

GPOS/Simphony Open Questions (as of March 15th, 2015)

1. Outline the standard (software, terminals on network, etc.).
Please visit the link below for the GPOS/Simphony Brand Standard.
<https://extranet.marriott.com/marriottstandards/openMultipleDetail.aspx?id=3760>
2. When will it be available for franchisees, who do they contact, what is the roadmap for implementation?
It will be available for installation starting May 2015. Franchisees may contact Oracle at marriottsales_na_grp@oracle.com to schedule site visits and installation. Micros/Oracle will coordinate with the Marriott team for installation and support.
3. What are the cost categories and what is included within each category?
Oracle will provide a custom quote for each property as the POS configurations vary significantly. Oracle will conduct a site visit to assess current state for all full service properties prior to providing a quote. Below are some estimated charges:

Estimated Marriott Charges	CFRST	Full Service
One-Time Project Management Cost (per property)	\$900	\$1,500
Annual Support Charges (per property)*	\$1,850	\$4,850
Monthly Workstation Fee (per workstation)	\$6.25 per device	\$6.25 per device
Monthly CAPS Server Monitoring Fee	N/A	\$130

* The annual support charges will vary depending on the hosting option selected. The teams from Marriott and Oracle will review the options/costs with you.

4. Will GPOS allow for mobile devices, what is supported and any increased cost?
We currently have a project in place for GPOS Associate Mobility. The model, approach and costs are forthcoming.
5. Does Marriott have a standard for card swipes that would need to be implemented as part of this standard?
Yes, all GPOS implementations require a MagTek device which will be part of the hardware requirements provided by Oracle.
6. Which interfaces are provided as part of the initial deployment?
In addition to the standard interfaces that come with the POS installation, franchisees will have the option to leverage the following interfaces as part of the initial deployment:
 - Opera/FS PMS/FOSSSE room charge (required)
 - GuestMetrics
 - Givex
 - Retail (if they use Island Pacific or DataWorks)
7. What future interfaces are in development and how will they be made available? Is it part of the ongoing cost of the system?
Future interfaces in development and in the project pipeline are Starbucks integration and Marriott Rewards integration for earning points.
8. Who do I contact to get a custom interface built?
You will need to contact Oracle at marriottsales_na_grp@oracle.com.