

Dear Hotel Customer,

It's time for the 2nd edition of the myfidelio newsletter!

We often hear things like 'a travel agent called and said they can't book us in their booking system, but I know we have lots of rooms available, why can't they book us?'. So this month we will focus on what you can do in order to improve your availability and increase your bookings volumes, especially via the GDS systems (Amadeus, Galileo, Sabre, Worldspan).

However we will start by highlighting some information from last month about how you can use WPS Worldwide Payment Systems as your commission payment service provider.

With best regards,  
Sabina Sundberg  
Myfidelio.net — Customer Service Manager EAME



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#### myfidelio.net launched centralised commission payment services!

Centralised commission payment services are available for all myfidelio.net customers. Worldwide Payment Systems is our partner, a leading data and payment company specialized in the payments of travel agencies commissions.

By signing up to WPS services, you will be able to pay all your commissions only once for reservations made by any travel agency, coming from any source; GDS, website or phone. The cost is only Euro 1,0 per commissionable reservation.

Central commission payment is crucial for the hotels to get confidence from the travel agency industry and as a result generate more bookings.

For more information please contact your [Customer Service](#).

#### Passive bookings in the GDS's

According to reports we receive from the GDS companies many travel agencies make 'passive hotel bookings'. A 'passive' hotel booking is a booking that is manually confirmed between the travel agent and the hotel customer, and happens if a travel agent is not able to confirm the booking via the GDS system. There are various reasons to why a travel agent is unable to confirm the booking directly in the GDS system, and there are things we can do together in order to reduce the number of passives at your properties.

Our customer service team is checking your hotel data on a regular basis, re-viewing the reports we receive from the GDS companies, and make sure the GDS companies are approaching the travel agencies.

[Click here to see our recommendations on what you can do.](#)

If you have questions please do not hesitate to contact [Customer Service](#) who will assist you in any way possible.

#### Latest News!

Lanyon content management is now available for any myfidelio customer!

The accuracy of your hotel description helps all travel agents to recommend your hotel and generate guests for you. Hotel descriptions are required by all 4 GDS's and by websites, such as Expedia, Hotel.de, HRS, Hotelzoo, etc.

myfidelio uses Lanyon content management tools to update your hotel descriptions in all channels. And starting now, you can get your own access to Lanyon if you wish to view and also update your hotel descriptions.

For more information please contact your [Customer Service](#).

#### myfidelio upgrade planned for November!

A new upgrade of our software is currently being tested. This upgrade will contain features related to BAR (Best Available Rate) rate functionality and interfaces with PMS. As soon as we have defined dates for the next upgrade of myfidelio, we will publish them on our [website](#).



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## Availability and Restrictions



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There are many different ways to set restrictions in myfidelio and we would like to give you some recommendations on how to keep it simple and also explain exactly what the various restriction types mean. [Please click on this link to download a document describing some of the restriction types.](#)

If you have the feeling that you have made too many types of restrictions for a specific period and you just want to remove all of it and start over again, just enter the date period and tick the box 'Clear All Restrictions'. We recommend you to use the Rate Parity screen where you can check your availability by room type, rate type and channel. And again, also remember to check your daily room inventory.

If you have questions please do not hesitate to contact [Customer Service](#) who will assist you in any way possible.

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## Room- and Rate Descriptions



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You already know that you can load room- and rate descriptions per booking channel. But do you also know that for the GDS's, by using the additional function 'Global Descriptions', you can now save time by loading your room- and rate descriptions for just one of the GDS channels and these descriptions will automatically update to all of the other GDS channels. [Click on this link to download a user guide on how to load your descriptions for the GDS's using 'Global Descriptions'.](#)

If you have questions please do not hesitate to contact [Customer Service](#) who will assist you in any way possible.

## Book an Online training session!

You can at anytime contact our Customer Service team and book an online training session free of charge.

## Customer Service contact details:

Mon - Fri, 09.00 - 18.00 CET.

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