

# Micros Fidelio Suite 7 Overview

## Features & Functionality

This document will highlight the new features and functionality of Micros Fidelio Suite 7 front office. Obviously we can not list here all the improvements made in this version, rather only emphasize the major issues.

### • **User Interface & Flexibility**

A prime consideration during the development of Suite 7 was ease of use and user friendly operations.

- The system has been designed to facilitate the use of a keyboard, mouse or touch screen technology simultaneously.
- Integrated context sensitive help. On line documentation and step by step directions.
- User configurable speed bar menus. The user can, within his given authorization rights, customize his own speed bar (menu) deciding under which primary section (reservations, front desk, etc.) each option will appear and in which order. These definitions are linked to his user name and do not affect the display of other users.
- Screens are fully user definable by way of the new Fidelio screen painter. Fields can be moved, added or removed easily. The user can place fields from different databases onto the same screen. For example, profile field "nationality code" can be added to the reservation screen and then updated by the user. Entry sequence mandatory fields and logical validations can be set by the user.
- Scanning maps and other information. Scan the pictures of VIP guests right into their guest profile or scan map and directional information into the "Fidelio information center".
- Drill down capabilities. When viewing information on the various Fidelio queries, the user can easily "drill down" on most items to see more detailed information.
- On the fly reporting. After the user has set criteria for various searches, simple "one off" reports can be created 'on the fly', showing the results.
- On line release notes. New feature, useful explanations and examples can be easily reviewed via this helpful feature.
- Integrating reports as part of front office. Reports are no longer a separate application in front office. Now all reports are integrated as part of the front office system, which promises fast access and results. Users can design their own reports from most "off the shelf report generators" and effortlessly attach them to the standard Fidelio module.

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## Reservations and Front Desk

- Party reservations. This feature enables the user to link multi-room FIT reservations together as a “party”. When the user searches for any one of the party members, during the check-in procedure, billings or check-out, etc. the system will display all members of that party. Furthermore, guest messages can also be sent to all members of a party.
- Variable meal plan. This feature enables the user to define future plans for individuals or groups. The plan will affect the meals and package forecasts and will update the reservations automatically at night for charging purposes. Any package element can be used to forecast: F&B, newspapers, equipment, etc. According, a special multi-day forecast report has been written.
- Sharing Guests. When joining shares, the user is prompted to select the charging breakdown. When splitting shares, the rates will automatically revert to the proper price, according to the guests rate plan. If one sharer checks out of the hotel, and the remaining guest is NOT checking out today, then his rate will be properly recalculated as, for example, a single.
- Indicator Lamps. Special indicator lamps will “light up” on guest records calling attention to special situations such as - messages, guest locators, variable meal plan, special billing authorization, action traces and much more. These indicators also offer direct access to the associated function.
- Handicapped feature. The reservations of guests requiring special care or attention can be discreetly marked to help guest service.
- Waiting list priorities. You can now prioritize your reservation waiting list with this new two-tiered feature. Wait listed guests will receive automatic prioritization according to predefined criteria concerning VIP status, returning guest, market code, length of stay or potential revenue. These guests can further be prioritized on a simple low, regular or high priority level within the predefined criteria. When space becomes available in your hotel, the Fidelio waitlist feature will prompt the user as to which guest can best be “moved” into active reservation status.
- Possibility to bypass history. Sites who are not interested in managing active guest history information may set a parameter that bypasses this feature. Should the site decide at a future date to initiate this characteristic they can do so without any extra preparation.
- New improved room-blocking features. Preferred rooms automatically offered as per guest profile. Automatic room blocking as per guest’s VIP status. Guest’s preferred room automatically offered during check in.
- Check in walk in guests without having to first access the profile screen. The system creates a profile automatically.
- Dynamic sharing capabilities. Sharers can be easily linked and separated at any time during the reservation and/or guest stay. Rates are automatically adjusted when sharers are joined and separated.

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- Locator linkage to leisure plan. When a guest's leisure program is initiated, an automatic locator is placed on his record.
- E-mail
- Linkage to Word and Excel. Folios, registration cards, confirmations letters, etc., can now be designed using MS-Word. In an upcoming release, users will be able to have reports "print" to the disk in a format accessible by MS-Excel.
- Reasons for room move. Hotels can now set predefined reasons for moving guests from one room to another. A statistical report can be created to show the reoccurring reasons for such actions.
- Reinstate checked out guests. Checked out guests can now be reinstated into the system from either the billing screen or the in house screen without having to post a charge.
- Last bill & last reservation recall. Last bills or guest cards can be immediately recalled. Users no longer have to remember or search again for their last actions.
- Super blocks. According to user rights, room blocking can be now designated as a 'super' block, meaning that no one can remove that specific block without special authorization.
- Hidden fields. A special attribute, 'hidden', has been added to the screen painters. Users now can declare that the contents of a field will be hidden from display to users with inappropriate rights.
- Inspected status. A new house keeping room status. Inspected room status is one level higher than 'clean' rooms. The user can decide whether only 'inspected' rooms can be assigned to guests or not.
- Touch up room status. This new room status is intended for the cases where guest's request to change his room very shortly after check in. It indicates that the room should be checked and, if cleaning is required, it will usually be just to 'straighten up' the room and not a complete clean.
- Interactive floor plan. The new and improved floor plan allows the user to change the housekeeping status of the room, edit an in house guest and even perform a room move.
- Report scheduler. Users can now schedule in advance when reports should be printed. The system will automatically initiate the series at the given time.
- Print reports to a queue. Reports can now be printed in background, thus freeing the screen for continual use.
- On line data dictionary. A complete online data dictionary is placed at the users disposal.
- On line data base verification. An online program can be run to assure the integrity of your users databases with regards to required fields and new indices.

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- Error log feature. Should a run time error occur while running Fidelio, a detailed log file is automatically created which will assist service personnel in determining the events leading up to the error.
- Tracking the user who delivers the messages. Now you can track which user actually marked the message as "delivered"– not just recorded the message into the system.
- Reservation fields are automatically populated as a result of credit card swiping. When using the credit card interface, various fields will be automatically populated when swiping the guest's credit card --- Guest name, credit card type, number and expiration date.
- Rechecking in of house accounts. The hotel has the possibility to reuse the same house accounts numbers over again, thus minimizing user error. The system automatically prompts the cashier that checks out the house account to reinstate it with the same registration number.

## Groups

- The user can define, configure and save, on the fly, an unlimited number of templates to coincide with the rooming list formats that are sent by the different wholesalers. The clerk can then enter the information in the same order sent him by the agent. Mandatory fields, which the user removes from the rooming list screen, will be automatically updated from the PM information.
- The user can join and break shares at random, even after the rooming list has been completed.
- The user can now update all guest information directly from the rooming list without having to enter into individual reservations. He can also add new names to the group while looking at the names previously entered.
- The user can sort and print the rooming list on the fly from the actual information entry screen.
- Room grids can be updated directly from the rooming list.
- A special parameter which allows the hotel **not** to save group members in guest history.

## Rates

- Rate linkage. Rate codes can be dynamically linked to all the kinds of profiles in the system. The user attaches "private" rate codes to an agent, company, group or individual. The same rate code can be linked to different agents - and - agents, companies, groups or individuals can have as many rate codes as is needed. When making a reservation or querying a rate, the system will display **ONLY** those "private" rates that have been linked to the specific

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profile. By simply pressing a button the user can expand the display to view "public rates" as well. Public rates are those which are open to the general public (such as rack rates). Moreover, if the user has the proper authorization, he can simply click another button to view all the rates in the system. This option is useful in cases where, for example, a hotel has issued a corporate rate to a large company and an employee of subsidiary company calls to reserve a room. The hotel either has not had time to COPY the rate codes over OR simply does not wish to do so, they can display "ALL" and then select the corporate rate and attaches it to the new reservation.

- A selection process for agent, company or source has been added to the rate query. This expedites the creation of a new reservation directly from the query without having to exit and then enter the "new reservation" window.
- *Coming soon – Euro currency and multi-currency systems.*

## Profiles

- Profile search can be sorted by profile type – Individual, Company, Agent, etc.
- A feature to compare two profiles prior to merging has been added to the system.
- Displays both detailed history stays and summary information on the same screen
- Future reservations for agents and companies are listed. There is now complete access to these reservations directly from the profile screen, enabling the user to amend reservation data without having to enter the reservation module.
- Hotels can scan and store guest pictures within the profile.
- The user is supplied with a completely configurable screen for additional profile information, this is in addition to the general user definable features of Fidelio.

## Cashiering

- Rebates can be performed according to billing instructions. This feature enables the hotel, for example, to grant a 10% rebate on all food and beverage charges. Accordingly, the hotel can attach a "rebate depart" code to each debit department. This department will automatically receive the rebates. The system also knows to calculate the rebates already given into the department(s) total when issuing subsequent rebates to the same folio.
- Rebates can be issued in either a percentage or sum.

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- Entire parties can be selected in order to perform simultaneous billing functions. In this instance, all the members of the party will be loaded into the billing screen, and all the cashier has to do is to “tab” from one to another.
- Group members, requiring individual handling, can be selected in the same manner.
- The cashier can access additional guest bills without exiting the current folio he is working on. The system will allow for 60 separate guests to be processed simultaneously, each with up to four different folios.
- A new “return” function has been initiated, wherein the cashier can return all transferred charges back to the original guest. This feature works even if the original guest has moved rooms since the transfer. This option is especially useful when a cashier accidentally transfers all guest charges to a PM account. This ‘one touch’ feature will return all the charges to their original owner.
- The transfer charge function has been greatly enhanced and can now facilitate inter-guest and intra-guest drag and drop capabilities.
- Enhanced folio formatting. The user can set up a “what you see is what you get” guest folio including special fonts and affects.
- Credit card processing can be run in the back ground, if using FO\_Server.
- Interactive night audit procedure. Night auditors can process guests from within the night audit procedure.
- Set the defaults for receipts, invoices, etc. The hotel can set a “yes” \ “no” default for all receipt or invoice printings.
- Returnable items. Hotels can mark ‘specials’ as returnable items. The cashier will be prompted, during check out, to assure that the item was returned by the guest. Accordingly, charges can be added to these special items.
- Control “P” rooms on displays. The user can determine on which display the Pseudo rooms will and will not appear.
- Credit cards directed directly to IFC and bypassing A\R.
- Historical exchange rates. Exchange rates are now saved with ‘value dates’. This enables the hotel to keep historical rates for reporting purposes.
- Automatic room and tax posting. A new option has been added to the cashiering module. This function will automatically post the proper daily rate, fixed charges and tax to the guest.
- Default ‘passer by’ market code and source code. Hotels who have frequent passer byes can now set default market and source code values. This assists in receiving accurate statistics.

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- A\R – printing receipts and invoices
- Foreign currency credit cards. Hotels can define foreign currency credit cards their system.
- Foreign currency deposits. Deposits can now be received in any currency.
- PX - Room check out. Cashier can now automatically transfer the charges of guests checking out to PX rooms, without closing the account. This will act as a city ledger billing system.
- Printing Micros check from cashier billing menu. Checks posted via the Micros interface can be printed out at the front desk. The printout will not resemble the original check as far as its format is concerned.
- Multiple guest handling in billing. Cashier can work simultaneously on up to 60 separate guests.

## Quick function keys

- Detailed availability. Now allows the user to toggle between an availability display and an occupancy display. The user can drill down to the level of an individual reservation and can, if authorized, update it.
- Control panel. The user can now update events, out of order and overbooking levels directly from the control panel. The user can drill down to the level of an individual reservation and can, if authorized, update it.

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- Room plan. Listed are the new features of the room plan:
  - Display room type detail, showing the number of rooms of each type and their housekeeping and front desk status.
  - Alter the housekeeping status of a specific room.
  - Add or change daily events.
  - Check in a walk in guest.
  - Create a new reservation with automatic room blocking.
  - Assign a room to an expected guest.
  - Drill down to the level of an individual reservation and can, if authorized, update it.
- Occupancy graph. A graphical display depicting level of occupancy over a user-defined period of time. Accordingly the user can select the format of the display to show a breakdown between individual and group reservations, tentative and definite reservations, picked up and non-picked up blocks, etc. The user will be able to drill down to the level of an individual reservation and, if authorized, update it.
- House status. The house status display refreshes itself automatically. The screen can be minimized "out of the way" and recalled with up-to-date figures at the user request.
- Interactive calendar function. This once simple display has been expanded into a versatile interactive query enabling users to view occupancy, create new reservations or block headers and set events or day types.



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## Miscellaneous

- User definable guest message texts. The hotel can predefine message texts with commonly used phrases, this saves time when recording guest messages. The user can still free hand all messages to the guest.
- Default data. An authorized user can easily define default reservation information (such as length of stay, package elements, source or market codes, country code, number of pax, etc.). This information will appear automatically while creating new reservations. If need be, these defaults can easily be overridden by the user.
- Mandatory and default fields on the fly. Users can define which fields are mandatory when creating a new reservation or when checking in a guest. This information can be easily altered to adapt to changing needs. Furthermore, the user can quickly define default information that will appear automatically when creating new reservations and thus save data entry time.
- Multi-currency. Fidelio is now fully multi currency. Hotels can select to manage their accounts in any currency in addition to their local currency. The system, guest's folios billings and charges will be continually balanced in both the base and the parallel currencies. As always, rate codes and payments can be in any number of foreign currencies without limitations.
- Euro currency. Fidelio suite 7 is fully compliant with EURO currency regulations.
- Electronic log book. Users can send and store operational messages or instructions to one another.