Oracle® Hospitality Nor1 Cloud Services

Release Readiness Guide

Release 23.1

F84881–02

September 2024

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Contents

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Preface

The Nor1 machine-learning-based suite of upsell applications creates incremental revenue opportunities for hotels. With its native integration into OPERA Cloud, hotel staff can seamlessly manage and fulfill guest upgrade requests directly within the system. This release is designed to enhance operational efficiency, drive additional revenue, and improve guest satisfaction through personalized upgrade offers.

Purpose

The user guide provides a comprehensive overview of key features, activation steps, and detailed instructions for utilizing upgrade options during check-in and reservation management. It also explains the automated upgrade fulfillment process, outlines the locking of modifications after the 10th of the following month to ensure accurate Nor1 invoicing, and includes troubleshooting tips and FAQs to ensure a smooth user experience.

Customer Support

The following support options are available:

- Live Chat is provided for Nor1 CheckIn Merchandising customers directly in the application.
- Nor1 eStandby Upgrade support is provided on Customer Support Portal at the following URL: https://iccp.custhelp.com.
- Customers can contact their Account Relationship team or Account Revenue Manager directly.

When contacting Customer Support, please provide the following:

- Product and program/module name.
- Functional and technical description of the problem (include business impact).
- Detailed step-by-step instructions to be re-created.
- Exact error message received.
- Screen shots of each step you take.

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center.

Table 1   Revision History

Date	Description of Change
September 2024	Initial publication

1
Overview

Nor1 eStandby Upgrade Cloud Services, Nor1 CheckIn Merchandising Cloud Services, and Nor1 eXpress Upgrade Cloud Services are cloud-based, data-driven guest upsell and engagement services. Customers administer the modular services over the Internet using modern web applications. Machine learning is embedded into the services enabling intelligent upsell offers. New features are released on demand without lengthy release cycles.

Oracle Hospitality Nor1 eStandby Upgrade Cloud Service

The Oracle Hospitality Nor1 eStandby Upgrade Cloud Service allows guests at the time of booking and during pre-arrival to request a room upgrade or non-room inventory offer that are not confirmed or awarded until just before arrival.

Oracle Hospitality Nor1 Checkin Merchandising Cloud Service

The Oracle Hospitality Nor1 Checkin Merchandising Cloud Service empowers front desk agents to make relevant, revenue-maximizing offers. It is a hotel staff-facing application that displays offers for room upgrades and non-room inventory products and services for each guest at check-in based on real-time inventory availability. Because different guests are willing to pay varied prices for upgraded rooms and services, the Pricing and Merchandising Engine (PRiME) creates targeted offers for each guest.

Oracle Hospitality Nor1 eXpress Upgrade Cloud Service

The Oracle Hospitality Nor1 eXpress Upgrade Cloud Service allows hotels and resorts to provide guests with confirmed upgrades based on last minute, available inventory without involving hotel staff. These offers also take Nor1 eStandby Upgrade requests into consideration.

Oracle Hospitality Nor1 PRiME Natively Integrated with OPERA Cloud

Oracle Hospitality Nor1 PRiME, now natively integrated with OPERA Cloud Service, is an advanced upsell solution that utilizes machine learning to deliver personalized upgrade offers directly within the OPERA Cloud Property Management System (PMS). This seamless integration enables hotel staff to effortlessly manage and fulfill guest upgrade requests during booking, pre-arrival, and check-in, all within the familiar OPERA Cloud interface. By automating the upgrade process and providing real-time visibility into guest preferences and inventory availability, Nor1 PRiME enhances operational efficiency, drives incremental revenue, and elevates the overall guest experience.

Reporting

The Nor1 reporting tool allows hotel users to analyze the hotel's performance and staff engagement (based on the user rights permission).

2
Features and Updates

The following sections contain new features and updates for this version of Oracle Hospitality Nor1 Cloud Services:

Nor1 PRiME Upgrades Within OPERA Cloud

For properties with the **Oracle Hospitality NOR1 Cloud Services** subscription, activate the new **Reservation Upgrade - Powered by NOR1 PRiME** OPERA control to display upgrade offers in Stay Details and during the check-in process for eligible reservations.

When the NOR1 upgrade feature is active, a banner on the Check-In Reservation screen and the Manage Reservation screen displays real-time dynamic upgrade offers based on guest preferences and behaviors while allowing flexible upgrade offer prices and durations to match promotional rates.

IMPACT OR OTHER CONSIDERATIONS

The **Reservation Upgrade** OPERA Control cannot be active concurrently with the **Reservation Upgrade - Powered by NOR1 PRiME** OPERA Control.

STEPS TO ENABLE

Activation of the **Reservation Upgrade - Powered by NOR1** OPERA Control:

1. From the OPERA Cloud side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Reservation** group.
4. Locate and turn off the **Reservation Upgrade** parameter (if On).
5. Locate and activate the **Reservation Upgrade - Powered by NOR1 PRiME** function.

> ✎ **Note:**
>
> The **Reservation Upgrade - Powered by NOR1 PRiME** OPERA control is a complimentary function and will not affect the subscription-based function count.

3
Resolved Issues

There are no new resolved issues in this release.

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Supported Browser Compatibility

This chapter describes the web browser requirements supported with Oracle Hospitality Nor1 Cloud Services.

For the browsers that are supported in accordance with the support policy, see the following URL:

Oracle Software Web Browser Support Policy

From the referenced Oracle Software Web Browser Support Policy: "Oracle will continue to support IE 11 in released products through their Lifetime Support Policy (LSP), but as new patch sets and release versions are made available Oracle will cease to certify Internet Explorer and many features will not work properly on that browser. Furthermore, new applications that release on Oracle's Redwood Design system are not guaranteed to support Internet Explorer 11."