

Finding Your SaaS Service Usage

Fusion Cloud Services

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Glossary of Terms

- **“Service”** is the name of the Service/SKU purchased.
- **“Service Period”** is your contract duration.
- **“Subscribed Quantity”** is the quantity you have purchased for the corresponding Cloud Service and is current as of the last successful data collection date.
- **“Authorized User Quantity”** is the number of individuals you have authorized to access the Cloud Service.
- **“Remaining Quantity”** is calculated as “Subscribed Quantity” – “Authorized User Quantity” for the most recent month. A positive figure indicates the quantity available to be authorized. A negative figure indicates you have authorized more users than you are contractually entitled.
- **“Subscription Usage”** is the amount of Authorized User Quantity used in the last Month and is represented as a percentage of your Subscribed Quantity.
- **“Available Month Start”** for pooled metrics refers to the quantity that is available at the beginning of the month. This figure represents the “Subscribed Quantity” minus the total amount used since the beginning of the Service Period.
- **“Remaining Month End”** for pooled metrics refers to the remaining quantity at the end of the most recent month.
- **“Total Utilization”** for pooled metrics is the total amount used at the end of the most recent month. It includes all usage since the beginning of the Service Period and is represented as a percentage of your Subscribed Quantity.
- **“Highest Use”** is the highest number recorded during the period as noted in the table.

Introduction

Your usage data is included in the SaaS Service Usage Metrics Report. This report is generated and delivered daily to your console. It shows the products included in your subscription and their subscribed quantities, how much you're using for the current month as well as the last three months. It also shows products that you're using but are not part of your subscription.

Although the report is generated daily, your usage numbers will likely not change on a daily basis because most products are measured as the peak number for the month.

At Oracle's discretion, changes to the way Oracle determines usage may be updated from time to time to (i) address subscription requirements associated with the release of new Enterprise Performance Management Cloud Services, or new metrics or functionality for Enterprise Performance Management Cloud Services; (ii) increase accuracy of, or facilitate greater understanding of, subscription requirements for Enterprise Performance Management Cloud Services; or (iii) include other information or changes.

Access & Download Your SaaS Service Usage Metrics Report

To access the SaaS Service Usage Metrics Report in your Cloud Console, you should be one of the following:

- Tenancy administrator for the tenancy where your environment is located.
- Member of a group that includes specific policies that allow access to the report.

Relevant documentation:

- [Commercial Measurement Usage Metrics](#)
- More information for customers who were converted to Cloud Console – [Post-Conversion Tasks](#)

Steps to download your SaaS Service Usage Metrics Report

To download the Usage Metrics Report from the Cloud Console, sign into the portal, go to the Fusion Applications environment details page, under **Resources**, click **Subscriptions**, click the **subscription ID** link. On the Subscriptions detail page, under **Resources**, click **Usage**. For more details, see the [Commercial Measurement Usage Metrics](#) section in the Oracle Cloud Infrastructure documentation.

SaaS Service Usage Metrics Report Retention

SaaS Service Usage Metrics Reports are available in your console for a minimum of one month from the date the report is delivered to your console. Once the report is deleted, it is not recoverable. Customers are recommended to retain a local copy if they want to track historical Usage Metrics Report data.

How to get help with the SaaS Service Usage Metrics Report

Please contact [My Oracle Support](#) if you have any questions.

How to read the SaaS Service Usage Metrics Report

The report provides a snapshot of your current usage compared to your contractual entitlement. It also describes some best practices when managing your subscriptions.

Usage metrics are organized into tables for four licensing metrics:

- Hosted Named User
- Hosted Employee
- Records
- Hosted Environment
- Hosted Full Time Equivalent (FTE) Student
- People
- Revenue

For each licensing metric, tables show how you are using:

- The services included in your subscription – your expected usage
- The services you're using but are not part of your subscription – your unexpected usage

This document includes details about the most widely subscribed metrics - Hosted Named User, Hosted Employee, and Records.

A Note about the Usage Number Reported

Most metrics report the peak number, or “high water mark”, for the month unless otherwise specified in the [Oracle Fusion Service Descriptions](#) document. That means that if you reduce your usage during the month, you will not see that reduction reflected on your usage report until the following month. For example, on June 5 you authorized 20 Hosted Named User seats, on June 22 you increased it to 32 seats, then on June 25 reduced it to 18 seats where it remained until June 30. In this case, the Highest Use reported from June 22 until the end of the month will be 32 and your usage for June will be reported as 32 Hosted Named Users.

Hosted Named User – Usage

The Hosted Named Users – Usage table shows the number of users who can access each subscribed service compared to the quantity purchased.

Figure 1. How to read section: Hosted Named User - Usage

The SKU numbers and names of the services included in your subscription

Quantity used in respective months

The subscribed quantity

Subscribed Quantity minus Authorized User Quantity for the most recent full month

(Authorized User Quantity / Subscribed Quantity) *100 for the most recent full month

Highest Authorized User Quantity for the current month

More users authorized than you are contractually entitled to

Metrics not available as the service was not being measured at the time the report was generated

This Cloud Service was not being measured for the given month. Measurement started in a later month

The quantity available to be authorized

Part #	Service	Authorized User Quantity			Subscribed Quantity Jul	Remaining Quantity Jul	Subscription Usage Jul	Highest Use Aug 1 - 20
		May	Jun	Jul				
B69719	Oracle Fusion Sourcing Cloud Service – Hosted Named User	101	101	77	20	-57	385%	79
B91081	Oracle Fusion Risk Management Cloud Service – Hosted Named User	25	25	25	100	75	75%	15
B81510	Oracle Fusion Financial Reporting Compliance Cloud Service – Hosted Named User	80	80	100	100	0	100%	80
B91066	Oracle Fusion Talent Management and Workforce Compensation Cloud Service – Hosted Named Users	This Cloud Service is not currently being measured.			450			
B95573	Oracle Fusion Touchpoints Cloud Service – Hosted Named User	^	^	587	13,969	13,382	4%	678

Hosted User - Pooled Usage

The Hosted User Pooled – Usage table shows the number of Hosted Users authorized to access each of the listed services for the Service Period stated on your Order Document. At the end of each month, Oracle reviews the previous month's provisioned unique user count, finds the maximum number used during the month and deducts that amount from the total subscribed quantity.

Figure 2. How to read section: Hosted User – Pooled Usage

The diagram illustrates the structure of the Hosted User - Pooled Usage table with arrows pointing from descriptive text labels to the corresponding columns:

- The SKUs and names of the services included in your subscription** points to the **Service** column.
- Quantity used in respective months** points to the **Prior Usage Months** section.
- The quantity subscribed** points to the **Subscribed Quantity** column.
- Highest Authorized User Quantity for the current month** points to the **Highest Use** section.
- The service was not part of an active subscription for the given month** points to the **May** column for the first row.
- Quantity that is available at the beginning of the most recent month** points to the **Available Month Start** column.
- Remaining quantity at the end of the most recent month** points to the **Remaining Month End** column.
- Total amount used at the end of the most recent month** points to the **Total Utilization Jul** column.

Part #	Service	Prior Usage Months			Available Quantity			Total Utilization Jul	Highest Use Aug 1-20
		May	Jun	Jul	Subscribed Quantity	Available Month Start	Remaining Month End		
B95945	Oracle Fusion Service Enterprise Cloud Service – Pooled Named User <i>Ended June 9, 2023</i>	650	650	-	-	-	-	-	-
B96465	Oracle Fusion Digital Collaboration Cloud Service – Pooled Named User	650	649	660	20643	19344	18684	9.49%	648

Hosted Named User – Unexpected Usage

The Hosted Named User – Unexpected Usage table shows the number of Hosted Named Users authorized to access each of the listed services, even though there are no associated active subscriptions.

Figure 3. How to read section: Hosted Named User – Unexpected Usage



Part #	Service	Authorized User Quantity			Highest Use
		May	Jun	Jul	
B67280	Oracle Fusion Partner Relationship Management for Channel Managers Cloud Service - Hosted Named User	54	55	53	48
B69721	Oracle Fusion Self Service Procurement Cloud Service - Hosted Named User	1	1	1	1
B69729	Oracle Fusion Inventory Management Cloud Service - Hosted Named User	54	55	53	48
B81264	Oracle Fusion Order Management User Cloud Service - Hosted Named User	54	55	53	48
B81266	Oracle Fusion Global Order Promising User Cloud Service - Hosted Named User	54	55	53	48

Hosted Named User – Shared Measurement Unexpected Usage

The Hosted Named User – Shared Measurement Unexpected Usage table shows unexpected usage which is associated with a set of possible part numbers.

Figure 4. How to read section: Hosted Named User – Shared Measurement Unexpected Usage

The SKU numbers and names of the services you're using but are not included in your subscription

Quantity used in respective months

Possible Services

Possible Services	Authorized User Quantity				Highest Use
	May	Jun	Jul	Aug 1 - 20	
B91055 Oracle Fusion Order Management Cloud Service - Hosted Named User	54	55	53	48	
B93429 Oracle Fusion Order Management Cloud Service - Hosted Named User					
B75365 Oracle Fusion Time and Labor Cloud Service - Hosted Named User	1	1	1	1	
BB5790 Oracle Time & Labor for Midsize Cloud Service- Hosted Named User					

Highest Authorized User Quantity for the current month

The services are grouped together as they share a metric or metric calculation

Hosted Employee – Usage

This table shows the count of every Person, regardless of Person Type, with at least one assignment tracked in your Fusion cloud service during the month reported compared to the quantity you've subscribed.

Figure 5.How to read section: Hosted Employee – Usage

The SKU numbers and names of the services included in your subscription

The number of persons tracked in respective months

The quantity subscribed

Subscribed Quantity minus Hosted Employee Quantity for the most recent month

(Hosted Employee Quantity / Subscribed Quantity) * 100 for the most recent month

Highest Hosted Employee count for the current month

Part #	Service	Hosted Employee Quantity			Subscribed Quantity Jul	Remaining Quantity Jul	Subscription Usage Jul	Count as of Aug 10
		May	Jun	Jul				
B86340	Oracle Payroll Cloud Service for Kuwait - Hosted Employee <i>Ends August 30, 2023</i>	819	821	800	1,000	200	80%	758
B85800	Oracle Fusion Human Capital Management Base Cloud Service - Hosted Employee <i>Ends August 30, 2023</i>	821	804	798	1,000	202	79.8%	798

Hosted Employee – Unexpected Usage

This table shows unexpected usage which is associated with a set of possible part numbers and where there are no associated active subscriptions.

Figure 6.How to read section: Hosted Employee – Unexpected Usage



The SKU numbers and names of the services you are using but are not included in your subscription

The number of persons tracked in the respective months

Hosted Employee Quantity for the current month

Possible Services	Hosted Employee Quantity				Count as of
	Jun	Jul	Aug	Sep 10	
B90764 Oracle Fusion Payroll Cloud Service for Gulf Cooperation Council (GCC) - Hosted Employee	93	93	91	91	

Records – Usage

The Records Usage table shows the monthly quantity of records stored for services compared to the quantity subscribed. Records quantity is measured per 1,000 records for many Cloud services.

Figure 7. How to read section: Records – Usage

Part #	Service	Records			Subscribed Quantity Jul	Remaining Quantity Jul	Subscription Usage Jul	Count as of Aug 20
		May	Jun	Jul				
B69713	Expenses Cloud Service - Hosted Expense Report	1,840	1,031	1,663	1,000	-663	166%	831
B87770	Planning Central Cloud Service – Hosted 1,000 Records	28.616	28.679	28.784	25	-3.784	115%	28.838

The diagram illustrates the components of the Records Usage table:

- The SKU numbers and names of the services included in your subscription:** Points to the "Part #" and "Service" columns.
- The number of records stored in respective months:** Points to the "Records" column headers (May, Jun, Jul).
- The quantity subscribed:** Points to the "Subscribed Quantity Jul" column.
- Subscribed Quantity minus Records for the most recent month:** Points to the "Remaining Quantity Jul" column.
- (Records / Subscribed Quantity) * 100 for the most recent month:** Points to the "Subscription Usage Jul" column.
- More records stored than you are contractually entitled to:** Points to the negative value in the "Remaining Quantity Jul" column for the Planning service.
- Records stored in the current month:** Points to the "Count as of Aug 20" column.

Records – Pooled Usage

This table displays the total contracted Records pooled for the Service Period stated on your Order Document. At the end of each month, Oracle will review the total number of records and deduct that amount from the subscribed quantity, providing the available number of records for the remainder of the service period.

Figure 8. How to read section: Records – Pooled Usage

The SKU numbers and names of the services included in your subscription

Quantity used in Respective month

Total amount used at the end of the most recent month

Part # Service

Prior Usage Months

Available Quantity

Total Utilization

Count as of

May Jun Jul Subscribed Quantity Available Month Start Available Month End Total Utilization Count as of

B96469 Oracle Fusion Digital Customer Service Cloud Service – 1000 Pooled Session 0.182 0.170 0.191 10 0.638 0.447 95.53% 0.162

The quantity subscribed

Quantity that is available at the end of the most recent month

Quantity that is available at the beginning of the most recent month

Records stored in the current month

Part #	Service	Prior Usage Months			Available Quantity			Total Utilization	Count as of
		May	Jun	Jul	Subscribed Quantity	Available Month Start	Available Month End		
B96469	Oracle Fusion Digital Customer Service Cloud Service – 1000 Pooled Session	0.182	0.170	0.191	10	0.638	0.447	95.53%	0.162

Records – Unexpected Usage

The Records - Unexpected Usage table shows the monthly aggregate quantity of the relevant record type for each Cloud Service, even though there are no associated active subscriptions. Records quantity is measured per 1,000 records for many Cloud services.

Figure 9. How to read section: Records – Unexpected Usage



The SKU numbers and names of the services you're using but are not included in your subscription

The number of records stored in respective months

Records stored in the current month

Part #	Service	Records			Count as of
		May	Jun	Jul	
B73947	Automated Invoice Processing Cloud Service- Hosted 1,000 Records	0.136	0.149	0.258	0.175

Records – Shared Measurement Unexpected Usage

This table shows unexpected usage which is associated with a set of possible part numbers.

Figure 10. How to read section: Records – Shared Measurement Unexpected Usage

The diagram illustrates how to read the table. It points to the 'Possible Services' column, the 'Records' row, and the 'Count as of' column. It also highlights the services listed in the 'Possible Services' column and the fact that they are grouped together.

The table shows the following data:

Possible Services	Records			Count as of
	May	Jun	Jul	
B85244 Oracle Fusion Planning Central Cloud Service - Hosted 1000 Planned Item Locations	0.978	0.981	0.990	0.976
B87766 Oracle Demand Management Cloud Service - Hosted 1,000 Planned Item Locations				
B87768 Oracle Supply Planning Cloud Service - Hosted 1,000 Planned Item Locations				
B87770 Oracle Sales and Operations Planning Cloud Service - Hosted 1,000 Planned Item Locations				

Possible Services:

- B85244 Oracle Fusion Planning Central Cloud Service - Hosted 1000 Planned Item Locations
- B87766 Oracle Demand Management Cloud Service - Hosted 1,000 Planned Item Locations
- B87768 Oracle Supply Planning Cloud Service - Hosted 1,000 Planned Item Locations
- B87770 Oracle Sales and Operations Planning Cloud Service - Hosted 1,000 Planned Item Locations

Records:

May	Jun	Jul
0.978	0.981	0.990

Count as of:

Aug 1-20
0.976

Annotations:

- The SKU numbers and names of the services you're using but are not included in your subscription (points to the 'Possible Services' column)
- The number of records stored (points to the 'Records' row)
- Records stored in the current month (points to the 'Count as of' column)
- The services are grouped together as they share a metric calculation (points to the 'Possible Services' column)

References

Oracle has standard contracts and policies that govern the terms, service descriptions, and delivery of Cloud Services. To find out more about these contracts and policies for Cloud Services please refer to the [Oracle Contracts portal](#).

For contractual Service Descriptions and associated metric definitions, review the Oracle Fusion Service Descriptions documents found in the [Oracle Cloud Services contracts](#).

In the main page go to **Find a document** section, select a Product from the drop-down list, then click on **View documents**.

For information on how Oracle measures Oracle Fusion offerings, review [Metric Descriptions for Oracle Fusion Offerings](#).

For help identifying authorized Hosted Named Users, refer to the [Usage Drill Through Reports](#) document.

For the details on how the seeded roles impact subscription seat counts, see [Advisory Note on Subscription Impact](#).

Learn more about SaaS commercial metric reporting and connect with the Oracle Fusion Applications community at [Cloud Customer Connect](#).

For frequently asked questions, review the [FAQ for SaaS Usage Metrics & Drill Through Reports for Fusion Apps](#).

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