

Newsletter - September 2009

Dear Hotel Customer,

Together with the upgrade to SP3 (V5.0.01.03) on Sunday the 21st of June 2009, myfidelio.net launched the integration of PayPal to mylink.

This integration allow hotels to obtain payment for deposits linked to specific rates offered in the front-end of mylink. This will add value to mylink and allow the hotel to secure revenues.

After a few weeks of successful testing at The Hotel Portmeirion and Castell Deudraeth, Wales, UK, we are now happy to introduce PayPal to all mylink hotel customers!

With best regards,
Sabina Sundberg
myfidelio.net - Customer Service Manager EAME

Features provided:

The features of the PayPal integration in this first phase are:

- Deposits (full or partial) linked to a specific rate can be prepaid via PayPal
- Deposits will refer to the room night revenue only
- The deposit amount deducted by PayPal will follow the deposit rules set up in myfidelio.net
- Package elements attached to a reservation are excluded from prepayment
- Currently no refunds possible
- Currently no modifications possible
- The PayPal transaction ID and the deposit amount deducted will be sent to all PMS interface hotels. For V6, V7 and V8 customers this information will be sent as a Trace. For OPERA PMS and OPERA ORS it will be sent as reservation comments, and will be visible as reservation comments in the reservation. The hotels accounts department has to make sure the balance is credited correctly.

Pre-conditions to use the service:

The following pre-conditions need to be fulfilled:

Hotel Customer:

- Hotel has an account as merchant with PayPal. This account can easily be created online, via the [PayPal website](#). By opening the account (signing up) You will be guided through the process step by step. Please contact your [Customer Service](#) team for the "onboarding flow document" from PayPal which includes the web site links for some example countries. Or enter the PayPal site by using the example links attached further down in this letter.

Your local myfidelio.net Customer Service (upon request):

- Username, password and key provided online by PayPal to the Hotel has to be entered in the mylink Admin tool.
- Hotel should forward to Customer Service its PayPal account data obtained from PayPal, to be entered in the Admin tool.
- Dedicated Reservation type PayPal and Deposit Rule are created in myfidelio and attached to the rate(s) to be prepaid.
- Myfidelio connector is configured in order to download PayPal reservation type to PMS.

Booker:

- Guest making the booking has an account with PayPal.
- This account can easily be created online in the PayPal window during the booking process, in case the guest does not have an account yet.



[The Hotel Portmeirion and Castell Deudraeth: aerial view of Portmeirion Village.](#)

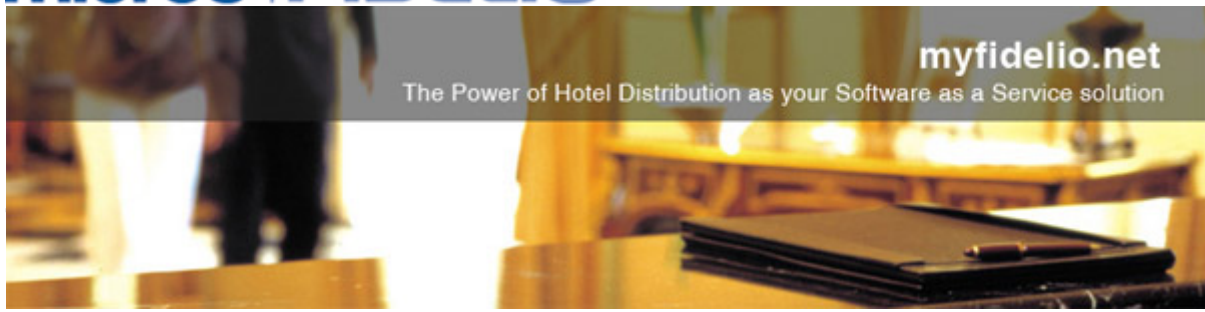
Note: search for dates between 22 Dec 09 to 2 Jan 10 to see the "Festive Package".

We would like to thank *Robin Llywelyn, Managing Director at, the Hotel Portmeirion and Castell Deudraeth, Gwynedd in Wales,* who participated in the test phase of the integration of PayPal to mylink.

"We were glad to take part in myfidelio's Paypal pilot. It was a very simple procedure to get our rate codes linked to a Paypal account and our customers found it easy to use. Setting up the Paypal account was easy and once we satisfied Paypal's verification procedures the account management was quite straightforward. I would recommend this as an effective way to manage pre-payment rates or to take deposit payments."



[The Hotel Portmeirion with 'Amis Reunis' stone boat and estuary view.](#)



Booking Flow:

The mylink user interface is linked to PayPal.

When the guest has reached the step "Review Reservation" and hits "Make Booking", a call to PayPal is sent to setup the checkout payment process and to initiate the payment transaction.

The mylink booking website will be directed to the PayPal site, The session will remain in the current browser window. However, the user will leave the myfidelio.net domain as the entire payment transaction takes place in PayPal's domain and environment. The guest logs in with his account details and submits a payment transaction to the hotel account in the hosted PayPal page.

Once this step is completed, PayPal redirects back to the mylink user interface.

Based on success or failure of the payment, the reservation is confirmed to the guest or not.

In myfidelio.net the reservation is held in session for maximum 1 hour. If the payment is successfully completed, the confirmation number is sent to the guest. If the payment is not completed, no confirmation number is sent and the session closes without reservation.

The guest does not need to enter any credit card details in mylink and these details won't be passed to myfidelio.net or to the PMS. The guest's credit card details or bank account have been previously stored with PayPal, when the guest opened his account. Payment is done directly with PayPal. PayPal will transfer the money to the hotel.

For a sample of the confirmation letter to the guest, please contact your [Customer Service](#) team.

Business Model:

myfidelio.net will charge as follows:

- A set up fee of Euro 200
- A yearly fee of Euro 240

PayPal will charge fees per payment transaction directly to the hotels. This fee varies per country, see examples below:

USA:

https://www.paypal.com/us/cgi-bin/webscr?cmd=_display-receiving-fees-outside&countries=

FR:

https://www.paypal.com/fr/cgi-bin/webscr?cmd=_display-receiving-fees-outside&countries=

UK:

https://www.paypal.com/uk/cgi-bin/webscr?cmd=_display-receiving-fees-outside&countries=

DE:

<https://www.paypal.com/de/cgi-bin/webscr?cmd=xpt/Marketing/general/DENewFees-outside>

IT:

https://www.paypal.com/it/cgi-bin/webscr?cmd=_display-receiving-fees-outside&countries=



[Snow on the Piazza at Portmeirion](#)



[Unicorn in snow.](#)

User Guide:

Please contact your [Customer Service](#) team for a user guide covering the steps to configure PayPal as a prepayment method on mylink.

Questions:

If you have any questions about the myfidelio setup please contact the Customer Service team:

EAME-IQmyfidelio@micros.com

For any questions about the PayPal sign up process please contact the PayPal Customer Service (via the [PayPal website](#)).

EAME Central Customer Service contact details:

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