

Welcome to Oracle Support for MICROS Dealers in the US and Bermuda

Effective August 10, 2015 support for Oracle's MICROS products in the United States (US) and Canada will transition to My Oracle Support (MOS) and will no longer be provided through the legacy MICROS support portals (Clarify) or support e-mail accounts. Please continue to use the legacy MICROS support mechanisms until August 10, 2015.

The transition on August 10, 2015 applies only to MICROS dealers and customers supported by the MICROS Support teams in the US and Canada, which includes the MICROS dealer in Bermuda. The MICROS Support phone numbers will not change and you can continue to use those to call Oracle MICROS Support in the US and Canada even after the move to MOS.

As of August 10, 2015, you can access MOS to manage, track, and update your Service Requests (SRs). However, due to additional forthcoming changes, you will need to call Oracle MICROS Support by phone to log/create new SRs until further notice. You also have the option to call Support to update your SRs and are not required to use MOS at this time. As we get closer to the full implementation of the simplified MOS user interface for dealers, we will notify you of those changes and offer additional training.

To prepare for the transition on August 10, 2015, you should do the following:

1. **Make a note of your MICROS hardware and software Support Identifier (SI) provided below**, as you will need those to access Oracle MICROS Support as of August 10, 2015 and obtain assistance on behalf of your **legacy customers**. You can share your SIs with individuals within your company that are authorized by you to submit SRs on behalf of your legacy customers. Please do not share your SIs with any of your end customers. Your end customers do not have access to MOS or to Oracle Support.
2. **Register on MOS**. In order to maintain, track and update your logged SRs in MOS as of August 10, 2015, you will have to register first and add the SIs below to your MOS account.

Support Identifier Information – *this section was customized for each Dealer sent a welcome letter*

Company Name:

Hardware Support Identifier number:

Software Support Identifier number:

Please note:

- For instructions on how to register on MOS, please reference the [Registration FAQ](#). Within the FAQ is a link to a [video](#) that covers the steps necessary to create an Oracle single sign-on account and add the SIs to your MOS account.
- The first person that uses the SI to register on MOS will be prompted to accept the Customer User Administrator (CUA) role and be required to enter the first 5 characters of the name of the organization that owns the SI. Use the exact company name as referenced in the SI block above.
- The CUA grants user access to the SI and manages user privileges. It is very important that multiple users of the same SI within the same company discuss how to administer access to MOS. Oracle recommends that there be at least two CUAs for each SI to provide approval coverage.
- When the first user with a specific SI registers on MOS and accepts the CUA role, the account is placed in a status of "pending Oracle approval" until the security validation process is complete. To avoid delays in account validation, it is important for a new user to register using an e-mail address provided by their company rather than a personal e-mail address. Please allow at least four hours for this process to complete.

- Please note that we will not migrate any SRs from the legacy MICROS Support portals to MOS. All SRs will remain in the legacy MICROS Support portal and the Support teams will continue to work on those in the legacy systems until they are closed. All new SRs will be created only in MOS as of August 10, 2015.
- **If you join the Oracle Partner Network (OPN) and sign the appropriate Oracle distribution agreement and support provider addendums, you will be issued another SI. That SI will be provided to you separately and should be used only to obtain support on behalf of new customers that you report to Oracle as you close new deals after September 1, 2015. The SIs provided in this letter are to be used only to obtain support for legacy customers you booked prior to September 1, 2015.**
- **If you are contracted by Oracle MICROS to provide onsite field support to a MICROS customer, this process and communication does not apply to that work. You will be contacted separately regarding the Oracle MICROS subcontractor relationship and associated changes for August 10, 2015.**

Live Training for My Oracle Support

We have scheduled live web seminars for the legacy MICROS dealers, covering both an Introduction to Oracle Support and MOS, prior to the cutover on August 10, 2015. We suggest you attend one of these 60-minute training sessions in advance of the cutover if you plan to use MOS. The training will help you understand how to register, as well as manage and update SRs in MOS. The training schedule and web seminar access information will be sent to you in a separate e-mail.

Once the dealer changes are implemented in MOS, we will schedule another series of live web seminars and notify the dealers of those in advance.

Resources

We suggest you register on My Oracle Support today and explore the following sites:

- [Oracle Support Services](#)
- [MICROS Support site](#)

Familiarizing yourself with those two sites will make your transition to Oracle Support Services easier and help us serve you better.

We are eager to assist you in any way possible and your feedback is invaluable and integral to our success. Please e-mail any comments or questions about this communication to cs-support-integrate-comms_WW@oracle.com.