

Amadeus Multiple-room availability

Amadeus Multiple-room availability & Micros Systems, Inc.

MICROS Systems, Inc., a leading developer of enterprise applications serving the hospitality industries, is now fully benefiting from a new Multiple-room availability solution developed by Amadeus, a leading travel technology partner and transaction processor for the global travel and tourism industry. The Multiple-room availability solution is offered by Myfidelio.net...

The Amadeus Multi-room availability functionality is a tool that improves the travel agency search and reservation capabilities. Thanks to this new implementation Amadeus users can now, through one single request, search a list of hotels offering availability for several rooms of the same room type and for the same occupancy level. The feature has been developed to display nothing but relevant hotel availability to the travel agency request, as it gives an overview of all available rates ranges per room for the requested number of rooms. At sell time, one segment is created for each room, with its dedicated confirmation number. After the sell, each booking segment becomes independent and can therefore be modified or cancelled individually. At the end of the transaction, Hotel Pricing rates are applied separately to each room. This multiple booking functionality is unique in the way that it allows each booking segment to be modified and/or cancelled individually without having to cancel the PNR itself.

This new Multi-room booking enhancement directly benefits to Amadeus users that can further optimize their productivity by getting an interactive answer to their request directly in the Amadeus Hotels Multiple-Property Availability display for up to nine rooms. By removing the frustration of having to use individual bookings to reserve several rooms, the Multi-room availability tool simply takes away the risk of facing a closed inventory when booking the last room needed. Incidentally, the

solution increases the Travel Agent's satisfaction by giving an instant response to their specific need for multi-room bookings.

“Our multi-room availability solution creates real value for to the Amadeus end user by simplifying the highly time consuming multi-room booking process. The new functionality allows the travel agent to confidently handle multi-room booking in a more efficient way” Hugo S. Ehrnreich – Head of Hotel Distribution, Amadeus.

“The multi-room availability solution provided by Amadeus gives to our hotel customers using myfidelio.net for GDS distribution the ability to sell additional inventory in a more effective way. The feedback of our customers has been excellent”, added Andrea Carrillo Bianchi, Senior Director eCommerce of MICROS-Fidelio EAME.

More information:

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Information on MICROS Systems, Inc. and MICROS-Fidelio GmbH.

MICROS-Fidelio GmbH in the EAME region is a wholly-owned subsidiary of MICROS Systems, Inc., supply enterprise applications to the global hotel and catering industry and the retail sector. There are currently more than 310,000 MICROS systems installed in full-service and fast-food restaurants, hotels, motels, casinos, and leisure, entertainment and trading companies in more than 150 countries across all continents. Furthermore, there are hotel management systems, central reservation systems and customer information solutions in use in more than 26,000 hotels across the globe. In addition, 100,000 retail stores worldwide work with Point of Sale and Loss Prevention solutions from the subsidiary MICROS-Retail. MICROS shares are listed on NASDAQ as MCRS.

For more information on MICROS-Fidelio GmbH and its advanced information technology solutions for the hospitality industry, please contact your local Account Manager. You can also visit the MICROS-Fidelio website at www.micros-fidelio.eu