Oracle MICROS Consulting Service Descriptions

Effective Date: 22-July-2022
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PROFESSIONAL SERVICES DELIVERY POLICIES

The Oracle Professional Services Delivery Policies (“Policies”) available at http://www.oracle.com/contracts apply to all professional services in your order.

Oracle’s Professional Services Delivery Policies are subject to change, but such changes will not materially reduce the level of performance, functionality, security, or availability for the Services for the duration of Your order.

CONSULTING SERVICE OFFERINGS

Oracle MICROS Point of Sale Implementation Services – Per Hour

Part Number: B80282, B87968 (Extended Hours), B87976 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle MICROS Point of Sale (“POS”) Implementation Services (“Total Hours”) related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. **Software Configuration**
   a. Install or upgrade Your on-premise single server POS.
   b. Configure menus, modifiers, page design, employee setup, time and attendance, printing, standard reports, eBusiness modules and standard interfaces to credit cards, gift cards and Property Management Systems.
   c. Functionally test the standard configuration, printing, reporting and interface activities performed above.

Your Cooperation and Project Assumptions

1. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your site, as required, for the performance of Services.
   b. Provide Oracle access to site personnel who are best able to provide information needed to perform software configuration.
   c. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.

2. **Project Assumptions**
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services above will be performed either by onsite delivery resources or remotely.
   c. The Services do not include physical hardware installation, networking or any other Services not expressly identified herein.
   d. Custom report development is not included in the Services.
   e. Custom interface development is not included in the Services.
   f. Third-party software configuration is not included in the Services.
   g. Application training is not included in the Services.
   h. When relevant to the scope of the Services provided under this order, Oracle will install Your Oracle MICROS fiscal layer (integration) in accordance with the Oracle MICROS Fiscal Layer Installation Guide applicable to Your region.
   i. Project management is not included in the Services.
   j. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
Oracle may deliver Services during the following work shifts as specified in Your order:

i. “Standard Business Hours” are the hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location where the Services are to be performed.

ii. “Extended Business Hours” are the hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location where the Services are to be performed.

iii. “Weekend Hours” are the hours beginning on Saturday at 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am.

iv. “Holiday Hours” are any hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the Services are to be performed.

Oracle MICROS Point of Sale Implementation Consulting and Configuration – Per Hour
Part Number: B80283, B87969 (Extended Hours), B87977 (Weekend/Holiday Hours)

Description of Services
You have ordered the quantity of hours identified in Your order of Oracle MICROS Point of Sale Implementation Consultation and Configuration- Standard Services (“Total Hours”) related to Your Oracle MICROS deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a. Review Your environment to confirm the following items: on-premise or hosted, Point of Sale (“POS”) software version, eBusiness modules, revenue centers, and interfaces.
   b. Install or upgrade Your on-premise enterprise Oracle Point of Sale application, Oracle database or Reporting and Analytics applications as required.
   c. Conduct a meeting with You to gather configuration information including, but not limited to: menus, modifiers, tenders, discounts, Service charges, table numbers, room numbers, remote printing, employee privileges, time and attendance, credit card processing, gift card processing, third-party interfaces, and interfaces to other Oracle MICROS products.
   d. Configure Your, menus, modifiers, page design, employee setup, time and attendance, printing, standard reports, eBusiness modules and standard interfaces to credit cards, gift cards and standard property management system (“PMS”) interfaces following the information provided by You in the survey identified above.
   e. Functionally test the configuration performed above.

Your Cooperation and Project Assumptions
1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your site required for the performance of Services.
   b. Provide Oracle access to site personnel who are best able to provide information needed to perform the survey identified in the Description of Services, above.
   c. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.

2. Project Assumptions
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
g. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation, networking or any other Services not expressly identified herein.

h. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.

i. Custom report development is not included in the Services.

j. Custom interface development is not included in the Services.

k. Third-party software configuration is not included in the Services.

l. Application training is not included in the Services.

m. Project management is not included in the Services.

n. When relevant to the scope of the Services provided under this order, Oracle will install Your Oracle MICROS fiscal layer (integration) in accordance with the Oracle MICROS Fiscal Layer Installation Guide applicable to Your region.

o. Oracle may deliver Services during the following work shifts as specified in Your order:
   i. “Standard Business Hours” are the hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location where the Services are to be performed.
   ii. “Extended Business Hours” are the hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location where the Services are to be performed.
   iii. “Weekend Hours” are the hours beginning on Saturday at 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am.
   iv. “Holiday Hours” are any hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the Services are to be performed.

Oracle MICROS Live Support Service – Per Hour
Part Number: B80284, B87970 (Extended Hours), B87978 (Weekend/Holiday Hours)

Description of Services
You have ordered the quantity of hours identified in Your order of Oracle MICROS Live Support Services (“Total Hours”) related to Your Oracle MICROS deployment(s), which Services may include assistance with any of the following:

1. Go Live Support Services
   a. Provide post go-live support in production environment, primarily focused on supporting Your management staff during the transition to the new application.
   b. Answer operational questions related to Your Oracle MICROS application(s) (“Applications”).
   c. Assist You with basic configurations change requests identified during go-live of the Applications.

Your Cooperation and Project Assumptions
1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your site and Applications as required for the performance of the Services.
   b. Schedule the appropriate resources to work with Oracle to ensure a smooth transition to the new application.
   c. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.

2. Project Assumptions
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
f. All written documentation and communication will be in the mutually agreed upon language.
g. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation or any other Services not expressly identified herein.
h. Configuration or training of third-party applications is not included in the Services.
i. Configuration of custom reporting is not included in the Services.
j. Configuration of custom interfaces is not included in the Services.
k. Full menu entry or additional revenue center creation is not included in the Services.
l. Project management is not included in the Services.
m. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
n. Oracle may deliver Services during the following work shifts as specified in Your order:
   i. “Standard Business Hours” are the hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location where the Services are to be performed.
   ii. “Extended Business Hours” are the hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location where the Services are to be performed.
   iii. “Weekend Hours” are the hours beginning on Saturday at 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am.
   iv. “Holiday Hours” are any hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the Services are to be performed.

Oracle MICROS Project Management – Per Hour
Part Number: B80285

Description of Services
You have ordered the quantity of hours identified in Your order of Oracle MICROS Project Management Services (“Total Hours”) related to Your Oracle Hospitality MICROS implementation(s), which Services may include assistance with any of the following:

1. Project Management Services
   a. Facilitate a project kick-off call with Your team to review and confirm project scope.
   b. Confirm the Oracle MICROS products and Services purchased.
   c. Confirm preliminary implementation dates, including a go-live date.
   d. Prepare project implementation schedule for the Oracle resources.
   e. Facilitate reoccurring project status calls to track progress.
   f. Track status of hardware purchased for the Oracle MICROS implementation.

Your Cooperation and Project Assumptions
1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. You agree to designate a primary representative who will serve as Oracle’s primary point of contact and have authority to make decisions with regard to the Services Oracle will be performing. This representative shall work together with Oracle’s project manager to facilitate an efficient delivery of the Services.
   b. Schedule Your resources to work with or provide information to Oracle.
   c. Schedule third-party vendors according to project schedule, if required.
   d. Advise Oracle of any delays or scheduling changes as soon as possible.
   e. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
2. Project Assumptions
a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.

b. A person day is defined as one (1) resource working up to eight (8) hours.

c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.

d. Unless otherwise specified, off-shore resources will work during their respective local working hours.

e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.

f. All written documentation and communication will be in the mutually agreed upon language.

g. Services can be either performed onsite or remotely.

Oracle MICROS System Administrator Training Services – Per Hour

Part Number: B80286, B87971 (Extended Hours), B87979 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle MICROS System Administrator Training Services (“Total Hours”) related to Your Oracle MICROS deployment(s), which Services may include assistance with any of the following:

1. Software Application Training
   a. Train Your staff on standard product functionality and can include menu configuration, revenue center configuration, employee setup, timekeeping and scheduling, reporting, inventory management, and loyalty and gift card program management.
   b. Provide available training material electronically.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your site as required for the performance of the Services.
   b. Schedule Your staff to attend all required Oracle MICROS training sessions.
   c. Reproduce copies of training materials solely for Your staff.

2. Project Assumptions
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. The Services above will be performed either by onsite trainers or remotely.
   h. Training is provided for Oracle MICROS products only.
   i. If training is provided on site, You are responsible for providing a training room with internet access, access to all required Oracle MICROS products, LCD projector, white board or flip chart, and computers for students (if required).
   j. If training is provided remotely, all attendees must have a phone and either have their own personal computers (“PC”) with internet connection or the ability to share the screen of a PC with internet connection.
   k. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.
   l. Training of third-party applications is not included in the Services.
   m. Project management is not included in the Services.
Oracle may deliver Services during the following work shifts as specified in Your order:

i. “Standard Business Hours” are the hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location where the Services are to be performed.

ii. “Extended Business Hours” are the hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location where the Services are to be performed.

iii. “Weekend Hours” are the hours beginning on Saturday at 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am.

iv. “Holiday Hours” are any hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the Services are to be performed.

Oracle MICROS End User Training – Per Hour
Part Number: B80287, B87972 (Extended Hours), B87980 (Weekend/Holiday Hours)

Description of Services
You have ordered the quantity of hours identified in Your order of Oracle MICROS End User Training Services (“Total Hours”) related to Your Oracle MICROS deployment(s), which Services may include assistance with any of the following:

1. **Software Application Training**
   a. Provide training on end-user interaction with Oracle’s MICROS products, as currently configured. This can include entering, editing, and tendering checks, timekeeping, reporting, manager functions.
   b. Provide available training material electronically.

Your Cooperation and Project Assumptions
1. **Your Cooperation**. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your site as required for the performance of the Services.
   b. Schedule Your staff to attend all required Oracle MICROS training sessions.
   c. Reproduce copies of training materials solely for Your staff.
   d. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.

2. **Project Assumptions**
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. The Services above will be performed either by onsite trainers or remotely.
   h. Training is provided for Oracle MICROS products only.
   i. If training in provided on site, You are responsible for providing a training room with internet access, access to all required Oracle MICROS products, LCD projector, white board or flip chart, and computers for students (if required).
   j. If training is provided remotely, all attendees must have a phone and either have their own personal computers (“PC’s”) with internet connection or the ability to share the screen of a PC with internet connection.
   k. Configuration or training of third-party applications is not included in the Services.
   l. Project management is not included in the Services.
   m. Oracle may deliver Services during the following work shifts as specified in Your order:
"Standard Business Hours" are the hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location where the Services are to be performed.

"Extended Business Hours" are the hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location where the Services are to be performed.

"Weekend Hours" are the hours beginning on Saturday at 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am.

"Holiday Hours" are any hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the Services are to be performed.

### Oracle MICROS Pre-Implementation Consulting Services – Per Hour

**Part Number:** B80828, B87973 (Extended Hours), B87981 (Weekend/Holiday Hours)

#### Description of Services

You have ordered the quantity of hours identified in Your order of Oracle MICROS Point of Sale Pre-Implementation Consulting Services ("Total Hours") related to Your Oracle MICROS deployment(s), which Services may include assistance with any of the following:

1. **Consulting Services**
   a. Conduct requirements gathering for implementing Oracle MICROS Point of Sale products ("POS").
   b. Provide consultation for application architecture for Your POS.
   c. Provide consultation on practices regarding integration of Your POS.
   d. Conduct a discovery workshop to assist with determining Your requirements for Your POS and to provide guidance on any interfaces or integrations for Your POS.
   e. Provide consultation on feature functionality and feature requirements gap analysis.
   f. Provide consultation and functional testing Services for third-party interfaces supported by Your POS.
   g. Provide documentation to include diagrams of application data flow, process models, and control flow, if required.
   h. Analyze installed Oracle MICROS applications for maintenance and upgrade paths.

#### Your Cooperation and Project Assumptions

1. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your site, including remote access to Your Oracle MICROS applications and infrastructure, as required for the performance of the Services.
   b. Provide Oracle with full access to relevant functional, technical, and business resources with adequate skills and knowledge to support the performances of the Services.

   When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.

2. **Project Assumptions**
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. The Services above will be performed either by onsite delivery resources or remotely.
h. The Services do not include physical hardware installation, networking or any other services not expressly identified herein.

i. Custom report development is not included in the Services.

j. Custom interface development for new interfaces is not included in the Services.

k. Third-party software configuration is not included in the Services.

l. Training is not included in the Services.

m. Project management is not included in the Services.

n. Oracle may deliver Services during the following work shifts as specified in Your order:
   i. “Standard Business Hours” are the hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location where the Services are to be performed.
   ii. “Extended Business Hours” are the hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location where the Services are to be performed.
   iii. “Weekend Hours” are the hours beginning on Saturday at 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am.
   iv. “Holiday Hours” are any hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the Services are to be performed.

Oracle MICROS Implementation Site Inspection – Per Hour
Part Number: B83491

Description of Services
You have ordered the quantity of hours identified in Your order of Oracle MICROS Implementation Site Inspection (“Total Hours”) related to Your Oracle MICROS deployment(s), which Services may include assistance with any of the following:

1. Consulting Services
   a. Review with You the alternating current (“AC”) power requirements for implementing Oracle MICROS Point of Sale (“POS”) applications.
   b. Confirm network cables have been installed and terminated near hardware placement for Oracle MICROS POS products (“Products”).
   c. Test Your network connectivity and validate ports and Oracle URL is accessible for Your Products, including Point of Sale, Reporting and Analytics, Labor Management, Gift and Loyalty and Inventory Management.
   d. Review the readiness of Your pre-determined hardware locations for Your POS hardware placement, such as brackets, mounts, holes for cables, and power cords, for Your Products.
   e. Review Your site to determine if shelving and rack systems to accommodate back office server(s) are in place, if required, for Your POS configuration.
   f. Provide to You a findings report, describing Your site’s deficiencies, as identified by Oracle based upon the Services identified herein.

Your Cooperation and Project Assumptions
1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Review and prepare Your environment per Oracle's Site Preparation Guidelines available at the following link:
      https://mosemp.us.oracle.com/epmos/main/downloadattachmentprocessor?attachid=2067935.1%3ASITE_INSPECTION_FORM&docType=HOWTO&action=download
      Site Preparation Guidelines will also be emailed to Your primary implementation contact.
   b. Provide a device location map showing planned site layout.
   c. Conduct the installation, termination, and certification of network cabling and/or wireless local area network (“LAN”) as required for Your POS implementation.
   d. Provide any notices and obtain any consents required for Oracle to perform the Services.
e. Provide complete and accurate information to Oracle regarding the hardware, including, without limitation, the serial number for the hardware, where applicable.
f. Prior to the commencement of the Services, inform Oracle of any equipment or environment modifications that may affect Oracle’s performance of the Services.
g. Confirm that Your power supply is in accordance with industry standards, using industry standard electrical/receptacle connectors as required by Oracle.
h. Install cables in a manner which does not pose potential safety hazards, and confirm that all cable connections are located within a reasonable proximity of the hardware to be connected.
i. Upon Oracle's request, schedule Your information technology resource to be onsite to work with the on-site Oracle resource.
j. At Oracle’s request, provide to Oracle Your in-house cable labeling guide for the hardware to be installed.
k. All required Oracle approved cables must be provided and placed by You prior to the site inspection.
l. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.

2. Project Assumptions
a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
b. A person day is defined as one (1) resource working up to eight (8) hours.
c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
f. The Services include a single site inspection walk through.
g. Hardware placement or managed roll-out installation are not included in the Services.
h. Network, domain name system (“DNS”) or wireless changes are not included in the Services.
i. Troubleshooting of the deficiencies found is not included in the Services.

Oracle MICROS Consulting Professional Services – Per Hour
Part Number: B83492, B87974 (Extended Hours), B87982 (Weekend/Holiday Hours)

Description of Services
You have ordered the quantity of hours identified in Your order (“Total Hours”) of Oracle MICROS Consulting Professional Services (“Services”) related to Your Oracle MICROS deployment(s), which Services may include assistance with any of the following:

1. Software Application Configuration and Operational Review
a. Conduct a discovery and requirements gathering session for the creation (or modification) of a customization to Your Oracle MICROS Application (“the Customization”).
b. Document the mutually agreed upon requirements identified in the discovery and requirements gathering session, above (the “Design Document”), and provide You such documentation.
c. Review and configure Your business rules and operational standards.
d. Review and configure application parameters.
e. Review and configure users/granting permissions.
f. Review and configure screen designs.
g. Enable or modify features.
h. Review and configure Your requirements, as mutually agreed upon in the Design Document, and advise on a deployment path.
i. Create or modify custom reports, interfaces, exports or imports based on a mutually agreed upon Design Document.

Your Cooperation and Project Assumptions
1. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle resources access Your site, as required for the performance of the Services.
   b. Provide access to Your POS test and/or production environment(s), as required for the performance of the Services.
   c. If, while performing the Services, Oracle requires access to other vendors’ products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
   d. Perform user acceptance testing (‘UAT’) of the Customization(s).
   e. Installation and/or configuration of custom reports, interfaces, exports or imports.

2. **Project Assumptions.**
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. Oracle will provide a list of requirements that must be implemented by You to support the performance of Services.
   h. Data migration is not included in the Services.
   i. Configuration, review or training on third-party applications is not included in the Services.
   j. The Services will be performed either by onsite delivery resources or remotely and do not include physical hardware installation.
   k. Project management is not included in the Services.
   l. When relevant to the scope of the Services provided under this order, Oracle will install Your Oracle MICROS fiscal layer (integration) in accordance with the Oracle MICROS Fiscal Layer Installation Guide applicable to Your region.
   m. The Customization is not entitled to standard Oracle product support from Oracle Support.
   n. The Customization may not be compatible with different or future versions or upgrades of the Oracle MICROS products.
   o. Any revisions that that may be identified by You during Your UAT will be addressed through the change control process.
   p. Oracle may deliver the Services during the following work shifts as specified in Your order:
      i. “Standard Business Hours” are the hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location where the Services are to be performed.
      ii. “Extended Business Hours” are the hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location where the Services are to be performed.
      iii. “Weekend Hours” are the hours beginning on Saturday at 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am.
      iv. “Holiday Hours” are any hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the Services are to be performed.

**Oracle MICROS Professional Services and Consulting – Per Hour**

**Part Number:** B85443, B87975 (Extended Hours), B87983 (Weekend/Holiday Hours)

**Description of Services**
You have ordered the quantity of hours identified in Your order ("Total Hours") of Oracle MICROSProfessional Services and Consulting ("Services") related to Your Oracle MICROS deployment(s), which Services may include assistance with any of the following:

1. **Software Application Configuration and Operational Review**
   a. Conduct a discovery and requirements gathering session for the creation (or modification) of a customization to Your Oracle MICROS Application (“the Customization”)
   b. Document the mutually agreed upon requirements identified in the discovery and requirements gathering session, above (the “Design Document”), and provide You such documentation.
   c. Review and configure Your business rules and operational standards.
   d. Review and configure application parameters.
   e. Review and configure users/granting permissions.
   f. Review and configure screen designs.
   g. Enable or modify features.
   h. Review and configure Your requirements, as mutually agreed upon in the Design Document, and advise on a deployment path.
   i. Assess and make recommendations on system optimization and architectural structure/deployment.
   j. Create or modify custom reports, interfaces, exports or imports based on the mutually agreed upon Design Document.

**Your Cooperation and Project Assumptions**

1. **Your Cooperation**. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle resources access to Your site, as required for the performance of the Services.
   b. Provide access to Your POS test and/or production environment(s), as required for the performance of the Services.
   c. Provide Oracle access to Your Oracle site required for the performance of the Services.
   d. Provide Oracle access to Your test environment required for the performance of the Services.
   e. Perform all data entry.
   f. If, while performing the Services, Oracle requires access to other vendors’ products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
   g. Perform user acceptance testing (‘UAT’) of the Customization(s).
   h. Installation and/or configuration of custom reports, interfaces, exports or imports.

2. **Project Assumptions**
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. Oracle will provide a list of requirements to be implemented by You to support the performance of Services.
   h. Data migration is not included in the Services.
   i. Configuration, review or training on third-party applications is not included in the Services.
   j. The Services will be performed either by onsite delivery resources or remotely and do not include physical hardware installation.
   k. Project management is not included in the Services.
l. When relevant to the scope of the Services provided under this order, Oracle will install Your Oracle MICROS fiscal layer (integration) in accordance with the Oracle MICROS Fiscal Layer Installation Guide applicable to Your region.

m. The Customization is not entitled to standard Oracle product support from Oracle Support.

n. The Customization may not be compatible with different or future versions or upgrades of the Oracle MICROS products.

o. Any revisions that that may be identified by You during Your UAT will be addressed through the change control process.

p. Oracle may deliver the Services during the following work shifts as specified in Your order:
   i. “Standard Business Hours” are the hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location where the Services are to be performed.
   ii. “Extended Business Hours” are the hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location where the Services are to be performed.
   iii. “Weekend Hours” are the hours beginning on Saturday at 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am.
   iv. “Holiday Hours” are any hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the Services are to be performed.

Oracle MICROS Hardware Installation Service – Per Hour

Part Number: B86413, B90371 (Extended Hours), B90372 (Weekend/Holiday Hours)

Description of Services
You have ordered the quantity of hours identified in Your order of Oracle MICROS Hardware Installation Service (“Total Hours”) related to the installation and configuration of the Oracle hardware listed in Your hardware order, as applicable, and delivered to You (“hardware”), including the following:

1. Installation Task Planning
   a. Oracle will contact Your designated point of contact to discuss the estimated commencement date of the Services hereunder.

2. Installation and Configuration
   a. Review and compare the hardware packing list, if applicable, the hardware delivered to You, and the hardware listed on Your Oracle MICROS hardware order.
   b. Unpack the hardware and set packaging material aside for Your disposal.
   c. Conduct a physical review of the hardware for reasonably visible damage and notify You of any such damage.
   d. Install internal and external hardware components specified in the applicable manufacturer manuals (where applicable) included in Your hardware order and delivered to You.
   e. Provide system cable labeling.
   f. Connect industry standard electrical/receptacle power supplies, if applicable.
   g. Oracle may, at Oracle’s discretion, connect the hardware to Your servers and/or network switches, if applicable, subject to the following conditions:
      i. All required Oracle approved cables must be provided by You prior to the time that Oracle is prepared to power up the hardware;
      ii. All required cable connections are located within a reasonable proximity, as determined by Oracle, of the hardware to be connected;
      iii. Cables are installed where no potential safety hazards exist; and
      iv. Under-floor cables will only be installed in a raised floor environment.
   h. Power up the hardware, if applicable.
   i. Configure the hardware in accordance with applicable manufacturer’s specifications.
   j. Provide onsite support in a production environment following the go-live event, if applicable.
k. Oracle may, at Oracle’s discretion, apply applicable firmware updates and operating system patches to the hardware during this Installation and Configuration phase.

3. Uninstall
   a. Oracle will disconnect and uninstall hardware scheduled for decommissioning per the guidance provided in Customer Obligations 1.c below, if applicable.

4. Reference Documentation
   a. Oracle will provide You with the following reference documentation ("Reference Documentation"):
      i. The applicable hardware end user manual(s), either as a hardcopy or a link, as made available either by Oracle or a third-party provider.
      ii. User passwords to the hardware, if applicable.

Your Cooperation and Project Assumptions
1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide any notices and obtain any consents required for Oracle to perform the Services.
   b. Provide complete and accurate information to Oracle regarding the hardware to be installed or uninstalled, including, without limitation, the serial number for the hardware, where applicable.
   c. Prior to the commencement of the Services, perform back-up copies of all software and data contained on all hardware systems(s), and within any of Your systems or equipment, that may be affected by the Services.
   d. Prior to the commencement of the Services, inform Oracle of any equipment or environment modifications that may affect Oracle’s performance of the Services.
   e. Prior to the commencement of the Services, complete installation prerequisites and questionnaires where applicable.
   f. Provide Oracle with all applicable and compatible cables prior to the commencement of the Services.
   g. Install or have installed cables where no potential safety hazards exist; and ensure all hardware requiring cable connections are located within a reasonable proximity, as determined by Oracle, of the hardware to be connected.
   h. At Oracle’s request, provide to Oracle Your in-house cable labeling guide for the hardware to be installed.
   i. Upon Oracle’s request, schedule Your information technology resource to be onsite to work with the on-site Oracle resource.
   j. Prior to commencement of the Services, ensure Your power supply is in accordance with industry standards and that the property where the hardware requiring connectivity to a power supply has industry standard electrical/receptacles connectors as required by Oracle or the original equipment manufacturer vendor.
   k. Dispose of the packaging material set aside by Oracle.
   l. Dispose of any decommissioned hardware in accordance with applicable laws.
   m. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.

2. Project Assumptions
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
g. The hardware to be installed will be at Your designated installation site prior to the commencement of the Services.

h. The Services cover a single installation of the hardware. In no event is staged or managed roll-out installation included in the Services.

i. You acknowledge and agree that failure to complete Your customer prerequisites and/or any questionnaire prior to the agreed upon installation date may cause delays in delivery of the Services.

j. Network, domain name system or wireless changes are not included in the Services.

k. You acknowledge and agree that the performance of the Services is contingent upon the hardware being undamaged and including all of the relevant components. In the event Oracle is unable to perform the Services because the hardware is damaged or components were not delivered, Oracle will work with You to determine an appropriate course of action.

l. Oracle will determine, in its sole discretion, which firmware updates and/or operating system patches will be used to address the hardware requirements.

m. Oracle will not connect any electrical power supplies, or perform any other electrical work that, in Oracle’s sole opinion, should be performed by a licensed electrician.

n. Project management is not included in the Services.

o. Site planning is not included in the Services.

p. Installations of cables that must pass through ceilings or walls are not included in the Services.

q. Training is not included in the Services.

r. The following are expressly excluded from the scope of Services:
   i. Technical support for the hardware; and
   ii. Fixes, replacements and back up for hardware that will be uninstalled.
   iii. Removal of Your existing point-of-sale hardware and/or peripherals.

s. Oracle may deliver Services during the following work shifts as specified in your order.
   i. “Standard Business Hours” between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
   ii. “Extended Business Hours” between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
   iii. “Weekend Hours” beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
   iv. “Holiday Hours” between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

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**Oracle MICROS Software Recovery Services for Functional Help Desk**

**Part Number:** B88479

**Description of Services**

You have ordered Oracle MICROS Software Recovery Services for Functional Help Desk for Your Oracle MICROS system. The Services period will commence on Your order’s signature date, unless otherwise stated in Your order, and will continue for a twelve (12) month period (“Software Recovery Services Period”).

During the Software Recovery Services Period, up to twice annually, Oracle will use commercially reasonable efforts to restore Your Oracle Point of Sale (“POS”) system on one of Your Oracle back office servers by assisting with any of the following:

1. Reconfigure Your Oracle back office server using Your copy of the Oracle back office server image files;
2. Reload Your Oracle software applications and interfaces; and
3. Reload Your POS database and sales history files.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle with access to Your facility required for the performance of the Services.
   b. Provide secure storage for, and provide the Oracle resource(s) with, a working copy of Your Oracle back office server image files.
   c. Establish and maintain a secure process for creating, backing up and storing daily copies of the Oracle application(s), database and sales history files.
   d. Verify that Your daily back up routines are being performed properly each day.
   e. Provide physical care and storage of the device used to store the MICROS back office server image, Oracle application(s), database and history files (e.g. – an external USB bootable hard drive).
   f. License, install and maintain a current version of Your Oracle POS application(s), operating system and anti-virus software on Your Oracle back office server.
   g. Contract and maintain Oracle Functional Help Desk Annual Services for all Oracle hardware and software supporting Your POS systems.
   h. In addition to fees set forth in Your order, You agree to reimburse Oracle for travel and out-of-pocket expenses related to providing any on-site Services.

2. Project Assumptions
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. The Services will be performed either by on-site and/or remote delivery resources.
   h. Additional fees will be required if (i) You do not have a working copy of Your Oracle back office server image and/or Your Oracle POS database and history files and/or (ii) there are delays caused by You or Your third-party providers.
   i. The Services only apply to Oracle applications and databases; third-party products are not included in the Services.
   j. Physical hardware installation and networking are not included in the Services.
   k. Menu item or program configuration changes are not included in the Services.
   l. Third-party software configuration is not included in the Services.
   m. Windows operating system password reset is not included in the Services.
   n. Virus or malware removal is not included in the Services.
   o. Application training is not included in the Services.

Unused Services

Any Services not used within the Software Recovery Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle MICROS Project Consulting Service – Per Hour

Part Number: B89904

Description of Services
You have ordered the quantity of hours identified in Your order of Oracle MICROS Project Consultant Services ("Total Hours") related to Your Oracle MICROS Point of Sale (POS) implementation(s), which Services may include assistance with any of the following:

1. **Project Consultancy Services**
   a. Facilitate a project kick-off call with Your team to review and confirm the project scope.
      i. Confirm Oracle MICROS POS products and Services purchased.
      ii. Discuss estimated POS implementation and go-live dates.
      iii. Discuss hardware prerequisites to support Your Oracle MICROS POS implementation.
   b. Track status of hardware purchased from Oracle.
   c. Prepare the project implementation schedule for the Oracle resources.
   d. Assign Oracle implementation resources.
   e. Provide travel information for Oracle resources traveling to Your location.
   f. Facilitate mutually agreed upon re-occurring project status calls to track progress.

**Your Cooperation and Project Assumptions**

1. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Designate a project consultant who shall work together with Oracle’s project consultant to facilitate an efficient delivery of the Services, including assigning, scheduling and managing Your resources.
   b. Provide Oracle access to Your site required for the performance of the Services.
   c. Provide a completed copy of the Oracle MICROS POS Pre-installation Guide.
   d. Schedule Your staff to attend required Oracle MICROS POS training sessions.

2. **Project Assumptions**
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. The Services will be performed either by onsite delivery resources or remotely and do not include physical hardware installation, networking or any other services not expressly identified herein.
   h. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   i. Custom report development is not included in the Services.

**Oracle MICROS ECMS Configuration Services – Per Hour**

**Part Number:** B90263

**Description of Services**

You have ordered the quantity of hours identified in Your order of Oracle MICROS ECMS Configuration Services related to the configuration and testing of Your Oracle MICROS deployment(s). The Services may include assistance with the following:

1. **Software Configuration and Testing**
   a. Conduct a discovery call to discuss the requirements for the configuration of Your Oracle MICROS deployment.
   b. Assist You with configuring menus, sales updates, modifiers, page design, employee setup, time and attendance, printing, standard reports, and eBusiness modules.
   c. Assist You with testing the configuration, printing, and reporting.
Your Cooperation and Project Assumptions

1. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your site as required for the performance of the Services.
   b. Provide Oracle access to site personnel who are best able to provide information needed to perform software configuration.
   c. Perform software upgrades as required by Oracle to support the performance of the Services.
   d. Maintain a test environment and validate the Services, as requested by Oracle, in such test environment prior to the deployment of changes to Your production environment.
   e. Provide any notices, and obtain any consents, required for Oracle to perform the Services.
   f. Limit Oracle's access to any production environment or shared development environments to the extent necessary for Oracle to perform the Services.
   g. If while performing the Services Oracle requires access to other vendors' products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.

2. **Project Assumptions**
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. When relevant to the scope of the Services provided under this order, Oracle will install Your Oracle MICROS fiscal layer (integration) in accordance with the Oracle MICROS Fiscal Layer Installation Guide applicable to Your region.
   h. The Services will be performed remotely and service requests will be processed in accordance with the primary service hours, which are Monday through Friday, 9.00am to 5.00pm local time excluding public holidays.
   i. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   j. Any request for modification to the Services requires entering into a new order.
   k. The following are not part of the Services and are considered out of scope:
      i. Configuration or training for third-party applications;
      ii. Project management;
      iii. Physical hardware installation;
      iv. Network troubleshooting;
      v. Custom report development;
      vi. Customizations, enhancements, modifications, localizations, or interfaces of the MICROS Product(s); or
      vii. Any other services not expressly identified herein.

Oracle MICROS Inventory Management System Implementation and Configuration – Per Hour

**Part Number:** B83470

**Description of Services**
You have ordered the quantity of hours identified in Your order of Oracle MICROS Inventory Management System Implementation and Configuration Services ("Total Hours") related to Your Oracle MICROS Inventory Management System deployment(s), which Services may include assistance with any of the following:

1. **Software Configuration**
   a. Review Your environment.
   b. Review the Oracle MICROS Pre-installation guide for applying software configurations.
   c. Install MICROS Inventory Management System application.
   d. Create Oracle MICROS Inventory Management System users and associated permissions.
   e. Create cost centers and product definitions.
   f. Configure user processes for transactional modules, such as Ordering, Receiving, Inventory Counts and Transfers.
   g. Test the configurations, review configuration reports, review stationery forms, and review screen flow in either Your production or test environment.

**Your Cooperation and Project Assumptions**

1. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your Site required for the performance of the Services.
   b. Provide Oracle access as required to Your test and/or production environment for the performance of the Services.
   c. Complete necessary hardware (example: Oracle MICROS Inventory Management Systems) placement and connection to the network according to the specifications outlined in the Oracle MICROS hardware sizing guide.
   d. Complete the Oracle MICROS Inventory Management System Pre-installation guides, including Master Data sheets for all items, recipes, suppliers, units and item costs. These will be required prior to installation.
   e. Perform all data entry.
   f. Review, enter and sign off on all tax and financial information within the system to ensure this meets Your own and local requirements.
   g. Verify all users have compatible hardware to access Your Inventory Management solution.
   h. Installation of software to PCs where required.
   i. Verify a valid backup solution is installed and tested for restoring the database.

2. **Project Assumptions.**
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. The Services are designed to go-live in one production services environment on a single date. Multiple or staged go-live dates are not included in the Services.
   h. Additional fees may result if You or Your third-party vendors have not completed the required activities defined in the Oracle MICROS Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
   i. Development of new reports is not included in the Services.
   j. Development of a new application interface is not included in the Services.
   k. Data migration from an external MICROS management system is not included in the Services.
   l. Configuration or training of third-party applications is not included in the Services.
m. The Services will be performed either by onsite delivery resources or remotely and does not include physical hardware installation.

n. Project Management is not included in the Services.

**Oracle MICROS Inventory Management System Consulting – Per Hour**

Part Number: B83471

**Description of Services**

You have ordered the quantity of hours identified in Your order of Oracle MICROS Inventory Management System Consulting (“Total Hours”) related to Your Oracle Micros Inventory Management System deployment(s), which Services may include assistance with any of the following:

1. **Software Configuration**
   a. Review Your business rules and operational standards.
   b. Review application parameters.
   c. Create Oracle MICROS Inventory Management System users and associated permissions
   d. Review configuration of cost centers and product definitions.
   e. Review user processes for transactional modules, e.g. Ordering, Receiving, Inventory Counts and Transfers.
   f. Review configurations, configuration reports, stationery forms and screen flow.

**Your Cooperation and Project Assumptions**

1. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your Site required for the performance of the Services.
   b. Provide Oracle access to Your test and production environment required for the performance of the Services.
   c. Complete necessary hardware (example: Oracle MICROS Inventory Management Systems) placement and connection to the network according to the specifications outlined in the Oracle MICROS hardware sizing guide.
   d. Complete the Oracle MICROS Inventory Management System Pre-installation Guides and master data sheets for all items, recipes, suppliers, units and item costs prior to commencement of the Services.
   e. Perform all data entry.
   f. Review, enter and sign off on all tax and financial information within the system to ensure this meets Your own and local requirements.
   g. Verify all users have compatible hardware to access Your Inventory Management System.
   h. Installation of software to client PCs where required.
   i. Verify a valid backup solution is installed and tested for restoring the database.

2. **Project Assumptions**
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. Additional fees may result if You or Your third-party vendors have not completed the required activities defined in the Oracle MICROS Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
h. Development of new reports is not included in the Services.
i. Development of a new application interface is not included in the Services.
j. Data migration from an external MICROS management system is not included in the Services.
k. Configuration or training of third-party applications is not included in the Services.
l. The Services will be performed either by onsite delivery resources or remotely and does not include physical hardware installation.
m. Project Management is not included in the Services.
n. Implementation of the Oracle MICROS Inventory Management System is not included in the Services.

Oracle MICROS RES 3700 Point of Sale Software Update Service
Part Number: B92612

Description of Services
Oracle will perform the following Services related to the installation of one (1) current software patch update to Your Oracle MICROS RES 3700 Point of Sale (“POS”) system and on up to six (6) client devices:

1. Installation Task Plan
   a. Oracle will contact Your designated point of contact to discuss the estimated commencement of the Services hereunder.

Installation and Configuration of Your POS System

   b. Conduct a review with You, and/or Your designated project team, of the system to be updated with the software patch including Your POS server and POS client devices.
   c. Confirm whether Your currently installed POS product version is compatible with the planned software patch update.
   d. Assist You with performing a POS database backup.
   e. Connect to Your POS system and POS client devices via remote connection as needed to assist with:
      i. Performing a backup of Your POS database;
      ii. Installation of the software patch update;
      iii. Review the completion status of the software patch update installation
   f. Assist You with the completion of up to two (2) test transactions on each POS device.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Designate a primary representative who will serve as Oracle’s primary point of contact and have authority to make decisions with regard to the Services Oracle will be performing. This representative shall work together with Oracle’s project manager to facilitate an efficient delivery of the Services.
   b. Ensure that the software patch update has been downloaded to Your POS server using Your Oracle Software eDelivery account prior to commencement of the Services.
   c. Ensure Your primary point of contact, as defined in section 1.a above, enable the following:
      i. Remote access for Oracle to perform the Services for the duration of the order;
      ii. Network access and communications between the applicable server, database, and POS clients for Oracle to perform the Services;
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites.

2. Project Assumptions
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
f. All written documentation and communication will be in the mutually agreed upon language.
g. The Services will be delivered remotely.
h. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
i. The following are not part of the Services and are considered out of scope:
   i. Configuration, troubleshooting or training of third-party applications;
   ii. Integrations, customizations, or non-standard interfaces;
   iii. Change management, policies and procedures, business processes and end-user documentation;
   iv. Post installation support beyond what is set forth in the Description of Services in the order;
   v. Functional or configuration changes beyond the project scope set forth in the Description of Services in the order;
   vi. On site activities or services; or
   vii. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. If You fail to provide written notice to Oracle that the Services provided do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate, (the “review period”), then the Services shall be deemed completed at the end of the review period.

**Oracle MICROS Integration Services Training – Per Hour**

**Part Number: B92936**

**Description of Services**

You have ordered Oracle MICROS Integration Services Training for standard Oracle MICROS integration methods such as Application Programming Interfaces (“APIs”), extension methods, and export formats (the “Integration Methods”) related to one (1) Oracle MICROS product (the “Application”) based on online published documentation for the Integration Methods (the “Services”). Such training assistance is described in more detail below and is limited to the quantity of hours of remote Services identified in Your order:

1. **Integration and Testing**
   a. Conduct a discovery call with You and/or Your designated project team to confirm which Integration Methods will be included in the Services;
   b. Coordinate with Your designated point of contact on dates/times for delivery of the Services;
   c. Confirm with Your designated point of contact that all obligations pre-requisite to the Services have been completed by You; and
   d. Train You and/or Your designated staff on use of Integration Methods to include:
      i. Review of the Integration Methods standard documentation;
      ii. Walk through of a basic practical example of implementing the Integration Method;
      iii. Walk through of configuring the example implementation in Your Application; and
      iv. Review basic testing and trouble-shooting methods available in Your Application and the Integration Methods.

**Your Cooperation and Project Assumptions**

1. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Prior to commencement of Services, become (and remain for the duration of the Services) a member of the Oracle Partner Network (OPN).
b. Comply with and fulfill Your Cooperation stated in the OPN Agreement.
c. Provide any notices, and obtain any consents, required for Oracle to perform Services.
d. Provide Oracle with full access to relevant functional, technical, and business resources with adequate skills and knowledge to support the performance of Services.
e. Limit Oracle’s access to any production environments and/or shared development environments to the extent necessary for Oracle to perform the Services.
f. Address and resolve functional and/or compatibility issues in Your environments that are not expressly Oracle’s responsibility for the Services.
g. Ensure that each training participant has their own individual development environments to support the use of the Integration Methods.
h. Ensure that each training participant has the prior training and knowledge necessary to use the Integration Methods.

2. Project Assumptions
   a. Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication.
   b. All communication and documentation will be in English.
   c. The Services above will be performed remotely during Oracle local business hours, Monday through Friday, excluding holidays and weekends.
   d. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order. If You wish to order additional Services, contact Your Oracle consulting sales representative.
   e. Any modifications to the Services requires a new order.
   f. The following are not part of the Services and are considered out of scope:
      i. Training on development or coding technologies, languages, tools, or methodologies;
      ii. Integration methods, APIs, extension methods, or other technologies not published on docs.oracle.com for Oracle MICROS products;
      iii. Training or assistance with functionality outside of the Integration Methods such as:
         1. Your application or integration development;
         2. Development environments or tools;
         3. Software installation or configuration;
         4. Third-party applications or tools;
      iv. Troubleshooting or support assistance;
      v. Project management services;
      vi. Any other Services not expressly identified herein.

CREDIT CARD SETUP AND CHANGE OF SERVICE OFFERINGS

Oracle Hospitality Credit Card On Premise POS Gateway Setup Fee for Merchant Link
Part Number: B80831

Description of Services
You have ordered the following Services related to Your Oracle MICROS Point of Sale (“POS”) deployment:

1. Software Installation
   a. Install Your credit card service processor interface software into Your POS production environment.
   b. Conduct a call with Merchant Link for up to thirty minutes (30) in duration to schedule an appointment to configure Your connectivity requirements and Your merchant id routing information.
   c. Assisted by a Merchant Link representative, Oracle will perform the following:
      i. Enter Your connectivity information for the Merchant Link Gateway.
      ii. Configure the routing information into the Oracle POS software.
Test the connectivity of Your credit card Service interface software as follows:
   i. Perform up to three measurements of heartbeat (i.e. ping) attempts.
   ii. Perform up to three measurements of credit card authorization attempts for each card type.

Your Cooperation and Project Assumptions

1. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Install Your Oracle POS software prior to the commencement of the Services.
   b. Purchase the required credit card service processor interface software interface prior to the commencement of the Services.
   c. Provide Oracle access to Your site, including access to Your Oracle POS applications, required for the performance of the Services.
   d. Provide dummy (i.e. test) credit card data to test the authorization attempts.
   e. Complete the applicable merchant setup form prior to the commencement of the Services.
   f. Complete required activities defined in the pre-installation list of requirements prior to the commencement of the Services.
   g. Acquire, install and maintain the necessary hardware configured to the specifications outlined in the pre-installation guide.

2. **Project Assumptions**
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. The Services are designed to go-live in the production Services environment at one time. Multiple or staged go-lives are not included in the Services.
   h. Development of a new application interface is not included in the Services.
   i. Configuration of or training on third-party applications is not included in the Services.
   j. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation or any other services not expressly identified herein.
   k. Assistance with network troubleshooting is not included in the Services.

**Oracle Hospitality Credit Card On Premise POS Gateway Change of Service for Merchant Link**

**Part Number: B80832**

**Description of Services**
You have ordered the following Services related to the configuration of Your Oracle MICROS Point of Sale (“POS”) software to connect to Your Merchant Link credit card processor:

1. **Software Configuration Installation Services**
   a. Conduct a call that is up to one (1) hour in duration, which may be attended by designated members of Your team, to confirm what Your existing credit card service processor is and if it will be changed to a new credit card service processor, and the version of Your Oracle POS software.
   b. Remotely connect to Your POS software to update the Merchant Link identifications.
   c. Test the connectivity of Your POS software and Merchant Link credit card service processor as follows:
i. Perform a connectivity (i.e. ping) test between Your POS application and the new credit card service processor.

ii. Perform up to three measurements of credit card authorization attempts.

Your Cooperation and Project Assumptions

1. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Install Your POS software prior to the commencement of the Services.
   b. Complete the applicable MICROS merchant form prior to the commencement of the Services.
   c. Provide dummy (i.e. test) credit card data to test the authorization attempts.
   d. Provide Oracle access to Your site, including access to Your POS applications, required for the performance of the Services.
   e. Acquire, install and maintain the necessary server or applicable hardware configured to the specifications outlined in the hardware sizing guide.
   f. Complete required activities defined in the Oracle MICROS pre-installation list of requirements prior to the commencement of the Services.
   g. Oracle shall not seek, and You shall not provide, any access to credit card data unless agreed to by the parties in Your order and only so long as the parties specify which controls are applicable to Oracle's performance of the Services and what specific measures Oracle shall take to address the controls in such order.

2. **Project Assumptions.**
   a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
   b. A person day is defined as one (1) resource working up to eight (8) hours.
   c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, off-shore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   f. All written documentation and communication will be in the mutually agreed upon language.
   g. The Services are designed to go-live in the production Services environment at one time. Multiple or staged go-lives are not included in the Services.
   h. Development of a new application interface is not included in the Services.
   i. Configuration or training of third-party applications is not included in the Services.
   j. The Services above will be performed remotely and do not include physical hardware installation or any other services not expressly identified herein.
   k. Assistance with network troubleshooting is not included in the Services.

Oracle MICROS Point Of Sale Software Recovery Services

**Part Number:** B94983

**Description of Services**

You have ordered Oracle MICROS Point Of Sale Software Recovery Services for Your Oracle Hospitality system. The services period will commence on Your order’s signature date, unless otherwise stated in Your order, and will continue for a twelve (12) month period (“Software Recovery Services Period”).

During the Software Recovery Services Period, up to twice annually, Oracle will use commercially reasonable efforts to restore Your Oracle Point of Sale (“POS”) system on one of Your Oracle back office servers by assisting with any of the following:

1. Reconfigure Your Oracle back office server using Your copy of the Oracle back office server image files;
2. Reload Your Oracle software applications and interfaces; and
3. Reload Your POS database and sales history files.
Your Cooperation and Project Assumptions

1. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle with access to Your facility required for the performance of services.
   b. Provide secure storage for and provide the Oracle resource(s) with a working copy of Your Oracle back office server image files.
   c. Establish and maintain a secure process for creating, backing up and storing daily copies of the Oracle application(s), database and sales history files.
   d. Verify that Your daily back up routines are properly being performed each day.
   e. Provide physical care and storage of the device used to store the MICROS back office server image, Oracle application(s), database and history files (e.g. – an external USB bootable hard drive).
   f. License, install and maintain a current version of Your Oracle POS application(s), operating system and anti-virus software on Your Oracle back office server.
   g. In addition to fees set forth in this order, You agree to reimburse Oracle for travel and out-of-pocket expenses related to providing any on-site Services.
   h. applicable to any third-party web conferencing application shall have no force or effect whatsoever.

2. **Project Assumptions**
   a. All communications and documentation will be in English.
   b. The services above will be performed either by an on-site and/or remote delivery resources.
   c. Additional fees will be required if (i) You do not have a working copy of Your Oracle back office server image and/or Your Oracle POS database and history files and (ii) there are delays caused by You or Your third party providers.
   d. This Service only applies to Oracle applications and databases; third party products are not included in this Service.
   e. Physical hardware installation and networking are not included in this Service.
   f. Menu item or program configuration changes are not included in this Service.
   g. Third party software configuration is not included in the services.
   h. Windows operating system password reset is not included in this Service.
   i. Virus or malware removal is not included in this Service.
   j. Application training is not included in the services.

**Unused Services**

Any services not used within the Software Recovery Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused services. You may not use the fees for any services other than the services stated herein.