

Oracle[®] Hospitality Nor1 Cloud Services

Release Readiness Guide



Release 23.1

F84881-01

August 2023

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

ORACLE[®]

Copyright © 2021, 2023, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, and MySQL are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Preface

1 Overview

2 Technical Overview

3 Key Features

4 Support Considerations

5 Supported Browser Compatibility

Preface

Purpose

This document contains product descriptions and features for Oracle Hospitality Nor1 Cloud Services.

Purpose

The document is intended to inform Oracle Hospitality Nor1 Cloud Services customers of new features, updates, resolved issues, and other information in a timely manner.

Audience

This document is intended for audiences of Oracle Hospitality Nor1 Cloud Services.

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 the 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 at <http://docs.oracle.com/en/industries/hospitality/>.

Table 1 Revision History

Date	Description of Change
August 2023	Initial publication

1

Overview

Oracle Hospitality Nor1 Cloud Services includes the following applications, as well as the Nor1 reporting tool:

- Oracle Hospitality Nor1 eStandby Upgrade Cloud Service
- Oracle Hospitality Nor1 Checkin Merchandising Cloud Service
- Oracle Hospitality Nor1 eXpress Upgrade Cloud Service

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.

Reporting

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

2

Technical Overview

Nor1 eStandby, Nor1 eXpress, and Nor1 CheckIn Merchandising 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.

3

Key Features

The following are key features of the Oracle Hospitality Nor1 Cloud Services offerings.

Pricing and Merchandising

PRiME is the industry's only machine-learning driven, real-time decision engine for premium inventory. It leverages the latest artificial intelligence methods and maintains more than 150M unique buyer behavior records. PRiME is designed to help hotels maximize revenue and engage guests by optimizing pricing and providing real-time, targeted offers.

Offer Customization

PRiME lets a hotel set up the lowest upgrade price acceptable for an offer and the highest upgrade price for the same offer. The goal is to eventually achieve a pattern where PRiME provides more volume when needed (need period = lower prices) and fewer requests when not needed (demand period = higher prices). Any special constraint can be set on a "per offer" need to customize offers for the hotel.

Automation

Automation is key to driving revenue. With the Nor1 Cloud Services, there is no manual entry, reconciliation, or audits. The hotel's real-time inventory is used to automatically award upgrades and post the charges to the property management system (PMS). This feature allows the hotel to award more upgrades, including last minute requests. It also reduces the amount of time a property manager or other user spends on clearing the queue manually and eliminates expired revenues.

Interactive Reporting

Insights is a reporting tool that allows hotel users (depending on their user permissions) to analyze the hotel's performance and staff engagement. It is an interactive visualization of agent engagement and product revenue and helps managers identify agents to recognize or coach, as well as identifying the performance of individual upgrade offers.

4

Support Considerations

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 by email at support@nor1.com and web form 24x7 at the [Nor1 Help Center](#).
- Customers can contact their Account Relationship team or Account Revenue Manager directly.
- Oracle severity level definitions and response times do not apply. Until further notice, Oracle Hospitality Cloud Support terms and deliverables do not apply.

5

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.”