant?

A: After the reviewing process, Oracle will reply to the end user applicant whom submitting the application if it is non-compliant.

Q: Is it possible to replace the company seal by department seal if the usage of the company seal of the end user company is restrict and the applying process is complicated?

A: The acceptable company seal includes: (1) company seal – the content should be exactly the same with the name of the end user; (2) special seal for contractual uses; (3) special seal for procurement. Any other seals are not acceptable.

Q: Is it applicable if the description of product information is simplified?

A: No, the description of the product information and quantity in the application form needs to be accurate and complete.

Q: Is it acceptable if only the text page is scanned?

A: No, the application form must be the complete version including both text page and terms page.

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Q: How long does it take to receive PUN after submitting the application?

A: It takes 7-10 working days to issue PUN if the application is compliant and the PUN will be sent directly to the address of the end user listed in the application form.

Q: If there are two projects, which are involving with Oracle product in one single order, is it possible to issue two PUN?

A: No, only one PUN for one order.