

## ORACLE HOSPITALITY PARTNER INTEGRATION PROGRAM

### Frequently Asked Questions

*Integral to Oracle Hospitality's ability to continue to offer innovative, end-to-end solutions to customers is our network of integration partners. As part of the combination of MICROS and Oracle, the legacy MICROS partner integration programs have been transitioned to the Oracle Hospitality Partner Integration Program.*

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#### **Q: What is the Oracle Hospitality Partner Integration Program?**

**A:** The Oracle Hospitality Partner Integration Program is intended for Independent Software Vendors (ISVs) looking to integrate with Oracle Hospitality solutions. These are repeatable solutions, produced by the ISV utilizing Oracle Hospitality's APIs, intended by the ISV to be offered to their customers.

#### **Q: What if I am looking to create a customized interface to be used only for a specific customer?**

**A:** ISVs looking to custom develop a solution for an individual customer should have the customer work with their Oracle Account Representative. The Oracle Account Representative will engage the Oracle Professional Services team to scope out the necessary work. The ISV will not be required to join the Oracle Hospitality Partner Integration Program, Oracle PartnerNetwork, Oracle Validated Integration or Oracle Cloud Marketplace. In the case of custom development, Oracle will contract with the customer directly for all associated work. If the integrated solution is intended to be reused, Oracle asks that you apply to join the Oracle Hospitality Partner Integration Program.

#### **Q: I am interested in integrating with an Oracle Hospitality product, how do I get started?**

All repeatable integrations are subject to review and acceptance according to the established Oracle Hospitality Partner Integration Program [criteria](#).

If you believe you meet the criteria, you should first submit an [Inquiry Form](#) as the first step\*. This is not an application for joining the Oracle PartnerNetwork, which is an open program ISV's may choose to join at anytime, rather it is specifically to determine if Oracle will move forward with the requested integration.

**Q: Do I need to join Oracle PartnerNetwork (OPN) in order to integrate with Oracle Hospitality products?**

**A:** [Oracle PartnerNetwork](#) is the prerequisite for any partner go-to-market engagement involving Oracle's products and services and, should your application to the Hospitality Integrations program be approved, you will be required to join OPN at the Gold Level or above. Application through [Oracle Validated Integration](#) or the [Oracle Cloud Marketplace](#) programs (depending on the type of integration you are looking for) is then required prior to starting integration.

**Q: What does the full process look like?**

**A:** Please see the [Program Overview](#) section of the Hospitality Knowledge Zone to see a detailed process\* overview.

**Q: I would like to speak with someone before applying to the Oracle Hospitality Partner Integration Program. How can I schedule something?**

**A:** Due to the high volume of integration requests we receive, we are unable to schedule individual calls with vendors. We host a weekly Vendor Q&A you can join to ask any questions about the program you may have, however, we cannot discuss technical integration items with you at this time. You will discuss your integration fully with your assigned Consultant during Step 4 as defined in the process.

To join our weekly Vendor Q&A:

Tuesdays @ 9AM PST / 12PM EST / 4PM GMT

Dial In: 866-682-4770

Conference Code: 2413 183

Security Pin: 2244

Webex: <https://myoracle.webex.com/meet/lisa.devieux>

**Q: If my request for a repeatable integration is declined but I have a customer interested, what are my options?**

**A:** In many cases, a customer-specific development can still be accommodated even if your repeatable integration request is declined. However, your customer should engage their Oracle Account Representative to confirm whether this is possible in your individual situation.

**Q: Does Oracle Hospitality require Validation of an integration?**

**A:** For ISVs interested in integrating to Oracle F&B, Hotel, Cruise or payment solutions to produce a repeatable solution to be offered to their customers, Validation of on-premises integrations and Oracle-led testing of cloud integrations will be required. On-premises integrations will have their solutions validated through the Oracle Validated Integration program, while cloud integrations are subject to a curation review through the Oracle Cloud Marketplace.

**Q: How much does integration and validation cost?**

**A:** Please see the [Fees](#) section of the Hospitality Knowledge Zone for more detail on associated costs.

**Q: When will I get access to Oracle Hospitality APIs?**

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- A. API specifications, SDKs, or any other related integration resources will be provided only after successful execution of Steps 1-4 of the Oracle Hospitality Partner Integration Program process, detailed [here](#).

**Q. Will I get access to a test environment?**

- A. All ISVs that are approved for the Oracle Hospitality Partner Integration Program will be required to join the Oracle PartnerNetwork at the Gold level or above. As a Gold Partner, you have access to development licenses for all Oracle Hospitality premise products, which can be accessed through the [Oracle Software Delivery Cloud](#).

Integration to Oracle Hospitality cloud products may not guarantee access to a test environment for use other than to Validate the integration. Please inquire with your Oracle Hospitality Consultant as to whether an environment is available.

**Q. Will Oracle Hospitality resell my integrated solution?**

- A. ISVs are solely responsible for the sale and implementation of the integrated solution they produce. Oracle will sell and support only the Oracle interfaces your solution may choose to utilize. Oracle retains the right to cease sales of any Oracle Interface at any time.

**Q. Will Oracle Hospitality support my integrated solution?**

- A. Support for vendors will be offered both during the integration and Validation (included in the Consulting SOW) and after the Validation (optional support agreement).

**Q. What if I already have an integration with Oracle MICROS products?**

- A. Validation of legacy integrations may be required in order to implement them at a customer site. You may submit an Inquiry Form if you are unsure of whether or not your legacy interface requires Validation.

**Q. I have questions that are not answered within this FAQ. Where can I find the answer?**

- A. You have two options:

Send your question to [HGBU-Integrations\\_WW@oracle.com](mailto:HGBU-Integrations_WW@oracle.com)

Join our weekly Vendor Q&A:

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*\* Integrations to Oracle Payment Interface follow a different model and therefore are negotiated individually.*

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**Hardware and Software, Engineered to Work Together**

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