

Dear Hotel Customer,

Summer is coming to an end and we trust you've had a fruitful season! We know it's hard to speed up and get back on track again so in this first edition of the year we decided to go easy on you and focus on a few but yet very important topics.

We hope you'll find this well and there will be more to come in the next edition!

With best regards,

Sabina Sundberg  
Myfidelio.net — Customer Service Manager EAME



Image from Grand  
Hotel Kempinski  
Geneva

### Rates 2008

Time is moving quickly and before you know it 2008 is knocking on your door! Did you know that Travel Agents can book 341 days in advance on the GDS? They can already book rooms for well into 2008. As most rates expire in December 2007 you could potentially already be missing out on room nights.

[Click on this link to download the document 'Rates 2008' with more information on recommended Public Rates and GDS Negotiated/ Consortia Rates](#)

If you wish for further guidance on how to get your 2008 rates loaded for myfidelio, please do not hesitate to contact [Customer Service](#) who will assist you in any way possible.



Image from  
Kempinski Hotel Mall  
of the Emirates

### Mylink

All websites have an online booking service these days. Mylink, which is the name of Myfidelio's online booking tool, now has a completely new design! As an excellent example we would like to show you how [VICTORIA-JUNGFRAU Grand Hotel & Spa](#) has integrated Mylink on their web site as their live [Online booking](#).

### Mylink - Administration Tool

On top of this you also have the option to customize the look and feel by changing the colour scheme, upload or replace images, etc. to make it suite your website the best way possible. Please download the document [Mylink Administration Tool](#) for guidance on how to administrate this.

So for all of you who did not yet activate Mylink, and for those of you who are still using the old Mylink on your website, please urgently contact [Customer Service](#) for further information on how we can assist you.



Image from  
Kempinski Hotel Mall  
of the Emirates

### Marketing Messages for GDS

Adding your own customized marketing messages in the GDS systems will give you the opportunity to give travel agents additional information about your property and about your promotions. The travel agents will see these messages during the reservation process, while they are looking for your property, rates and making the booking.

[Click on this link to download the document 'Marketing Messages' with instructions on how to set this up](#)

If you wish for further guidance on how to set this up for your property, please do not hesitate to contact [Customer Service](#) who will assist you in any way possible.

### Latest News!

Myfidelio.net introduces commission payment services!

Central commission payment services is crucial for the hotels to more effectively manage the payments to travel agents, get confidence from the travel agency industry and as a result generate more bookings.

Travel agencies that are not receiving their commissions in a timely manner do not book the hotel a second time.

We would like to introduce to you our most recent partner: Worldwide Payment Systems (WPS). WPS is a leading data and payment processing company specialized in the payments of travel agencies commissions. You will be able to use their services as from October 2007.

For more information and contracting, kindly contact [Customer Service](#).



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### Hotel Images

Distribution is not just about Rates and Inventory. Travel Agencies and Individual Travellers now have the possibility to see pictures of your hotel through their Global Distribution Systems (GDS) and Websites (ADS). As this will improve your marketing and make you more competitive, Myfidelio.net provides you with the service of uploading your pictures to these channels.

We need a minimum of 4 pictures, for example, Exterior View, Rooms, Bar, Pool and Lounge. The specification of the pictures is limited to 400x500 pixels, JPEG format. Logos can be sent in both GIF and JPEG format.

So for those of you who still haven't sent us your most up to date images; please e-mail your images to: [de-images@micros.com](mailto:de-images@micros.com)



Image from Grand  
Hotel Kempinski  
Geneva

### Reports

We are very pleased to announce a new report available in Myfidelio: Rate Code Reservation Reconciliation - This report is designed so you can reconcile bookings on a particular Rate Code and see what travel agency made the reservations. You can run this report for a specific Rate Code, or you can run it for all your reservations within a month to cross check your commission payments.

We would strongly recommend that you use this report to cross check commissions that need to be processed each month.

[Please click on this link to download the new updated Myfidelio Reports user Guide.](#)

### Myfidelio Customer Service

Once again we would like to take the opportunity to introduce our new Customer Service Representatives:

Teresa Eisenblatt  
Juliane Knigge  
Andrea Pook  
Daniel Zelling

For support or training requests our Customer Service is available  
Mon - Fri, 09.00 - 18.00 CET.

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