• CONNECTING HOTELS TO CUSTOMERS **• DECEMBER 2010**

Dear Customer,

We have the pleasure of re-introducing the Micros Travel booking channel!

Micros Travel has been trading exclusively in the area of Travel Technology since the early 1980's. Micros Travel operates a point of sale system called Sabs agent to over 10,000 agents across the UK and Eire.

The channel connection type based on Opera Web Services (OWS) enables functionality such as Dynamic Base Rates, BAR Rates, BAR Based rates.

Micros Travel channel is available for all myfidelio.net hotel customers and requires only a few very easy steps to activate.

If you have any questions or require additional information please contact the myfidelio.net Customer Service team: EAME-IQmyfidelio@micros.com, or the Micros Travel team: uktravel-support@microstravel.com

Kind regards,
myfidelio.net & Micros Travel

www.microstravel.com

At Micros we have spent the last 25 years supplying various sectors of the travel industry and our standing in the travel community is second to none. We pride ourselves on our fantastic levels of customer service and our ability year after year to produce new and innovative applications for our partners in the travel sector.

Micros Travel has just integrated the Micros Rooms XML, which we provide to our 10,000 agents. This enables our customer base to search your hotel content. You will be able to distribute your hotel inventory directly to the 10,000 Travel agents.

micros | TRAVEL
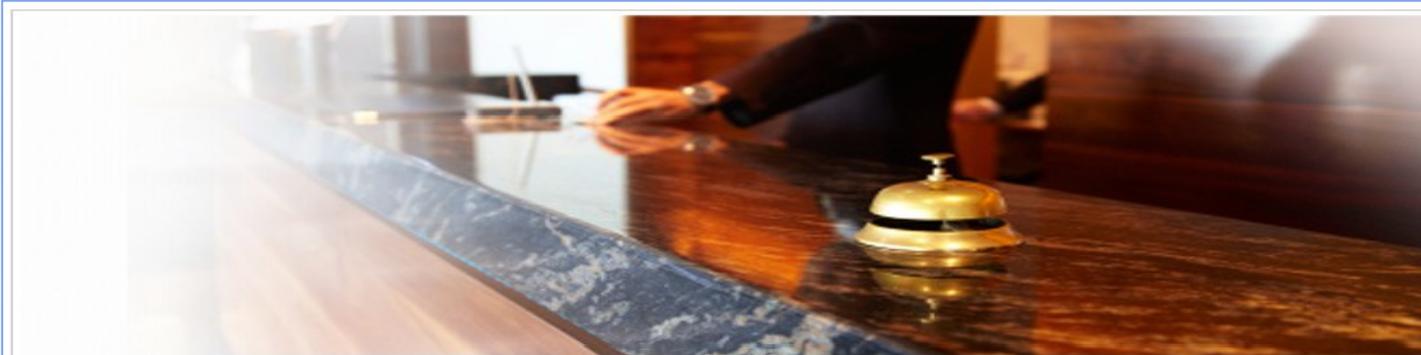
EAME Central Customer Service contact details:
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E-mail: EAME-IQmyfidelio@micros.com
Phone: +49 2131 137 113
Fax: +49 2131 137 404

Q & A's

• HOW DO I ACTIVATE MY HOTEL FOR THIS CHANNEL?
With only a few configuration steps you can make your hotel available for bookings,
please find attached User Guide with detailed information on how to activate the channel for your property.

• HOW DO I PROVIDE HOTEL IMAGES TO SABS BOOKING SYSTEM?
Please send your hotel images directly to Micros Travel: uktravel-images@microstravel.com
Max. number of images: 15
Size requirements: 280x187 pixels

• HOW DO I PROVIDE HOTEL DESCRIPTIONS TO SABS BOOKING SYSTEM?
The Sabs booking system will show your hotel descriptions loaded in myfidelio OCM, General Property Details, Property Description, Property Location and Directions to the Property.

• WHERE ARE THESE SABS TRAVEL AGENTS LOCATED?
All Sabs agents are based across the UK and Eire.

• HOW WILL TRAVEL AGENT COMMISSIONS BE CHARGED?
The hotel will receive an invoice from the travel agency or the travel agency will be paid via WPS (Worldwide Payment Systems) if the hotels is using their services.

• ARE THERE ANY OTHER APPLICABLE CHARGES?
Only the myfidelio.net standard fee's according to your contract.

• WHICH CREDIT CARDS ARE ACCEPTED?
Visa, Master Card, Amex, Maestro.
If you wish to allow other cc's please contact your local myfidelio.net support.

• WHICH GUARANTEE TYPES ARE ACCEPTED?
GX = Guarantee to credit card
DX = Guarantee to deposit by credit card
* DP = Guarantee to deposit via Travelpayer (not in place yet)

• WHAT IS TRAVELPAYER?
An online payment provider. * Once this module is in place, expected early 2011, the agent will no longer lodge the customers' credit card but will take full payment at the time of booking. At the prescribed point the Travelpayers system will take the money from the agents' bank account, leaving behind any commission and make the transfer of funds to the hotel. If a hotel chooses to use this form of guarantee/payment, they will sign up for Travelpayers and agree a set of rules regarding timings and fund transfers including e.g. commission rates if applicable. Additional information will follow as soon as the module is ready to use.