

OPERA Programme

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Just the Ticket: OPERA Kiosk Airline Check-in

OPERA Kiosk has become the first hotel kiosk system to combine guest check-in and check-out features with airline flight check-in. Holiday Inn Hotels and Resorts is testing the new self-service kiosk at the Holiday Inn Gwinnett Center in Duluth, GA, near InterContinental Hotels Group's headquarters in Atlanta. Additional evaluations are planned at two upscale InterContinental Hotels locations in New York and in New Orleans.

The airline service portion of OPERA Kiosk is powered by *CheckInHere*, a web-based system developed by Kinetics, an NCR company. Thanks to the MICROS-Kinetics partnership, guests using OPERA Kiosk can also check-in for their flights, select seating, and print their boarding passes right on the spot.

The fully configurable OPERA Kiosk has a real-time interface to the OPERA Property Management System via OPERA Kiosk Web Services. At check-in time guests can identify themselves with a swipe of a credit card or membership card, or by entering their reservation confirmation number. OPERA immediately



accesses the guest's reservation information. Guests who are checking in may specify room feature preferences, change their

method of payment, modify the number of adults and children on their reservation, retrieve messages, and obtain room key cards. At check out, guests can print their folios, pick-up last minute messages, and select a new payment method.

Besides connecting OPERA PMS and OPERA Kiosk, OPERA Kiosk Web Services' application programming interface allows third party vendors' systems to communicate with OPERA.

Self-service is experiencing phenomenal growth in both the hotel and the airline industries. OPERA Kiosk's expansion into offering airline check-in services is a logical extension of its customer-enabling technology. Based partly on customer feedback from the Gwinnett Center pilot, Holiday Inn will evaluate a plan for large scale implementation of OPERA Kiosk later this summer.

OPERA Queue Rooms: Your Room Is Ready!

Here's a familiar scene at many hotels. It's late Friday afternoon and several weekend guests have arrived early. Unfortunately, when the receptionist checks availability, the room types that are needed haven't been cleaned yet. Unless the situation is managed fairly and expeditiously, the resulting backlog can cause confusion at the front desk and, worst of all, guest dissatisfaction. No matter how legitimate your excuse, there's no surer way to frost a waiting guest like seeing others who arrived later being

escorted off by the bellman. What a way to begin the perfect weekend!

The OPERA Queue Rooms feature gives you a new tool to help ensure exceptional service and guest satisfaction, even if the requested room type is not immediately available at guest check-in time.

When the guest arrives before their accommodations are available, you may add the reservation to the check-in queue. The reservation is placed at the bottom of the queue and is advanced as rooms of the needed

room type become available and are assigned to waiting guests.

At any time while the reservation is in queue, the Queue button — available on key screens including the Queue Reservations screen, the Reservation Search screen, and the Telephone Operator screen — lets you check the reservation's queue position.

The Queue Reservations screen is a convenient station for Front Desk personnel to monitor reservations of each room type that are awaiting room

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S&C Sales Rep Dashboard — 10 Screens in 1

Imagine being a sales manager and having to book a block reservation, along with its activities and events. That requires a lot of navigation and time, at least until now. To follow the success of the OPERA PMS Dashboard, S&C has introduced the Sales Rep Dashboard. This single screen allows you to view and access all the major OPERA Sales and Catering functionalities from one place.

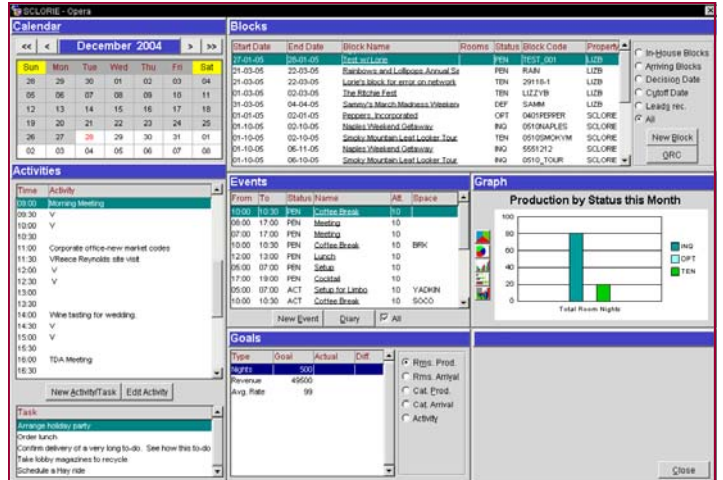
A calendar, defaulted to the current month, allows you to jump day to day, month to month, or even year to year. The calendar is color coded, so you can quickly identify weekends, special events, and holidays.

The Blocks panel displays information about all of the current reservations, including the date, name, status, and property. Blocks can be filtered based on criteria such as In-House, Arriving, Decision Date, Cutoff Date, and Leads Received. Edit a block by clicking the name of the block and making the modifications. New block creation or GRC access is available by clicking a button, too.

The Activities/Tasks panel shows the activities and/or tasks

scheduled for you for the day. Now, editing existing activities and tasks or creating new ones can be handled starting right from the Sales Rep's Dashboard.

Not enough information? There are also a Goals panel and Production Graph that display your productivity figures. The graph shows your total



The Events panel displays all your catering-only events. Like the Block panel, just click on the name of the event to modify it or to obtain more information about it. If you want to know the time, status, attendance number, or the event space, just a glance at the panel shows all this information. Plus, direct access is available to the Function Diary with a single-click of a button.

room nights for the current month. Room nights are broken out based on their status — Inquiry, Tentative, and Option (Deduct). Want to know what your sales goal is, how close you are to meeting your goals, or all the different types of goals that have been set for you? Then check out the Goals panel to keep up to date on all of your sales numbers.



The Sales Rep Dashboard gives you access to all the major S&C functionalities.

Let's Not Overlook the Bookers

OPERA Customer Information System (OCIS) won't overlook bookers when it comes to awarding membership points. In the next version, people who book reservations for guests will also be eligible for award points. The

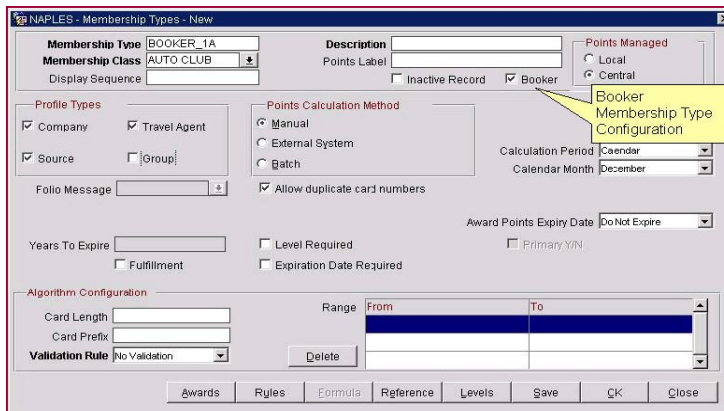
Booker Program is a membership program for people who are the source of the booking, having profile types of Company, Travel Agent, Source, and Group.

The Booker Program has the same configuration flexibility as

any other centrally managed membership program. You can define the points calculation method, points calculation period, rules, and type of award.

To generate a booker membership transaction, the reservation agent must attach the booker profile to the reservation itself. When the guest's stay record is inserted into OCIS, the system automatically generates a membership transaction for the booker's name ID.

This is a great marketing tool for sales. OCIS can now reward not only the guest staying at the hotel but the person booking the reservation, as well!



Did You Know? *Tips and Tricks for OPERA Users*

Mandatory Guest Profile Parameter Behavior Clarified

The Mandatory Guest Profile application parameter in the Reservations group has been renamed Profile Search Prior to New Reservation. The description now reads: "Present the Profile Search screen before making new reservation." These changes were made to eliminate confusion about the behavior of this parameter. When the parameter is set to Yes, the user is forced to select a profile prior to making a new reservation. This applies to all situations where a new reservation is being created, including when the user selects the New button from the Reservation Search screen, when the user selects the New Reservation button from the Dashboard, when the user selects New Reservation from the menu bar options, and when the user opens the Rate Query screen (F5 Quick Key).

Note that this parameter works in conjunction with the Reservation Flow application setting. When Reservation Flow is set to Rate Query, and Profile Search Prior to New Reservation is active, the user making a new reservation would start by choosing a profile from the Profile Search screen. The profile name is auto-populated into the Rate Query scope where any additional search criteria may be entered to control the query. Once a rate code and room type combination is selected from the Rate Query screen and the user selects the OK button, the profile name auto populates into the Reservation details.

Membership Swipe

Hotels and chains working with the OPERA Memberships feature can designate one membership program as the

default membership type (this option is set using the Default Membership Type application setting in the Profiles group). Setting a default membership type helps save time when creating new reservations. When the guest's membership card is the default type, just swipe the card. You only need to select a Membership Type if a card other than the default type is being used.

Multiple Commission Codes

Multiple commission codes may, at times, apply to a single reservation. This can happen, for example, if the guest is staying several nights and multiple rate codes apply to the stay, each rate code having its own commission code. On the Commission Processing screen, OPERA highlights the commission record for these reservations in yellow and places them on hold. This is because OPERA protocol is to default to the commission code associated with the reservation's rate code, and in this situation, more than one rate code/commission code applies.

When a commission code cannot be determined by the rate code — as in this case — OPERA protocol again comes

into play. First OPERA looks to see if a commission code is associated with the travel agent or source attached to the reservation; if there is, that code is applied to the commission record and is shown in the Code field for the yellow highlighted record on the Payment Processing screen. If no travel agent or source commission code is available, the default commission code for the property appears in the Code field. You may edit the commission record to select the appropriate commission code if you do not want to accept the default.

Route Charges to AR for Standing Accounts

For hotels that want to route charges to Accounts Receivable for "collector accounts" belonging to clients like the web booking engines, here's an easy solution that doesn't involve routing to a PM reservation.

1. Set up a company-type profile called, for example, "MEGAHOTELSITE.COM," or whatever you wish to name the profile that will receive the

(Continued on page 4)

On the Billing screen, you can select transactions from multiple windows and simultaneously drag them to a target window.



DOCUMENT - Commission Processing						
American Trust and Savings (US Dollar)						
H	Travel Agent / Source	City	IATA No.	T/S	Comm. Code	Commission
	Dennison Corp.			S	2	600.00
	Sun Seekers	Ranchos de T	11111	T	2	451.45

Details for Sun Seekers								
H	A	P	Name	Arrival	Departure	Commission	Status	Code
			Summers, Michael	09.10.04	09.10.04	1.45	CHECKED OUT	3
			Parker, Travis	21.10.04	21.10.04	150.00	CHECKED OUT	2
X			Coleman, Fran	22.10.04	24.10.04	300.00	CHECKED OUT	2

Funds				
Potential	AR	On Hold	To Be Paid	
1,051.45	0.00	300.00	751.45	

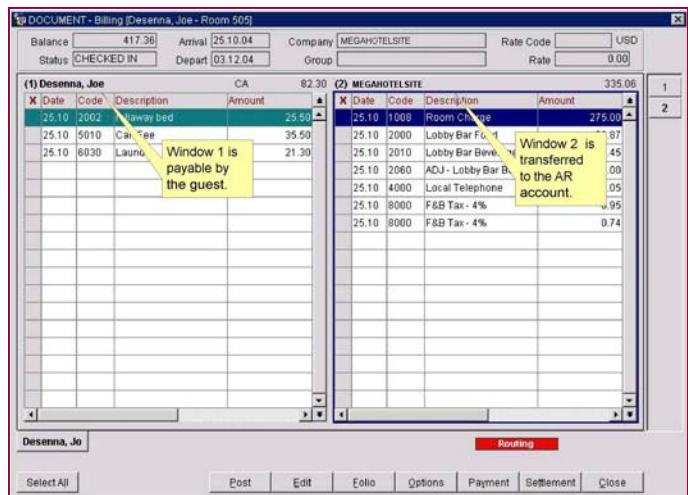
Tips and Tricks (cont'd)

(Continued from page 3)

routed charges. Then create an AR account for that profile. AR accounts are never checked out and are perfect for long-term postings.

2. Next, configure profile routing instructions for the MEGAHOTELSITE.COM profile (use the Profile screen *More Fields* tab). These routing instructions will identify all transactions that are to be routed to MEGAHOTELSITE.COM. Any guest reservation to which you attach this profile can share these routing instructions.

3. When you make a reservation, or when a reservation comes down from the CRS, attach the MEGAHOTELSITE.COM profile to the reservation; when prompted, accept the default routing instructions. Now, any charges against transaction codes covered by the



routing instructions will appear in a separate Billing screen window, payable by MEGAHOTELSITE.COM. Charges to transaction codes not covered by the routing instructions will appear on window 1, for which the guest is responsible.

4. At check out, print just Billing screen window 1 for the

guest. Check out window 2 to direct bill and the charges will automatically be assigned to the appropriate AR account where they can be billed back or, in the case of free charges, written off by the accounting department.

On the Rate

Availability screen, click on a date to see a pop-up display of all applicable restrictions.

Easy Control Over Profile Search Screen Appearance

The OPERA Profile Search screen now offers you simple control over its grid appearance. To access this feature, place your cursor anywhere in the grid headings on the Profile Search screen and right-click. Select the

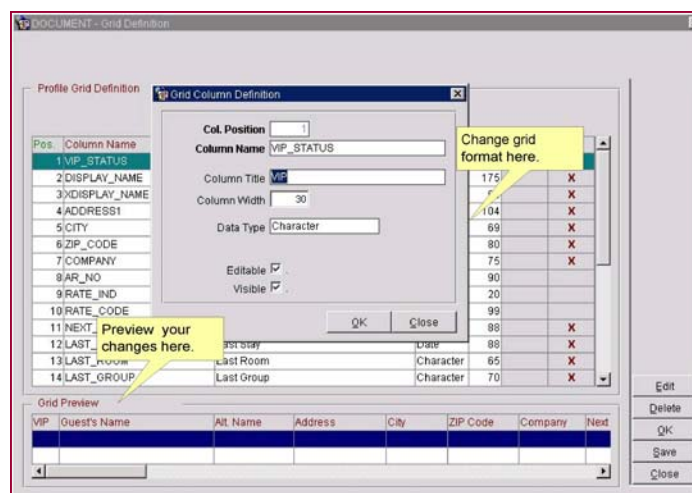
Modify Grid option from the context menu to display the Grid Column Definition screen.

This screen lists all the available columns for the Profile Search screen. To change the appearance of any column, highlight your choice and select the Edit button. The

Column Definition screen pops up. Use the Column Definition screen options to specify your new design elements.

Some of the grid characteristics you may now customize include whether or not a column is visible, the position of the column, the width of the column, and the column title. Note that certain columns, such as the VIP Status and Passport columns, may even be made directly editable.

As you make changes, you can see the final effect in the Grid Preview area located in the lower screen. Select Save and hey presto — you've got a new screen!





On Target with Campaign Management

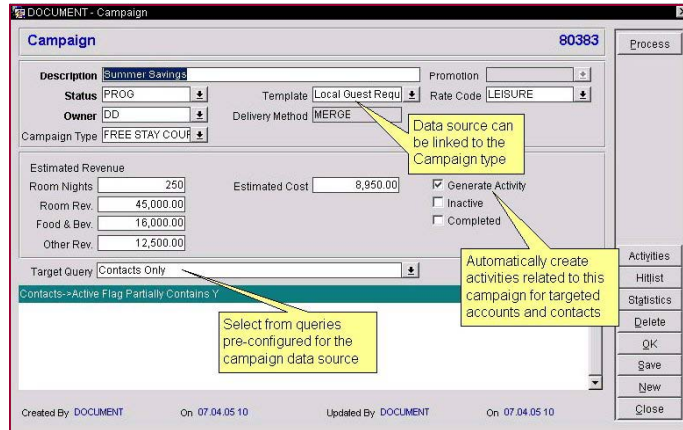
A marketing campaign is more than just a simple mail merge. Recognizing this important fact OPERA has added advanced Campaign Management features to Sales and Catering. These features can guide a marketing campaign from the first planning

merge document would be the “product” of the campaign, but it is also possible to output customized HTML files for emailing to your audience, or to create an export file in CSV format with target names and addresses for use by a third-party fulfillment house, for

promoting a special seasonal rate to local residents). When that coupon is selected as the vehicle for a marketing campaign, the appropriate data source is automatically chosen for the mail-merge query. (Campaign Management builds on OPERA’s previously introduced data extraction module to add these new features.)

With OPERA Campaign Management, you can automatically create activities for accounts and contacts to mark them as having been targeted by a specific campaign and to identify them for follow-up. When individual guests are targeted, you can automatically create an entry in their Profile Request History showing that they were contacted as part of the campaign.

By linking a special promotion code or rate code to the campaign, you can closely monitor campaign effectiveness. OPERA tracks reservations and revenue associated with the code, letting you compare expected room nights and revenue with actual figures. Revenue is tracked separately for three categories: room revenue, food and beverage revenue, and other revenue.



stages, to generating targeted distribution lists and merge files, to preparing customized promotional materials, to sending out these materials to the selected target group, and finally tracking results and evaluating the effort.

Campaigns can be grouped into campaign types such as Newsletters, Brochures, or Coupons. Multiple campaigns can be conducted simultaneously within each type. Typically, a

example. Status codes can be linked to the campaign to make campaign management easy.

Because marketing campaigns may consist of multiple mailings of a given promotional piece to the same or a similar target audience, Campaign Management features let you associate a predefined data source (such as “all guests from Philadelphia for the current year”) with specific promotional materials (such a mail merge coupon

Room images can assist reservations agents in up-selling during the booking process.

Picture This — 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 and the Room

Blocking screen. 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 or when selling specialty parlors and suites!

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.



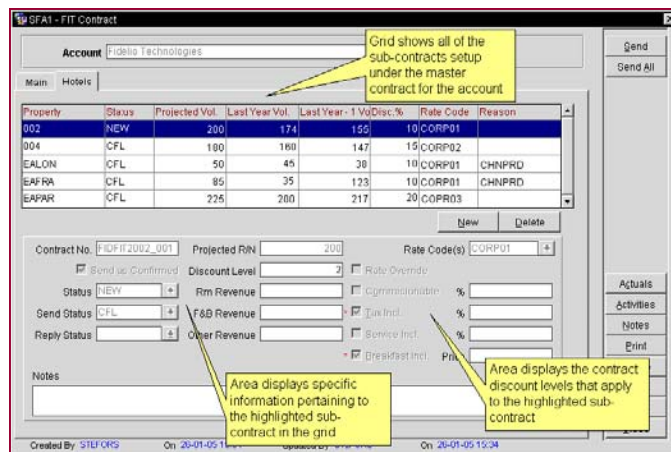
FIT Contract Speeds Corporate Rate Negotiations

OPERA SFA has added a powerful new FIT Contract module that pulls together features from across our product set in order to support the yearly negotiated rate process.

► Rate Configuration that has been extended to assign discount levels per hotel based on a company's production and to provide multiple chain-wide discount levels.

production per hotel, rate code, discounts, and more.

► Lead Sending – OPERA's new lead sending capability is used to transport contract information from SFA to the hotel and report back production.



FIT Bookings and attached rate codes are sent to the desired properties. Once confirmed by the hotel, all subsequent reservations automatically update the contract's statistics which are sent back to the SFA system, so contract production can be monitored throughout the year.

Just a few of the benefits of FIT Contract include:

► Accurate production by month, day-of-week, and hotel empower contract prices to be based on a company's tendency to stay during low or high demand days.

► Ability to monitor contracts and take proactive measures if production is not meeting projections.

► SFA can use OPERA's extensive rate handling features to define discounts from published rates and to subscribe negotiated rates to every PMS in a chain.

Most sales offices spend a significant amount of time supporting the yearly Corporate Contract process and their sales systems can't effectively support this process because of the many non-S&C features needed make it work. The new FIT Contract module shows the real power of integrated systems. A few key elements of this module include:

► Capability for the central system to roll up individual production across the chain and to sort out redundant profiles.

► A specialized user interface that presents FIT production information, as needed, to make decisions about the contract.

► New Booking Type – The FIT Contract Booking represents the contract dates, potential and

To further assist with daily rate assessment, a new report shows daily rates for properties along with rate code, room type, and date the rate is activated.

Daily Rates Provide Daily Control

For properties wanting to respond to the ever-changing supply and demand for rooms and rates, the CRO will now be able to change the rate for a room type on a daily basis. This will allow the CRO to work with rates on a more detailed level and raise or lower prices "on the fly." Rates can be managed according to the property's daily needs, whether or not a yield management system is used.

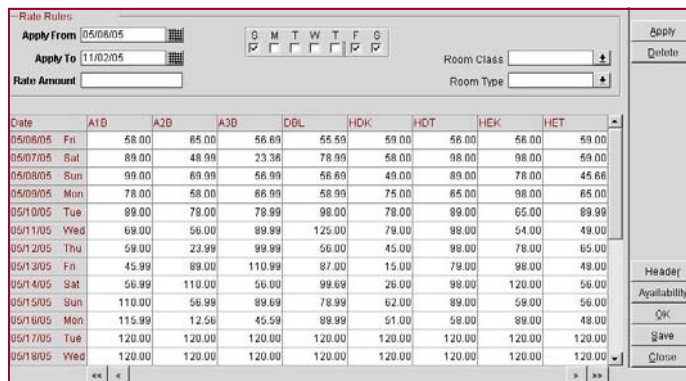
ORS Daily Rates functionality allows as many rate codes to be created and designated as "daily" rates for a property as necessary. Up to 15 room types per property can be assigned a daily rate. Daily rates can also coexist with other "date range" rate codes for a property. Users can view existing daily rates for a property

and make changes to these rates using the Daily Rate Entry screen. On this screen, the Header and Availability buttons open the Rate Header Setup and Rate Availability screens, where daily rates information populates the appropriate fields.

180 days worth of daily

rates can be stored in the system. On a nightly basis, background processors delete the oldest day's daily rates, while adding a new record for the future day.

These new tools supply daily control over rate and room management.



Tech Talk: The Wizard of Ahhs (and Oohs)

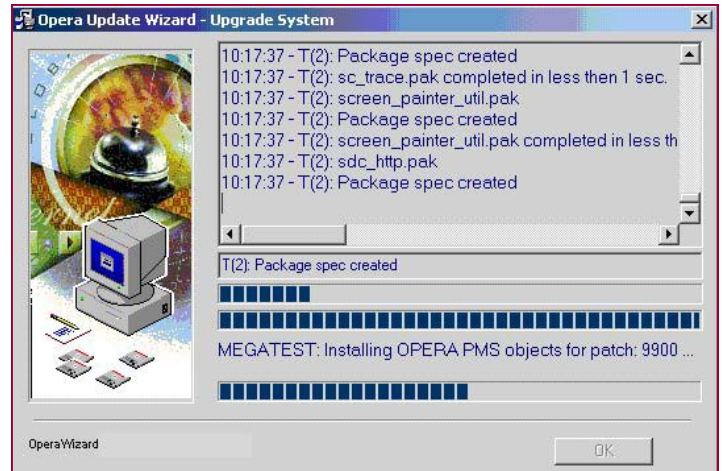
Here's your assignment — manually install that new enterprise software upgrade on the app server. First check for disk space and make the needed changes to the directory structure. Now take each of 5000 plus files and copy it into the right folder. Next make hundreds of changes to your database structures and registry settings. (Be extremely careful here. One slip-up and that new program is guacamole.) You're almost done, but just to be sure, go back and double check every change you've made. Finally, reboot and log in. Oops, something's not right. You *did* make a backup, didn't you?

That's almost what it would take to upgrade OPERA without an installation wizard. In fact, installing or upgrading nearly any enterprise software product, such as Microsoft Word or Microsoft Excel, would be virtually impossible without the help of an installation wizard. It's not by any means a simple matter of copying files from a CD to the server hard drive.

As the architecture of OPERA has evolved, the OPERA Update Wizard has mirrored the

product in both functionality and sophistication. During a typical e-patch, for example, the Update Wizard deploys hundreds of runtime objects and executes

be executed individually by the wizard one at a time. Now the wizard can run these scripts in parallel, with as many as three concurrent threads, reducing



hundreds and sometimes thousands of scripts against the OPERA schema environment to upgrade the installed system to the latest version. But there are many things the wizard does that are not so apparent.

One of the most significant changes in the last year has been the introduction of multi-threaded code implementation. It used to be that if there were 500 scripts to be executed in a patch, they would

downtime by 50 percent or more.

What's more, many new features have been added to ensure that upgrades are completed safely and in their entirety. Checks for ample disk space and database table-space are performed before the upgrade begins. And the wizard will not execute if it finds users logged in to the system.

The Wizard deploys hundreds of runtime objects to upgrade an installed system.

Be Prepared for a Rainy Day

No wedding on the lawn should end up with the bride and groom soaked by pouring rain on their big day.

Catering Alternate Space functionality, introduced with OPERA S&C Version 3.0, helps make sure it won't happen. This new feature forces you to select a backup function space if certain designated venues, such as outdoor settings, are chosen for an event.

Any function space can be configured to require an alternate by choosing the *Requires*

Alternate Space option during function space setup. When such a space is selected as the location for an event, a pop-up window lets you pick a suitable alternate before your primary choice can be booked.

If switching to "plan B" seems wise, you can move the event to the alternate space with a simple click of the mouse. The function space setup and all booked resources, such as decorations and menus, are automatically carried over to the alternate space.





Will That Be Cash, Check, or Credit Card?

It's all about choice. Today's leisure and business travelers have a smorgasbord of choices to meet their travel needs, and they expect choices when it comes to

technology conference in Las Vegas. Although the company is paying his business expenses, Smith wants to spend a couple of days in Vegas with his wife prior

Smith's room charges to window 2. Regent Systems will pay these charges through their AR account with the hotel, so the direct bill payment method is attached to window 2. For the duration of the technology conference, Smith's incidental expenses are also covered by his company, but the company wants them charged to a corporate credit card, with a separate bill. The reservations agent simply attaches the company credit card to window 3, and routes all charges except lodging expenses to window 3 for days 3 through 5.

Window	Payment Type	Credit Card	Expiry	Rule	Amount/ Percentage
1	DB				
2	AX	373344556677889		4	35.00
3	VA	4321432143214327		2	
4					
5					
6					
7					
8					

Rule Description : Nights*(Daily Rate + Amount)
Estimated Approval Amount : 550.00

picking payment methods, too. An OPERA parameter now gives the user the option of applying separate payment methods to different Billing screen windows. Besides accommodating guest preferences, the new Multiple Payment Methods per Reservation feature lets OPERA orchestrate a smooth, speedy check-in and check-out process.

Here's an example that shows how useful this feature can be. Mr. Smith, an employee of Regent Systems, is attending a

to the conference, vacationing at his own expense. He calls the hotel and makes a reservation for 5 nights.

While making the booking, the reservations agent sets up routing instructions that send all charges for the first two days of Smith's stay to window 1. The Payment Method screen, directly accessible from the Reservation screen, lets the agent attach Smith's personal credit card to window 1. Starting with day 3, the reservation agent can route

At check-in time, all credit card payment types are automatically authorized according to the rules defined for the window; at check out the settlement payment types again would automatically default to the payment type set up for the window.

When the Multiple Payment Methods parameter is active, all reports that show payment information are automatically modified to include payment types per window.

The Payment field on the Reservation screen and Payment Method screen displays a yellow background when more than one payment method applies to the reservation.

Reach the Outside World From Within ORS

Now you can directly access a property's website and other property web pages from within OPERA Reservations System (ORS). This is handy when you want to quickly view additional property information not available in ORS. When you highlight a property on the ORS Sales Screen/Properties screen, the property's URL hyperlink will display (if it has been configured). Here you can select the hyperlink and directly open a new browser displaying the property's web page. Once open, you can easily toggle between the external website and ORS. And, you can also close the property's web page without affecting ORS.

Additionally, Room Type and Rate Code hyperlinks can be configured to appear on the ORS Sales Screen/Rate Availability screen. These hyperlinks appear

when the appropriate Rate/Room combination is selected. The Room Type and Rate Code hyperlinks typically access the property's internal web pages and contain detailed information. The Room Type hyperlink opens a browser page that may contain

room images and other room-specific descriptions. The Rate Code hyperlink opens a browser page that may contain additional rate-specific information.

Users, with permission, can configure these hyperlinks.

The screenshot shows a web browser window displaying the Red Lion Hotels website. The browser's address bar shows the URL: http://www.redlion.com/WHC/default.asp. The website content includes a search bar, a 'Find a Hotel' button, and various promotional banners. In the foreground, a portion of the OPERA Reservations System (ORS) interface is visible, showing a 'Guest Information' form. A yellow callout box points to the 'Property URL' field in the ORS interface, with the text: 'Property URL opens property website.'

Comp Accounting Update

Casino resorts and hotels often give guests food, beverages, rooms, and services, called "comps," to reward loyalty. OPERA's Comp Accounting module for tracking and controlling the cost of guest comp programs scored the jackpot with a handful of recent product enhancements.

Windows on the World

The number of available comp windows on the Billing screen has been increased from 4 to 8 (numbered 101 through 108). Because each authorizer associated with a reservation has a dedicated comp window, expanding the number of comp windows allows OPERA to accommodate more authorizers per reservation.

Split Decisions

In the gaming world, OPERA's Routing Limits feature takes on additional importance for comp authorizers. The Routing Limits feature introduces two additional fields to the Routing Instructions screen: the Limit field and the Used field. (The Routing Instructions screen lets you automatically transfer guest charges to a specific Billing screen window or to another guest's room.)

For window routing and room routing, the *Limit* and *Used* fields work as they do for PMS environments in general. *Limit* accepts the total amount that may be routed for any one reservation using this routing instruction. The *Used* field shows the amount that has already been routed.

Simply put, if you set a limit of \$200 on a window routing instruction for food and beverage expenses, for example, the first \$200 in restaurant and room service charges would be routed according to the instruction, to window 2 of the guest's Billing

screen. Any overage would automatically be split off and transferred to window 1.

However, when the Comp radio button is selected to set up comp routing, these fields have a slightly different functionality.

The *Limit* field again establishes a ceiling on the amount that may be comped for the guest, but the amount entered in this field may not exceed credit limits set up for the authorizer.

When eligible charges are made to the guest's bill, the comped amount is automatically transferred to the comp window identified by the comp routing instruction. Should the charge exceed the amount specified by

the switch is made on the same day the charge is posted. Based on a new system parameter, an authorizer password may be required in order to manually move charges from a non-comp window to a comp window, or between comp windows.

While we are looking at the Routing Instructions screen, notice that a new *Comp Type* field has been added. You can set up comp type categories to rank guests in any way you like, then refer to this information when setting up routing instructions for the guest. Some casinos use comp types like High, Medium, and Low to rank guests according



Use OPERA Comp Accounting to turn comps into business strategy.



the *Limit* field on the Routing Instructions screen, the overage will automatically be split off and routed to the guest's window 1 (also called the "cash window").

Auto-split works for manual posting, too. When dragging and dropping charges from a non-comp window to a comp window, a one-time routing instruction is created in the background to link the authorizer to that comp window. In addition, the credit limit for the routing instruction is set equal to the value of the manually transferred posting, not to exceed the limit configured for the authorizer.

Drag and drop between comp windows can be used to change the authorizer for an existing comp posting provided

to their gaming skill; they can then apply this information when gauging how heavily the guest should be comped. Once a comp type is associated with a routing instruction (and, therefore with a comp window), the comp type is visible as a tool tip when you mouse over the window tab.

Compare and Contrast

An additional Comp Accounting feature allows casino hosts to easily compare a side-by-side summary of the charged and comped components of the guest folio. The new Billing Summary screen has two grids: *Charged* and *Comped*. (Transaction codes must be associated with the

(Continued on page 10)

Comp Accounting Update (cont'd)

(Continued from page 9)

Billing “revenue bucket” in order to appear on this screen.) The *Charged* side shows transactions that have not been comped. These charges show up in the standard windows of the guest’s Billing screen — windows 1-8. The *Comped* side of the screen lists charges for transactions that have been comped. These charges appear in the comp windows of the guest’s Billing screen — windows 101-108. A consolidated total for charged and comped transaction is shown below the grids.

On the Right Track

A further Comp Accounting enhancement called Track Nights helps hotels capture a more accurate breakdown of comped room nights versus room nights paid by the guest, along with

corresponding cash and comp revenues. Track Nights is particularly important in ensuring the accuracy of the Comp Analysis Report. It is used when a room charge that was automatically posted by End of Day to the guest’s cash window, window 1, is later to be changed to a comp transaction.

Say Mr. Smith stays for one night at a standard Rack rate. Later, the hotel decides that he should have been comped at the Casino rate. Typically, the hotel would use an adjustment to cancel Mr. Smith’s Rack rate room charge and then would repost at the Casino rate, which is then comped.

If the property moves the original Rack rate posting, the adjustment, and the new Casino rate posting from Smith’s window 1 to a comp window — no problem. OPERA automatically

subtracts 1 cash night and adds 1 comp night, at the same time making the appropriate revenue calculations. However, if the hotel decides not to move the Rack rate posting and its adjustment to the comp window, a new *Nights* column on the Transaction Posting screen can be used when posting the new comp room charge. In Mr. Smith’s case, when the hotel posts the Casino rate and places a 1 in the *Nights* column, OPERA knows to subtract one cash night and add one comp night. The Comp Analysis report accurately reflects cash and comp nights and revenue.

All Lodging-type transaction codes that are to be monitored in this scenario must have the new *Track Nights* check box selected on the Transaction Code setup screen.

Under New Ownership: Utility Keeps Pace with Change

There are many reasons why a hotel might want to reassign some of its accounts or bookings from one sales manager to another. Sales territories might have been realigned, internal responsibilities might have shifted, or a sales manager might have left and is being replaced by someone new.

Batch transfer of accounts, contacts, activities, potentials and blocks between sales managers has been simplified with OPERA’s new Sales Manager Search and Replace Utility. This tool lets you reassign any number of records, whether they have one or several sales manager “owners,” to a new owner — without having to review each record, one by one.

Although you can easily move all accounts, contacts, activities, potentials and blocks from one or more owners to a new owner, the utility allows you to be more restrictive in choosing the records that will be transferred.

If you like, you can choose among individual record types or

drill down even further: Each record type has its own set of selection filters, allowing you to target only those records having

your search on dates, past bookings and activities can remain linked to the previous sales manager, while bookings

Sales Manager Search and Replace lets you reassign any number of records without having to review each record, one by one.



DOCUMENT - Change Owners

Enter Additional Instructions for Change of Owners

Accounts | Contacts | Activities | Bookings | Potentials

Please enter the additional filters for accounts, contacts, activities, bookings and potentials as needed. The owner change will be based on these filters.

Make Primary

Territory: WES

Business Segment: CGA,NEW

Industry Code: HEA

Type: COMPANY

Country: CA,US

State:

Postal Codes

Use Free Format

Use Configured Codes

From:

To:

Select options to refine the search and replace.

Back Next Proceed Close

certain characteristics. For example, when changing account owners you can zero in on accounts by sales territory, business segment, industry code, geographical area, and so forth. When reassigning blocks and activities, you may search and replace by date range, among other criteria. By basing

with future arrival dates and activities with future due dates can be reassigned.

Wizard-style screens guide you while selecting among the options for your change of owners. A confirmation screen lets you review your choices before clicking the Finish button to put your changes into effect.

Dynamic Rates — Put Away Your Calculator



OPERA Reservations System (ORS) provides a way for the Central Reservation Office to quote the lowest rates for guests at a property or through a channel, without having to manually count days on a

a member of a group requiring agreed-upon discounted rates, such as a corporation, AAA, or AARP, the guest's rate is automatically discounted from the DBAR rate, too. This provides the agent with the opportunity to

rates. Behind the scenes, DBAR rates can be easily configured, viewed, changed, and deleted. During configuration, rate codes are assigned rate levels for various lengths of stay. One rate code, with a rate of \$250.00, could be assigned a "Level 1" for a length of stay of one night. Another rate code, with a rate of \$215.00, could be assigned a "Level 2" for a length of stay of two nights, and so on. Users also choose the date range for when the DBAR rates will be available. These DBAR base rates can then be further configured for the agreed-upon discounted rates. If the discounted rate for guests from a corporation is 10% off the base rate, then the discount amount is associated with each applicable DBAR base rate. For example, for a "Level 2" DBAR base rate of \$215.00, the discounted rate of 10% can be configured and when queried, is automatically calculated and displays as \$193.50.

At this time, DBAR is only available in the ORS environment; not in a PMS only environment nor in a combined ORS/PMS environment.

Date	Length of Stay	Rate Level	Rate Code	Rate Amount
06/09/05	1	1	1ROD1	799.00
06/09/05	2	2	2ROD2	794.00
06/09/05	3	3	3ROD3	649.00
06/09/05	4	4	4ROD4	599.00

calendar or use a calculator. The magic is done by the new ORS functionality called Dynamic Best Available Rates (DBAR). With DBAR, the lowest rates are automatically displayed when the agent inquires about reservation dates, room type, and the length of stay. The longer the stay, the lower the rate. And, if the guest is

quickly search for, view, and quote the lowest available rates according to the guest's profile and requirements. As with all rates, DBAR rates can be filtered and displayed on the ORS Sales/Availability and Availability Calendar screens.

ORS provides the user with flexibility in maintaining DBAR

HTNG seeks to provide systems designers with the information needed to create programs that can communicate with one another.

MICROS Helps Define Next Generation Technology

MICROS Systems is a charter member of Hotel Technology – Next Generation (HTNG). In HTNG, hoteliers join with technology vendors, consultants, the trade press, and the academic community to seek solutions to hotel-industry-wide business and technology issues.

A primary goal of HTNG is to provide hotel systems designers with the information required to create programs that can communicate with one another. One benefit hotels anticipate is interoperability of products and the freedom to choose solutions that will not only meet their individual needs now, but which can be leveraged for future business growth. Another advantage, especially for hotel

chains, is that a common operating platform will greatly simplify the integration of new franchisees.

A by-product of this meeting of the minds is that participating vendors such as MICROS can — individually and collaboratively — develop products that use the most efficient technologies to solve real hotel-world needs. As a result, MICROS is shaping the next generation of hotel systems technology while increasing its market share.

MICROS Systems belongs to two HTNG workgroups: the Property Web Services Solutions workgroup and the Property Distribution Solutions workgroup.

The Property Web Services Solutions workgroup recently created specs for authenticating and securing communications between applications, and a set of XML services for exchanging customer information.

The Property Distribution Solutions workgroup is focused on integrating key systems that distribute information among hotels — central reservations systems, property management systems, revenue management systems, and external distribution channels such as GDS and the Internet.



www.htng.org

On the Cutting Edge An Interview with Nicola Meyer

Nicola Meyer is Rooms Division Manager at The Palms Hotel and The National Hotel in the South Beach district of Miami Beach, Florida. Recently she talked with OPERA Programme Editor John Ten Eyck about her job and what it's like to host an OPERA beta evaluation.

► **Nicola, tell me a little about your background and how you got started in the hotel business.**

I really got started in the hotel business by accident. I never really planned to become a hotelier. I have a bachelor's degree in Tourism from my home country, Germany, and I originally came to Miami to work on a two-year assignment with an incoming tour operator. I always liked Miami, and my family came regularly on vacations. Anyway, in 1989, while I was working here, my family acquired The Palms property. They refurbished it and opened it two years later. Rather than leave Miami after my stint with the tour operator, I joined the family business.

I started working at The Palms on the operational side — particularly the Front Office — learning the business on the job. And I also managed the Housekeeping Department for a while. Then when the family purchased The National Hotel a couple of years later, I took over there as Front Office Manager. My background was always very operations oriented. I learned by doing.

I went back to school and got my master's degree in Hospitality Management at Florida International University. But what I'm facing now on a day to day basis is far remote from most of what I studied.

► **How do you mean?**

The technology. It's just been changing so fast over the last 7, 8, 9 years, that what I learned at that time doesn't really apply anymore. Keeping up with the technology in the hospitality industry is essential.

Bottom line — because of the demands of the business I got involved in operations for The Palms Hotel and The National Hotel. My focus has been on the application of software systems to business needs.

► **What are your current responsibilities?**

My title, Rooms Division Manager, doesn't really describe what I do. I am also very much involved in setting and managing our rate strategies and yield management strategies, deciding on distribution channels and pricing strategies. I also keep my hands in Front Office



Nicola Meyer

activities because these responsibilities flow naturally from my other duties. I am also the person most familiar with all aspects of the software systems at both properties.

I am responsible for applying these systems to the operational needs of the hotels. As our "systems integration specialist" I evaluate a new system or an upgrade to an installed system and decide how it fits into our business and our processes. I look at a software product and ask, "OK, how are we going to apply this to our operation? Is this something that makes sense in this environment? Can we put

this to work, and if so, what changes do we need to make to our operations to make it perform for us?" This is what I do with OPERA, for example.

► **How many IT people do you have on staff?**

Two. They are very much involved in our beta runs, too, but mostly from a hardware perspective.

► **Then you're really the resident software geek?**

[Laugh] You could say that.

► **You recently served as a beta site for OPERA V3.0. Is there one word to describe your experience?**

"Interesting." Yes, definitely "interesting." We signed on originally with OPERA in the year 2000. The Palms Hotel was a beta site for OPERA 1.0 and has been involved in numerous OPERA betas since then.

► **So, you might consider yourself a seasoned beta evaluator?**

True. We have lots of experience. At the beginning, it was a huge task because of the vastness of the program. There are so many features of the product that you need to become familiar with. And after learning them, you need to decide if each feature makes sense to your operation, and if it does, how you are going to implement it.

So, yes, it has been interesting and I have learned a lot. Being a beta site has its pros and cons, to be honest with you. Among the pros is that you are always on the leading edge of hospitality technology and that gives you a competitive advantage. We are very keen on keeping up with the advances in technology and having the best

"I look at a software product and ask, 'OK, how are we going to apply this to our operation? Is this something that makes sense in this environment?'"

of the best. Being a beta site makes this possible for us.

The flip side is that you might run into a few snags and you have to iron them out. It puts a little more stress on the operation, but I think that overall the benefits are just tremendous.

► **What would be a typical day for you while you're piloting an OPERA beta release? How do you approach the task?**

It really depends on the volume of changes in the upgrade. My main concern is always communication — making sure all my departments are aware of what this upgrade or new version means to them. Just keeping the communication channels open is important.

► **How about training? Do you go through extensive training for each release, or do you rely on hands-on?**

We are very hands-on. The MICROS-Fidelio Naples team generally provides an overview to familiarize us with the features of the new release. We bring all the department heads together and we walk through the new functionalities with a live presentation. Afterwards we hold a Q&A session. After that we learn through hands-on with the

Naples team standing by to answer any questions.

With your team in Naples it's always been a very positive experience because of the people. They are very responsive to our needs and any challenges that might arise during the trials. The response times to my issues have always been very short.

► **Then you might say that your beta experience has been both challenging and rewarding.**

Absolutely.

► **How did you come about deciding to be a beta site for OPERA in the first place?**

Our previous system was no longer meeting our needs. We were forced to look at other options. When the opportunity to be an OPERA beta site came along, we jumped on it. It was for us an ideal way to get our hands on this great technology.

We saw this mainly as a great opportunity for us to work with one of the leading property management systems providers in the world and to get our hands on an outstanding software product. That's something we, as an independently-owned family operation, probably would not otherwise be able to consider.

► **You've been using OPERA for more than 5 years now.**

What features couldn't you live without?

Rate Management — definitely. I use these features extensively. Rate Availability, of course, because we are yielding our rates. And all the Front Office features are essential. We also use the OPERA QMS product and OPERA Sales and Catering as well.

► **You mentioned that you decide what functionality to adopt and how it can be fit into your operations and processes. That means you must rely heavily on OPERA's flexibility.**

Absolutely. A good example is OPERA's huge number of reports. The basic set of reports is good, but sometimes our specific operation dictates a different arrangement of the numbers, or a different report altogether. OPERA lets us do this. We constantly customize reports for our own needs.

► **Nicola, is there anything else you want to add?**

I'd like to officially thank everyone at MICROS-Fidelio Naples. It's a really outstanding team and you get a feeling of true team spirit. I enjoy working directly with the Naples team — that's another advantage of being a beta site, I guess. I am very grateful for that.



The National Hotel



The Palms Hotel

"My main concern is always communication — making sure all my departments are aware of what this upgrade or new version means to them."

About The Hotels

The National Hotel (www.nationalhotel.com) and The Palms South Beach Hotel (www.thepalmshotel.com) are two sister hotels, located on Collins Avenue, in the very popular South Beach section of Miami Beach. The National has 151 rooms and The Palms South Beach has 242 rooms. Combined staffs total about 350 employees. The hotels are family-owned and are independently operated. The National is affiliated with Preferred Hotels, and The Palms is affiliated with Summit Hotels. Summit Hotels is the GDS representative for both properties.

The National Hotel is marketed as a boutique-style property, mainly catering to the upscale individual traveler. The National is an Art Deco property, very much in keeping with the original and unique character of South Beach. Built in 1939, the National has won several awards for its authentic Art Deco restoration and preservation. The property has been used as a location for many movies and photo shoots.

The Palms is more group focused, with a large corporate clientele. It is positioned as a resort-style hotel with a casual and laid-back atmosphere. It has what might be called a European-Colonial ambiance with warm colors, terra cotta floors, French doors, and abundant tropical foliage.

Both properties are full-service hotels with an emphasis on individual service. The hotels pride themselves on the caliber of their staffs and enjoy a high level of repeat business.

Queue Rooms (cont'd)

(Continued from page 1)

assignment. Then as reservations advance in the queue, guests can be checked in directly from the Queue Reservations screen.

Although reservations are automatically moved up through the waiting list based on time in queue, it may at times be necessary to reorder the queue manually. Users can use the Priority button to move a selected reservation to the top of the queue. A full audit trail is available for all OPERA queue management activities.

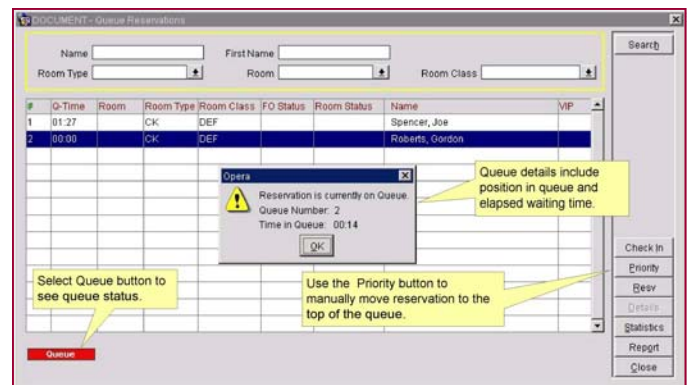
Front Desk staff may also review the full room queue details in order to provide the guest with a realistic estimate of the waiting time. The Queue Reservations Statistics screen shows both the average waiting time for those reservations cur-

rently in queue, and an historical, or actual, average waiting time. The actual average wait is calculated by considering the time spent in queue by all of today's reservations that have already been checked in from the room queue.

Queue information is immediately visible within the Housekeeping module as well as at the Front Desk. This means no

more phone calls to Housekeeping while the guest is waiting at the desk.

Using the Queue Rooms screen, Housekeeping staff can view the room queue and expedite service to rooms and room types for which guests are waiting. The Front Desk is then able to see when rooms have been cleaned, and continue the check in for the waiting guest.



OXI Close-Up

OXI, short for OPERA Xchange Interface, is a dynamic "facilitator" between OPERA PMS and external booking systems. OXI runs in the background with minimum interaction with system users. OXI uses XML message formats and is standardized for all interfaces. OXI transports a variety of real-time information that includes reservations, business blocks, restrictions, rates, etc.; it is customized according to precise business

rules for each external system. For the accurate sharing of profile information, the powerful Match 'n' Merge logic allows controllable management of profiles between multiple systems.

OXI is certifiable against all new external systems that wish to send and receive data from the OPERA PMS system. Certification begins with the exchange of documented requirements, communication methods, and expected setup

with the external vendor. When all of the requirements are met, the programming begins. When it is time to "smoke test" the interface, test data is exchanged between the two systems to make sure that everything is working properly. Upon the successful completion of certification, OXI documentation is supplied to the client and the system is monitored at a beta site for any complications.

Currently, OXI is used worldwide to link OPERA with dozens of types of external systems.



OXI Conversions & Defaults

With all of this information being processed through OXI, how is it controlled? This lightning-fast exchange of data is controlled by interface parameters, conversions, and defaults.

Data conversions and default values are vital for OXI to efficiently process the huge volumes of data that are passed between PMS and the external booking system. Conversions are handled by tables that "translate" information from the external system into terms OPERA can

understand, and vice versa, depending on the direction of the data flow. Room types are a good example, because OPERA properties and external booking systems commonly use different room type nomenclature.

If the data exchange can't be completed through a direct conversion, OXI defaults take over to complete the transmission. A default is an acceptable override to an original value that cannot be translated by the conversion tables. Using the default allows

the data exchange to be completed.

Trace Warnings can be set up to monitor OXI conversions and the use of default values. If a conversion error occurs, the proper staff members can be automatically notified in real time via trace warnings, which are displayed as 'Traces' on the reservation. Alternatively, the Message Status Report can be run to point out instances where defaults have been used or other possible errors have occurred.

How Can Someone Be Two Places at Once?

That's the question OPERA Customer Information System (OCIS) Membership Exceptions tries to answer before issuing award and/or tier points for a guest belonging to a membership program. When Membership Exceptions is activated in OCIS, membership transactions for the guest are flagged when back-to-back stays or multiple room stays are identified. These membership transaction exceptions may have occurred accidentally, such as when one guest is responsible for other people staying in another room or property. Or, they may have been intentional — as when the lure of obtaining more award points stimulates certain creative strategies. In any case, you have the opportunity to review the guest's membership transactions exceptions and to determine whether points accrued during the stay will be awarded.

You can configure the system, per membership type, as to the type of exceptions you wish to capture: Back-to-Back Stays and/or Multiple Room

Stays. After the stay record generates transaction exceptions, you can view and resolve them on the Membership Transactions Exceptions screen.

points for the transaction. By selecting the Adjustment button, create an adjustment and manually enter the amount of points to be granted. You can

The main grid provides you with all the pertinent information necessary to resolve the exception. You decide whether you want to Accept (Y) or Reject (N) the full displayed award/tier points to the guest. If you choose not to accept or reject the full points, you can award partial

record any information you want documented about the acceptance or rejection of the transaction in the User Notes section. The decision-making power is entirely in your hands when Membership Exceptions is activated.

OCIS Membership Exceptions identifies back-to-back stays and multiple room stays to fairly manage membership award points.

Enroll Now and Forget About It!

Promotions (marketing incentives) were previously associated only with reservations. When guests made reservations they had to mention the promotion code entitling them to an amenity or room discount. Now in OCIS, promotions are associated with a guest's membership program and profile. When the member stays at a property, OCIS automatically applies the enrolled promotion code for

the membership type to the membership transaction. This automatically generates OCIS membership points for the guest. The guest doesn't have to remember to tell anyone about promotions or award points they are entitled to. Profile promotions are also unique in that through OPERA Web Services (OWS) members have the opportunity to enroll themselves in a promotion program.

While you can only create reservation-type promotions if you have a PMS license, with ORS and OCIS licenses you can create and combine both reservation and profile-type promotions for a guest: one reservation promotion and up to two profile promotions. Only two profile promotions are allowed for a guest's membership for a given time period.

Maintaining promotion codes is straightforward; you can view profile promotions attached to the member's profile, deactivate profile promotions, and attach new promotions to the profile. By creating bonus membership point rules based on a profile promotion code, you can also provide guests with even more opportunities to gain coveted award points.

Seq	Type	Card No.	Promotion Code	Enrollment Date	Inactive
1	GC	9374521			<input type="checkbox"/>
2	DL	873736644	DEMO	15-FEB-2005	<input type="checkbox"/>
3	NW	83897366252			<input type="checkbox"/>
7	US				<input type="checkbox"/>

Tour the MICROS OPERA Website

We invite you to stop by and visit our busy portal, the MICROS OPERA website, a primary source of OPERA information and services to the outside world. No need for luggage, passports, or credit cards. Just sign up and you can begin a journey that will enhance your experience with all the OPERA products.

Let's take a guided tour of our three main areas of interest: the OPERA website for Customers, for Corporate members, and for Vendors. All three sites can be reached through the Members login at the main MICROS website (www.micros.com).

Our first destination is the **OPERA Customer Website**. We've tailored this site specifically to our customers' interests and needs. The home page displays information on the latest OPERA news and announcements, offers product

Technical Library and includes software descriptions, user guides, technical guides, and release notes.

► **Development** - Customers can come here to read and download information about the ongoing development plans and strategies for all of the OPERA products. The Development page also includes summarized results of automated testing and regression testing.

► **Release Schedule** - Customers can see the planned OPERA product release schedule for 2005-2006. This schedule provides notice of deadlines for making suggestions for product enhancements and when the next software version will be available.

Next on the tour is the **OPERA Corporate Website**. Even though it resembles the Customer website, it contains additional pages as well as key information for MICROS

releases that solve technical issues. Links are also provided to case management and customer files.

► **Deployment** - This page is maintained by the Regions. It contains the tools that help regional installers deploy OPERA products. Installers reference this page while they are onsite at the customer's location, as it provides How To information, Tips and Tricks, and selected Technical Documentation. The Deployment page also offers training information to help supplement new release information.

► **Forums** - This page provides MICROS employees a place to post messages to other employees — mainly questions and answers about OPERA products. The page is organized according to OPERA product.

Our last stop on the tour is the **OPERA Vendors Website**. This site was designed to support the OPERA Vendors and Specifications Exchange Program. Here, vendors can learn the XML transmission requirements and the business rules for interfacing with OPERA. Vendors can also download documentation, standard XML schemas, and samples for each data module supported by OPERA Xchange Interfaces (OXI), OPERA Web Services, (OWS) and Property Interfaces.

We've had over 12,000 visitors to our portal in the past three months. Why not join us and make your next destination one of our OPERA websites?

MICROS customers and employees of MICROS Systems can register for access at the MICROS website home page at www.micros.com.

OPERA vendors can request permission to access the Vendors website by contacting their MICROS Regional office.

The MICROS OPERA Website keeps you knowledgeable and up-to-date about OPERA products.

brochures, and posts links to other pages in the Customer site. The three main links are:

► **Products** - Customers have the opportunity to obtain technical documentation, and for certain qualified customers, to download software. The documentation is located in the

employees and for distribution channels. Corporate members have access to all software installations. The additional pages are:

► **Support** - Support and maintenance personnel can download technical support documentation and access the

Marketing to the Global Village

One of the keys to a successful marketing campaign is knowing where to focus your marketing effort. For starters, you might run a forecast or statistical report that helps pinpoint the countries or cities where a preponderance of your business originates. Because of enhancements in the way geographical data is collected and organized by the OPERA profiles it is now possible to track and report on guest origins at almost any granularity, from a multi-country geographical region right down to the guest's city.

When a reservation is made, the guest's profile can collect address data that includes country, state or province, city, and postal code. These demographics are then stored and made available

for filtering the information presented by many forecast reports (reports based on projections of future occupancy) and statistical reports (reports based on historical information from past occupancy).



Filtering by country and region (a region consists of one or more countries) has always been possible with OPERA, but now it's also a straightforward matter to group data by city, state/province, postal code, or any combination of these.

To support virtually unlimited geographical breakdowns for forecasts, statistical analyses, and marketing studies, OPERA has introduced a new concept – districts. Districts are flexible, user-definable groupings of geographical areas within a country. They may consist of any of the following, either alone or in combination:

- ▶ States/provinces
- ▶ Cities
- ▶ Ranges of postal codes.

For example, a district might consist of the cities of North Chicago, IL and Racine, WI. Another district might include the state of Delaware plus the city of Philadelphia and postal codes 08101 through 08104 in Camden, NJ.

The OPERA Electronic Distribution Suite includes the web services that allow web booking engines and kiosks to communicate with OPERA.

OEDS Wizards Work Wonders for Your Free Time

The OPERA Electronic Distribution Suite (OEDS) is a set of interfaces, or "middleware" programs, that provide communications between OPERA and third-party products and systems. OEDS interfaces, for example, let the player tracking systems used in the gaming industry exchange information with OPERA PMS. OEDS programs also facilitate the back-and-forth between ORS and the global booking distribution systems like GDS and Pegasus. It's the OPERA Web Services interfaces, also OEDS products, which allow web booking engines and self-service kiosks to communicate with OPERA.

New with OPERA Version 3.0, the OEDS Installation and Upgrade Wizard wraps the complexity of installing new and upgraded OEDS software in the simplicity of a wizard. Actually, two wizards — one for new

OEDS product installation and one for upgrades to already installed programs.

Upon opening the new installation wizard, users can select the complete installation, which installs all products to their default system locations, or a custom installation, which allows the user to select the interfaces they want and their target locations.

Both the new installation wizard and the upgrade wizard check for available disk space before they get started. And GDS users will appreciate that the new installation and upgrade wizards automatically create the Type B processing queues—a time-consuming and error prone task if handled manually.

The upgrade wizard is similar to the new installation wizard, but its list of interface choices includes only products it finds already installed on the

system. In addition, the upgrade wizard automatically makes a backup of all pre-upgrade program files and directories. This is done as a "failsafe" in case problems are encountered. For economy, only a single backup is kept; the upgrade wizard overwrites the backup from any previous upgrade.

The upgrade wizard also preserves existing interface configuration files. Even though the upgrade consists of a full overlay that replaces all executables and DLLs, configuration files are saved so that customization choices are kept from release to release. This can mean a considerable savings in time and effort following upgrade; the GDS interface alone includes seven configuration files.

There's no hocus pocus with the OPERA Electronic Distribution Suite wizards. Just hassle-free installs and upgrades.



Security Briefing: Encryption, Masking, Chip & PIN

For the hospitality industry, like most businesses today, the credit card is a primary payment medium. It follows that credit card security is a major concern at nearly all hotels, regardless of size or location. OPERA has taken important steps to help protect the guest as well as the hotel from the embarrassment and financial loss that can result from credit card fraud. Among OPERA's newly added security measures are data encryption, credit card masking and support for Chip & PIN devices.

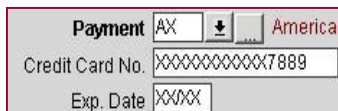
Data Encryption

Thanks to new functionality offered by the latest version of Oracle, Oracle 9i, credit card details in all OPERA tables are encrypted using Triple DES — the same super-strong encryption algorithm that is used for many online banking transactions.

Credit Card Masking

With OPERA's credit card masking option, hotels can mask, or hide, credit card numbers and expiration dates wherever this information appears on screen throughout OPERA. Once the Mask Credit Cards application parameter is activated, credit card expiration dates and all but the last 4 digits of credit card numbers are displayed as a series of X's.

Only users who have the proper OPERA permission are able to view the full credit card



details on screen. For added security, OPERA records an entry in the user activity log any time these authorized users access a screen that shows unmasked credit card information.

Additionally, when credit card masking is turned on, users having permission to view credit card details have the option to either display or mask credit card information on reports.

Chip & PIN Protection

OPERA supports a new approach to credit card security that is becoming widely used in Europe and Canada. When Chip & PIN functionality is active, a special payment method called 'CP' is available for selection on the Reservation screen and the Payment screen. At check-in time, the guest inserts a credit card that incorporates a microchip into a special card reader device. When prompted, the guest enters a personal identification number, or PIN. The microchip contains security details which, along with the PIN, can be used to positively verify the identity of the cardholder and the validity of the card.

OPERA currently offers over 360 standard reports in 30 plus report categories.

Graphical Reports Help Connect the Dots

When reviewing data, graphs are a quick way to reveal trends and show relationships. In addition to standard tabular data, OPERA has introduced optional graphical displays for the Yearly Forecast Report, the History and Forecast Report, and the Day/MTD/YTD Statistical Report.

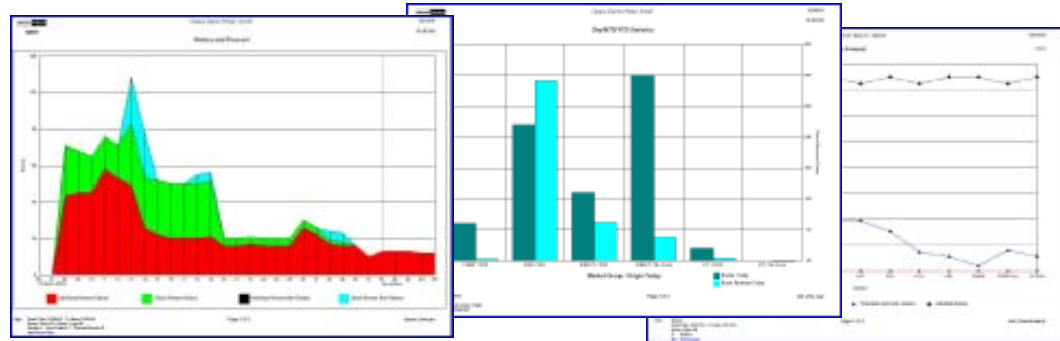
The History and Forecast Report offers two separate surface charts — one shows

rooms data and the other shows related revenue data. In each chart, data values are "stacked" so that the height of the graph reflects total rooms/revenue business, while the color-coded bands let you differentiate between deduct vs non-deduct, and individual vs block rooms and related revenue.

The Day/MTD/YTD Report can be rendered as side-by-side bar graphs that allow quick comparison of rooms and room

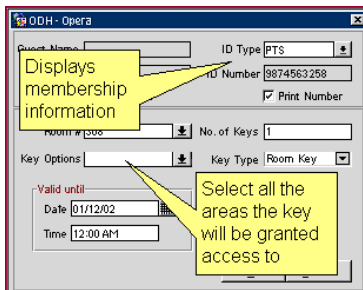
revenue for each of three periods: for a selected date, for the month preceding and including the selected date, and for the year preceding and including the selected date.

The Yearly Forecast Report shows your choice of rooms forecast or guests forecast displayed as a series of line graphs. Separate data plots overlaid on a single grid allow comparison of deduct, non-deduct, and potential data.



Interface Menu for OPERA V3 and Beyond

With the latest release of OPERA V3, new interface menus, functionality, and features have been introduced.



Interface setup menus are now configurable and display only those options that are needed for the particular interfaces installed at

the property. Previously, menus were hard coded and extra functionality was displayed that would never be used. Because the menu is configured to display only those options that are available for the specific interface, it can show at a glance what settings are active or not active for the interface.

Enhancements have also been carried over to the features for the interface. For select key interfaces, you are now able to use the interface menu to read the information that is encoded on the key. The configurable *Key Options* field has been introduced to

identify, and add, any locations on the property to which the key has been granted access. When setting up a key, simply select one or more special codes from a drop down list and in an instant, the key is granted access. Think you can only select location access with the new key configuration and functionality? Not quite. You can still select the number of keys to create, as well as being able to modify the checkout date for the reservation, add membership information for the guest, and decide what information should be embossed on the key before creating it.

Automated Paging: OPERA QMS

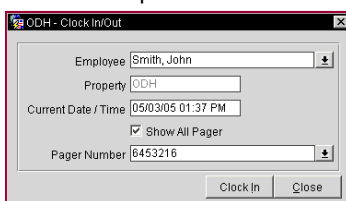
QMS has had several major enhancements added, but the most important one would have to be the revamped paging system. Unlike the old paging system, the new system supports the most up to date technology and can handle Internet based paging as well as delivery via an SMTP email protocol. This means

that the customer can send pages to every major cellular and paging company on the market while continuing to use their already existing Internet connection.

By using the already existing Clock In/Clock Out functionality, pager assignments are now more user friendly. When you clock in, you will be able to select from a list of already configured pager numbers and the one you choose is assigned to you until you clock out. There will no

longer be a need to configure each pager every day.

Need to type more information about a task when paging? The paging interface has been expanded so that you can add extra notes when creating a quick task. This allows for more precise and complete information to be entered about the task. Extra notes that are added to a task can also be seen on reports, with enhanced filtering criteria, that are printed throughout the QMS module.



Rapid Deployment Baby Shower

Scheduling S&C events has never been easier. With the Quick Event feature, available in OPERA Sales and Catering Version 3.0, you can now create an event and block a function space while you have your customer on the phone. OPERA even sets up the business block for you — automatically and in the background.

The Quick Event option is available from the OPERA Function Diary when you create a new event. To set up a new event, click on the start and end times for the function space and date.

A special version of the Event screen lets you type in all or part of the account name or contact name for the event. OPERA automatically pops up the Quick Profile screen so you can choose from a list of near-matches found in the profiles database. Alternatively, you can set up an entirely new profile.

Finally, pick a Market Code, a Source Code, and enter any other details required by your property. As for the rest, you can always go back later and take care of details. Click OK

and just like that the business block, the event, and the function space are all booked.

You can also reach the Quick Event feature from the Event Search screen—just click on the New button.



OPERA Quality Management System (QMS) can help maintain superior products, guestrooms, public areas and guest services.



Point, Set, Match, You Win!

With the future addition of the OPERA Customer Information System (OCIS) Profile Match Statistics feature, managers will soon be able to evaluate various performance statistics for the existing Match 'n' Merge process. (This process searches for potential duplicate profiles in the OPERA database and merges them according to predefined rules.)

The Profile Match Statistics feature will determine how

efficiently the Match 'n' Merge process is working. It will help determine if changes to Match Criteria and/or Merge Rules are needed for more efficient Match 'n' Merge processing.

Merge Rule Weight statistics can be evaluated to ensure that new profiles are not being created unnecessarily. For example, if the points average for the 'Matched on Credit Card and Name' criteria is below the lower threshold, then merge weights will be evaluated

for possible changes, as this may be resulting in unnecessary duplicate profiles. Other statistics which can be analyzed are the number of multiple matches found and the average processing time per each match criteria.

Detailed statistics will also be provided per match criteria to show the count Above Upper Threshold, Between the Lower and Upper Threshold, and Below Lower Threshold. Profile Match Statistics will be kept for a rolling 30 days.

ORS Keeps Track of Why Callers Don't Book

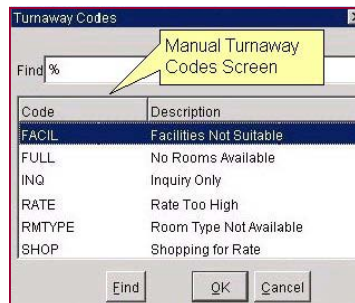
When a CRO agent receives a call and searches properties for availability to make a reservation, OPERA Reservations System (ORS) can log the selling session and track whether or not it resulted in a booking. If the call did not result in a reservation, it is either categorized as a "Regret" or "Denial." A Regret indicates that the caller chose not to book the room because the room or rate did not meet their satisfaction. Ending the call without a reservation because the property's rooms were sold out, or the rates were closed, is logged as a Denial. The caller wanted to make the reservation, but was denied because of lack of availability. Regrets and Denials, along with other pertinent information about the selling

session such as the CRO, property, agent, time and date of the call, rate code and associated market code are stored. This information can be reviewed and analyzed for future marketing and inventory management strategies.

agent selects the Sales screen End Call button.

In previous versions of ORS, Regret and Denial tracking was activated by the Turnaways parameter. A Turnaway screen appeared when the End Call button was selected, and the agent had to provide appropriate information, including Turnaway Codes that described the reason for not completing the reservation.

The Automatic Turnaways parameter will be available in a future ORS release. This function automatically tracks Regrets and Denials, without anyone having to manually enter codes or other information at the end of the call. Users will still have the option of choosing not to track turnaways, or to track turnaways "manually."



A session begins recording information when the agent selects the New button on the ORS Sales screen and ends when the

The OPERA suite of products is licensed in over 80 countries around the world.

Countries Where OPERA Is Licensed

Albania	Dominican Republic	Italy	Portugal
Antigua & Barbuda	Egypt	Japan	Puerto Rico
Argentina	El Salvador	Korea	Qatar
Australia	Ethiopia	Kuwait	Russian Federation
Austria	Fiji	Libyan Arab Jamahiriya	Saudi Arabia
Bahamas	Finland	Malaysia	Singapore
Bahrain	France	Maldives	South Africa
Barbados	French Polynesia	Malta	Spain
Belgium	Germany	Mauritius	Sweden
Bermuda	Greece	Mexico	Switzerland
Botswana	Guadeloupe	Monaco	Taiwan
Brazil	Guam	Morocco	Thailand
Cambodia	Guatemala	Namibia	United Arab Emirates
Canada	Honduras	Netherlands	United Kingdom
Chile	Hong Kong	New Zealand	United States
China	Hungary	Nicaragua	Uruguay
Costa Rica	Iceland	Norway	Vietnam
Croatia	India	Paraguay	Yugoslavia
Cyprus	Indonesia	Peru	
Czech Republic	Ireland	Philippines	
Denmark	Israel	Poland	

OPERA STATISTICS (April 2005)

PMS Total Installs	3250
S&C Total Installs	646
ORS/OCIS Total Properties	1125

OPERA Debuts Vacation Ownership Module

Does your property include a mix of privately owned vacation rental units and standard hotel rooms? If so, then OPERA Vacation Ownership System (OVOS) is perfect for you. OVOS integrates into the OPERA Enterprise Solution giving it the same functionality that exists in

system. Each contract can specify recurring fees and per-reservation charges. The housekeeping schedule, also defined by the contract, is completely integrated with OPERA's Facility Management and Housekeeping functionality. The system then takes the

needed because the system handles all the details in the background. Agents can even make fast reservations for owners, no matter how complex the contract. All the agent needs is the owner's name, and the reservation is completed with a few clicks.

New Reservation

Reservation Owner Rental

Name: Pace, Marie
 Unit: [dropdown]
 Arrival: 12-05-02
 Nights: 1
 Departure: 12-06-02

Calendar (December 2002)

1013 230 202

Sun Mon Tue Wed Thu Fri Sat

01 02 03 04 05 06 07
 08 09 10 11 12 13 14
 15 16 17 18 19 20 21
 23 24 25 26 27 28
 30 31 01 02 03 04
 06 07 08 09 10 11

Search

Name: [input]
 Unit: [input]
 Confirmation: [input]
 Only Owner:

Reservation

Name: BUNNY
 Arrival: 12-02-02 Monday
 Nights: 3
 Departure: 12-05-02 Thursday
 Confirmation: 46799
 Rate Code: COMP
 Rate: 30 USD
 Room: 116 CD
 Room Status: Dirty

Search Results Table:

Name	Room	Status	O/F
Smith, John		NO SHOW	
Rosco P.		NO SHOW	
Bo D.		NO SHOW	
Luke D.		NO SHOW	
Watkins, Daniel		NO SHOW	
Kevin D.	200	CHECKED IN	
Dozer, Elisa		NO SHOW	
Brandt, Susan		NO SHOW	
Bunny, Bugs	116	DUE OUT	
		NO SHOW	

Cashingier

Window 1: 237.90 USD
 Window 5: 6
 2
 3
 4
 7
 8

Balance: 237.90 USD
 Payment: Master Card

OPERA Vacation Ownership System is ideal for mixed-use properties which handle both condo units and hotel rooms.

other OPERA products, plus new vacation unit management features all its own.

Contract terms are the key driving force for the system and can be configured individually for each vacation unit. This allows a sales staff to negotiate different terms for each owner. The system then takes those contract rules and implements them throughout the ownership

contract rules and implements them throughout the entire OVOS module.

A Dashboard guides the reservation agent through an easy reservation flow defined by OPERA. The flow is the same for owner reservations, unit rentals, and hotel room bookings, making the screen ideal for mixed use environments. No knowledge of contract terms is

For fairness in making room assignments, a rotation formula is built into the reservation booking process. The formula considers factors such as when the unit was last rented, the owner's revenue goals, and unit value. When a unit is assigned, rotation values are used to equitably select the appropriate rental units.



Get on the Programme Newsletter Mailing List!

In the near future we will be launching an online electronic version of the OPERA Programme. The new OPERA Programme Digital Edition will be published in the form of a newsletter delivered right to your email inbox. The newsletter will include short précis of the Programme articles, with hyperlinks to the full versions stored on the MICROS Website. Click on the link to display the complete article in your web browser. The Digital Edition is ideal for readers who prefer to "go paperless," while the PDF and printed versions will continue to be available. If you would like to receive the OPERA Programme electronically, send your email address to: opera_programme@micros.com

Please put *Subscribe* in the Subject line.

EAME Region Hosts OPERA V3 Workshop



"To foster communication among the OPERA staff in the EAME Region, to strengthen our network for knowledge sharing, and to build clear regional standards for training and certification." These were some of the lofty goals set for the week-long V3 OPERA Workshop held in Neuss, Germany, in early April. Being such a large and diverse region, with more than 1100 OPERA installations, the "OPERA boom" has intensified EAME's focus on training new staff and enhancing communication channels throughout the region.

EAME organizers never anticipated the overwhelming response to their workshop announcement. The largest OPERA gathering ever held in the EAME Region took place at the EAME Academy in Neuss. In all, 28 regional offices took part, with representatives from Sweden in the north to United

Arab Emirates in the Middle East and South Africa to the south.

The week offered a full program of training on new OPERA V3 features in both PMS and S&C, demonstrations of new and existing OPERA products (such as QMS, Vision for OPERA, ORS, and DMU) and break-out sessions which rose to the challenge of writing documentation and standards to be shared and implemented across the region. The week's schedule included

presentations by Trevor Sands and Beth Gorod-Cinader from MICROS-Fidelio, Naples.

The V3 Workshop was topped off by a social gathering at Düsseldorf's 168-meter high Rhein Turm. Participants had a magnificent view of the city as they celebrated the conclusion of a week of learning, sharing ideas, and forging the kinds of relationships that underlie EAME's reputation as a successful and dynamic place to work.



As a sign of the success of the EAME V3 Workshop, requests to register for next year's event are already coming in.

Asia Pacific VISION Update

Pilot installations of Vision in the Asia Pacific Region have proven it to be an excellent complement to the OPERA suite. This business intelligence tool extends the reporting capabilities of OPERA to the familiar Microsoft® Excel environment. A wide range of analytical data views, known as serducts, allow users to define their own reporting needs from the repository of OPERA's tables, as well as non-associated

data from external spreadsheets, text files and MICROS 3700 & 9700.

Vision's awareness of OPERA Multi-Property enables easy consolidated reporting, particularly useful for unified multi-property operations. For example, a single finance team for the multi-property cluster can manage one amalgamated AR ledger.

In addition to the sample report pack, the Vision serducts

provide "simple English" access to a wide variety of data sets such as market segmentation, geographic analysis, rate analysis, revenue dissection, profile and reservation based information.

Graphical high level representation of business critical information can be drilled down upon to show multiple layers of composite data, e.g., by Region, Country, State, and Zip Code.

Vision allows for scheduled reporting and email distribution, with the Alert feature sending reports only on pre-determined criteria being met. For instance, the Alert feature can email the revenue manager if the forecast report should indicate occupancy greater than 90% or less than 50% within the next 90-day period, or should the average rate fall below \$100.

Daily Flash Report		Vision for MF Operate									
Filters: All Resorts / Business Date: 31/01/03		Extracted on 10 May 2005 08:22									
	Monday 31/01/03	Tuesday 01/02/03	Wednesday 02/02/03	Thursday 03/02/03	Friday 04/02/03	Saturday 05/02/03	Sunday 06/02/03	WTD	Budget	Variance	
Rooms Available	464	464	464	464	464	464	464	2704	2704	0	
Rooms Out of Order	0	0	0	0	0	0	0	0	0	0	
Rooms Occupied	57	10	22	33	27	9	9	204	280	-76	
Total Guests	109	47	10	84	41	38	16	288	520	-232	
Occupancy %	12.29%	10.53%	2.16%	15.52%	7.11%	5.82%	1.29%	10.64%	10.36%	0.28%	
Density	191.42%	101.16%	100.00%	116.67%	130.32%	140.74%	177.77%	131.97%	189.29%	-57.31%	
Average Room Rate	135.41	112.66	130.07	142.20	145.17	145.10	136.40	146.00	117.86	-171.86	
Feed	28.00	22.18	2.88	22.08	19.32	6.95	2.05	15.42	33.97	-18.55	
As Shows	0	0	0	0	0	0	0	0	0	0	
Fees of Charge	11	2	2	10	7	2	4	24	4	20	
Rooms Division Revenue	11149.71	1050.64	1300.50	10544.50	4390.45	3615.91	1238.32	42932.88	80000.00	-46067.12	
Food - Breakfast	0.00	843.23	116.41	0.00	0.00	0.00	0.00	961.64	2500.00	-1538.36	
Food - Lunch	0.00	0.00	208.72	0.00	0.00	0.00	0.00	208.72	2600.00	-2391.28	
Food - Dinner	1227.45	0.00	0.00	0.00	0.00	0.00	0.00	1227.45	3000.00	-1772.55	
Beverage - Breakfast	0.00	0.00	11.84	0.00	0.00	0.00	0.00	11.84	0.00	11.84	
Beverage - Lunch	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	600.00	-600.00	
Beverage - Dinner	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	600.00	-600.00	
Non-Res Revenue	1127.45	843.23	538.20	0.00	0.00	0.00	0.00	2508.88	0.00	2508.88	

OPERA Takes on Changing Fiscal Requirements

The many countries that comprise the MICROS-Fidelio Latin America Region are far from homogeneous when it comes to their fiscal and legal requirements. Just when you think you are compliant for every possible scenario, new legislation changes the rules once again. Fortunately, OPERA's exceptional flexibility accommodates even the most demanding country-specific fiscal and legal scenarios.

A good example was the OPERA implementation for Chilean properties. When the specs for the Chilean installation were written in 2001 we were required to print two different invoice types (Local Guests and Foreigners). By the time we started the first installation the number of invoice types had doubled (Locals with and without fiscal ID, Foreigners, and Internal Documents). On top of that, one of these invoices needed to be printed on a special slip-printing device. A couple of Application Setting switches later, OPERA was compliant with the requirements once again. (Oracle Report Builder also came in handy when dealing with the format for the slip printer.)

Uruguay presented another test of OPERA's adaptability when it went from having a simple tax structure to one that is fairly complex. Here, for example, a particular tax is applied only if (1) your guest has a given "Guest Type," (2) you are in a special seasonal period, and (3) the charge being posted is subject to the tax. Again, OPERA was up to the task.

In some cases, different fiscal and legal requirements apply within the borders of a single country. In Mexico, for example,

some properties can decide to print folios for their deposits, while others only print receipts. In Argentina, some properties need to retain an amount of the invoice total for the local equivalent of the IRS, and other properties don't.

These are only a few examples of the many challenges OPERA has successfully faced in the Latin American world, thanks to the partnership between the OPERA Development Organization and the Latin America Region team.



Asia Pacific Increases Focus on OPERA Training

Within the last year, Asia Pacific Region has significantly extended its training capabilities to ensure a consistently high standard of service delivery across its wide and culturally varied installation base.

AP's emphasis on training is aimed at offering a variety of educational opportunities for advancement of the Hotel Systems team. A Regional Training Manager position has

been added to the AP staff to oversee training matters.

Training modules include:

- ▶ Introductory and advanced classroom-based learning in the OPERA Suite.

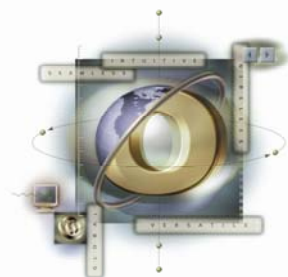
- ▶ OPERA certification coaching and examination.

- ▶ eLearning delivered via Centra from the Sydney campus in selected product areas such as new version functions, OXI generic and corporate customer specific varieties of OXI.

- ▶ Corporate customer study and certification programs.

- ▶ Custom tailored on-demand learning programs such as Oracle Report Writer and advanced HTML Confirmation Letter design.

Asia Pacific Region's training initiatives, in combination with other MICROS Systems' training offerings, help ensure smooth and successful OPERA implementations and satisfied end users.



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Deposit Management Made Easy: Transfer, Apply, and Unapply

Having the right tools makes any job easier. OPERA has some improved deposit management tools that help you quickly and accurately take care of two familiar tasks – moving deposits from one reservation to another, and applying unallocated deposits to the appropriate deposit request.

Transferring deposit payments from one reservation to another is straightforward and simple. Here's an example. Suppose a company sends the hotel a check for \$500 to cover room deposits for two employees who are arriving for a conference. The reservation manager posts the deposit check to the company's group posting master. From this reservation, the manager opens the Deposits & Cancellation screen, clicks on the

Transfer button, and chooses the employee reservations to receive the deposit. Deposit payments can be transferred to any one or more reservations that have not yet checked in. The deposit

payment can be automatically divided equally between the reservations or you may specify some other allocation.

Keep the Transfer tool handy when you're dealing with

cancelled or no-show reservations that have a deposit. If the guest wishes to make a future reservation, just transfer the deposit to the new booking with a couple of clicks.

The Apply/Unapply tool is like an electric drill that has a forward and reverse switch. Until deposit payments are assigned to a particular deposit request (for example, a room or catering deposit request), they are labeled "Unallocated." The Apply/Unapply toggle button makes it easy to match up an unallocated deposit payment with the proper deposit request. Simply highlight the unallocated deposit and select the Apply button. Once applied, use the Unapply button to reverse the payment.

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MICROS Systems, Inc. is the world's leading developer of enterprise applications serving the hospitality and specialty retail industries exclusively. MICROS serves table service and quick service restaurants, hotels, the leisure and entertainment industry, and specialty retail stores, with complete information management solutions including software, hardware, enterprise systems integration, consulting and support.

MICROS is the global leader in the restaurant industry with more than 200,000 installations worldwide. MICROS provides solutions that combine unified access point-of-sale, back-office, and corporate-office applications. For large enterprises, MICROS offers scalable solutions for managing the complex operational requirements associated with hotels, casinos, airports, theme parks, stadiums and cruise lines.

Through our global markets subsidiary, MICROS-Fidelio International, we continue to strengthen our worldwide position as the premier provider of enterprise-wide integrated information technologies for the hotel industry. MICROS-Fidelio has become "the standard" in the industry with over 20,000 installations worldwide.