



Oracle Food and Beverage (FBGBU), welcomes you to our cloud services!

Papila Restaurante Ltda c/o Papila Deli- Welcome to Oracle Symphony Plus Ed.

Your Cloud environments are now available.

Please read and understand [Oracle's Cloud Hosting and Delivery Policies](#) and [Global Business Units Cloud Services Pillar](#) documents.

This message contains five (5) important information sections:

Section 1: Basic Account Information

Section 2: Environment Log-In Credentials

Section 3: MyOracle Support (MOS)

Section 4: Cloud Environment Maintenance

Section 5: Helpful Links and Resources

Please take the time to review and understand all five of the information steps and helpful links contained in this message.

1: Basic Account Information

- **Customer Support Identifier (CSI) #:** 24692366
- **Your Consulting Project Manager is:** [TBA](#)

Your consulting team will be reaching out to you shortly with additional on-boarding information.

2: Log-In Credentials

- Company Short Code: PRL
- EMC Username: PRLORADMIN
- EMC Password: Your password will be sent in a separate email
- Symphony URL: <https://mtu5-ohsim.oracleindustry.com/symphonyapp>
- Reporting and Analytics URL: <https://mtu5-ohra.oracleindustry.com/portal/>
- R&A credentials are sent in a separate email from noreply@oracleindustry.com. Credentials were sent to Flavio@papiladeli.com on 3-MAY-2022 at 12:30 EST

- We have confirmed that provisioning has been completed and your Consulting Project Manager or Field-Partner contact will be reaching out to you soon for next steps.

3: MyOracle Support (MOS)

MyOracle Support is Oracle's exclusive web support portal that offers secure, real-time access to Oracle to provide the critical and timely information you need for running your business.

- **First-time users** must register at [My Oracle Support \(MOS\) Portal](#). Once registered, use your Customer Support Identifier (CSI) number **provided in the Basic Account section** to start using My Oracle Support.
- [My Oracle Support FAQ](#)
- Please initiate a **Service Request** with Oracle Support via [MOS](#) for questions or issues related to your Cloud environment or products running in your Cloud environment.

4: Cloud Environment Maintenance

Oracle Cloud Operations performs changes to cloud hardware infrastructure, operating software, product software, and supporting application software that is provided by Oracle as part of the Oracle Cloud Services, to maintain operational stability, availability, security, performance, and currency of the Oracle Cloud Services. Oracle follows formal change management procedures to review, test, and approve changes prior to application in the production service.

Please refer to the following Oracle policy documents to understand the **Cloud Environment Maintenance schedule**:

- Hosting and Delivery Policy: <http://www.oracle.com/us/corporate/contracts/ocloud-hosting-delivery-policies-3089853.pdf>

- GBU Cloud Services Pillar: <http://www.oracle.com/us/corporate/contracts/gbu-cloud-services-pillar-3089817.pdf>

5: Helpful Links and Resources

- [Cloud Hosting and Delivery Policies](#)
- [Global Business Units Cloud Services Pillar](#)
- [Oracle Cloud Services](#)
- [Oracle Hospitality Documentation](#)
- [Oracle Hospitality YouTube](#)
- [Oracle.com: Oracle Hospitality for Food and Beverage](#)
- [Oracle Hospitality Learning Subscription Series](#)
- [Oracle Hospitality Lounge](#)

Again, Welcome to your new environment and we're looking forward in helping you and your organization achieve success.