

Oracle Nor1 Support Assistance Matrix

Effective 23-May-2022

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| Questions regarding use of or access to the Customer Support Portal | Oracle Hospitality Support via the Oracle Hospitality Support hotlines |
| Design, implementation services, questions regarding Basic Data Form (BDF) | Your implementation consultant/project specialist |
| Modifications to program details, pricing and merchandising | Your Account Revenue Manager (ARM) or Oracle Support via the Customer Support Portal |
| User Management (logins, password resets, new users, etc.) | Self-service through Upsell Action Center or Oracle Support via the Customer Support Portal |
| Technical product support | Oracle Support via the Customer Support Portal |
| Usage questions – CheckIn Merchandising | CheckIn Merchandising Chat or Oracle Support via the Customer Support Portal |
| Usage questions – Other Products | Oracle Support via the Customer Support Portal |
| Product defects and enhancement requests | Oracle Support via the Customer Support Portal |
| Cloud service system availability | Oracle Support via the Customer Support Portal |
| Purchase additional services and products | Your account sales representative |

