

OPERA PROGRAMME

JUNE 2007

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HOW DO YOU SPELL RELIEF? S-T-A-T-I-O-N-E-R-Y E-D-I-T-O-R

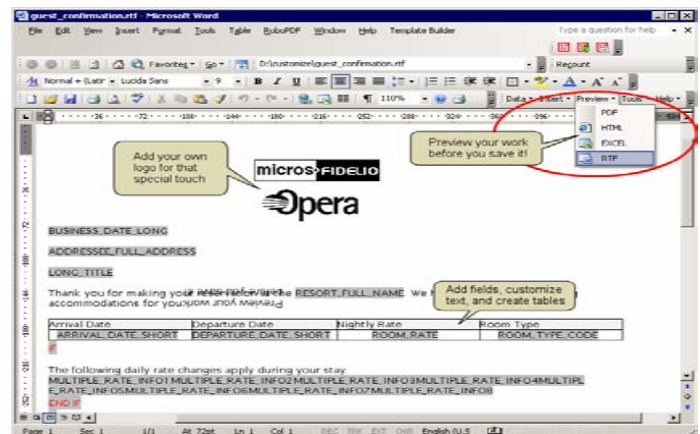
"I just want to add another field to display on my confirmation letter, how hard can that be? Online help says I need to use Oracle Report Builder. Wait! Do I have that installed? If not, how do I get it? Better still, do I need a Master's Degree in Computer Programming to make it work? Racing pulse, clammy hands, opening the file; oh no, what do I do now?" Is this how you customize reports? Well, we've heard your pleas for help and we listened; introducing the OPERA Stationery Editor!

OPERA Stationery Editor provides clients with a user-friendly means, within OPERA, to create and maintain their own customizable reports (e.g., Folios, Confirmation Letters, etc.). OPERA Stationery Editor lets you sidestep the complexity of Oracle Reports while still offering a robust solution to customizing individual reports. The OPERA Stationery Editor utilizes Oracle XML Publisher functionality and Microsoft Word to access a customizable report and allow edits according to each client's specific needs. And what could make more sense than to choose

Microsoft Word as the application for editing these reports – virtually everyone has used it in one capacity or another.

Combined, these two very powerful tools provide greater control over both the content and the layout of your reports. Using standard Word functionality (copy/paste, tables, text editing and formatting) your report is customized quickly and more easily than ever before. The Oracle XML Publisher functionality allows you to preview the report in several formats (html, rtf and pdf) prior

to saving so that you can make sure you're happy with the layout. Install the Oracle XML Publisher on any client workstation that will be used for report customization. The Oracle XML Publisher installation CD is released with OPERA and installs in less than five minutes. You select the **Customize** button in OPERA Report Setup, and Microsoft Word opens with the report ready for your editing. Once you are satisfied with your report, save it and run it. It really is as simple as that!



ARE YOU ARI ENABLED?

Updating Availability, Rates, and Inventory (ARI) information through an OPERA Alternate Distribution Suite (ADS) channel just became a whole lot easier using OPERA Electronic Distribution Suite (OEDS)!

Once considered a minor contributor of bookings, the Internet is now a primary source of revenue for hotels and hotel chains. As online reservations continue to increase in popularity and more and more consumers make bookings via the Web, the demand for a real-time, streamlined method for

managing availability, rates, and inventory is becoming increasingly vital.

To meet the hotels' needs, OEDS now offers the ability to automatically upload ARI information to the ADS partner's extranet.

By enabling the ARI upload functionality, a hotel property or chain can instantly provide customers access to accurate, real-time room availability data. Properties can now easily and accurately expose their inventory through the ADS partner's Web site and gain access to a large audience of consumers without adding a lot of work at the property level.

Costs are drastically reduced because automated ARI uploads eliminate the need for

staff to constantly monitor and update available rooms and rates, and manually fax the information to the ADS partner. Inventory can be sold without fear of overselling because the room availability database is real-time and always current. And, properties are able to manage content, availability, rates, and inventory from a single source.

Automated ARI uploads increase marketing efficiency and maximize inventory yield, while cutting distribution and labor costs and saving valuable time. Guests have more choices, and hotels have an opportunity to optimize bookings and revenue and maximize their overall Return on Investment (ROI).



DAILY RATE MANAGEMENT MADE SIMPLE



Selling the right room, to the right person, at the right rate, and at the right time is essential to any successful hotel operation. And selling the right room/rate combination within the right channel can be the key to staying one step ahead of competitors.

Rate management is often a labor-intensive, sometimes daunting task that involves comparing one's own rates to that of a competitor's, and then manipulating existing rates (or creating new rates) to maintain aggressive pricing. Since pricing is one of the most powerful tools available to increase sales and revenue, the ability to set accurate prices and differentiate prices by customer type and/or distribution channel is an enormous asset to any hotel or hotel chain.

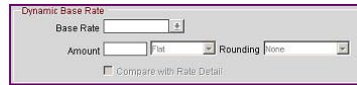
With online distribution channels and seamless connectivity becoming the wave of the future, the need for accurate, real-time availability, rates, and inventory is increasingly important. Without a simple method for maintaining daily rates, online distribution partner databases may contain rate information that is no longer valid or incomplete. The net-effect could result in decreased inventory yield and the potential for lost revenue.

The Daily Rates and Daily Dynamic Base Rates functionality in ORS provide two powerful and comprehensive daily rate management solutions. Hotels are able to stay abreast of their competition and maintain daily rates on the fly. Managing daily rates has never been so easy!

In ORS, daily rate codes are initially set-up per property. Once established, users can manage existing daily rates (with appropriate permission) by accessing the Daily Rate Entry screen.

This screen provides a convenient way for properties to respond to the ever-changing supply and demand for rooms and rates. Users at the CRO (typically the CRO manager) can change the rate for a room type on a daily basis and from a single screen.

This feature allows properties to maintain an unlimited amount of rates designated as "daily" rates for an unlimited number of rooms. Daily rates may coexist with other "date range" rate codes at a property as long as they are different rate codes.



QA TESTING – HOME OF THE “SUPER SLEUTHS”

The MICROS Quality Assurance and OPERA Automated Testing Group (QA/OAT) uses two main avenues for ensuring that changes to any of the OPERA applications are working as expected.

The “Automated Testing” part of the QA/OAT moniker refers to the use of software scripts that rapidly evaluate hundreds of OPERA features and report on any possible anomalies. (See Programme Vol. 5, “A Peek Behind the Scenes at Automated Testing”). The

other half of the equation is “QA,” where a testing expert evaluates a software change by using hands-on methods. Hands-on QA is necessary, for example, when a new feature is not yet covered by a test script, or when the complexity of the feature and its potential interactions with other OPERA modules and functionality precludes automated testing.

No matter how seemingly insignificant the software change, there is usually a good deal of preparation needed before QA can run a valid and thorough software test. In particular, the tester must construct the test with an awareness of all the factors that may affect the validity and outcome. Parameters, settings and permissions as well as interactions between the licensed OPERA products such as PMS, S&C, ORS/OCIS, OWS, and OVOS may all play a part in the ability of the test to measure the total impact of a software change. And because OPERA is a highly complex application, any change can have repercussions throughout the product; therefore, QA/OAT also checks to make sure that no functionality around a specific change gets

The Daily Dynamic Base Rate functionality on the More tab of the Rate Setup screen (introduced in version 4.6.00.01), enhances existing daily rate functionality by allowing users to create dynamic base rates that are dependent on daily rates. Previously, users only had the ability to create base rates and dynamic best available rates from this screen.

Once a base rate is selected, users may select a flat amount or percentage value, depending on how they want to calculate the rate difference between the daily dynamic base rate and the current rate, and may also select a rounding method. In addition, users have the option to compare the daily dynamic base rate with the rate listed in the rate details. If the check box is selected, OPERA returns the lower of the two amounts in an Availability response message, ensuring that the customer receives the lowest possible rate.

And since the rate codes are dynamically dependent, OPERA calculates the rate amounts only when the availability request is made, which means that rates are updated and returned in a fraction of the time.

“broken” in the process. Determining success or failure of the test may also require that the tester look into the OPERA database to see if a particular table value has been properly populated or updated. As you might imagine, all this demands technical skill, attention to detail, and above average familiarity with all the OPERA products and their operational features.

The “Mystery of the Capricious Checkbox” demonstrates how QA testing pays off. A Clear button was recently added to a screen to quickly return any of the twenty-some reservation search criteria to their default values before initiating a new search. Sounds simple, and the button appeared to work as intended when the feature was initially unit tested. However, during QA testing it was found that the Show Waitlisted check box — an option which causes the search to return only waitlisted reservations — was not being cleared under certain conditions. As a result of QA's detective work, a quick software change corrected a situation that could have caused a good deal of confusion at the front desk.

“Properties can maintain an unlimited amount of rates designated as “daily” rates for an unlimited number of rooms.”



OPERA EXPANDS ITS CYBER TURF

The OPERA Member Services website has been expanded to include a new feature page — Sales & Marketing. This addition to the OPERA Web presence links you to an array of multi-media materials that provide background information and details on what's going on in the

world of OPERA Development. Right now, the Sales & Marketing area features the presentations given at the 2007 OPERA User's Conference, which was held this spring in Annapolis MD. If you missed the conference, the Sales & Marketing page is the next best

thing to being there.

When you're done browsing the Sales & Marketing page, jump on over to the other Members website sections. Whether you want to review upcoming release schedules, to learn more about OPERA Business Intelligence, or to review the updated digital Overture for OPERA V4, you'll find that the OPERA Members website holds a wealth of technical and support information to help you do your job.

To check out the new material on the Sales & Marketing page (or to register for the Member's website if you have not yet done so) click on the Member Login link at the top of the MICROS web page (www.micos.com).



SOFTWARE SHAKE-UP: DEVELOPMENT PROCESS UPDATED

With 100+ core products, add-on modules, and major interfaces, the software development effort that underlies the OPERA Enterprise solution is enormous and growing. This past year, MICROS took a close look at that development process with an eye toward updating the way we work. Our goal — to ensure that our Operation turns out a consistently superior software product that is on time and cost effective.

The software development process includes every step in the "OPERA manufacturing cycle." Specifically, the process includes but is not limited to activities such as:

- How we receive and evaluate enhancement requests
- How we determine when a software fix is required
- How we prioritize and schedule development efforts
- How we monitor work progress
- How we guarantee product quality
- How we package and distribute new software

During April and May of 2006, members from each OPERA product team analyzed how they get from the point where a software development need is recognized, to the point where new product goes out the door to our customers. Our process review committee then suggested ways that development work could be handled more efficiently. Our next step was to invite WIPRO, an outside firm that specializes in process improvement, to examine our approach and make recommendations based on their

wide expertise and on the input from our own review. The result was a completely updated software development process.

The hundreds of changes we implemented affect all facets of our Operation. Here is a sample:

► An estimation process lets us make "educated guesses" as to how long each development effort should take, based on our experience. This, in turn, lets us gauge our workload and set achievable goals for our releases. Releases themselves were re-defined by their impact on the customer — from patches, to service packs, to revisions, to full-scale software versions.

► A design process was created to guide development of any coding effort that requires 5 or more man-days. So that all groups involved understand the scope of a project, a design document outlines the need, the approach, impacts, risks and other details. The design document is published on our intranet and updated as necessary. The design process also includes a kickoff meeting where all interested parties — software engineers, QA testers, Documentation staff, and product managers — scrutinize the design, ask questions and contribute their input.

► New standardized approaches to coding were implemented to guarantee that the source code can be understood by anyone who must deal with it in the future. Once coding is complete, cross-product teams review it for accuracy and logical clarity.

Specification of testing guidelines is also part of the software engineer's responsibility.

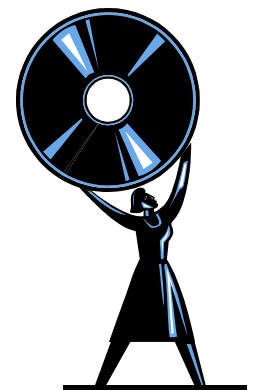
► A permanent and independent Quality Assurance group thoroughly tests all software changes prior to release. QA uses both automated and hands-on testing methods which include regression testing to ensure that the introduction of a fix or enhancement doesn't "break" functionality that is not directly worked on. (QA testing is in addition to "unit testing" performed by the software engineer and "smoke testing" performed by the product teams.)

► A part-time Process Manager position was created. This position serves as the central coordinator of the entire design and development effort. Very importantly, a new customized workflow application was introduced to track and report on every aspect of our software development process. This tool lets us see where we are successful and where further process tuning is needed.

Growth means change, and statistics have already shown that the process changes we have implemented are paying off in very real terms. Between July 2006 and March 2007, we have experienced 55% fewer overall product defects, and an astounding 90% fewer critical defects. This is despite the fact that the number of OPERA installations grew by 33.3% during the same period!

OPERA STATISTICS (through Mid-May 2007)

PMS Total Installs	8550
S&C Total Installs	1550
ORS/OCIS Total Installs	42
ORS/OCIS Total Properties	4900
OWS Total Installs	350





STRETCHING THE LIMITS (OF YOUR BUSINESS BLOCKS)

Business Blocks have reached a new dimension of elasticity within OPERA. Not only is it possible now to define shoulder dates as horizontal date limits for blocks, but the ability to create Sell Limits adds a dimension of vertical control to the room grid. It is now possible to limit the number of pick-up rooms over and above the blocked rooms to an upper limit per room type. This allows for the flexibility of elasticity in a block but still retains the control over the maximum number of rooms that can be picked-up against it.

SHOULDER DATES

Shoulder Dates define a period of time before the main arrival date or after the main departure date of a block where reservations can be made against the block as early arrivals or late departures. It is also possible to attach different rates for the shoulder start period and the shoulder end period if so required, which adds a further level of flexibility to group handling. The room nights produced during those shoulder periods will be counted as group production for this group, but still do not adhere to the regular rate rules for the block.

Blocks that are elastic but do not have shoulder dates defined are considered to be without pre and post date limits and reservation pick-up is possible any time as long as it overlaps with the main booking dates.

Blocks that are elastic and do have shoulder dates set will use these shoulder dates as the outer limits for reservation pick-up. Non-elastic blocks cannot have shoulder dates defined and the main dates are considered the date limit.

Name	Telcomm Expo 07			
Start Date	08/09/07	Thu	Shoulder Start	08/07/07
Nights	4			
End Date	08/13/07	Mon	Shoulder End	08/15/07

SELL LIMITS

Sell Limits go one step further than Shoulder Dates. They allow the additional dimension of limiting the vertical growth in number of rooms of a business block. In prior versions, when a block was elastic, it was not possible to define a number of rooms beyond which the block should not grow. This inability to control growth could lead to wasted inventory, which could

be sold to the more expensive non-group segments, and the danger of diluting average rates. The introduction of Sell Limits changes all of this.

An upper limit of rooms that can be sold for this block per room type can now be defined. The delta between the blocked rooms and the sell limit rooms does not get deducted from inventory as long as it does not get picked up and is therefore available to be sold for more expensive non-group reservations, if they occur. Once this block cap is reached, only users with the override permission can still pick-up further rooms against the block in question. Different from Shoulder Date rooms, Sell Limit rooms fall under the same rate rules as the main room block – there is no special rate definition for Sell Limits.

Original Grid for SAC...005 From 08/09/07 To 08/13/07 Status PEN Property DOCUMENT

Date: 08/07/07 Display: Original

Date	DLX	STD							
08/07/07 Tue									
Original	0	0	0						
Sell Limit	32	16	16						
08/08/07 Wed									
Original	0	0	0						
Sell Limit	32	16	16						
08/09/07 Thu									
Original	22	10	12						
Sell Limit	33	15	18						
08/10/07 Fri									
Original	22	10	12						
Sell Limit	33	15	18						
08/11/07 Sat									
Original	22	10	12						
Sell Limit	33	15	18						
08/12/07 Sun									
Original	22	10	12						
Sell Limit	33	15	18						
08/13/07 Mon									
Original	0	0	0						
Sell Limit	32	16	16						
08/14/07 Tue									
Original	0	0	0						
Sell Limit	32	16	16						

Currency: USD

Buttons: Rates, Watch, Range, Priorities, Res, Details, Close

“limit the number of pick-up rooms over and above the blocked rooms to an upper limit per room type”

SAY GOOD-BYE TO UNWANTED POPUP BLOCKERS

Work more efficiently and diligently by using the new OPERA Popup Blocker functionality. Your property now can suppress specific popup messages with the selection of a single check box. Messages that can be controlled by the popup blocker include, for example, the:

- Add Room Features to Profile Prompt
- Room Already Booked Prompt
- Add Specials to Profile
- Shared Registration Card Prompt

When electing to hide a popup message, a default value of Yes, No, or OK must be selected in order for the functionality to work correctly behind the scenes. The default value that is selected determines the direction that the user will be taken next. For example, if the Shared Registration Card Prompt is selected to be hidden and Yes is the default, when an additional share reservation is checked in, the user will not be prompted to print a registration card and the card will

automatically be printed. If the default value is set to No, the user again does not get the prompt, however the registration card will not be printed. This is just one of many ways that users now have the capability of losing those unwanted message prompts, while improving speed and accuracy.

PCHPIT - Popup Blockers - Edit

Hide Message

Default Value

Buttons: OK, Close

DID YOU KNOW? TIPS & TRICKS FOR OPERA USERS

Monitoring OXI-HUB Messages

OPERA Xchange Interface HUB (OXI-HUB) is the central interface between systems such as OPERA Reservation System (ORS), OPERA Customer Information System (OCIS), or Sales Force Automation (SFA) with a property management system such as Fidelio V6, V7, or OPERA PMS (Single and Multi-Property). OXI-HUB is the critical point where all messages in the distributed environment pass. To ensure that these messages are properly transmitted, it is important to monitor OXI-HUB messages on a daily basis. Although there may be other ways to do this, here are a few suggestions the Regions have found helpful.

The Message Status Screen, accessed through OXI-HUB>Interface Status>Message Status, is the vital part of the running interface. Review this screen on a regular basis to identify the status of the messages. There are five sections on the Message Status Screen: Statistics, Business Events Outqueue, ORS to Ext. System Log, Aqueue Out, and Ext. System to ORS Log.

- Check queues on a regular basis throughout the day for Message Status and Warnings. This includes the ORS to Ext. System Log and Ext. System to ORS Log screens.

- Flag the Optional Warnings check box on the ORS to Ext. System Log and Ext. System to ORS Log. When selected, you will be able to see warnings of type T (Tentative) that have occurred during message transmission. These warnings are not critical and usually indicate that conversion could not be applied or that a default has been used. It is recommended that you clean up conversions and default problems in OXI-HUB to achieve absolute data accuracy.

- If a message wasn't successful, filter by the External Reference Number to see if the reservation or allotment has since had a Success message. Another user could have locked the record while working on it and subsequently corrected the problem.

- While working on the messages or warnings, use the Reviewed Button, especially if multiple people work on the queues. The Reviewed check mark indicates to others that this message has already been taken care of and does not need further attention. When marked as Reviewed, the message will only be visible if the Include Reviewed check box is flagged.

- Messages that were not successful should be reprocessed using the Filter criteria. First, filter by property. Then filter by following the data hierarchy. Check for packages; continue with rates, then allotments, and last reservations. This sequence is used because an allotment that wasn't successful could cause multiple unsuccessful reservations attached to that allotment. Once the allotment is successfully reprocessed, you will be able to reprocess the reservations without further issues.

- The new Extract XML button provides easy access to the XML message. You can either view the message or save it for future use, such as when attaching it to a Clarify Case.

Check Please!

Printing a guest folio has never been easier or quicker than selecting the ALT+I keys from the Billing screen. Selecting this key combination allows you to print the guest folios without clicking the Folio button or having to go into the Folio Options. Customers will be happy that they don't have to wait, but let's hope that your printer can keep up.

Routing Limits Goes Daily

The routing limits option for OPERA routing instructions places a maximum threshold on the total value of transactions that can be routed, per reservation. (This feature is available when the Routing Limits application function is active.) But how do you set routing limits on a day-by-day basis rather than for the whole stay? Easy! Simply set up a routing instruction for each separate date using the same

transaction code.

The routing limit set for each day will determine the amount that can be routed for that transaction code on that date. Any overage for the date would automatically be split off and transferred to the guest's Window 1.

Route to Name	Routing Instructions	Begin Date	End Date
Meadows, Tim	2010	12/26/05	12/26/05
Meadows, Tim	2010	12/27/05	12/27/05
Meadows, Tim	2010	12/28/05	12/28/05
Meadows, Tim	2010	12/29/05	12/29/05

Pretty as a Picture!

Looking for a quick way to provide additional sales tools for your Hotel and Reservation Agents? Give them room type and room number images!

OPERA now lets you associate a digital image with each room type and individual room number. Once a picture is linked to a room type or to a specific room, it can be viewed instantly from the Room Plan screen, Room Assignment screen, and inside the reservation itself. Besides the visual, the pop-up display includes selected details about the room type or room.



Images can be used together with room and room type text descriptions to help staff differentiate among products. What an excellent tool to assist reservationists in up-selling during the booking process.

It's easy to associate an image with a room type or room number in OPERA configuration. Simply select the new Image button from the Room Type screen or the Rooms Edit screen and choose the graphic file. Any jpeg format image can be used. And don't worry about the picture size. OPERA automatically adjusts the image dimensions to fit the display.

Routing limits can be on a day-by-day basis rather than for the whole stay.



BE BUSINESS SAVVY WITH OPERA BUSINESS INTELLIGENCE

MICROS has responded to the needs of our customers and is offering a new module which provides the processes and

edition provides aggregate analysis and reporting across the organization, using data collected from multiple OPERA

capabilities to extract data from multiple OPERA applications and transport it to a centralized system, while



environment to transform OPERA's application data into business information. The OPERA Business Intelligence (OBI) Suite is designed to address the needs of OPERA users who want their business and revenue questions answered so they can make prudent decisions. In an ever changing industry that has expanded globally and become increasingly competitive, OBI Suite provides hospitality strategists with advanced tools for collecting and viewing data.

applications and properties. The Standard edition brings the same reporting and analysis capabilities to the single property environment, without some of the OBIE functionality. At the heart of both editions are the Data Marts that capture snapshots of live OPERA operational information. This information is represented in familiar terms that help you analyze and plan your tactics. The Data Mart Applications provide business intelligence in the following areas. See Table.

standardizing it during the process. All this functionality makes OBI the perfect tool to collect all your data into one place. From this point you can extract the data to your own data warehouse application.

OBI Enterprise can also house the data for your reporting solutions. If your company has already invested in a front-end solution, leverage the existing knowledge, training and experience of your developers and users with the rich data

“The OPERA Business Intelligence (OBI) Suite is designed to address the needs of OPERA users who want their business and revenue questions answered so they can make prudent decisions. “

With OBI Suite, users view collected data from OPERA properties and applications through a set of OPERA Data Marts. Then, with OBI Suite analytic capabilities, users can consolidate and analyze this data, identify trends, and compare results with other key indicators. The quality of the data in OBI Suite is superior because when extracted from multiple properties and sources, the data is standardized and validated with the OPERA Xchange Interface (OXI). The aggregate data resides in one OPERA database, along with the OBI Suite, so there is no need for additional hardware or transportation of data from one system to another. Powered by Oracle, the same platform from which OPERA is developed, OBI Suite is easily deployed at any size organization. Whether you have OPERA Property Management System (PMS), OPERA Reservation System (ORS), OPERA Customer Information System (OCIS), or OPERA Sales and Catering (S&C), OBI is designed to provide you with insight on how to manage your properties - benefiting your customers and your revenue.

OBI Suite comes in two editions: Enterprise (OBIE) and Standard (OBIS). The Enterprise

Data-Mart:Application	Key-Business-Benefits
Reservation-Statistics (Enterprise-and-Standard)	<ul style="list-style-type: none"> •→ Analyze revenue, room-nights, pace-and-lead-time-patterns •→ Use-market-code-segmentation-to-identify-your-business-mix •→ Monitor-cancellations-and-no-shows-for-trends-and-exceptions
Financial-Statistics (Enterprise-and-Standard)	<ul style="list-style-type: none"> •→ Gain-insight-on-your-guest-and-group-spending-patterns •→ Compare-final-spend-to-forecasted-revenues •→ Identify-profitable-Guests-and-Groups
Future-Reservations (Enterprise-and-Standard)	<ul style="list-style-type: none"> •→ Identify-properties-at-risk-with-low-bookings •→ Compare-current-reservation-levels-against-same-time-last-year •→ Improve-forecast-accuracy
Group-Statistics (Enterprise-and-Standard)	<ul style="list-style-type: none"> •→ Analyze-booking-production-patterns-as-part-of-goal,forecasting-and-pace-analysis •→ Understand-Sales-Manager-and-Hotel-forecast-accuracy •→ Identify-groups-that-have-high-private-spending-behavior •→ Build-Sales-Funnel-through-status-conversion-analysis
Catering-Statistics (Enterprise-and-Standard)	<ul style="list-style-type: none"> •→ Compare-current-projections-to-same-time-last-year •→ Analyze-production-and-forecast-by-revenue-type •→ Include-Catering-behavior-as-part-of-total-group-analysis
Guest-and-Members (Enterprise-and-Standard)	<ul style="list-style-type: none"> •→ Increase-guest-loyalty-by-identifying-and-understanding-their-behavior •→ Identify-and-market-to-your-top-guests
Company-Statistics (Enterprise-and-Standard)	<ul style="list-style-type: none"> •→ Negotiate-contracts-knowing-the-revenue-each-company-produced •→ Identify-the-top-companies-across-all-properties-in-the-enterprise •→ Identify-second-tier,regionally-important-Companies
Marketing-Statistics (Enterprise)	<ul style="list-style-type: none"> •→ Monitor-your-marketing-campaigns-from-start-to-finish •→ Track-response-and-total-revenue-generated-by-offers •→ Target-Campaigns-at-likely-target-markets
CRO-Statistics (Enterprise)	<ul style="list-style-type: none"> •→ Receive-up-to-date-reservation-booking-information •→ Identify-your-top-and-bottom-booked-hotels-for-the-day-and-month
Channel-Statistics (Enterprise)	<ul style="list-style-type: none"> •→ Analyze-where-your-reservation-bookings-originate •→ Identify-which-channels-are-most-productive •→ Flag-channels-that-consume-resources, but-do-not-produce

The OBI Suite provides additional features from which you can pick and choose. For example, you can use OBI just for your Extraction, Transformation and Loading (ETL) processing. OBI has

provided by OBI. Built-in business views of the data allow easy understanding of the data model and enable users to get answers to their business questions.

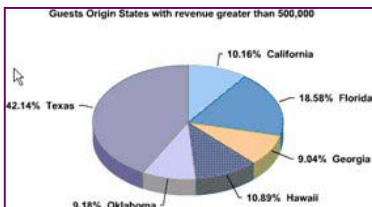
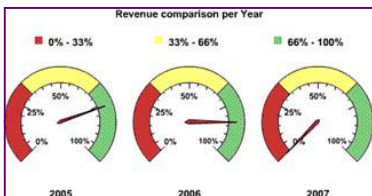
(Continued on page 7)

(Continued from page 6)

OBI's complete integration offers a start-to-end answer to your BI requirements. This solution not only adds a front-end tool for reporting, but also provides your organization with pre-built templates that you can start using instantly to access over a hundred reports and distribute them to your users. These templates provide graphical displays of your data and allow you to drill down to a granular level.

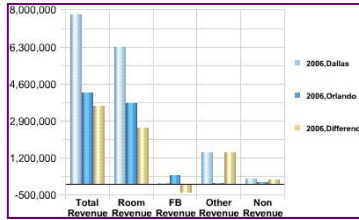
Whether you are using OBI Enterprise as your complete solution or just as your data repository, you can cross-reference data from other external systems, such as Payroll, and create cross-functional reports.

OBI Enterprise provides interactive dashboards where you can perform a full ad-hoc query analysis over the web and view graphical results.



With OBI, ask questions such as these, and you will get answers:

- Which cities where our hotels are located generated the most revenue last year?
- How much revenue could be impacted by a natural disaster, such as a hurricane?
- What is the non-room revenue generated by our last marketing promotion?
- Which properties are ahead or behind their expected Group Booking Pace?



Even though there are a multitude of BI products to choose from in the marketplace, consider OBI Suite for these reasons.

►Developed by Specialists Who Understand OPERA - By understanding the underlying data and business requirements, OPERA BI developers provide a better solution. OBI Suite was developed by those who are in the hospitality industry, and by those who developed other OPERA applications.

►Integrates with Existing OPERA Applications - Since OBI Suite is an OPERA product, it easily integrates into the existing OPERA platform. No other vendor software applications are required.

►One Tool, Consistent Data - The same OBI Suite tools are used across the organization in OPERA, eliminating inconsistent data. Behind the scenes, OXI provides a robust built-in toolkit to remove duplicate profiles and coding inconsistencies; helping ensure that the different departments using OBI will see the same accurate data.

►Ease of Use - OBI Suite can be used by people at all levels and in various departments of the organization: IT department, executives, analysts, managers, and other staff.

►Reduced Implementation Cost - In other non-OPERA BI products license fees, additional hardware, training, implementation and consulting are just some of the costs an organization must incur. OBI significantly reduces these costs since in many instances

no new hardware is required. The familiar OPERA data model forms the basis of the OBI Data Marts, so no time is wasted in putting BI to work in your enterprise.

Reduced Hardware Complexity - OBI is built entirely on the same platform as the other highly successful OPERA applications. By reusing the same architecture and data model there is no need for separate hardware systems to store the components and data for your BI needs.

►Reduced Deployment Time - Most other BI deployments take months, if not years. OBI can be deployed in weeks. Every OPERA application has the necessary key components to transform your system into a successful BI solution.

You will be savvy and confident in your business decisions when you select OBI Suite. OBI helps OPERA customers fully leverage the potential of their data; hundreds of metrics are available to help users uncover past, present and future trends and react to opportunities and threats. All of this is possible through a seamless process that minimizes the cost to centralize and clean data. The OBI solution gives you the means to improve forecasting and efficiency, gauge your hotel's operating performance month-by-month, consolidate data across the enterprise, unlock the potential of existing customers, and compare results with target and key performance indicators. You will quickly realize your return on investment when you use OBI to identify how effective your current strategies are, how you can satisfy customers' expectations, and how you can improve your business performance.

OPERA Business Intelligence (OBI) Suite will go through pilot and beta installs the 2nd part of this year and is expected to be ready for general release by the end of 2007.

HELP WANTED!

With the introduction of our new Online Help e-mail address — OPERAHelp@micros.com — you now have a place to send your comments, suggestions and other feedback related to the OPERA Help feature. Because there are over 6,000 topics available in the Help, we ask that you be as specific as possible when you send your comments. We will review each submission and incorporate appropriate changes in an upcoming release of the Online Help. (Please continue to use your regular MICROS product support channels for support questions and requests.) Thank you in advance for your input.



ROOM INVENTORY LIMITS PER ROOM TYPE

How many times have you had to remember, "Only 2 rollaways fit into room 1001, but 3 rollaways will fit into room 1002" or "if room 1003 is sold by itself, then an extra bed will not fit, but if it is sold as a component room, then up to 2 extra beds can fit."

Imagine how much easier your job would be if you did not have to remember all of the combinations that can and can't occur for each room. OPERA is pleased to introduce its Room Type Inventory Limits configuration functionality that allows OPERA to handle all of

these possible combinations for you. This Inventory Limit feature allows your property to restrict the maximum number of specific inventory items that can be attached to a reservation, based on the room type.

This new functionality allows for room type inventory limits to be set up for individual inventory items or for a combination of inventory items. For example, room type DLX might be able to accommodate up to 2 cribs and one rollaway. Or, this room might be able to

accommodate 3 rollaways. When making a reservation for a DLX room type, a request for 2 cribs would be accepted, a request for 3 rollaways would be accepted, but a request for 2 cribs and 2 rollaways would not be accepted.

Sounds more like an IF, THEN, ELSE statement in computer programming than room inventory limits per room type configuration. Let OPERA handle this complex functionality and allow your users to focus on other objectives.

DO THESE CHANGES APPLY TO ALL MEMBERS OF THE GROUP?

If you ever worked with the OPERA Group Module you have certainly come across this question. And on occasion, you have thought that this feature did not work. This feature always works consistently; but it is important that you know exactly when and how it works.

When OPERA applies the changes to all members of the group, it only can apply the exact same change. This is best explained in an example.

Let's suppose your Group Rooming List looks like the one in the illustration shown here:

X	Conf. No.	Name	Arrival	Departure	Prs	Rm Type	Room	Rms	Rate	Status
	1601686	Doucette, Kim	06/01/07	06/06/07	2/0	DBL		1	200.00	COMPANY
	1601688	Haack, Christian	06/01/07	06/05/07	2/0	DBL		1	200.00	COMPANY
	1601683	Muller, Mirjam	06/01/07	06/05/07	1/0	SING		1	100.00	COMPANY
	1601433	Watkins, Daniel	06/01/07	06/11/07	0/0	PM		1	0.00	COMPANY
	1601684	Sands, Trevor	06/01/07	06/05/07	2/0	DBL		1	200.00	COMPANY
	1601685	Wolf, Mario	06/01/07	06/06/07	1/0	SING		1	100.00	COMPANY
	1601687	Dozer, Elisa	06/05/07	06/11/07	1/0	SING		1	100.00	COMPANY

changed. Would you like this change to apply to all group members regardless of room type? Note: Selecting 'No' will apply the change to reservations for DBL Room Type only" appears. So, when answering 'No', OPERA then changes the rate to 300.00 for all reservations which used to have the rate 200.00 and the room type DBL.

Next you call up the Wolf reservation, change the departure date from 06/06/07 to 06/07/07 and you tell OPERA to apply this change to all

often causes confusion. Suppose you want to enter routing instructions so that each member's charges get routed to a master folio. Select any one of the members and enter the routing instructions. OPERA asks you if the changes apply to all members. At this point, you realized you entered the wrong routing instructions so you say 'No', you do not want to apply the changes. You then enter the correct routing instructions and you tell OPERA to apply the changes to all members. But it does not do it. Why? The answer is simple: OPERA looked for any members of the group who had the old (incorrect) routing instructions and tried to change them to the correct instructions. But all the other members had no routing instructions at all. Therefore, no changes were made. In such a case, it is best to first remove the routing instructions completely. Then enter the routing instructions again and tell OPERA to apply them to all members. Now each member will have the correct routing instructions.

Now you call up the Doucette reservation and you change the rate code from INCL to FLAT. OPERA asks you if this change should be applied to all members of the group and you say 'Yes'. OPERA will change the rate code on all reservations in the group that have the rate code INCL.

Now you call up the Doucette reservation and you change the rate from 200.00 to 300.00 (Fixed Rate box will be automatically checked.) OPERA asks you if this change should be applied to all members of the group and you say 'Yes'. The message "Rate was manually

members of the group. OPERA will change Doucette's departure date to 06/07/07 as well, because the departure date used to be 06/07/07 just like Wolfs. Our second illustration shows you how the rooming list looks now.

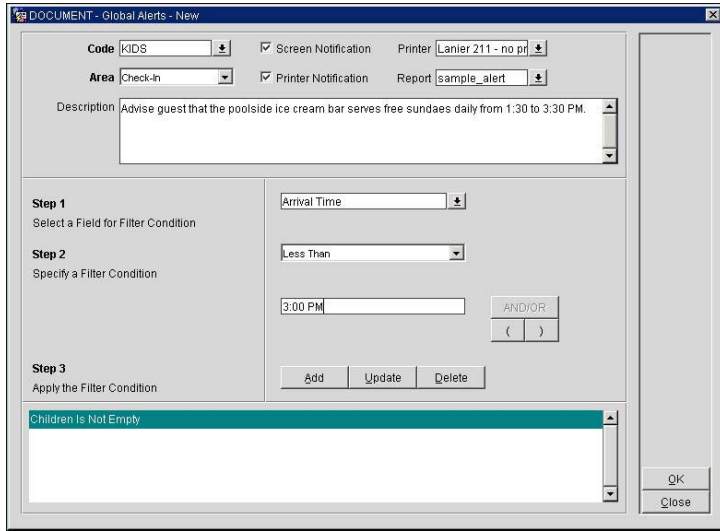
Here is another case which

X	Conf. No.	Name	Arrival	Departure	Prs	Rm Type	Room	Rms	Rate	Status
	1601686	Doucette, Kim	06/01/07	06/07/07	2/0	DBL		1	300.00	COMPANY
	1601688	Haack, Christian	06/01/07	06/05/07	2/0	DBL		1	300.00	COMPANY
	1601683	Muller, Mirjam	06/01/07	06/05/07	1/0	SING		1	100.00	COMPANY
	1601433	Watkins, Daniel	06/01/07	06/11/07	0/0	PM		1	0.00	COMPANY
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	1601687	Dozer, Elisa	06/05/07	06/11/07	1/0	SING		1	100.00	COMPANY

"This new functionality allows for room type inventory limits to be set up for individual inventory items or for a combination of inventory items."



OPERA ALERT FEATURE HARNESSES THE POWER OF THE PRINTED WORD

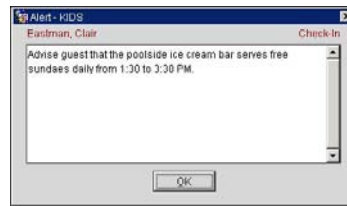


OPERA offers two kinds of alert messages – standard alerts that are attached to individual reservations (using the Alerts option from the reservation screen options menu); and global alerts that are associated with all reservations that meet the alert criteria. Global alert criteria might include, for example, all reservations with at least two children and with an arrival time before 3:00 PM. Both kinds of alerts can be set up so they display at guest check in, whenever the reservation is

accessed, or at check out. The usefulness of alerts has been expanded by adding a new alert printing feature. Now, in addition to (or instead of) displaying the alert on the OPERA screen, a printed alert report can be generated and directed to one or more strategically located printers. For example, if a reservation that includes young children checks in, a message can be directed to a printer in Guest Services notifying staff in that department to send a favorite cartoon character to

greet them in room 329. Or, Room Service can be advised that Ms. James has checked into room 823 and her chilled champagne can be delivered to the room.

Besides providing the basis for new guest amenities, the Print Notification feature can be integrated with the optional OPERA Track It feature, which manages luggage, parcels, lost items, and valet tasks. Should a guest have a package awaiting his arrival, add a print notification alert to the reservation so that, upon guest check-in, guest service staff is automatically and proactively requested to deliver the item to the guest's room. By customizing the print report, the printed message could include the guest's name, room number, arrival time, the Track It ticket number, package description, and other request-specific information.



MICROS AND HTNG DEVELOP A NEW STANDARD

MICROS is a leader with the Hotel Technology Next Generation (HTNG) trade association in developing a new standard for the Single Guest Itinerary interface. A Single Guest Itinerary interface links guests' leisure activities which have been booked in multiple external systems, such as spa, dining, or golf course reservation software, and summarizes them in our OPERA property management system (PMS). The combined guest hotel and activity reservation information can be easily displayed and printed. Other traditional features of a Single Guest Itinerary interface include guest profile sharing among systems, reducing redundant keying of guest information and promoting consistent guest records. Activities may be cancelled directly within OPERA and a notification sent to the external

system. Cancellation of room reservations with attached activities also generates notifications to the external system, thus reducing costly no-shows. The newly ratified HTNG standard provides a Single Guest Itinerary interface with even more features and opens up opportunities for connecting to other activity products.

Implementing the new HTNG standard extends the functionality of the OPERA External Activity Scheduler (EAS), by providing connectivity with products by vendors who have also adopted this standard. Additionally, the new posting component provided in the

interface allows external vendors to post guests' activity charges to their room folio. Also new with this standard is an interface for guest messages, allowing the external system to send guest reminders or status updates as needed.

As a charter member of HTNG with Platinum membership status, MICROS contributed significant intellectual property and time in achieving this standard. MICROS is currently working with other vendors to implement the new HTNG standard in their products, enabling even more interconnectivity in the near future.

“MICROS Systems, Inc. was presented an HTNG Leadership Award for its efforts on the SGI Workgroup.”





PROGRAMME PROFILE

ANGELA MCMINN – AN OPERA AMBASSADOR

It's 4:30 AM local time in Paris. The City of Light is just beginning to shrug off the mantle of night. But in Room 2120 at the Warwick Champs-Elysées, the day is well underway for Angela McMinn, Program Manager – Hotels Implementation for the MICROS Hotel Systems Division – North America. She is here overseeing another major OPERA installation and data migration assignment – her eighth so far this year. But what's a North American Hotel Systems OPERA Program Manager doing in Paris, anyway? That title can be misleading until you realize that even though many of the hotel chains that have chosen OPERA are headquartered in the US and Canada, they have properties all over the world. And that means they are within Angela's purview. The OPERA Programme caught up with McMinn by phone during a rare break in her hectic schedule to find out more about her unique position with MICROS and her mostly itinerant lifestyle.

We know your title, Angela, but how would you describe your job?

In short, I help guide the successful implementation of the OPERA product for North America. What that really means is I do a little bit of everything. I provide guidance to clients on selecting from the full range of OPERA apps – PMS, ORS, OXI, OVOS, OEDS; I work with the Implementation team to help come up with best practices and scheduling for OPERA installations and upgrades; and I liaise with Sales account managers to develop man-day estimates for product delivery. I interface with the EAME and AP Regions to make sure we're all in sync to setting standards and guidelines for installations and upgrades, and to provide consistency for multinational clients.

I also work with the Training Department in the US to help keep our installers up to speed. Specifically, I introduce them to new functionality, either in-person or through our weekly Web training sessions. Finally, I work with Implementations and Global Technical Services to constantly advance the quality of implementations for North America. What can we do to

streamline operations? How can we make our processes better and be more effective? For example, rather than having an installer go on-site to do an upgrade, we've found that by handling certain operations remotely, one person can sometimes complete four assignments – upgrades, or data migration, or OXI setup, or whatever – in the same timeframe.

Very importantly, I interface with the OPERA Software Development team on enhancements and new products like the Business Intelligence initiative and the MyFidelio Central Connector program.



With your job, I imagine you're in a good position to suggest enhancements based on your experience with customers.

Oh, yes. I'm out on the road about 95% of the year. So I am talking with customers all the time, whether it's here in the US or international customers somewhere else around the world. While I'm working in a particular Region, for example, if I find that a couple of clients are looking for some cool new feature, maybe functionality that will help them reach a particular market, I put in a product enhancement request for the Region. That's in addition to managing the enhancement process for North America. I get to be the liaison between all the participants in the enhancement process – customers, Regional management, Sales, Implementation, and of course,

OPERA Software Development.

What kind of background – training and experience – does someone need for a job like yours?

Experience as an installer is at the top of the list. I've been with MICROS over ten years and in that time you rack up a lot of hands-on experience. I've done betas as well as client rollouts for products like Fidelio Version 5, Fidelio Version 6, Suite 7, and OPERA. In fact, along with my colleagues, I did the original OPERA beta at the Crown Plaza in Addison, Texas (at that time, the Bristol Hotel). In other assignments I handled new hire training for MICROS-Fidelio and I've spent time with Customer Support. With this variety of billets you get a really well-rounded exposure to the MICROS product line and to the customer perspective.

How about "soft skills"?

The ability to communicate effectively and to keep your cool under pressure are paramount. Sometime it's not easy – you're between a rock and a hard place. On the one hand you have complex and powerful software and on the other you have clients with practical needs and expectations. From executive levels on down, communication is key, whether it's face to face, email, or in training. Especially in training. You have to be able to communicate what the product does in basic English – not in technical language or in marketese. We sometimes call it "Big Bird English"...language a child could understand.

How do you keep your energy level up when dealing with changes in time zone and constantly meeting schedules?

I work out an hour and a half every day, first thing in the morning. Period. Exercise is a big deal to me. I always travel with my dumbbells and a yoga mat.

In addition, whatever time zone I'm in, I try to think in East Coast time. I also try to finish my trips on East Coast time so when I arrive back in the US,

Travel Facts and Favorites

Customer sites visited in the last 6 months: I usually average a site visit per week. My passport is almost full. Places I've most recently visited include Seoul, Korea; Paris (twice); New York; Chicago; Tucson, Ohio; and Newport Beach.

Number of air miles logged: I have Platinum status. I've flown about 100,000 miles every year for the past 8 years. I'm at about 50,000 miles already for 2007.

Favorite airline: That's easy – Delta. They have a great upgrade program.

Favorite restaurants: Restaurante Jalapeño right nearby in Annapolis is probably my favorite – excellent tapas. The best omelets in the world are to be found at the Canyon Ranch in Tucson. In New York, you've got to have a hot dog from a pushcart on the corner. You're going to find great places wherever you go, except never eat anywhere in the Korean DMZ!

I'm able to get right back into the routine. And if all else fails, a Starbucks venti nonfat sugar-free hazelnut latte.

What assignment was your most challenging?

Certainly, the first OPERA beta, at the Crown Plaza Addison in 1998, was probably the most challenging for me just because it was the first live OPERA installation. That made it tough in itself. I was there for almost four months. But there are all kinds of situations that make an assignment challenging. There are sometimes physical hardships. One time – it was my very first install – I was at a hotel near LaGuardia Airport. There was a power blackout and the server went down. I had to get down from the sixth floor to the server room using the stairs. It was pitch dark and I was carrying my laptop for light. I missed a step and slid down a couple flights of stairs. The laptop was fine and so was I, actually, except for my bruised pride. What a way to get started. All in all, though, I have had great experiences. I've worked with incredible people.

You see OPERA in action practically every working day, in dozens of different settings. Are there things that still amaze you about the product or about how it is received? What keeps you interested?

OPERA is ever-changing. I started my career as an installer with Fidelio Version 5 so I know our legacy products and how far we've come. It amazes me that the Development team will start with the seed of an idea and create fully expanded functionality. For example, we took PX Rooms from V6 and it became Pre- and Post-Stay Charging and Open Folio in OPERA. That kind of excitement keeps me interested.

There's always something new. The Data Migration Utility – who would have thought that we could take information from one system directly into another with such speed and accuracy. The technology is always changing. There's always something to learn.

There are so many areas where OPERA broke new ground – offered new functionality, branched into new operational areas. I see other vendors copying OPERA and trying to catch up. OPERA is a trend setter. After

this many years we continue to set the bar for everyone else by expanding our list of features and tightening the integration among our products. PMS to ORS integration and PMS and S&C integration. OPERA is a single product. Five years ago we were just beginning to think about condo-hotel management and now we have a full-blown vacation ownership module, OVOS, that others are imitating. My experience is that we can pretty much do anything. OPERA is an ever changing, ever growing product. That's why I could continue doing this for another 10 years.

We know, of course, that OPERA is used in hotels. What are some of the other settings where you have placed OPERA – implementations that might not be so obvious?

We're in places like conference centers. That's old hat. Even before OVOS we had a number of hotels where OPERA was being used to manage owners' suites. We handle cabana rentals on the Italian Riviera and even mule ride packages out West. But the most unusual would definitely be an installation that uses OPERA to manage a marina with boat slips – no hotel, no physical rooms, just boat slips. That shows how flexible OPERA is.



What are the largest and the smallest implementations you have supervised?

I installed OPERA at the University of British Columbia which has about 3000 rooms – that would be the largest I've worked on. The smallest implementation was a 17-room hotel in Connecticut. Lots of celebrities stay there. Every room is one-off and furnished in period antiques. In some rooms you need a running jump to get up into the beds they're so high. You guys probably never imagined that this high-powered software you're designing, coding and QA-ing is running a 17-room property. And I know we are in places with even more rooms

and fewer rooms.

That's what's great about OPERA – you can place it in a 3000-room mega-property or a 17-room boutique hotel. It's that customizable. Making a product that fits the entire spectrum is a challenge. You need to be able to envision the extremes not only in size, but in level of service, business methods, variation in interfaces and configuration, functionality requirements, and on and on.

Some people say that hotels are all the same, no matter where in the world you are. Would you agree or do you see differences?

Oh, no. When I am at the office in Columbia I stay at one particular hotel. There are other hotels that are actually closer, but the people at this hotel radiate a personality that welcomes you. I get beyond excellent service. When I go down to grab breakfast in the morning they greet me, "Hi Ms McMinn. How're you doing?" Or "It's good to have you back, Ms McMinn." That recognition, those simple things make or break your stay. My basic requirements for lodging are uncomplicated – cleanliness and comfortable surroundings, mainly. But what differentiates a hotel, what makes it stand out, is not brand name appeal. Across the board, it's the little bits of extra service.

You have seen OPERA evolve and grow over the years. From your perspective, where do you see OPERA headed?

I think the next big thing will be a focus on the resort market – especially all-inclusive resorts. That and the special needs of the still emerging owners market. How do we handle large resorts that have all-inclusive packages where everything is provided for one price, but where we still need to break charges out to show different kinds of revenue across a 6-day stay?

There is a growing trend for hotels to merge with the time-share market and a lot of hotels are starting to handle residences. There's a hotel in New York that has converted to 100% residences. These things are already happening. It's going to make us think.

Travel Tips

How to pack for a week: Practically everything I own fits in two suitcases and a garment bag. Keep things in plastic bags so they don't wrinkle. My wardrobe is all pretty much the same thing – basic black suits with a little color thrown in here and there. Don't take anything you don't need. You don't need 5 pairs of shoes. You learn fast what's important – you get in a pattern.

How to pack for a month: See "How to Pack for a Week." It's the same thing, really. If you can get along for a week, you can do a month. You really don't need anything extra. Shop along the way if you need something.

GET THE MOST FROM ADDRESSDOCTOR AND QAS ADDRESS CLEANSING TOOLS

ADDRESSDOCTOR

The enhanced AddressDoctor interface, which provides address cleansing and multiple national address formats, is now even more versatile.

A new preferred language setting per language allows you to check addresses from different countries using their local character set and nomenclature instead of the generically set language. For example, using the German language code DE the PFL_LATIN_SCRIPT can now return the city Munich as München, even if the general language setting is PFL_LANG_E.



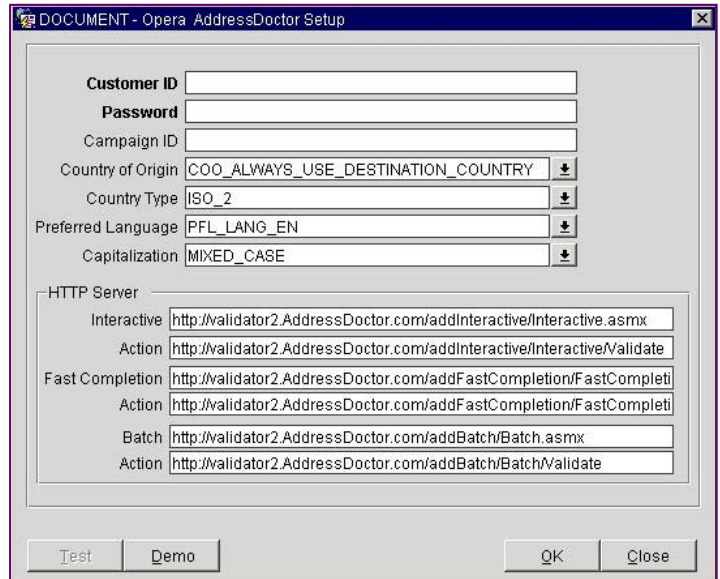
Similarly, you can now define a cleansing mode setting for a specific country. Whereas it might make the most sense to use the 'Interactive' cleansing mode on a general basis for some countries like Great Britain, 'FastCompletion' mode would work better because their postal code system allows for very unique address returns based solely on the postal zone.



Additionally, Fastcompletion mode can currently invoke calls to AddressDoctor even when the Address Lines 1-4 are empty. Take note however, that only 20 addresses (or less) will be returned by AddressDoctor for any one call. Therefore, for countries where the postal code/city/country combination returns more than 20 street addresses, FastCompletion mode provides better results when used in combination with at least a partial entry in the Address Line 1 field. For

countries, like Great Britain, where postal codes define a very restricted set of street addresses the country and zip code would provide sufficient data to receive meaningful address results.

mode, without an actual license code. The AddressDoctor Demo provides up to 1000 Interactive and/or Fast Completion transactions and up to 500 batch transactions.



A new application setting, Profiles>Remove Diacritics has also been added. When this setting is active, diacritics like the letters ä, ö and ü will be replaced by their proper equivalent (ae, oe or ue). This is important for systems that exchange data where the language settings are different at the sending and the receiving points or, more specifically, where one can handle diacritics and the other can not.

The AddressDoctor Setup option is now accessible even when the add-on license OPS_ADDO/OPP_ADDO is inactive. A new Demo button is now available on the AddressDoctor Setup form, which enables you to trial the AddressDoctor software for a period of 60 days. The activation of the AddressDoctor Demo is virtually config-free. Simply click the button and you're ready to go. When selected, the OPS_ADDO license will turn active in demo

QAS
The QAS (QuickAddress add-on) has also received its fair share of enhancements. One such enhancement is the ability to type the address string into the ADDRESS1 field and initiate a lookup to QAS from there (for AU and NZ).

The address return form (PR_QAS) also allows searching for Street Name and House number combinations. It should be noted, however, that this search method can only be executed within the already received records from QAS and that it can not initiate a new call to QAS for additional records.

When address records have barcodes linked to them, as they do for countries such as Australia, these barcode fields can now be printed on the following reports:

- SAMPLE_CONFIRMATION
- SAMPLE_FOLIO
- SAMPLE_STATEMENT
- SAMPLE_REMINDER

“The AddressDoctor Setup option is now accessible even when the add-on license OPS_ADDO/OPP_ADDO is inactive.”



REMINDER!

If you still have not signed up to receive the digital version of the OPERA Programme, then now is the time to act. All you have to do is send an email to **OPERA_Programme@micros.com** with **Subscribe** in the Subject line. Once you have completed that, then you are subscribed.

OPERA GLOBAL TECHNICAL SERVICES BRINGS PEOPLE AND INFORMATION TOGETHER

OPERA Global Technical Services (OGTS) is a group of product experts who strive to fill the knowledge gap between the large and constantly evolving family of OPERA applications and the many MICROS groups whose job it is to market, implement and support these products.

What, specifically, do we do? We work with hotel chains to set up and maintain their "corporate labs," which they use to evaluate OPERA in a simulation of their own Operational environment. We make sure their software is up to date and that they are running the latest versions of OPERA.

Suggesting new features and enhancements to the OPERA

products is also part of the OGTS mission. We initiate Product Enhancement Requests for both Independent and Corporate clients and "escort" the requests through the approval and development process. In addition, we create and update product documentation such as installation guides, user guides, and training materials – in both print and electronic formats including CBT and video demos. In conjunction with this effort we maintain a Web-based Sharepoint "library" that ensures the fastest possible and clearest communication of functionality.

OGTS can be found at OPERA pilot sites working closely with

Implementations and OPERA Software Development. By maintaining a visible presence during these key opportunities we can make sure that issues are responded to quickly and that customer confidence and satisfaction are kept at a high level.

Our partnership with the other Regions ensures consistency across the Regions, particularly in matters of policy and scheduling. Our coordinating role is especially important when dealing with multinational clients who may have properties in more than one Region.



MYLINK – NEW USER INTERFACE FOR HOTEL WEBSITES

MICROS is proud to present a new product that replaces the OPERA Web Services User Interface (OWS-UI). MyLink is an Internet Booking Engine built on the technology of OPERA Web Suite Web Services (OWS-WS) and designed as a standard user interface for hotel websites. MyLink can currently be configured with myfidelio.net and will soon be available for OPERA PMS and OPERA Reservation System (ORS). With MyLink, bookers can access the hotel MyLink page through a wide range of browsers, including Internet Explorer, Mozilla Firefox, and Netscape, and then view availability and make reservations.

The new MyLink interface is user friendly, attractive, and easy to understand from both the hotel's and booker's perspectives. From the hotel's perspective, MyLink can be easily customized. It is no longer necessary to deal with CSS files. An administration tool allows the user to adjust font, background, and colors, and rearrange the layout to maintain the hotel's brand integrity. The hotel web designer need only add the hyperlink script (hence the name "MyLink") for the corresponding MyLink website page. There are three viewing options for the MyLink page on the hotel website: as a frame within the hotel website, as a new browser window or, as a new browser window within the website.

In addition to the enhanced "look and feel" that MyLink offers, functionality has also been improved for the booker. An interactive availability calendar displays the hotel availability at a glance,

including restricted or non-available dates. A summary page allows the booker to review the reservation and customer information before confirming the booking.

Three additional types of links are available for access on the hotel website:

►The Chain link: This is designed for smaller groups of hotels. Instead of searching for a single hotel, the customer may choose from a drop down list that displays all hotels belonging to the chain.

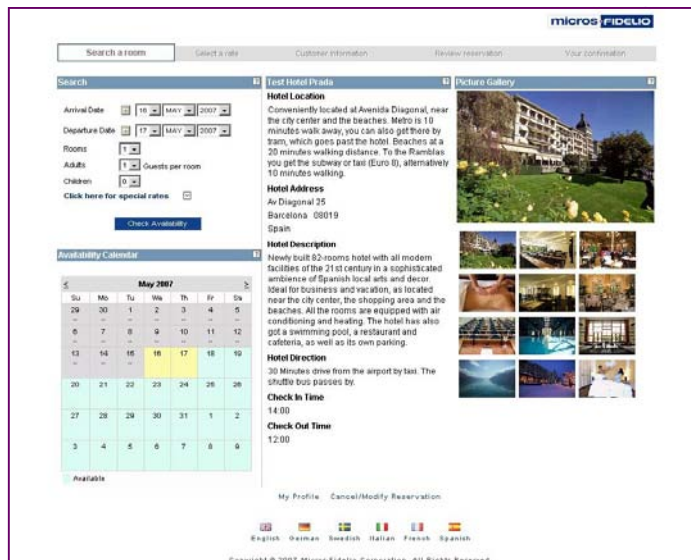
►The Regional Availability link: The customer has the opportunity to search for availability of various groups of hotels located in the same city or region.

►The On-Behalf link: A login page with a secured login is provided for bookers that are

linked to corporate profiles and who are able to book corporate rates.

Rates, inventory and restrictions are stored in the myfidelio.net database and directly reflected on the MyLink website page. These items are maintained at the MICROS PMS (Version 6, Version 7, and OPERA PMS) and uploaded through myfidelio.net Connector, the two way-interface between the MICROS PMS and myfidelio.net. The myfidelio.net Connector also downloads reservations, profiles, rates and restrictions from myfidelio.net to the PMS. Rates, inventory and restrictions can also be maintained on the myhotel front-end, which is the administration front-end for hotels provided by myfidelio.net.

Chain link, Regional Availability, and On-Behalf link are additional links available on the hotel website MyLink.



PUT IT ON MY ACCOUNT – AUTOMATICALLY!

Rate	Type	Rate	Min
1454	Direct Day		1
9750	Direct Day		1
1454	Direct N/Wkd		2
1454	Direct Day		12
-1220	Direct Day		1
-1454	Direct Day		2
-4501	Direct Day		1
-0300	Direct Day		6
26 Minutes			

DOCUMENT - Fixed Charges - New

Account Name: Barnwell, Beth
 Account No.: 3 Balance: 637.89

Once
 Daily
 Weekly
 Monthly
 Quarterly
 Yearly

Day to Execute (1-31 or END): 15

Begin Date: 12/27/05 End Date: 12/27/06
 Trn. Code: 999111 Boat Rental
 Article Code:
 Amount: 275.00 Quantity: 1
 Supplement: Hatteras 45

OK Close

feature is called AR Fixed Charges and it's another option available via OPERA's host of easy-to-manage application parameters.

AR fixed charges have many potential uses. For example, if your hotel membership program has an annual fee, OPERA can automatically post the charge to the members' AR accounts on a yearly basis. This feature might be equally useful for posting recurring fees for dining clubs or golf and spa privileges. One-time charges can be posted to the AR account, too. For instance, after a 60-day membership trial period, OPERA can automatically post the new member's initiation fee.

Intervals for AR fixed charges include once (on a selected date), daily, weekly, monthly, quarterly, or yearly. And like reservation fixed charges, AR fixed charges are also easy to set up. Simply select the Fixed Charges button from the AR Account Maintenance screen options menu.

It's well known that guests appreciate the prestige and convenience of AR accounts. Now, OPERA can increase the value of AR accounts to your hotel business by reducing manual posting Operations and thereby saving staff time and reducing costs.

You are probably familiar with

the reservation fixed charges feature that can be used to automatically post daily or weekly charges to a guest's bill – for example, bicycle rentals or parking charges. OPERA now offers a new feature that can automate the task of posting one-time or recurring fixed charges to AR accounts. The new

OVOS OFFERS A STRATA-STYLE MANAGEMENT SOLUTION

For mixed-use hotel/condo Operations, the seamless integration of a full array of condo management features together with OPERA PMS functionality makes the OPERA Vacation Ownership System (OVOS) a winning choice. Now, OVOS also offers a comprehensive management solution for properties that participate in strata-style ownership.

Strata-style ownership is popular in Europe, Asia, and other parts of the globe where the owners of rental units within a single building (sometimes referred to as a strata corporation) pool revenue and expenses.

Unlike a typical condominium rental system where each unit owner is solely responsible for maintenance costs for his unit and only receives revenue when his unit is rented, strata-owners divide the total revenue received from all units and equally share the costs associated with maintaining the property.

Strata-style management systems are typically comprised of reserve accounts and trust accounts. Reserve accounts are interest bearing accounts that

receive contributions from owners for fees, payments, and other capital expenditures and must be set up for all properties that participate in the program. Trust accounts act as a holding tank for owner revenue until the end of a defined period when money is disbursed to the individual owner accounts.

Because each unit may be different, and its characteristics can change, the revenue and fee calculation is based on a flexible points/rating system that is defined in the individual owner contract. The points system allows the property to allocate points for any unit elements and other items that are determined to be of value. As an example, a unit that has a water view may receive more points than a preserve view. Similarly, a unit that has a carport may receive more points than one that does not.

Specific strata-style management features offered by OVOS include:

- ▶ Maintaining a registry of all strata owners and information on tenants
- ▶ Creating and maintaining owner contracts

▶ Defining unit elements that determine how revenue and costs are calculated

▶ Managing reserve accounts for reoccurring and one-time fees and other maintenance costs

▶ Managing the trust account and distributing funds to owner bank accounts

▶ Maintaining all accounting records

▶ Reporting on the details of costs and disbursements, per owner

Strata ownership provides a unique opportunity for individuals and investors. When not occupied by owners, units are typically rented out and can return steady income. Scheduling repairs and dealing with third-party vendors are also typically handled by a management company, so some of the headaches associated with unit ownership are vastly diminished. Because revenue and expenses are shared amongst the members in the strata corporation, owners are more likely to have a more dependable source of rental income and dramatically reduced costs.

“Strata-style management systems are typically comprised of reserve accounts and trust accounts.”

(Continued from page 15)
 apply. In order to be successful with the channels, however, the hotel still has to build its own marketing structures and keep a relationship with travel agencies and corporations.

Each of these options requires a technical infrastructure so that distribution to the GDS is possible. An ideal infrastructure is basically composed of:

- Hotel CRS, a central reservation system such as the OPERA Reservation System (ORS).
- Switch company that provides the connection of the hotel CRS with all GDS's.
- Interface between the hotel CRS and the switch company.
- Channel Management User Interface, part of the hotel CRS, enabling the hotel users to manage the configuration of the GDS channels (rates and rooms distributed, guarantees). OPERA Channel Management (OCM) provides this.
- Interface between the Property Management Systems (PMS) and the hotel CRS, to maintain synchronicity of the inventory and restrictions of the PMS with the

hotel CRS and the GDS. With OPERA PMS this is done via an OXI interface; with Fidelio version 6 and 7 this is done with the V3 interface connecting to the hotel's own ORS system.

- Content Management System, to provide illustrative and descriptive content to the GDS.

Hotels and hotel groups can choose between two business models to acquire this base:

License Model: The hotel is owner of the infrastructure, buying the license from a technology provider. The hotel arranges all configuration services and application management by itself, with its own resources.

Software as a Service Model: The hotel hires the infrastructure from a distribution services provider. All configuration services and application management is

contracted with this selected provider.

MICROS provides the entire infrastructure required for GDS connectivity as well as the services related to GDS distribution, covering both business models indicated.

License Model: MICROS has OPERA Reservation System (ORS), OPERA Channel Management (OCM), and OPERA GDS Interface. In addition, connectors with PMS and other central modules of OPERA are available as license modules. .

Software as a Service Model: MICROS has myfidelio.net.

This matrix will help decision makers when considering GDS representation, depicting various options and MICROS solutions.

Decision-Matrix-GDS-Representation	Private-Label	Marketing-Brand	Representation*+for-GDS-and-CRS-Services-only	License†(ORS)	Software-as-a-Service-(myfidelio.net)
Independent-Property	°	×	×	°	×
Hotel-Group,-less-than-8-hotels,-GDS-production-less-than-20,000-bookings/year	°	×	×	°	×
Hotel-Group,-8-60-hotels,-or-GDS-production-20,000-100,000-GDS-bookings/year	×	°	×	°	×
Hotel-Group,-60+hotels,-or-GDS-production-above-100,000-bookings/year	×	°	°	×	°

There are basically three ways for a hotel or chain to market themselves through GDS:

- Private Label Chain
- Marketing Brand
- Individual Hotel

MAKE THE MOST OF COMPONENT ROOMS

The Component Rooms functionality is now available in ORS, the OPERA central reservations system. Previously, the component rooms functionality was only available in OPERA PMS

Sometimes called a "virtual suite," two or more room types are used to configure a component room type. Component rooms are commonly used to define suites made up from multiple inter-connecting rooms that combine to define a single room of a new room type.

OPERA keeps track of availability in both the ORS and PMS databases when reservations are made for a room that has a component room type. A room from the component room's element is subtracted, as well as a room for the component room type. OPERA automatically refreshes on-screen availability for viewing and further booking.

Multiple room types may be linked together to form a component room type by selecting the Components button

on the Room Types screen.

Once room types have been linked together to form the component room type, the Components check box on the configuration screen for each of those room types is automatically flagged.

Following are some recommendations for designing and managing component rooms:

► Implement Separate Room Types. When defining room types we recommend that you create separate room types for use in building component rooms even though they may be for the same bed type as another "regular" room type. For example, set up a room type KNGS for king rooms that will be part of component rooms and KNG for king rooms that are not sold as part of component rooms. Similarly, set up room type DBLS for double rooms that will be part of component rooms and DBL for double rooms that are not sold as part of component rooms.

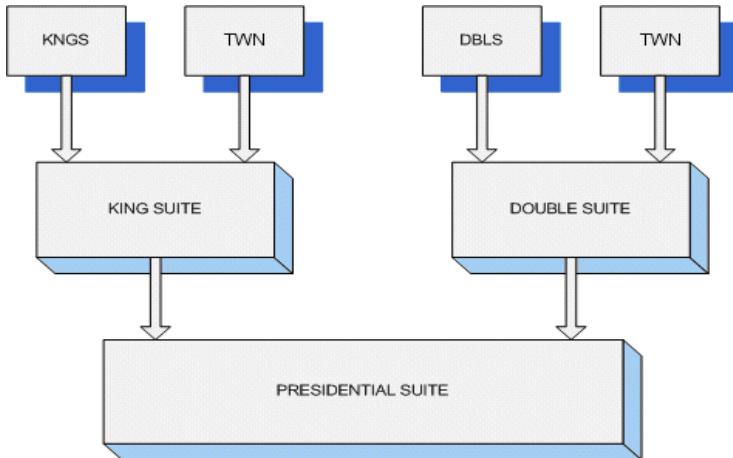
By taking this approach,

when you sell the KNGS and DBLS OPERA will also keep track of the available component room types (comprised of KNGS and DBLS), because OPERA knows how many of each type are needed to compose the component room.

► External Sources. When considering inventory, all external sources need to be considered (e.g., GDS, CRS, external S&C systems, etc.). These systems nearly always only pass the room type attribute between systems. Thus, you have better control over inventory when separate room types are defined for use with component rooms.

► Preassign Component Room Room Numbers. When booking reservations for component rooms, always preassign the component room room numbers to make sure that the physical rooms that comprise the component room are not assigned individually to other reservations (e.g., when the hotel books a KNGS or a DBLS).

COMPONENT ROOM HIERARCHY – THE RUSSIAN DOLL EFFECT



You're probably familiar with the colorful folk toys called Russian dolls where smaller dolls are nested inside increasingly larger dolls until what you have is only one doll that contains all the others. In a somewhat similar way OPERA now manages to contain component rooms within other component rooms in a highly flexible and dynamic approach to managing room inventories. The result for you can be new opportunities for reservation making and revenue growth!

OPERA defines a component room room type as one that is comprised of two or more other room types. For instance, a King Suite room type is made up of one KNGS and one TWN room-type rooms. One or more of these "sub" room types could itself be defined as a component room room type, resulting in the component room within a component room scenario. (The possible levels of "nesting" are only limited by practical considerations.)

Now let's take a closer look at how OPERA handles this complexity.

Let's assume that the property has 4 physical rooms – 1 KNGS room, 2 TWN rooms, and 1 DBLS room. And these 4 physical rooms are combined to form 1 KING SUITE, 1 DOUBLE SUITE, and 1 PRESIDENTIAL SUITE. In other words, the PRESIDENTIAL SUITE is made up of 1 KING SUITE and 1 DOUBLE SUITE – the Russian Doll effect.

The table below shows the Availability by Room Type when

various room types are booked. When you make a reservation for a room type that is marked as a component room, OPERA will deduct one room from the component room type as well as one room from each of the component element room types. And should the room belonging to a component element's room type be of a component room type status, OPERA will also deduct one room from each of this component element's room types.

The changes in availability, as various room types are booked, are dynamically visible in OPERA's Rate Query (F5), Maximum Availability, and Detailed Availability screens. As an additional help, prompts are also available to advise agents when they attempt to book a room that is part of a component room. This way, they can consider the impact of booking that room on anticipated need for the component room.



Room Type	KNGS	DBLS	TWN	KING SUITE	DOUBLE SUITE	PRESIDENTIAL SUITE
Hotel Availability	1	1	2	1	1	1
If 1 KNG is booked	0	1	2	0	1	0
If 1 DBLS is booked	1	0	2	1	0	0
If 1TWN is booked	1	1	1	1	1	0
If 2 TWN are booked	1	1	0	0	0	0
If 1 KING SUITE is booked	0	1	1	0	1	0
If 1 DOUBLE SUITE is booked	1	0	1	1	0	0
If PRESIDENTIAL SUITE is booked	0	0	0	0	0	0

INTRODUCING MYFIDELIO.NET CENTRAL CONNECTOR

Expose your properties to an infinite number of potential bookings with myfidelio.net Central Connector. The OPERA Central Reservation System (ORS) and myfidelio.net are combined into one system to provide chains and multi-property environments booking opportunities through all available sales channels. Alternate Distribution Systems (ADS), Global Distribution Systems (GDS), OPERA Web Services (OWS), and other portals are configured to

myfidelio.net. ORS is seamlessly connected to myfidelio.net, where communication with the external channels occurs. When reservations are made from a channel through myfidelio.net, the information is transmitted to ORS, and onto the property. Inventory is then automatically updated and uploaded from the property, through ORS, to myfidelio.net. ORS and myfidelio.net contain the same live-data and provide the same

rates and room availability to the external channels. One of the major advantages of myfidelio.net Central Connector is that there is no need for customers to purchase third-party software or pay for additional subscriptions to dedicated interfaces such as ADS and GDS. These are all configured as part of myfidelio.net and are integrated into the myfidelio.net Central Connector e-commerce solution.

Use myfidelio.net's Central Connector to expose your properties to an infinite number of potential bookings.

“MOVE PROOF” YOUR ROOM ASSIGNMENTS

Sometimes guests will request a specific room number, perhaps because they like its special features, its convenient location, or even because the room has a “lucky number.” Whatever the reason, OPERA can help guarantee

another staff member inadvertently changed the reservation.

A DNM check box can be screen painted onto the reservation, typically near the Room selection field. Once a room number has

The screenshot shows a reservation form with the following fields: Room Type (DLX), RTC (DLX), Room (125), and a DNM checkbox which is checked. The Room field (125) is highlighted in red.

that the room you choose for the guest when they make their reservation is assigned to that guest at check in. OPERA’s Do Not Move feature, or DNM, prevents reservations with an assigned room number from being unblocked. No more complaints from guests who arrive at the front desk only to find that the room they requested was booked for another guest because

been assigned to the reservation, the check box becomes available. As long as this check box remains selected, the background of the Room field is shown in red and the room number cannot be changed. Because changing the room type would imply a change in room number, the program logic also prevents the room type from being varied on reservations that

are in “DNM mode.”

The Do Not Move functionality remains in effect until the guest’s reservation is checked in. At that point, the DNM is cancelled and room moves may be performed for the guest as usual.

Like many other OPERA features, the use of Do Not Move is optional for the property and is controlled by an application parameter. In addition, a special permission may be granted to designated users that enables them to change a DNM room assignment once the reservation has been saved and prior to guest check-in. Do Not Move functionality also controls the ability to change rooms in the Room Plan (Ctrl+F3) and when combining reservations to create shares.

STORED VALUE PROGRAM INTRODUCED TO OPERA PMS

Searching for an alternative to accepting cash or credit cards for purchases made at your property? Well, your search stops here! OPERA PMS, interfaced with Micros iCare, now offers a powerful Stored Value program that provides guests with the luxury, convenience, and flexibility of leaving their cash and credit cards in their rooms.

The Stored Value program is an “open-loop” system comprised of a plastic card or RFID band (depending on the type of interface implemented at the property) that is encoded with prepaid monetary value, and an accounting system that allows a property to record and track transactions.

It eliminates the need for currency, vouchers, money orders, and other labor-intensive payment mechanisms, and guests may utilize their cards

and/or RFID bands for a multitude of purposes and at multiple point of sale locations throughout a property. Charges and/or purchases are subtracted from the current account balance and guests can quickly, easily, and conveniently reload their balances virtually anytime and anywhere. The sky’s the limit!

With an active Stored Value System (SVS) interface license and by turning on a single application parameter in OPERA PMS, users have immediate access to a guest’s stored value account.

When the application parameter is turned on, the Stored Value screen is readily available at check-in. For in-house guests, the Stored Value Account Maintenance screen facilitates account upkeep. From this screen, hotel staff may

activate or close an account, reload, cash out, or transfer an account balance, view transactions, and much more.

The Stored Value program offers numerous benefits, including:

- Increased Sales and Revenue – Increase sales and revenue by adding convenience and excitement to the customer spending experience. Encourage impulse buying through effective marketing and incentives/rewards for purchases made through the Stored Value program.

- Decreased Costs – Reduce the cost of doing business and improve your bottom line by reducing the frequency of costly credit card (and other third-party) transaction fees. Rather than paying a fee for every purchase/transaction, only pay fees when the guest adds to or cashes out the value of the card/RFID.

- Improved Cash Flow – Since the Stored Value cards/ RFID bands are paid for up-front, revenue is realized and settled as soon as a transaction is made rather than 1-2 days later, as is the case with most credit cards.

- Superior Customer Service – Guests may request their account balance and transaction history on-demand, and easily identify how the money was spent and how much remains on their account.

“OPERA’s Do Not Move feature, or DNM, prevents reservations with an assigned room number from being unblocked.”



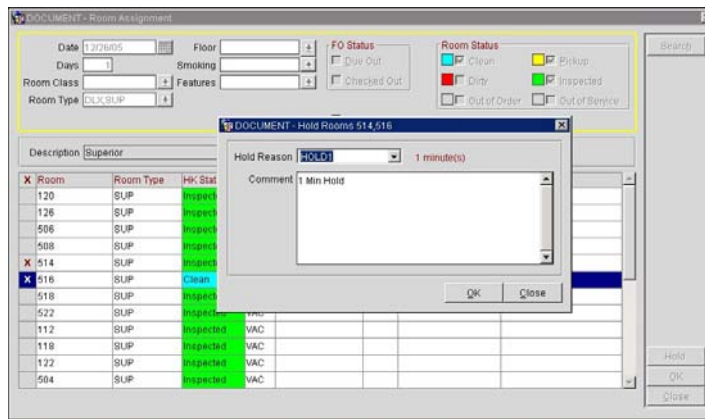
ODH - Stored value account maintenance				
Date	Transaction Category	Location	Amount	Summary
11/29/06	POS Issue	110022	5.00	
11/29/06	POS/CRM Reload	110022	3.00	
11/29/06	POS/CRM Reload	110022	10.00	
12/01/06	POS/CRM RedemptionPur	110022	-2.00	
01/25/07	POS/CRM Reload	110022	50.00	
01/25/07	POS/CRM RedemptionPur	110022	-15.00	
03/28/07	POS/CRM Reload	110022	12.00	
03/27/07	POS/CRM Reload	110022	20.00	

Account # E0070000191D5072
 Amount 12.00
 Program Code GIFT CARD
 Status
 Initial Load Date
 Issue Date 11/29/06
 Initial credit 5.00
 Credit Total 100.00
 Debit Total 17.00
 Reserved Amount 0.00
 Balance Amount 83.00
 Valid Until
 Expired Date

DIBS ON ROOM 516!

During peak check-in times when several Front Desk agents are assigning rooms to new arrivals, it can be tricky accommodating guests who wish to stay in rooms that are close to one another. Unless you're really quick, by the time your first guest is checked in, another agent has already assigned the room you were eying for the second guest. OPERA is pleased to announce the new Hold Rooms functionality, available as an option with the Front Desk >Hold Rooms application function, to assist in this sometimes frustrating scenario.

Start by placing a Hold on the room or rooms you want, then take a breath and continue with the check ins at a more reasonable pace. Within the Room Assignment screen and the Available Rooms Search screen, a Hold button is now available. Place an X next to the room numbers you want to reserve and then click on Hold. OPERA then lets you choose a Hold Condition Code. Each Hold Condition Code is configured with a time attribute, in minutes. For example, HOLD1 may let you hold a room for 3 minutes. HOLD2 may give you 15 minutes, and so on. Up to four



hold times can be set up, and there is no limit on the number of minutes assigned to each.

The room remains on Hold until you check a reservation into the room number, until you manually take the room off of Hold, or until the time configured for the Hold Condition Code runs out. Other details include:

- Rooms that have been placed on Hold will display the Hold notation in the Remarks column of the Room Assignment screen.

- Only users with the Remove Hold Room permission can override another user's Hold on a room or rooms.

- Hold Rooms are visible within the Housekeeping Room Conditions screen for an additional management vantage point.

The available Hold Rooms codes from which you may select are determined at the User Group level. For example, the Front Desk User Group may have access to Hold Room codes HOLD1 (15 minutes) and HOLD2 (1 hour), but the Bellman User Group may only have access to the HOLD1 code.

Try the new Hold Rooms feature next time you need to put dibs on a room.



WEBEX RECORDINGS – IT'S ALMOST LIKE BEING THERE

Most computer-savvy people are familiar with the convenience of WebEx™ online conferences for demo-ing program features to remotely located colleagues over a live Internet connection. But WebEx also offers a free tool – the WebEx Recorder/Player-- that lets you create a video record of your screen displays. The resulting .wrf file can be a valuable training and diagnostic aid that can be emailed and viewed by anyone using the Player portion of the WebEx tool.

To get started, download and install the WebEx Recorder/Player installation executable (atrecply.msi) from the WebEx website (<http://www.webex.com/lp/player/download.html>) and install it on your PC. Once you're set up, here's how to make a recording.

1. Start the program you wish to record (e.g., OPERA) and then minimize it.

2. Start the WebEx Recorder from your desktop. The WebEx Recorder dialog appears.



3. Select **File>Open Application** and choose the application you want to record. (It must already be started.) The application opens with the WebEx Recorder toolbar on top.

4. Click the Start button to begin recording. Every action



is recorded until you select the Stop button. (You can also use the yellow "marker" to circle or highlight on-screen features as you record.) When you stop, the WebEx Recorder dialog

reappears.

5. Select **File>Save** to save the recording. Click on the Play button to playback the session you just recorded. The WebEx Player launches and plays the recording. (Or, you can double click on the .wrf file to launch the WebEx Player.)

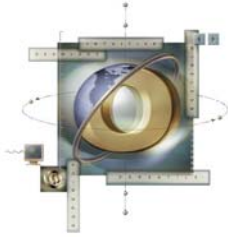
Here are a few suggestions for ways you can use WebEx recordings on the job:

- Be a "fly on the wall." Run the recorder during peak check-in and check-out times to later evaluate the efficiency of procedures and policies.

- Create training demos that you can use to familiarize new personnel with hotel Operations (and to use as refreshers for experienced staff).

- Record staff activity to assess training effectiveness and to identify areas that may need additional attention.

A room will remain on Hold until the Hold is removed manually or until the configured Hold time expires.

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With a new OPERA installation going live in EAME (Europe, Africa, and Middle East) every 6 hours, 24/7, 365 days a year, how do the installers keep up? Well, they are put through an intensive training session known as the OPERA Boot Camp.

In the beginning of 2005, the EAME OPERA team completed the first steps to ensure that the right number of qualified OPERA installers would be available throughout the region. But what was an efficient way of introducing them to our company, providing them with top notch training, empowering them to lead, and teaching them how to interact professionally in all the diverse environments of the region?

The OPERA Boot Camp was born in response to this question. Intrinsic to the Boot Camp concept is the idea that the regional offices are not simply a complex organization comprising more than 50 separate offices and speaking almost the same number of languages, but they are essentially a single dynamic team speaking the

common language of OPERA.

The very first OPERA Boot Camp was kicked off in Neuss, Germany, in the fall of 2005 with 12 new international OPERA Implementation Specialists. Throughout the two months of intensive OPERA training that the OPERA Boot Camp provides, our new colleagues were not only trained on OPERA PMS and S&C, but also on how to provide professional training, how to lead an installation with transparent communication, as well as how to ensure OPERA is delivered to suit a client's specific needs. Additionally, culture awareness was woven into the training, to ensure that our international installers are always equipped with the appropriate amount of awareness and understanding that is needed when working in unfamiliar environments.

Following the success of the first OPERA Boot Camp, which added 12 highly trained resources to the demanding market in only three months, the OPERA Boot Camp

concept was launched to the region and all of the offices were invited to send their new hires.

Since January 2006, five OPERA Boot Camps have already taken place, adding top quality OPERA knowledge to almost 50 new team members.

To secure our ability to accommodate the increasing demand for OPERA in fast expanding areas, such as Eastern Europe and the Middle East, OPERA Boot Camps have been hosted in both Romania and Dubai, increasing their teams with an additional 24 personnel.

Next stop for the OPERA Boot Camp is Galway, where training will start in October.



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MICROS Systems, Inc. provides enterprise applications for the hospitality and retail industries worldwide. Over 220,000 MICROS systems are currently installed in table and quick service restaurants, hotels, motels, casinos, leisure and entertainment, and retail Operations in more than 130 countries, and on all seven continents.

In addition, MICROS provides property management systems, central reservation and customer information solutions under the brand MICROS-Fidelio for more than 20,000 hotels worldwide, as well as point-of-sale and loss prevention products through its subsidiary Datavantage for more than 50,000 specialty retail stores worldwide.

MICROS's global network consists of over 3,800 employees, 52 subsidiaries in major markets and 110 distributors in 45 countries.