



Oracle Restaurants

Oracle Restaurants Payment Cloud Services

Service Descriptions and Metrics



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METRIC DEFINITIONS

Chargeback is defined as an occurrence when Your customer disputes the validity of a Processed Payment, without regard to the ultimate resolution or disposition of such dispute. Chargeback pricing is expressed as a fixed fee in the applicable currency and is applied for each Chargeback.

Processed Payment Amount is defined as the total amount of a Processed Payment in the applicable currency to which a percentage rate is applied.

Processed Payment is a Payment to which a fixed fee in the applicable currency is applied.

GLOSSARY

Card Present is defined as any Processed Payment whereby the applicable card is presented for payment in the physical presence of the merchant.

Card Not Present is defined as any Processed Payment other than one processed on a Card Present basis including, without limitation, a Processed Payment whereby the applicable card is manually entered for processing.

A **Payment** is defined as an authorization request by Your customer for a payment from Your Customer to You and submitted by You to Oracle for processing using the Oracle Payment Cloud Service from any account (including, without limitation, a credit card, debit card, gift card, or bank account).

Point-to-Point Encryption (P2PE) is defined as a standard where encryption of payment data is done from the point of interaction (e.g., POS terminal) to the secure decryption environment at the payment processor / Acquirer. P2PE standards are managed by PCI Security Standards Council (PCI SSC) and must comply with PCI P2PE standards. P2PE outlines a standard that businesses can follow to ensure there are technology and operational controls in place to protect terminals and card-present transactions against device tampering and data breaches.

ADDITIONAL TERMS

Retired Services

Oracle in its sole discretion, may make certain Oracle Cloud Services listed on the rate card attached to Your order and/or as seen in the Cloud Portal unavailable for new instance deployments during the term of Your order. Those Cloud Services will be listed under the section “Retired SKUs” in this Service Descriptions document. You may continue to use Retired SKUs prior to the announced retirement date (including after a renewal order, where applicable) unless Oracle in its sole discretion provides You with a written notification of an official End Of Life for such Cloud Service(s) during the term of Your order. If Oracle provides a written notification of End Of Life of a Cloud Service, You may be required to transition to a successor Oracle Cloud Service if Oracle makes a successor Cloud Service available.

The “Retired SKUs” section of this Service Descriptions document shall take precedence over any term to the contrary in Section 1.2 (Use of Services) of the Agreement and Section 4.2.2 (End of Life) of the Oracle Cloud Hosting & Delivery Policies.

SERVICE DESCRIPTIONS

Oracle Restaurants Payment Cloud Service

CLOUD SERVICE	PART #	METRIC
Oracle Restaurants Payment Cloud Service	B92879	Currency Unit
Oracle Restaurants Payment Cloud Service, Card Present Rate (% applied to Processed Payment Amount)	B92880	Processed Payment Amount
Oracle Restaurants Payment Cloud Service, Card Present Transaction Fee	B92881	Processed Payment
Oracle Restaurants Payment Cloud Service, Card Present P2PE Rate (% applied to Processed Payment Amount)	B111115	Processed Payment Amount
Oracle Restaurants Payment Cloud Service, Card Present P2PE Transaction Fee	B111116	Processed Payment
Oracle Restaurants Payment Cloud Service, Card Not Present Rate (% applied to Processed Payment Amount)	B92882	Processed Payment Amount
Oracle Restaurants Payment Cloud Service, Card Not Present Transaction Fee	B92883	Processed Payment
Oracle Restaurants Payment Cloud Service, American Express Card Present Rate (% applied to Processed Payment Amount)	B96191	Processed Payment Amount
Oracle Restaurants Payment Cloud Service, American Express Card Present Transaction Fee	B96192	Processed Payment
Oracle Restaurants Payment Cloud Service, American Express Card Present P2PE Rate (% applied to Processed Payment Amount)	B111117	Processed Payment Amount
Oracle Restaurants Payment Cloud Service, American Express Card Present P2PE Transaction Fee	B111118	Processed Payment
Oracle Restaurants Payment Cloud Service, American Express Card Not Present Rate (% applied to Processed Payment Amount)	B96193	Processed Payment Amount
Oracle Restaurants Payment Cloud Service, American Express Card Not Present Transaction Fee	B96194	Processed Payment
Oracle Restaurants Payment Cloud Service, Chargeback	B92884	Chargeback

CLOUD SERVICE	PART #	METRIC
Oracle Restaurants Payment Cloud Service, Interac Card Present Transaction Fee, Canada* - Processed Payment	B111506	Processed Payment
Oracle Restaurants Payment Cloud Service, Interac Card Not Present Rate (% applied to Processed Payment Amount), Canada* - Processed Payment Amount	B111507	Processed Payment Amount
Oracle Restaurants Payment Cloud Service, Interac Card not Present Transaction Fee, Canada* - Processed Payment	B111508	Processed Payment
Oracle Restaurants Payment Cloud Service, Interac Card Present P2PE Transaction Fee, Canada* - Processed Payment	B111549	Processed Payment

*These SKUs are available in Canada only

You can opt-in to use Oracle's P2PE solution. Our P2PE compliant solution involves:

- PCI-approved P2PE payment solution
- Separate Encryption of the PAN (Personal Account Number) and the track data (for authenticating the cardholder and/or authorizing card transactions) in the payment message.
- P2PE Instruction Manual (PIM) for our Merchants. Merchants are required to comply with the P2PE Instruction Manual (PIM) that outlines the various operational measures, logistical, monitoring, and other requirements.

PTS-approved Point-of-Interaction (POI) devices (must be purchased separately).

Activation Usage and Billing

During the Services Period of Your order, You may consume the Oracle Restaurants Payment Cloud Service according to this service description. A monthly statement detailing Your actual usage and related charges will be available within the Oracle Restaurants Payment Cloud Service.

You will be charged for each payment processed through the Oracle Restaurants Payment Cloud Service and for each Chargeback incurred based upon Oracle's then current price list for the Oracle Restaurants Payment Cloud Service, which can be found at <https://www-sites.oracle.com/industries/payg-services-price-list/>.

Payment Terms and Frequency

During the Services Period, on a daily basis, Oracle shall collect all charges incurred for using the Oracle Restaurants Payment Cloud Service by automatically deducting such charges from any Processed Payments prior to depositing the net funds into Your designated bank account. All fees payable to Oracle are due immediately for each Processed Payment or Chargeback occurrence.

The Payment Terms and Frequency for the Oracle Symphony Cloud Service do not apply to the Oracle Restaurants Payment Cloud Service.

If the Oracle Restaurants Payment Cloud Service is terminated (e.g., non-renewal, end of life, etc.) and there are insufficient Processed Payments to close out the account balance, You will be billed for the remaining amount.

Users of Oracle Restaurants Payment Cloud Services referenced in the table above have access to the following modules and features:

- Oracle Restaurants Payment Cloud Service
- Oracle Symphony Cloud Service, Single-Tenant Edition, for Android restricted to enabling Pay at Table functionality
- Oracle Symphony Cloud Service, for Android restricted to enabling Pay at Table functionality
- Oracle Symphony Reporting and Analytics Payment Portal
- Oracle Payments Checkout

The Oracle Restaurants Payment Cloud Service, Card Present Rate, and Oracle Restaurants Payment Cloud Service Card Present P2PE Rate require You to purchase and maintain one of the following base services:

- Oracle Symphony Cloud Service, Single-Tenant Edition
- Oracle Symphony Cloud Service, Enterprise Edition
- Oracle Symphony Cloud Service, Plus Edition
- Oracle Symphony Cloud Service, Single-Tenant Edition, for Android
- Oracle Symphony Cloud Service, for Android
- Oracle Symphony, Single -Tenant Edition, Metered Service
- Oracle Symphony, Plus Edition, Metered Service

- Oracle Hospitality Symphony Premium Cloud Service
- Oracle Hospitality Symphony Standard Cloud Service

The following Oracle Restaurants Payment Cloud Services must be purchased and maintained concurrently:

- Oracle Restaurants Payment Cloud Service, Card Present Rate (% applied to Processed Payment Amount)
- Oracle Restaurants Payment Cloud Service, Card Present Transaction Fee
- Oracle Restaurants Payment Cloud Service, Card Present P2PE Rate (% applied to Processed Payment Amount)
- Oracle Restaurants Payment Cloud Service, Card Present P2PE Transaction Fee
- Oracle Restaurants Payment Cloud Service, Card Not Present Rate (% applied to Processed Payment Amount)
- Oracle Restaurants Payment Cloud Service, Card Not Present Transaction Fee
- Oracle Restaurants Payment Cloud Service, American Express Card Present Rate (% applied to Processed Payment Amount)
- Oracle Restaurants Payment Cloud Service, American Express Card Present Transaction Fee
- Oracle Restaurants Payment Cloud Service, American Express Card Present P2PE Rate (% applied to Processed Payment Amount)
- Oracle Restaurants Payment Cloud Service, American Express Card Present P2PE Transaction Fee
- Oracle Restaurants Payment Cloud Service, American Express Card Not Present Rate (% applied to Processed Payment Amount)
- Oracle Restaurants Payment Cloud Service, American Express Card Not Present Transaction Fee
- Oracle Restaurants Payment Cloud Service, Chargeback Fee

You are also required to purchase from Oracle one or more of the following hardware devices configured for use with the Oracle Symphony Cloud Service for payment processing with Oracle Restaurants Payment Cloud Service, Card Present Rate

- Verifone P400Plus countertop payment terminal
- Verifone e285 mobile payment terminal Verifone 400M mobile payment terminal
- Castles S1F2 mobile POS and payment terminal*
- Verifone P630 countertop payment terminal

** The Castles S1F2 mobile POS and payment terminal is not eligible for purchase with Oracle Restaurants Payment Cloud Service P2PE offering*

Disaster Recovery and Target Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Oracle Cloud Policies

Your order for this Oracle Restaurants Payment Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.