

# Hospitality and Food & Beverage Support Quick Reference Guide (Property) – InterContinental Hotel Group (IHG)

## Service Request (SR) Creation

North America (NA) Numbers: 1-800-810-4499 (if unavailable, call 1-800-937-2211)

### Hospitality Support Phone Numbers (outside NA):

<https://www.oracle.com/corporate/contact/global.html>

**My Oracle Support (MOS) Portal:** support.oracle.com **Document ID 1959163.1**

Create and manage Service Requests via the My Oracle Support (MOS) Portal & Cloud Portal.

1. **Call** Oracle's Hospitality Support (NA properties call IHG Dedicated Hospitality Support Desk at 1-800-810-4499). Call your local support number for properties outside of the U.S.
2. **Follow** call routing prompts accordingly; **select** option #1 IHG Applications or #2 All Other Callers
3. **Select** #1 Company Owned/Managed Hotels, #2 Franchised Hotels, #3 Corporate Support
4. **Select** #3 OPERA PMS Password or #4 for Oracle PMS & POS and **Follow** call routing prompts accordingly
5. **Provide** your Customer information (Support Identifier "SI" or Main Line Phone Number), contact information, including hours you can be reached and details regarding the issue/question to the Support agent
6. **Discuss** business impact of issue and severity being assigned to the SR with a short description of the issue
7. **Obtain** the SR Number; required for follow-up requests; if the answering Support agent is unable to resolve your issue during the call, the SR may be transferred to another agent for follow-up.

**Severity 1** - Use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The Operation is mission critical to the business and the situation is an emergency (i.e. total inability to process any transaction; a critical documented function is not available; entire system unavailable, etc.).

**Severity 2** - Severe loss of service; no acceptable workaround; however, Operations can continue in a restricted fashion (i.e. partial inability to process credit card transactions; revenue supporting interfaces (credit cards, video, restaurant, failure to reset totals or complete End of Day/Night Audit, etc.).

**Severity 3** - Minor loss of service; impact is an inconvenience that may require a workaround to restore functionality (i.e. minor business impact; a problem, however, business can continue without interruption; "How To..." questions not requiring an immediate solution; reporting for a date or a range of dates; non-revenue generating interface issues; inability to print from single workstation, etc.).

**Severity 4** - No business impact (i.e. procedural questions; enhancement request, etc.).

## When to Request Manager Attention

### **Document 199389.1**

- Issues impacting day-to-day Operations that require immediate attention
- SR resolution or response is not satisfactory

## How to Request Manager Attention

1. **Call the IHG Dedicated Help Desk at 1-800-810-4499;** follow call routing prompts for Oracle Hospitality, correct product line, enter existing SR, select to speak with the agent, advise the agent to speak with their manager, if agent's manager is not available than request to speak with the Manager on Duty (MOD).
2. **Provide** the SR number, specific need, business impact and contact information.

If you have access to My Oracle Support (MOS), you may also **update** the SR with a thorough explanation of why a heightened level of assistance is requested. Be sure to include the following details:

- **Reason** for the heightened level of attention, including business impact.
- **Provide** the name of the person requesting manager attention, provide contact information including phone number and email address

## Updating Existing Service Request (SR) by Phone

1. **Call Oracle's IHG Dedicated Support Desk (NA) at 1-800-810-4499**
2. **Follow** call routing prompts
3. **Provide** the SR number & an update to the Support agent

## Create MyOracle Support (MOS) Account

**My Oracle Support (MOS) Portal:** support.oracle.com

Service Requests (SR) can be created and managed via the My Oracle Support (MOS) Portal and Cloud Portal.

### **Document ID 1959163.1**

- **Click** New User; **enter** your employee email address to register
- **Complete** the form; **Click** Create Account

## MyOracle Support (MOS/Web) SR Creation

### **Document 1540335.1**

1. **Login** to My Oracle Support (MOS) [support.oracle.com](https://support.oracle.com) (login required) or Cloud Support Portal
2. **Select** Service Request tab and **Click** Create Technical or Non-Technical SR
3. **Follow prompts** to define the problem type, etc. and **Assign** severity (reference SR Severity definitions); be certain to provide a detailed description about the problem and business impact, and then **Submit**. If you do not have access, follow the Registration Steps to **Create a MOS Account**