



Oracle Hospitality Cloud Services

Oracle Hospitality Payment Cloud Service
Service Descriptions and Metrics



Effective Date: 20-December-2022

NOTE: The service descriptions for all other Oracle Hospitality Cloud Services can be found in separate documents which may be viewed on www.oracle.com/contracts.

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METRIC DEFINITIONS

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

Processed Payment Amount is defined as a percentage rate of the applicable currency and is applied to any Processed Payment.

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

GLOSSARY

Payment is defined as an authorization request by Your customer for a payment from Your Customer to You and submitted by You to Oracle for processing using the Oracle Hospitality Payment Cloud Service from any account.

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

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

SERVICE DESCRIPTIONS

Oracle HOSPITALITY Payment Cloud Service

CLOUD SERVICE	PART #	METRIC
Oracle HOSPITALITY Payment Cloud Service	B95865	Each
Oracle HOSPITALITY Payment Cloud Service, Card Present Rate	B95866	Processed Payment Amount
Oracle HOSPITALITY Payment Cloud Service, Card Present Fee	B95867	Processed Payment
Oracle HOSPITALITY Payment Cloud Service, Card Not Present Rate	B95868	Processed Payment Amount
Oracle HOSPITALITY Payment Cloud Service, Card Not Present Fee	B95869	Processed Payment
Oracle HOSPITALITY Payment Cloud Service, American Express Card Present Rate	B95871	Processed Payment Amount
Oracle HOSPITALITY Payment Cloud Service, American Express Card Present Fee	B95872	Processed Payment
Oracle HOSPITALITY Payment Cloud Service, American Express Card Not Present Rate	B95873	Processed Payment Amount
Oracle HOSPITALITY Payment Cloud Service, American Express Card Not Present Fee	B95874	Processed Payment
Oracle HOSPITALITY Payment Cloud Service, Chargeback	B95870	Chargeback

Activation Usage and Billing:

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

You will be charged for each payment processed through the Oracle HOSPITALITY Payment Cloud Service and for each Chargeback incurred based upon Oracle's then current price list for the Oracle

HOSPITALITY Payment Cloud Service, which can be found at <https://www.oracle.com/cloud/price-list.html#HOSPITALITY-Payments>.

Payment Terms and Frequency:

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

The Payment Terms and Frequency for the Oracle HOSPITALITY OPERA Cloud Service do not apply to the Oracle HOSPITALITY Payment Cloud Service.

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

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

- Oracle HOSPITALITY Payment Cloud Service

The Oracle HOSPITALITY Payment Cloud Service, Card Present Rate requires you to purchase and maintain one of the following base services:

- Oracle HOSPITALITY OPERA Property Professional Premium Cloud Service, Guest Room
- Oracle HOSPITALITY OPERA Property Professional Standard Cloud Service, Guest Room
- Oracle HOSPITALITY OPERA Property Enterprise Premium Cloud Service, Guest Room
- Oracle HOSPITALITY OPERA Property Enterprise Standard Cloud Service, Guest Room
- Oracle HOSPITALITY OPERA Cloud Service, Property Management Professional Foundation – Guest Room
- Oracle HOSPITALITY OPERA Cloud Service, Property Management Enterprise Foundation – Guest Room
- Oracle HOSPITALITY OPERA Cloud Service, Property Management Professional Foundation with Elite Support
- Oracle HOSPITALITY OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle HOSPITALITY OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support Plus

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

- Oracle HOSPITALITY Payment Cloud Service, Card Present Rate
- Oracle HOSPITALITY Payment Cloud Service, Card Present Fee
- Oracle HOSPITALITY Payment Cloud Service, Card Not Present Rate
- Oracle HOSPITALITY Payment Cloud Service, Card Not Present Fee
- Oracle HOSPITALITY Payment Cloud Service, American Express Card Present Rate
- Oracle HOSPITALITY Payment Cloud Service, American Express Card Present Fee
- Oracle HOSPITALITY Payment Cloud Service, American Express Card Not Present Rate
- Oracle HOSPITALITY Payment Cloud Service, American Express Card Not Present Fee
- Oracle HOSPITALITY Payment Cloud Service, Chargeback

You are also required to purchase from Oracle one or more of the following hardware devices configured for use with the Oracle HOSPITALITY Payment Cloud Service for payment processing:

- Verifone P400Plus countertop payment terminal
- Verifone e285 mobile payment terminal
- Verifone 400M mobile payment terminal

Service Level Targets:

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

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SYSTEM AVAILABILITY
24 hours	15 minutes	99.5%

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

Oracle Cloud Policies:

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