



Oracle GloriaFood EOL Frequently Asked Questions

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Public

Overview

Oracle will End-Of-Life (“EOL”) all Oracle GloriaFood products and services and its partner program effective April 30, 2027 (“EOL Date”). Oracle will continue to operate, support, and deliver the GloriaFood products, services, and partner program in accordance with existing contractual obligations and these FAQs through the EOL Date.

Key dates

- **EOL Date:** April 30, 2027 (GloriaFood products and services end on this date)

Recommended actions

1. Confirm your GloriaFood footprint

- Identify which GloriaFood services you (or your restaurant customers) use (e.g. Online Ordering, Point of Sale, Oracle Payment) and any active add-ons/integrations (e.g., Symphony, OPERA).

2. Plan your transition

- Evaluate alternatives based on your business requirements (or those of your restaurant customers); Oracle cannot recommend specific third-party providers.
- Select and transition to an alternative solution before the EOL Date to avoid disruption.

3. Review renewals and contract dates

- You (and your restaurant customers) may continue to renew GloriaFood services prior to the EOL Date to allow time to transition. Renewals follow your standard service term/billing cycle and are only accepted up to one month prior to the EOL Date.
- Services will end on the expiration date of your subscription renewal between April 1, 2027 and April 30, 2027, unless terminated earlier.
- If you want to terminate your agreement or cancel services any time prior to the EOL Date, you may send written notice of your request via chat in your restaurant or partner account portal. Online Ordering paid services may also be cancelled via the self-service panel within the GloriaFood administrative panel.

4. If you rely on integrations, prepare for changes

- **Oracle Symphony Cloud Services** will continue per the terms of your order and the separate governing agreement, but the GloriaFood online ordering integration will no longer function after the EOL Date.
- **Oracle OPERA Cloud Services** will continue per the terms of your order and the separate governing agreement, but in-room dining ordering via GloriaFood will no longer function after the EOL Date.

5. Prepare for data retrieval

- Following expiration, termination or cancellation of your GloriaFood services, you may retrieve your data for 30 days.

Support / Contact

- For questions or requests (renewals, early cancellation, transition questions, data retrieval), contact us via chat in your restaurant or partner account portal.

All GloriaFood Products and Services are Impacted

GloriaFood Product Family	EOL Date
Online Ordering eStore Cloud Services (freemium and paid tiers)	April 30, 2027
Point of Sale eStore Cloud Service (and associated hardware)	April 30, 2027
Oracle Payment eStore Cloud Service	April 30, 2027

General

Q. How is Oracle exiting the GloriaFood business?

A. Effective immediately, Oracle will not enter into any new direct agreements with restaurant customers for GloriaFood products and services or any new partner agreements. Oracle will EOL all GloriaFood products and services effective April 30, 2027. Until that date, Oracle will continue to fulfill its obligations to customers and partners pursuant to the terms of the applicable agreement (and order, if applicable). Prior to the EOL Date, new restaurant customers may be onboarded only through GloriaFood partners (see additional details below).

Q. Can I continue to use GloriaFood services prior to the EOL Date?

A. Yes. You may continue to use the products and services that you are already subscribed to until the earliest of (i) the EOL Date, (ii) your subscription termination date, or (iii) your subscription expiration date.

Q. Will this impact the level or functionality of GloriaFood services I receive today?

A. No. Oracle will continue to operate, support, and deliver GloriaFood services in accordance with its contractual obligations through the EOL Date.

Q. Can I get support prior to the EOL Date?

A. Yes. Oracle will continue to deliver and support GloriaFood services in accordance with its contractual obligations through the EOL Date. Your current support chat via your restaurant or partner account portal will remain the primary channel for support and communications prior to the EOL Date.

Purchasing, Renewals, and Contract Terms

Q. Will I still be able to add additional paid products and services to my GloriaFood account?

A. Yes. Net new sales are permitted to be added to your existing account until one month prior to the EOL Date, except for the products and services listed below. These restrictions apply to purchases made directly by restaurant customers and to those made by partners on behalf of their restaurant customers.

Not permitted to be added effective immediately:

- Sales Optimized Website and Hosting
- Branded Mobile App
- Branded Partner Website and Hosting
- Point of Sale eStore Cloud Service and associated Hardware Starter Package
- Oracle Payment eStore Cloud Service

Q. My contract is up for renewal, what should I do?

A. Existing auto-renew eligible GloriaFood services will continue to auto-renew during the wind down period to give you time to select and transition to another vendor without disrupting your business. Renewals are subject to your standard service term and billing cycle, and renewals are only accepted up to one month prior to the EOL Date. You may also choose not to renew or request cancellation before your current contract end date. Services will end on the earlier of the EOL Date or your subscription cancellation/expiration/termination date.

Q. Will my final renewal for paid add-on offerings run through the EOL Date (April 30, 2027)?

A. Not necessarily. Renewals for paid service offerings follow your standard service term and billing cycle (for example, 30-day terms for Online Ordering services). You may continue to use GloriaFood paid service offerings until the earlier of (i) the EOL Date, or (ii) your contract/subscription cancellation/expiration/termination date, whichever occurs first. As a result, if your final renewal period ends before April 30, 2027, your paid services will expire at the end of your final renewal period (even if the EOL Date occurs later). GloriaFood services will not be available after the EOL Date, and extensions beyond the EOL Date are not possible.

Example: If your standard renewal term for 3rd Party Online Payments is 30 days and you renew on March 3, 2027, your final renewal will run through April 3, 2027, and service will end on April 3, 2027 (since that expiration date occurs before the April 30, 2027 EOL Date).

Please note: Renewals and new orders are only accepted until one month prior to the EOL Date, and services will not renew again even if your current term ends before April 30, 2027.

Q. Will the Free Online Ordering Cloud Service remain available through the EOL Date?

A. Yes. The freemium tier offering will remain available through the EOL Date.

Q. What if I would like to end my contracted services prior to April 30, 2027?

A. You may request early cancelation or termination, as follows:

- Point of Sale or Oracle Payment -- to initiate an early termination or cancellation request, please contact us via chat in your restaurant customer or partner account portal with your desired end date. A team member will follow up with next steps.
- Online Ordering paid services – to initiate an early termination or cancellation request, please use the self-service cancellation option within the system's administrative panel. You will retain access through your next renewal date.

Example: If your renewal date is the July 14th and you cancel on July 27th, you will be able to continue to use the service until August 14th.

If you do not terminate before the EOL Date, your services will automatically end on your final renewal expiration date.

Q. Can I extend GloriaFood services beyond April 30, 2027?

A. No. Extensions beyond the EOL Date are not possible because GloriaFood services will no longer be available after the EOL Date.

Partners**Q. Can GloriaFood partners add new restaurant customers prior to the EOL Date?**

A. Yes, partners may add new restaurant customers (in resell or affiliate mode) prior to the EOL Date; however, GloriaFood products and services will no longer be available to such restaurant customers beyond the EOL Date.

Q. When must I request my final payment from Oracle for earned partner commissions?

A. You must request your final commission payment in an amount equal to or greater than \$50.00 USD in accordance with the standard process within thirty (30) days of the EOL Date or the termination/expiration of your partner agreement, whichever is sooner. You will need to have entered valid bank account information, and this will need to have been validated before we are able to provide a commission payment.

You will not be able to request a commission payment, access your Partner Account, or submit support requests once thirty (30) days have passed after the EOL Date or the termination/expiration of your partner agreement, whichever is sooner.

Integrations

Q. I use GloriaFood with Oracle Symphony Cloud Services – what will happen after the EOL Date?

A. Your Oracle Symphony Cloud Services will continue in accordance with the separate agreement and order governing your Symphony purchase.

Your GloriaFood Online Ordering integration will be affected. After the EOL Date, customers will no longer be able to place online orders on your website / Facebook page or through your branded app. To provide integrated online ordering solutions, consult the Oracle Restaurants Online Ordering Partners page to see available solutions - Online Ordering for Restaurants | Oracle.

Q. I use GloriaFood with Oracle Opera Cloud Services for in-room dining orders. What will happen after the EOL Date?

A. Your Oracle Opera Cloud Services will continue in accordance with the separate agreement and order governing your Oracle Opera Cloud Services purchase.

Your in-room dining service will be affected. After the EOL Date, customers will no longer be able to place online orders on your website, Facebook page or through your branded app.

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