

Oracle® Hospitality Suite8
Software Description
Release 8.9.5.0

August 2015

Copyright © 1987, 2015, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Contents

Preface	6
Audience	6
Customer Support	6
Documentation	6
Revision History	6
1 Customer Relationship Management	7
Customer Profiles	7
Task & Activity Management	11
Manager Maintenance	13
Mailing Engine.....	14
Contract Handling	15
Opportunities	15
Bonus Point Cards	17
2 Conference & Catering Management	19
Conference Diary	19
Conference Booking.....	20
Event Management.....	23
Conference Packages	25
Waitlist	25
Roomplanner.....	26
Configuration.....	27
3 Front Office	29
Reservations - Individual Reservations.....	29
Reservations - Group & Block Reservations	33
Cashiering	35
Accounts Receivable.....	38
Travel Agent Processing.....	39
Front Desk.....	40
Lost & Found.....	41
Rooms Management.....	42
Maintenance/Guest Service Center.....	43
Table Reservations.....	45
Leisure	47
Configuration.....	48
4 Quick Keys	53
Availability.....	54
Billing.....	55
Calendar	56
Conference Diary	57
Conference Floor Plan	58
Currency Calculator	59

Event Vacancies	60
Event Waitlist.....	61
Floor Plan	62
User Goals	63
Hotel Segment Statistics	63
House Status	64
Log Book.....	65
Maximum Availability	66
Messages.....	67
Postings	67
Quick Reservation.....	68
Rate Query	69
Room Rack	70
Room Search.....	72
Room Type Availability	72
Space Occupancy	73
Telephone Book	74
Transponder Scan	74
5 Miscellaneous	77
General	77
Export	77
Reports.....	79
Calendar Events.....	81
User Settings	82
User Notes.....	83
Budget	84
Questionnaire.....	87
Form Customization.....	88
Configuration.....	89
Global Settings	91
Vacation Sharing.....	92
Sales Force Interface	93
6 Suite8 webConnect.....	95
Suite8 Mobile Reporting.....	98
Suite8 Homepage CCM.....	101
7 Interfaces.....	103
Understanding Interface Suite8	103
Telephone Interfaces.....	103
Point of Sale Interfaces	104
Key System Interfaces.....	104
Video System Interfaces	104
Minibar/Vending System Interfaces	105
EFT (Credit Card) Interfaces.....	105
Building/Energy Management System Interfaces	105

Interface Deployment	105
Available Interface Drivers	106
Additional Functionality	106
8 Suite8 System Requirements.....	107
SUITE8 Server Environment	108
SUITE8 Client Environment.....	110
SUITE8 Interface Environment	111
Fidelio webSuite Environment	112
SUITE8 XML Interface/Fidelio Server	113
SUITE8 CRS Server Environment	114
SUITE8 CRS XML Interface/Fidelio Server	116
Infrastructure Requirements	117

Preface

Audience

This software description is intended for system users, administrators and support familiar with Suite8.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at

<http://docs.oracle.com>

Revision History

Date	Description of Change
July, 2005	<ul style="list-style-type: none">• 8.5.0.0 – First Issue Small Business Edition
May, 2008	<ul style="list-style-type: none">• 8.7 - Updated for Version 8.7
June, 2008	<ul style="list-style-type: none">• 8.7.3.1 - Updated for Version 8.7.3.1
May, 2009	<ul style="list-style-type: none">• 8.8 - Updates for Version 8.8
Sept, 2010	<ul style="list-style-type: none">• 8.8 - Updates for Oracle 11gR1
Oct, 2011	<ul style="list-style-type: none">• 8.9 - Updates for Oracle 11gR2
Oct, 2012	<ul style="list-style-type: none">• 8.9.2.3 - Updates for Windows 64-bit
Nov, 2012	<ul style="list-style-type: none">• Updates for Fidelio webSuite
May, 2013	<ul style="list-style-type: none">• 8.9.3 - Updates for Fidelio webSuite• Updates for Oracle 10gR2• Updates for CRS
January, 2014	<ul style="list-style-type: none">• 8.9.4 - Update for Windows XP• Update for Windows 8 / 8.1• Update for XML Interface
June, 2014	<ul style="list-style-type: none">• 8.9.5 - Updated for Version 8.9.5

1 Customer Relationship Management

Customer Profiles

Companies are often referred to as accounts by sales and profiles by front office, however regardless of what they are called; the information needs to be shared. Suite8 has been designed so that there is genuine integration between the two areas. This enables users to see not only the consolidated information by account/profile total, but also by individual if desired.

A profile is a record of information about an individual guest, company, agent, source, vendor, meeting planner or booker. Profiles are comprised of basic non-varying information: such as the name of a guest, company or agent, address, language, as well as marketing information, links to other profiles, lookup functionality for all correspondence linked to the profile, notes and statistical information about future and previous hotel stays and conference bookings.

Customer Profile Overview

The screenshot displays the 'Customer Profiles' application interface. At the top, there is a search form with fields for Name, ID, First Name, City, and Address. To the right of the search form are view options (PMS, CCM, Active, Inactive) and an 'Actual Query' field. Below the search form is a table listing customer profiles with columns for Display, Name, Manager, Search name, Address, City, Country, and Communication. The table includes entries for '3B Germany', 'Abenam, Jean-Pierre', 'Ablikie, Karina', 'Abildgaard, Pernille', 'Aceti, Ralph', 'Affriat, Claude', 'Al Matrouk, Faisal', 'Albrecht, Jürg', and 'Albus, Husenun'. To the right of the table is a sidebar with buttons for 'New Profile', 'Edit Profile', 'Corresp.', 'Bus. Cards', 'Options', 'Duplicates', and 'Options 2'. Below the table is a detailed profile view for '3B Germany'. This view is divided into 'Profile Information' and 'Statistics' sections. The 'Profile Information' section includes fields for Company Name, Credit Status, Address, Linked Companies, and Linked Contacts. The 'Statistics' section includes fields for Room Nights, Adult Nights, Stays, Revenue, A/R, Credit Limit, and Balance. The 'Next Conference Bookings' section shows a booking for '1046' on '25/08/2012' for 'Product Presentation'.

Display	Name	Manager	Search name	Address	City	Country	Communication
3B Germany		KR	3BGermany	Carl-Zeiss-Strasse 15	Munich	Germany	
	Abenam, Jean-Pierre		Abenam	29 Ave Pierre Broselette	Le Perreux	France	
	Ablikie, Karina		Ablikie	Miera Tela 55/57-2	Riga		
	Abildgaard, Pernille		Abildgaard	Hobrovej 14	Randers	Danmark	
	Aceti, Ralph		Aceti	534 N Tallyrand Street	Wichita	USA	0670 321 4569
	Affriat, Claude		Affriat	87 Rue Charcot	Creteil	France	Affriat.Claude@Businessma
	Al Matrouk, Faisal		AlMatrouk	2269 Lakeshore Boulevard	Etobicoke	Canada	030 123456789
	Albrecht, Jürg		Albrecht	Wimmelburger Strasse 13	Wolferode		0170 4557448
	Albus, Husenun		Albus		Istanbul	Turkey	

Profile Information		Statistics		
Company Name	3B Germany	Room Nights	8	
Credit Status	Restricted Date: 27/04/2012 Reason: unbezahlte Rechnungen	Adult Nights	9	
Address	Carl-Zeiss-Strasse 15 81837 Munich	Stays	2	
Linked Companies	Fischer Export & Import	Revenue	807.00 EUR	
Linked Contacts	Aceti, Ralph Mr. Allevato, Dave Mr. Anderson, Raymond Mr. Smith, Ray Mr.	A/R	11129	
		Credit Limit	500.00	Balance 305.00
		Next Conference Bookings	1046 25/08/2012 Product Presentation	

- Shared Customer Profiles. All customer profiles, companies and individuals, are stored in the same tables and are therefore available to both PMS, Sales and Conference users. An unlimited number of customers, companies and individuals as well as prospects can be stored.
- Definition of multiple customer categories. These are also known as profile types. Additional categories can be defined as required, for example travel agent national and travel agent international.
- Standard search options include last/first name, city and ID. Advanced search criteria offer additional options such as VIP code, zip code, mailing code, marketing info and membership numbers. Special characters may be used to search for profiles which start with or contain the entered search criteria.
- Custom SQL statements can be created for profile search purposes. The custom queries are listed in the advanced query option in the profile search navigator.
- Unlimited number of contacts can be added or linked per company profile. It is no longer necessary to duplicate profiles in case of a new or different contact or address. In addition any

existing individual can be attached to any customer profile while still maintaining its primary customer relationship. Possibility to save contact preference per profile.

- An unlimited number of addresses can be linked to each customer profile. Each address is linked to an address type such as Mailing Address, Visitors Address or Billing Address. The address types are user-definable.
- Suite8 offers the unique functionality of assigning an unlimited number of communication methods (telephone number, fax numbers or e-mail addresses) to each customer profile. The communication types are user-definable.
- Possibility to pre-define the format for correct entry of communication methods, such as an email address or telephone number.
- An unlimited number of free-form notes can be added; notes can be defined as guest viewable and can be defined to pop up when creating or opening a profile.
- Possibility to import profile data based on excel files into the Suite8 database and with this information create profiles for individuals and companies.
- The default language for new individual and company profiles may be set in configuration.
- Link an unlimited number of sales, conference and service managers to a customer profile. Every customer profile is 'owned' by at least one manager, referred to as primary manager, but additional managers can also be assigned.
- Ability to define the position and department for each company a contact is linked to.
- Ability to define a position and department for an individual profile without a link to a company.
- Membership types such as corporate ID, IATA number and other loyalty programs are user-definable. An unlimited number of memberships can be assigned to both the company and the individual profile.
- Membership types may be configured to allow a duplication check, if active Suite8 will check if the number has been assigned to another guest profile; the same number may be assigned to two different profiles. Membership types may also be configured as unique numbers and with an expiry check.
- Master and Sub-Account structure. Allows users to easily build and change existing structure if required.
- Ability to indicate other relationships (customer & individual). Users have the option to establish relationships by assignment of different user-defined roles. Relationships can be built between companies and companies, companies and individuals and between individuals and individuals. Individuals and/or companies can also be linked to more than one company/individual profile.
- The ability to flag customer profiles as active or inactive. This means that rather than deleting a record out of the system, the customer will be flagged as inactive. This has the advantage that information such as activities, bookings, and therefore revenues are kept in the system for further evaluation.
- Incorporation of relevant Web sites. Ability to store multiple links to relevant Web sites, these sites can be viewed from within the customer profile management using an internet browser.
- E-mail interface (MS Outlook). Enables users to double-click on any defined e-mail address in HTML and allows emails to be sent directly from within Fidelio Suite8.
- Ability to define on profile level if an email mailing should be sent or not.
- Tracking of marketing information such as priority, industry code, competition, source, rooms' potential, product interest etc. can be tracked for all customer profiles. Additional customised marketing fields can also be added.
- Marketing categories can be displayed by logged in user or user group.
- User Rights/Rights Module will restrict customer profile creation and modification to any desired individual or groups of people.

-
- Contact Hierarchy Definition - this is the ability to create an organization chart based on the contacts and their relations as defined in the system. This will be displayed in a graphical format.
 - Support of multiple preferred rooms per guest with a reason for the preference. In addition general preferences such as non-smoking rooms, sea view etc. can be configured. Any preferences defined at profile level default to reservation level.
 - Assignment of VIP status to guest profiles. The VIP levels can be colour coded; guests with a VIP level are then shown in different colours on the Room Rack.
 - Freely definable HTML display in search screen.
 - Business card scanner functionality with automatic profile check and creation of company and contact profiles. Fidelio Suite8 currently supports CardScan Version 6.0.3 and above. This functionality enables the information on a business card to be scanned into a profile thereby turning business cards into electronic information.
 - Implemented tree nodes which show all information related the profile, for example, linked companies/contacts, bookings, reservations and tasks/activities.
 - Quick address lookup functionality for the UK.
 - Integration to the Address Doctor postal reference database enables address correction. The check can be made upon saving the profile address, at a later time or in batch mode.
 - Option to link documents enables the user to attach different types of documents to the profile. If a scanner is connected to the workstation you can also scan and attach photographs to an individual profile and documents such as a contract or letter to all profile types. One document can be marked as the primary document.
 - A family wizard option may be enabled to allow several family members to be linked to a profile and for those names to be used or excluded in mailings.
 - Screen painter functionality is available for the company and individual profile edit screens allowing users to customize the screens as per their needs.
 - Profile changes are logged; the types of actions logged are user definable.
 - Tasks can be created using auto traces for all Marketing Information, Birthday, Wedding Day, Rate Code and Credit Status for the logged in manager, the sales manager or a specified manager.
 - Option to display countries and nationalities by the description rather by the code on the profile screen and advanced profile search.
 - Guest Comments (complaints) functionality with user-definable guest comment category. Users can select a category, fill in the complaint or suggestion text and select in which modules the guest comment should be displayed. The guest comment can be linked to a maintenance task if required.
 - Correspondence functionality enables letters to be sent directly from the CRM module. An unlimited number of letters in different languages may be defined and individual letters may be edited before printing and storing.
 - Possibility to lookup all the correspondence such as folio history and AR statements which have been sent to a client.
 - Questionnaire history can be viewed directly from the profile.
 - Easy letter functionality allows users to quickly and easily create letters based on pre-defined text blocks. Easy letters can be printed or sent by email.
 - Possibility to define default email body text per language and user
 - Possibility to generate and handle contracts so that forecasted revenue figures can then be compared with actual.
 - Duplicate Search functionality allows for the searching and merging of duplicate profiles. A user definable Profile Match Point Setup can be configured to search for possible duplicates.
 - Potential duplicates are checked for when saving new customer profiles.

-
- Rebate card functionality enables properties to provide a wellness/spa access by membership card to external guests. The membership type can be defined to allow members to collect free night's stay at the property. Rebate Card functionality is subject to a license code, called 'Membership Rebate Handling'.
 - Customised views can be added to the profile search screen.
 - Rate codes with specific start and end date can be added to a profile, so that this rate is proposed when a reservation is booked for this guest.
 - Possibility to link a rebate code to a profile.
 - Possibility to set mailing defaults for new profile creation.
 - Possibility to send an email to multiple recipients as To, CC or BCC.
 - Possibility to attach files when sending emails; in addition the attachment and html body can be sent together allowing, for example, using the user signature file in the body and linking an attachment.
 - Possibility to create user-defined hints on profiles with a simple hint in a message box or a free definable html display.
 - Possibility to apply certain actions to multiple profiles. Marketing information can be assigned or removed, profiles can be set as active or inactive and the no mailing flag can be activated or deactivated.
 - Statistical information is such as the number of stays, number of nights and revenue is stored. This information can be displayed via the Profile statistics tab in cube report format.
 - Companies/Contacts and activities/tasks created in Fidelio Suite8 may be exported to MS Outlook.
 - Possibility to phone directly from a profile via IP phone or Skype.
 - Functionality is available to fulfill the requirements for the Italian police report.
 - With the family wizard option enabled family greetings are displayed in letters, offers and contracts.
 - TAPI / CTI functionality for incoming calls - Suite8 will recognize the caller and open an HTML screen with the profile information on configured workstations. The call can be accepted/ declined via Suite8 or via the phone.
 - TAPI /CTI functionality for outgoing calls - the telephone icon is clicked and the entered number is dialled from the connected phone, hang up is performed via Suite8 or the phone.
 - Log to track phone calls made via the TAPI interface.
 - Passport Scanner 3M RTE6701 and Fuji fi-60F are supported in Suite8. Multiple passports may be scanned and linked to the respective profile later.
 - Possibility to link a scanned picture or a full document to a profile; a watermark can be placed on the scanned image if required.
 - Possibility to scan both the front and the back side of ID cards.
 - SMS sending can be used to send notifications to employees and guests.
 - Integration to the Address doctor interface can be used to validate guest address information based on the Address Doctor postal reference database with data from 240 countries. (Subject to a licence fee).
 - Outlook email integration enables outlook folders to be displayed in Suite8 with linkage to Suite8 profiles.
 - Functionality is available allowing the use of a third party public web service for individual and batch email validation.
 - Various reports are available on profile statistics to retrieve different information about the guest
 - Support of the Belgian eID Card reader

- Functionality is available allowing the use of third party profile lookup such as MVZV and Serenata
- Possibility to perform a third party profile look up on the profile search navigator; currently this is available on the MVZV database and the Serenata central customer database.
- Options such as reservations and tasks & activities are easily accessible from links on the profile HTML
- RFM analysis evaluates guest data based on 3 criteria; Recency, Frequency, Monetary and distributes points for each criteria and guest profile.

Task & Activity Management

Creating and maintaining tasks & activities is an important part of the sales manager's daily routine, Suite8 is capable of tracking any kind of task or activity. Tasks and activities are linked to the appropriate customer profile in order to be included on sales activity reports.

A task or activity can be linked to a company profile, individual profile (contact), reservation or can be created without any link. The possibility to record all interactions associated with a customer or prospect will create a comprehensive history. Generally activities are given a specific time when they need to be carried out, tasks are not linked to a specific time, for example, preparing a mailing or calling a customer.

Tasks & activities are also linked to at least one manager (employee). It is mandatory to assign a manager as primary and optional to link additional managers as required. Depending on the set user rights it is possible to limit the tasks & activities to be viewed to only the user that is logged in.

Task and Activities Overview

Completed	WACT_P...	Manager	Type	Start Date	Start Time	Company Name	Contact Name	Act/Task Type	Description	End Date
		KR	P	21/06/2012			Mill, Sienna	PRO	Individual Profile created - AT	21/06/2012
		DS	P	21/06/2012		MICROS-Fidelio GmbH Ltd.	Merlin, Dietmar	INT	Introduction Call	21/06/2012
		DS	P	21/06/2012			Garten, Y.	RCR	Res. Rate Code changed - AT	21/06/2012

- Unlimited number of user-defined activity and task types, such as sales call, mailing, phone call or site inspection.
- Manager Ownership with the ability to link an unlimited number of additional managers, one is the primary manager and the remainder appear as assigned managers.

-
- Create and maintain activities which are time-specific, all day or cover multiple days.
 - Standard and advanced search options for tasks and activities.
 - Set reminders on activities and have the option to choose 'Dismiss' or 'Snooze'. Reminders are displayed for both the responsible manager and the assigned manager.
 - Default activity start time can be pre-configured.
 - Free format field to further define the purpose of the activity or to give a description of the activity.
 - Completion date in order to complete the activity and notes field to track detailed information.
 - Easy overview of not completed/completed activities.
 - Ability to filter own activities and to filter on fields such as activity types, dates, priorities or purpose.
 - Possibility to assign users to see, search and work with the tasks and activities of either all or specified users.
 - Implemented tree nodes under the activities and task management which show linked company/contacts and linked managers.
 - An optional user log for tasks and activities.
 - Automatic traces enable users to define the creation of tasks based on certain conditions such as creation or update of records. For example: Create a trace in 2 week's time for the account manager if the credit status of a company changes to restricted or if the conference status changes.
 - Link documents to tasks and activities.
 - Possibility to configure the system to verify the availability of the responsible employee and the assigned employees at the time of selection.
 - Possibility to print or email letters and select any linked address and/or communication to be used in the print out.
 - The tasks and activities grid is user definable.
 - Possibility to link tasks & activities to conference bookings.
 - View existing or create new activities and tasks via the activity & task management option or directly from within the calendar.
 - Drag and drop existing activities to a different time within the calendar.
 - Scheduled activities are displayed in the calendar in a daily, weekly or monthly format.
 - Possibility to send ICS File from Suite8; ICS files can be opened and imported into calendars in applications such as Outlook and Lotus notes.
 - Easy letter functionality allows users to quickly and easily create letters based on pre-defined text blocks. Easy letters can be printed or sent by email.
 - Possibility to define default email body text per language and per user.
 - With the family wizard option enabled family greetings are displayed in letters, offers and contracts.
 - Possibility to display all not completed tasks & activities until today's date each time the tasks and activities screen is opened.
 - Possibility to send calendar appointments (ICS files) from tasks and activities to all managers which are assigned to the activity; ICS files can be imported to applications such as Outlook or Lotus Notes.

Manager Maintenance

On the profile, activity and event management side of the system almost every record needs to be owned by one person. This applies mainly to company profiles, contacts, activities, and bookings and enables users to easily measure their performance. As sales organisations are based on performance, the system has the capability of measuring the performance of each individual manager on each level of the system. In addition to a primary owner, other managers can be related to a record, as they may deal with parts of the business.

Lists and reports are based on both primary managers and related managers. There is reporting capability by linked manager at the room and conference level.

Manager Maintenance

8 Edit Company Profile 3B Germany (ID: 1129)

Profile | More Fields | Notes | Marketing | **Linked Profiles** | Linked Documents | Linked Pictures | Statistic Report

Name: 3B Germany

Linked Companies: Fischer Export & Import (Company)

Linked Individuals: Ray Smith (Primary)

Linked Profiles

- Companies
 - Company
 - Fischer Export & Import
- Individuals
 - Booker
 - Aceti, Ralph
 - Allevato, Dave
 - Anderson, Raymond
 - Contact
 - Smith, Ray
- Hotel Employees
 - Front Office
 - Rodgers, Keith

Created on - 19 July 2010 14:59
Updated on - 04 August 2010 13:02

Created by - FIDELIO SUPERVISOR
Updated by - Supervisor Demonstration

Notes : 0

Corresp. OK Cancel

Mailing Engine

Fidelio Suite8 offers two types of mailings: Standard and Advanced.

The standard mailing allows users to enter values in a number of pre-defined fields from customer profiles, groups/blocks and individual reservations, conference bookings and tasks & activities.

The advanced mailing enables users to build queries based on pre-defined views, fields and values, with the possibility to create additional views at any time. In addition a translation tool ensures that the field descriptions can be translated into multiple languages.

Once a mailing query has been set up, it can be run at any time. All the matching records will be displayed and if required, users will be able to sort the records as required. Users will have the ability to select records for processing; the selected records can then either be included or excluded in the mailing.

Users will be able to select from a field list the fields to use in their mailing merge. This approach offers great flexibility as the view can be changed at any time and more fields can be added if necessary. Users will also be able to create tasks for those that were included in the mailing.

Mailing Engine – Standard Mailing

The screenshot shows the 'Mailing - Standard Query' window. It features a 'Description' field at the top. Below it are four main sections: 'Profile Information' (with fields like Company, Individual, Zip Code, City, Country, State, Profile Type, Created, Created by, Sales Manager, Language, Birthday, Wedding, Active?, Action Codes, Competition, Industry Codes, Influence, Mailing Codes, Market Segment, Newspaper, Potentials, Priority, Product Interest, Scope, Scope City, Source, Specials, VIP Code, Rate Code), 'Reservation' (with fields like Groups, Blocks, In House Guests, Arrival, Departure, # of Nights, # of Stays, Forecast, Posted Revenue, Rate Code, Market, Room Type, Segment), 'Conference Booking' (with fields like In House Guests, Arrival, Departure, Conf. Status, Rms. Status, Account Manager, Conf. Manager, Rooms Manager, Market, Source), and 'Tasks / Activities' (with fields like Type, Start Date, End Date, Resp. Employee, Description). There are also checkboxes for 'Display only individuals linked to reservations', 'Display only individuals linked to booking', and 'Completed / Uncompleted'. A 'More Fields' button is located in the bottom left of the main content area. The window has a title bar with standard OS controls and a 'Close' button in the bottom right corner.

- User friendly mailing queries.
- Easy storage of mailing queries.
- Easy merge of queried data with external word processing.
- Possibility to print, fax or email a mailing list.

- Possibility to send a direct mailing via email using templates created and formatted in MS Word, both as mail attachments and as email bodies.
- With standard mailing users have the possibility to define mailing queries based on pre-defined fields for profiles, tasks & activities, reservations and conference bookings.
- In advanced mailing user have the ability to build more complex mailing queries based on views.
- Standard views which consist of general information are available, but new views can be created at any time without the involvement of development, this means no waiting time and no additional cost.
- When creating mailing queries based on marketing information, users can also select whether the marketing codes should be assigned/selected on the company and/or contact level as well as customised attribute categories can be used.
- Reservation arrival date and in-house queries also work for future dates, i.e. you can select guest that will be in-house on a certain date in the future.
- Creation of tasks or activities for all selected profiles on the mailing list.
- Possibility to directly edit a profile from the mailing results screen.
- Enhanced sort possibilities.
- Body templates used in mailing can be stored in mhtml, html or txt format.
- With hotel segmentation active it is possible to filter by segment on a standard mailing query.
- Option to create mailings with templates from the internal editor
- Mailings may be sent directly from the Custom SQL grid

Contract Handling

Contract handling may be used to view, enter and edit contracts.

Depending on the active licenses potential room nights, gross revenue, gross room revenue as well as expected conference revenue can be entered on the contract. Both the potential and the actual figures are displayed on the HTML, which can be printed via the right-click shortcut menu.

Contract Handling

- Contract handling functionality is parameter and user right controlled
- Room contract details - room nights, gross revenue and gross room revenue are controlled by a separate license
- Conference contract details - number of events, number of attendees and CCM gross revenue are controlled by a separate license
- Possibility to create a new contract via the contract handling option on the Customer Relation menu and via the contract field on the Block Header.
- Standard search options include contract name, contract number, contract dates and profile name

Opportunities

Opportunities display important details about the deals your sales teams are working on, such as, how much each one is worth, who you are competing against and at what stage the deal is at.

Opportunities may be used with or without the Salesforce interface.

Salesforce.com is the Pioneer for Cloud Computing and offers solutions for Customer relation management online via a Browser.

Suite8 offers a technical interface to synchronize contacts, profiles configuration and opportunities with Salesforce.

Opportunity

Opportunity

Opportunity Name: Suite8 Workshop

Account: MICROS-Fidelio GmbH, Ltd. Engineering Consulting

Type: Existing Customer - Upgrade

Lead Source: External Referral

Campaign:

Stage: Prospecting

Delivery Status: Yet to begin

Owner: Demonstration Supervisor

Competitor:

Current Generator:

Next Step:

Description:

Private:

Close Date: 18/05/2012

Quantity / Amount: 1 | 20,000.00

Order #:

Tracking #:

Probability (%): 80.00

Created By - Demonstration, Supervisor Updated By - Demonstration, Supervisor

Created on - 01 December 2010 15:41 Updated on - 04 March 2011 12:15

OK

Qualified Opp.

Cancel

- Opportunities can be configured with a default source code and a default event type.
- The following types of opportunities can be defined:
 - Opportunity campaigns
 - Delivery Status
 - Lead Sources
 - Opportunity Stages
 - Opportunity Types
- Technical interface to synchronize contacts, profiles configuration and opportunities with Salesforce.
- Opportunities can be entered for conference bookings and room allocation.

Bonus Point Cards

Bonus Point functionality enables the definition of point collection methods for card holders or bookers based on revenue, revenue per department code, night or stay. Redemption is available with free definable product hand out or by paying invoices with points. Bonus point functionality requires an additional licence code.

Bonus Points

Transaction Date	Collected Points	Spent Points	Description	Transaction Type
14/06/11 3:20:20 PM	200	0	Reservation -	
14/06/11 3:21:05 PM	200	0	Reservation -	
14/06/11 3:26:36 PM	0	243	Points spent	
08/07/11 12:48:13 PM	300	0	Reservation -	

Earned	Redeemed	Timestamp	Expiry	Expired	Consumed	Remaining
200		14/06/11 3:20:20 PM	14/06/14 3:20:20 PM			200
200		14/06/11 3:21:05 PM	14/06/14 3:21:05 PM		43	157
		243 14/06/11 3:26:36 PM				
300		08/07/11 12:48:13 PM	08/07/14 12:48:13 PM			300

- New cards can be created and maintained via this option.
- The user who sold the membership card can be tracked.
- Enrolment points are awarded immediately and are directly ready for consumption.
- Earned points are calculated and credited during the night audit after the guest has checked out.
- A bonus membership can be defined so that rewarding points can be collected by both guests and bookers.
- Product points can be added manually and may be awarded as compensation for a complaint or as an incentive, for example, when a guest introduces another member to the membership program.
- Product points may be used to 'purchase' products offered by the membership program.
- Points can be transferred from one membership card to another membership card.
- Possibility to edit the guest profile or reservation directly from the bonus points card module.
- Correspondence preferences for statement sending can be set.
- A bonus point statement can be printed or sent by email; attachments may be selected to be sent.
- Bonus point statement sending allows the sending of a single statement or the sending of statements as a batch where we print all new transactions since the last statement was sent.
- An option to calculate points of all selected membership cards and verify if the number of points reaches the limit and allows stepping up to the next defined level.
- Memberships can be stepped-up automatically during night audit.
- The length of time bonus points are valid for can be defined by each property.
- Bonus cards can be linked upon check out

-
- Possibility to print a membership card.
 - The addition, modification, step-up and deletion of a membership card can be logged in the user log file.
 - If a reservation is made by a booker who owns a bonus point card, the points are calculated for the booker's card even if the reservation has no linked bonus card.
 - Bookers can be configured to get the first stay bonus points rewarded, for example, for referring a brand new customer to the property.
 - Each detail for the point distribution can be defined per guest and per booker.
 - Point collection calculation can be defined to be based on rate code level and room type level, each based on Stay per adult, First stay per adult and Night per adult.
 - The linking of a card to a reservation and the redemption, addition and transfer of points is user right controlled.
 - A bonus point membership card can be defined to be linked automatically to each reservation.

2 Conference & Catering Management

Conference and Catering Management automates the full organization of banquets and events with or without rooms. It consists of event details including rooms and the conference diary, which is used to check availability and to 'work' on existing bookings. The event management option allows the users to quickly enter events and to manage them in an effective manner.

The system consists of the following options:

- Conference Diary
- Conference Booking
- Event Management
- Maintenance
- Roomplanner
- Configuration

Note: The stand alone CCM license code is issued for 3 concurrent users. Additional users require a new license code.

Conference Diary

A graphical interactive conference diary enables users to easily view the availability of function spaces, start the booking process and access all the options related to the booking or event.

Conference Diary

- Accessible from any part of the program via a quick key allowing the rapid checking of function space availability.
- The conference diary shows all events per function space per day. Users can easily access all that is related to the event such as the booking or event details, the company or contact profiles, resources or tasks and activities.
- Event information such as function space name, rate, start and end time, event type, number of people, seating arrangement, booking name, status and booking ID is displayed in an information box.
- Quick booking - the ability to create a booking or event via the conference diary.

-
- The possibility to create and view a sub-event, shareable or waitlisted event.
 - Function space overbooking provides a warning for users that the function space will be waitlisted.
 - Function space size and seating arrangement requirements provide warnings for users when booking a space too small or too big.
 - The ability to move an event to a different function space and/or extend the duration of the event.
 - Master events, sub-events, waitlisted events, do not move and noisy events are indicated by various icons.
 - The ability to mark certain events as 'Do not move', these events can then be moved only by users with the appropriate rights.
 - The ability to print one day, a week or a month directly from the conference diary; both the preview and the printouts include calendar weeks and a legend of the booking statuses.
 - The possibility to export the monthly view of the diary to excel.
 - The ability to print contracts.
 - Access to the roomplanner module.
 - Function spaces can be combined to create combination rooms. Once a combination room is blocked, the system automatically reserves all possible combinations.
 - The display of PMS availability figures; the type of availability displayed is dependent on the user setting.
 - The display of calendar events such as trade shows, fairs, public holidays and any user defined special events in the diary.
 - The possibility for users to use pre-defined and customized sorting orders and set a default per user.
 - The possibility to view the availability per day, per week or per month and to set a default view per user.
 - Toggle capabilities such as, booking name, company and contact name.
 - The possibility to hide all filter criteria in order to display more function spaces without scrolling.
 - The ability to close function spaces for a defined period of time, for example for renovations.
 - The possibility to define the default number of days to be loaded in the diary.
 - Filter capabilities in order to easily find a suitable meeting space, such as by capacity or by space type.
 - The type of function spaces to be displayed can be selected, by default individual, combination and shareable are selected.
 - The display of individual, combination and shared function spaces is shown in different colours.
 - The display can be adjusted horizontally to expand the time/date columns.
 - Possibility to display events in HTML format.
 - Possibility to display the CCM floor plan.

Conference Booking

A conference booking can consist of one or multiple packages and events and can run over several days. Each event has a start/end date and time, and contains several other data elements. A conference booking can have blocks, groups and individual reservations attached or entered directly from within event management. Regardless of what makes up the booking, the booking will always need to have a booking master.

Conference Booking

The screenshot displays the 'Conference Booking' application interface. At the top, there are search filters for 'Arrival Date' (14/10/2012), 'Conf. Status' (ind. inhouse), 'Booking ID', 'Company Name', and 'Contact Name'. Below the filters is a table of bookings. The table has columns: Conf. No., Res. No., Arrival Date, Booking Name, Conf. Stat., Res. Stat., Pax, Notes, Company Name, Contact Name, ID, and FunctionType. The first row shows a booking for 'MF Germany Suite II Conference' with 50 pax, status 'TEN', and ID 1242. Below the table, there is a detailed view for the selected booking, 'MF Germany Suite II Conference (ID 1242)'. This view includes fields for 'Booking Name', 'Booking Dates' (12/10/2012 - 14/10/2012), 'Company Name' (MICROS-FIDELIO GmbH), and 'Contact Name' (Martin Fancourt). It also features a 'Roominglist Date' table with columns: Status, PAX, Decision Date, Follow up Date, Cutoff Date, and Roominglist Date. The roominglist table shows a 'Conference' row with status 'Tentative', 50 pax, decision date 04/10/2012, follow up date 08/10/2012, and cutoff date 11/10/2012. Below this is an 'Events' table with columns: Start/End Time, Event Name, Status, Function Space, and Seating. An event is listed for '12/10/2012 09:00 - 10:30 Meeting' with status 'TEN', function space 'Ballroom I', and seating 'Theatre Style'.

- Standard search options include arrival date, include in-house, conference status and/or room status, booking ID, conference manager, company name, contact name and participants. Advanced search criteria offer additional options such as booking name or creation date.
- Integration and access of room reservations. Users can book hotel rooms and events from within the same screen; this both streamlines the booking process and allows the tracking of all revenue regardless of its origin (rooms or conference) per booking and customer profile.
- Two statuses available on booking level: one for Room Reservations and a second for Conference.
- The status flow of conference and room bookings is automated, so that when one status is changed the system will prompt the user to change the other status also.
- Credit status restrictions, such as cash list or restricted, entered on the customer profile level are applied to any newly created booking.
- Easy tracking of decision and follow up dates for both conferences and rooms.
- Capture information such as Source of booking, Market Segment and the Booking Channel.
- The ability to move and delete bookings.
- Copy functionality to create custom series or tour series bookings.
- A quick booking option via the Conference Diary provides a quick and easy way to enter CCM Bookings.
- The ability to link a shareable function space per event type/package event which will be booked automatically when entering an event for the selected type
- Ability to define deposit installments and cancellation penalties separately for the rooms and conference portion of the booking. A total deposit amount may be entered; however this can also be split into as many deposit payments as required.
- Turning bookings lost or cancelled, information such as date/time, user, reason and 'lost to' is tracked and can be viewed at any time. Cancelled bookings can also be reinstated if the status configuration has been configured that way.

-
- The assignment of multiple customer profile types, companies, contacts, vendors, meeting planners, agents or sources.
 - Option to link documents enables the user to attach different types of documents to the booking. If a scanner is connected to the workstation you can also scan and attach documents such as a contract, letter or picture.
 - Forecast/Revenue overview at booking level shows the expected, forecast and posted revenue (net, gross and tax) of the booking, forecast and posted revenue of linked reservations and posted amounts of the linked financial account. This can be printed and exported to Excel.
 - Net rates, values can be used on offers, contracts and reports.
 - Activities/Tasks - one or multiple tasks and activities can be linked to a booking.
 - Configure Automatic Traces, to allow the creation of tasks based on certain conditions such as creation or update of records. For example, create a trace 2 weeks before arrival to check all details or create a task on the decision or follow up date.
 - Unlimited number of free-form notes for communicating special information, notes can also be defined to pop up when creating or opening the event.
 - The possibility to define an unlimited number of billing instructions.
 - Financial accounts can be selected or new accounts created from within the event management option for posting purposes.
 - Postings can be posted and viewed via the posting option from within CCM; in addition booked items can be posted directly via Event Manual posting.
 - Participant's lists may be entered on both a booking and event level. Participants entered on the booking master are automatically transferred from the booking level to each event. At event level participants can be excluded from certain events.
 - The ability to import a block or group rooming list as well as the names of individual reservations into a CCM participant list.
 - The ability to print or email confirmations, letters, contracts and proposals in different languages. The default language is taken from the individual profile.
 - Possibility to attach files when sending emails.
 - Possibility to send an email to multiple recipients as To, CC or BCC.
 - Documents such as contracts which are sent as PDF attachments are automatically password protected.
 - The option to save printed reports to history.
 - The possibility to define hints to display on certain fields or when editing/closing the booking or event.
 - Possibility to display custom attribute categories on the booking master and event edit screens either on the main edit screen or under an additional tab 'Attributes'.
 - Screen Painter for the booking and event screen enables users to create a customized edit screen.
 - The ability to create bookings as calendar events to be displayed in the calendar - automatically or manually.
 - Changes are tracked via user change logs; the changes to be tracked are user-definable.
 - Instant access to all historical information and to future bookings.
 - With the family wizard option enabled family greetings are displayed in letters, offers and contracts.
 - Easy letter functionality allows users to quickly and easily create letters based on pre-defined text blocks. Easy letters can be printed or sent by email.
 - Possibility to define default email body text per language and user
 - Calendar appointments can be attached to e-mails.
 - Possibility to link a rebate code to the booking.

- Possibility to enter guest comments.
- Possibility to enter table reservations.
- Ability to customize the conference booking grid.
- Custom view for grid customization in CCM Bookings.
- Possibility to link a hotel segment to a function space.
- Hotel segment selection can be defined as mandatory on the booking master.
- Possibility to restrict the selection of function spaces to within the assigned hotel segment

Event Management

Events indicate catering related functions that are attached to a booking master. Some typical event types include a meeting, lunch, wedding, dinner or coffee break. Events take place in meeting rooms or other venues. Once an event is booked various resources are typically added which specifically define what the customer is purchasing for their event and these resources also describe how the meeting room should be set up and what should be served.

Event Details

Day / Day	Start / End Date	Start / End Time	Status	Event Name	Notes	Room / Function Space	Seating
	06/10/2012 - 06/10/2012	09:00 - 10:00	DEF	Meeting		400 Power < S >	Top Tables
	06/10/2012 - 06/10/2012	10:00 - 10:30	DEF	Coffee break in the ...		400 Restaurant < S >	Top Tables
	06/10/2012 - 06/10/2012	12:00 - 14:00	NAI	Lunch		400 Restaurant < S >	Top Tables
	06/10/2012 - 06/10/2012	15:30 - 16:00	DEF	Coffee break in the ...		400 Power < S >	Top Tables
	06/10/2012 - 06/10/2012	19:00 - 21:00	NAI	Dinner		400 Restaurant < S >	Top Tables
	07/10/2012 - 07/10/2012	10:00 - 11:00	DEF	Reception Meeting 1		400 Power	Top Tables

Resource	Forecast	Revenue
Microchart with paper & pens	1	EUR
Screen (1.80 x 1.80m)	1	EUR
Overhead Projector	1	EUR
Conference paper & pencils	400	EUR
2 conference drinks	400	EUR

- Creation of events with the ability of booking a function space including seating arrangement and pre-defined or customised rates.
- Booking of conference packages with all details and the ability to add package or non-package events and resources.
- The possibility to define event statuses, these can be different from or identical to the defined booking status.
- Event Types such as meeting, dinner and conference can be set with a combination of defaults for start and end times and periods of the year.
- Function space availability check – while entering or editing an event, users have the ability to toggle between available and all function spaces.
- Capacity check on function spaces during booking process (separate for the minimum and maximum capacity of function spaces and particular seating arrangements).
- The ability to apply a ‘Do not move flag’ to indicate that the reserved function space should not be exchanged.
- Possibility to define that the selection of a function space is mandatory when booking an event.

-
- Possibility to display custom attribute categories on the booking master and event edit screens either on the main edit screen or under an additional tab 'Attributes'.
 - Waitlist functionality: Reserving a function space that is not available will automatically waitlist the event in case a non-waitlist status was assigned. Additionally a waitlist priority can be defined.
 - Master-Sub Event functionality means that more than one event within one booking can take place in the same function space, at the same time or at an overlapping time without overbooking it.
 - The capability to book more than one function space for one event, i.e. the ability to book a back-up room during summer – one outside and one inside.
 - Copying of packages, events or resources within one booking.
 - Copying of events to another booking.
 - Ability to copy events to multiple bookings.
 - The ability to link shareable function spaces to an event type or conference package setup to be booked automatically when booking an event or package.
 - Possibility to merge and unmerge packages.
 - Possibility to select and delete multiple packages.
 - The ability to define one or a number of default miscellaneous items per function space. This is useful if either some of the items are part of the function space and cannot be removed or if they are included as part of the room rental rate.
 - Non-food items availability check – while entering or editing a resource, users will be informed when the item is not available.
 - Tracking of outside rental items.
 - Menu editing feature with option to change both course orders and number of attendees on menu item level.
 - Menu items belonging to standard menus can be viewed in the resource tree. Booked standard menus can be customised by adding, changing or deleting menu items.
 - The possibility to create customised one-off menu items and menus.
 - Possibility to define the display order for booked standard menus and miscellaneous items.
 - Possibility to set a guaranteed number of standard menus to be posted.
 - Possibility to define miscellaneous items per person.
 - Forecasting of revenue - the system tracks expected, forecasted and posted revenue.
 - The option manual posting allows the user to view booked revenue or to post revenue.
 - Categorise notes in user-definable note categories and attach them to each level of a booking (booking master, event, and resource).
 - Possibility to print the menu cards directly from the application; one or multiple standard menus per event can be selected and printed.
 - Access to the Roomplanner module.
 - The possibility to list the participants for an event.
 - A print option on the events grid allows the printing of a single or a number of selected events.
 - The possibility to define hints to display on certain fields or when editing/closing the event.
 - Resource tree – non-food items and standard menus can be selected and booked via the tree or by using an article number and the booked article will be displayed.
 - Resources can be attached with a different date or time range than the event; a large event may require resources before the event starts or after it finishes.
 - Resource changes are tracked via user change logs. Defining what changes should be tracked is configurable.
 - The Suite8 Online Info Board allows electronic sign posting for conference and function spaces.

-
- Possibility to define a percentage or flat rate rebate per event resource.
 - Possibility to book an event group; this reserves a pre-defined combination of events and resources.
 - Ability to adjust the display order of events within a day.
 - Possibility to define rebates for each resource, however, only if no rebate is linked to the booking.
 - Possibility to book multiple resources from different categories or sections.
 - Ability to book event groups
 - Ability to customize event and resource grids.
 - Custom view for grid customization for events and resources.
 - Ability to manually change the display order of events by means of drag and drop.
 - Possibility to use user defined attributes for resources.
 - Ability to set up 'alternatives' for packages, event groups, events and resources. This enables the customer to reserve alternatives and make a final decision at a later date, for example, a sightseeing tour may be booked and a boat trip reserved as an alternative.

Conference Packages

Selling conference packages rather than pricing everything individually is getting more and more popular. Fidelio Suite8 currently handles the most typical type of packages that are being sold - Conference Packages.

- All details of a package can be defined.
- The internal expected/forecast split can be defined.
- Shareable function spaces can be linked to certain events types in the package setup.
- Conference packages may be defined according to rate period.
- The ability to change the internal split at any time in the booking itself.
- Users are able to add multiple different packages to a booking.
- Packages within a booking can be created via copy of events.
- When booking the packages only the function spaces need to be booked, all other details are booked when the package is selected.
- Possibility to post conference packages to each participant.

Waitlist

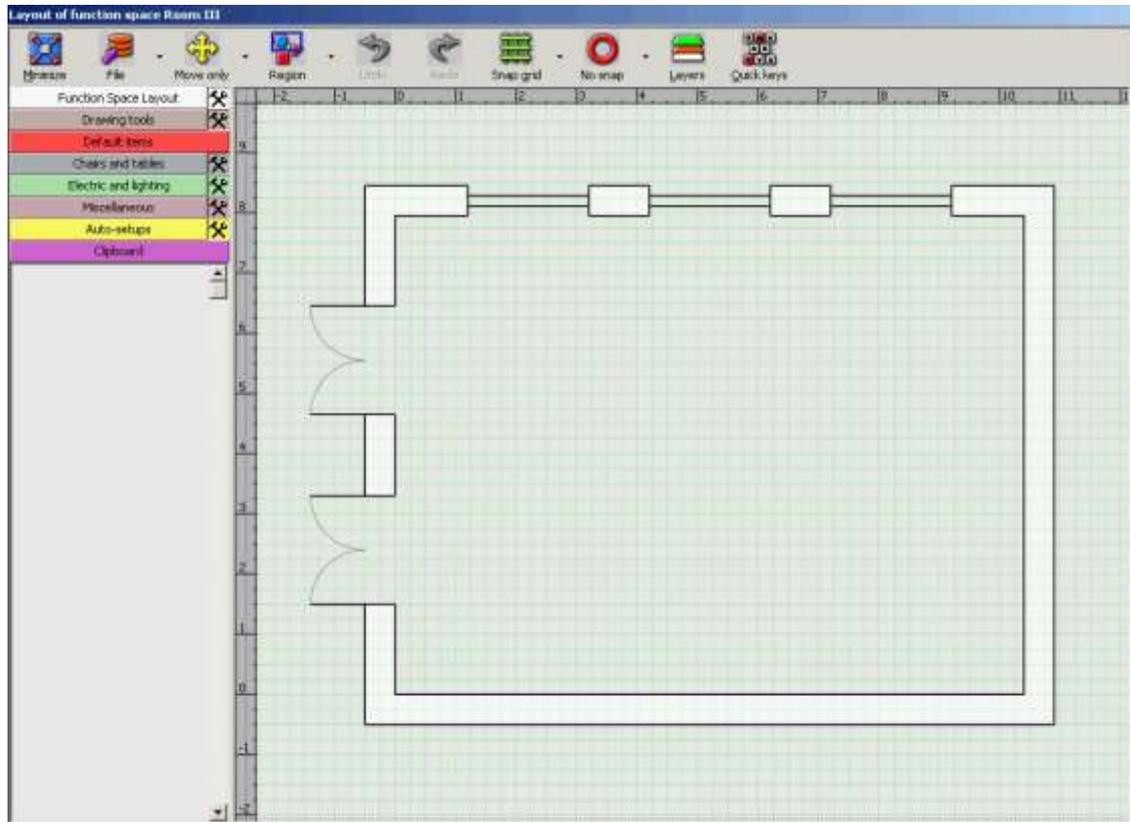
Conference bookings and events are considered waitlisted if they are booked into a function space that has already been booked by another event and therefore is no longer available.

- The ability to waitlist rooms (bedrooms), conference bookings and events separately.
- The possibility to prioritise waitlisted events either manually or automatically.
- The ability to change the event waitlist priorities at any time via the event waitlist priority quick key.
- The possibility to view waitlisted events from the conference diary.
- Waitlisted events are displayed graphically in the conference diary.
- Easy to manage as key information required for decisions is presented in the waitlist information. It is presented in such a way that it provides important information (revenue figures) to assist users in managing the waitlist.

Roomplanner

The Roomplanner is an integrated tool within Fidelio Suite8 Conference Management, designed to create professional graphical representations of the hotels functions spaces, item symbols, seating layout practices and event layouts.

Roomplanner Layout



- While still remaining flexible and fully customizable many of the Roomplanner tasks are automated.
- The possibility to use one of the many pre-defined symbols, to import drawings from the previous Roomplanner version or to import popular foreign formats.
- Drawing function spaces can be completed in a matter of minutes with the wall layout tools. Creating curved walls, doors, windows, even columns or semi-columns do not require much more than a mouse-click.
- The possibility to draw your own symbols and define them as object or link them to a conference miscellaneous item. Whenever an item is booked, its symbol will appear in the Roomplanner.
- Auto-setups take care of most of the job. The various basic layouts, including theatre, classroom, banquet, meeting and dinner schemes may be customised to compose the layout strategies used most often.
- With auto-setups, you can choose and customize the default layout of seating arrangements defined for a function space in Suite8. After having done this once while configuring your system, creating an event layout will be practically automatic. The chosen seating and the number of attendees will already be applied. You should only have to place extra booked items, add chair or table numberings and you are ready to print!
- All levels of graphics design are covered, ranging from basic drawing tools to automatically redrawing a layout when the number of attendees changes.

Configuration

- User-definable booking/event status, including naming convention, colour and status flow.
- User-definable event types such as meeting or coffee break with the ability to link shareable function spaces which are booked as soon as the event type is selected when creating events.
- Configuration of event forecast figures with the ability to define on a per person or a flat rate basis.
- Function space configuration including unlimited rate definition, seating arrangements, occupancy and creation of combination and shareable rooms.
- Possibility to link a picture to the function space.
- The possibility to track minimum and maximum capacity per seating arrangement. The valid seating arrangement with the maximum capacity greatly varies from room to room especially in regards to combination rooms.
- Default values can be assigned for set up and set down time per seating arrangement per function room.
- The ability to close function spaces for defined period of times for, e.g. renovations etc.
- Configuration of miscellaneous item categories and items, track inventory flag, multiple rates and multiple attributes.
- Support of flat rate and hourly rate calculations for function spaces and miscellaneous items.
- The ability to define one or a number of default miscellaneous items per function space. This is useful if either some of the items are part of the function space and cannot be removed or if they are included as part of the room rental rate.
- The ability to create food & beverage categories in order to group and sort items.
- Configuration of menu item categories and items with multiple rates.
- Configuration of standard menu categories and menus with linked menu items and multiple rates.
- The ability to define individual menu items, and assign a cost and sales price.
- The ability to assign a user definable forecast/revenue category to each menu item.
- The ability to assign up to 2 department codes to each standard menu in order to split the menu price.
- The ability to easily create pre-defined set menus.
- Rates for function space, non-food items and F&B items can be defined for periods, e.g. a rate for 2007, one rate for 2008
- Configuration of conference packages with all details and the ability to link shareable function spaces. Conference packages may be defined according to rate periods.
- Possibility to set a default number of days and status conditions for decision and follow up dates.
- User-defined cancellation policies.
- Ability to include and/or exclude meeting rooms from certain hotel availability screens.
- The Interface to Suite8 Materials Control enables the maintenance of product groups and products such as menu items that a property might offer together with a conference or function. The interface imports and updates menu items, with their categories, rates, cost prices and outlets in Suite8.
- The possibility to print configuration reports on demand.
- The Roomplanner may be used to create professional graphical representations of the hotels function spaces.
- In the Roomplanner item symbols, seating layout practices and event layouts can be defined.
- Toolbar's give easy access to the most often-used Roomplanner options.

-
- Drag-and-drop functionality makes it easy to add objects and drawing fragments such as wall segments, windows, doors and columns to a drawing.
 - The possibility to customize the basic predefined layouts (auto-setups) such as theatre, classroom and banquet.
 - The possibility to transform an auto-setup into individual chair and table objects.
 - Roomplanner drawings can be directly printed on a printer or exported as an image.
 - Configuration of booking and event hints.
 - Possibility to define cost price and cost price per rate.
 - Pictures can be linked to the function space definition and can be displayed when entering or editing an event.
 - The number of event attendees can be calculated when booking a miscellaneous item
 - Ability to define event groups.
 - Ability to define a miscellaneous item in configuration (miscellaneous items, packages, event groups) as 'per person' in order to calculate the no. of event attendees when booking the resource.
 - Definition of lost to reasons and locations which are entered when a booking has been lost to a competitor.
 - Definition of outlets such as Banqueting, Restaurant and Bar.
 - Definition of sales function space categories.

3 Front Office

Reservations - Individual Reservations

The reservation module is designed to create and manage guest reservations.

Reservation Overview

Name	No of rooms	Arrival	Departure	Type	Res. Status	Suite room	Room no	Roo...	Option	Agent
Aceti, Ralph	1	02/06/2012	07/06/2012	Definite	Checked In		307	DR		
Aceti, Ralph	1	23/07/2012	24/07/2012	Definite	Expected			DR		
Aceti, Ralph	1	16/11/2012	17/11/2012	Not affecting Availability	Cancelled			DR		
Al Matrouk, Faisal	1	27/04/2012	01/05/2012	Not affecting Availability	Cancelled			SR		
Amelung, H	2	20/04/2012	24/04/2012	Not affecting Availability	No Show			SR		
Arnold, Josef	1	01/06/2012	04/06/2012	Definite	Checked In		309	DR		
ART Consults 1	6	01/06/2012	02/06/2012	Not affecting Availability	Cancelled			DR		

Reservation Details		Guest Recognition	
Name	Mr. Ralph Aceti	VIP	VIP 1
Reservation No.	2985	Indicators	Table Res.
Arrival	Saturday, 02.06.2012	Address	534 N Tallyrand Street 76206 Wichita TX
Departure	Thursday, 07.06.2012	First Arrival	20/04/2012
Nights	5	Last Departure	02/05/2012
Rooms	1 Double Room	Stays	2
Room No.	307	Last Room/Rate	204 150.00 EUR
No of Pers	2 Adults	Total Revenue	1.859.05 EUR
Rate Code/Price	RACK 60.00 EUR	Notes for Profile	BIL: Always fax and phone charges to a separate invoice a/c AVAYA PRF: Test
Packages	Breakfast included (Inclusive)	Notes for Reservation	
Open Balance	341.60		
Market Code	Weekend		

- User-definable printable grid and screen layout.
- Creation and update of a reservation.
- **Possibility to create an offer reservation with does not affect availability and can be accepted based on mandatory option date.
- Creation and update of profiles.
- Quick Reservation Wizard - only essential profile and reservation information need be entered for reservation creation.
- Linking of all profile types to a reservation.
- Linking of children based on the user definable child age categories.
- Availability display of room and room type availability, calculated on demand, including the display of child count per day, per child age category.
- Reservation search on arrivals, in-house, departure, waitlist, history and on financial accounts.
- Inventory items such as cribs or extra beds are shown per request on the availability screen.
- Reservation attribute assignment based on user-defined attributes, such as market code, source and defined codes according to the needs of the property.
- User definable display and possibility to make user-defined attributes mandatory.
- Attribute Categories and the corresponding values can be linked to rate codes and copied to the reservation.
- Ability to schedule reservation changes such as room move, rate code change, changes in the number of adults or children and source or market code changes.
- User-definable HTML-based printable display of reservation information on all reservation navigator screens.

-
- The cancelling and reinstatement of reservations, including tracking of reinstate reasons.
 - Possibility to cancel multiple reservations.
 - Add on reservation functionality.
 - Advanced billing authorization with the possibility to attach documents for billing authorization.
 - Waitlist functionality including priority setting and user definable waitlist reason setup.
 - Display of history and future reservations via the reservation navigator, in the reservation tree and in the profile tree view.
 - Guest message handling.
 - Create and view a guest locator.
 - Advanced rate selection grid, including customised rate query grid to display restricted rates in different colour or text, net and gross amount display and available rooms for selected reservation criteria.
 - The control keys: Ctrl. +1, 2, 3 up to 9 can be used for fast switching between tabs when editing a reservation.
 - Possibility of user-definable display colour or text on the rate query grid.
 - Suite handling and parlour rooms enable the selling of a combination of rooms at the same time.
 - Block and group selection from the reservation edit screen.
 - Package can be attached to a reservation, with different posting rhythms.
 - Master and sub packages can be defined; this allows for the linking of several packages to a reservation by only selecting the master package.
 - Flexible price handling for packages from the reservation edit screen.
 - Easy access package and rate setup from reservation.
 - Registration card printing.
 - Confirmation letter functionality, including the definition of unlimited number of confirmation letters in different languages, the ability to send confirmation letters to all profiles attached to the reservation and the individual edit of confirmation letters before print and storing.
 - Possibility to send Confirmation Letters in HTML Format
 - Confirmation letters can be printed by rate code and guest language.
 - Email confirmation letters with a user-defined email body or send confirmation letters direct as email from the reservation edit screen. Emails may be sent using the hotels email address or a specific users email address.
 - An email can be saved to draft and sent at a later time.
 - Saved and/or printed confirmation letters can be sent by e-mail.
 - Documents such as confirmation letters which are sent as PDF attachments are automatically password protected.
 - Possibility to send an email to multiple recipients as To, CC or BCC.
 - Possibility to attach files when sending emails.
 - Detailed history of all sent confirmation letters and emails.
 - An easy letter option allows users to quickly and easily create letters based on pre-defined text blocks. Easy letters can be printed or sent by email.
 - Billing instructions with date functionality.
 - Billing instructions with a limit value allows hotels to define billing instructions to be applied only until a certain limit is reached.
 - An unlimited number of free-form notes can be added; notes can be defined as guest viewable and can be defined to pop up when creating or opening a reservation.
 - Fixed charges linkage.

-
- No show functionality.
 - Deposit request functionality.
 - House and room type overbooking handling.
 - Proposal of preferred rooms at room assignment.
 - User definable guarantee codes.
 - Flexible Share handling.
 - Functionality to calculate the share prices on a per guest basis; this is used in properties where one room can be used by several individual persons.
 - Indicator buttons such as sharing guest, reservations notes, message or locators.
 - Trace functionality including user rights and user log to show creation and modification made to existing traces
 - Trace look up functionality enables user to filter on criteria such as date and room number.
 - Automatic traces enable users to define the creation of tasks based on certain conditions such as creation or update of records; for example, create a trace in 2 week's time if the reservation option date is reached.
 - Hint functionality with simple hint in a message box or a free definable html display.
 - Room moves are easily tracked and planned with a room move time and reason; the entering of a reason for the room move can be defined as mandatory.
 - Guest transportation functionality; specific users can be defined as being responsible for guest transportation.
 - Reservation search on multiple fields.
 - Guest Comments (complaints) functionality with user-definable guest comment category. Users can select a category and fill in the complaint or suggestion text.
 - Guest comments can be linked to a maintenance task when a guest complains about something which is a maintenance issue.
 - Define and add meal-plans with different board types including all inclusive at rate code level and the possibility to display the meal plan on the availability screen.
 - Create party reservations to link multi-room FIT reservations together as a "party"
 - Multi-guest functionality - a reservation is considered to be a multi-guest reservation, if more than one room and/or more than one adult have been entered on the reservation.
 - Possibility to allow different key access rights when using Suite8 multi guest functionality.
 - Possibility to assign packages per guest when using Suite8 multi guest functionality.
 - Returnable item functionality for reservations allow hotels to charge for items such as bathrobes on check out if not returned by the guest.
 - Option to display countries and nationalities by the description rather by the code on the group edit, group template, reservation navigator and quick reservation screens.
 - Possibility to view a pre-defined number of last modified reservations from the reservation navigator.
 - Scrolling functionality on the reservation navigator allows to open the next or last reservation from the list while in reservation edit mode.
 - XML Interface for Online registration Cards.
 - Possibility to set authorization for city ledger check out and a reason for the authorization.
 - SMS sending can be used to send notifications to employees and guests.
 - Possibility to define that the daily charges be posted automatically after check-in.
 - Possibility to define that the guest billing screen is automatically displayed after check-in.
 - Possibility to link a booker to a company, source or travel agent to a booker, so that when entering a booker on a reservation the user is prompted to link the company, source or travel agent to the reservation.

-
- Custom SQL statements can be created for reservation search purposes. The custom queries are listed in the advanced query option in the reservation search navigator.
 - Reservation offers which do not affect availability can be entered and can be accepted based on mandatory option date. (On rate query)
 - Both system fields and custom fields on a reservation are logged in the user log.
 - Possibility to assign city ledger authorization
 - Possibility to edit multiple reservations; a single reservation is displayed and the remaining selected reservations are displayed in a list on the side.
 - With multi guest functionality active then registration cards can be printed with the name of the master guest or with the names of all the guests.
 - Various split options are available for reservations with multiple rooms; this functionality is designed for properties configuring beds instead of rooms.
 - Functionality is available for the issuing of pre-check in and post check out keys when using a key card interface, for example if a guest checks in and the room is not yet ready but the guest is allowed to produce charges and transfer these to the room using the pre check in key.
 - Functionality is available for supporting Social Media Networks such as Twitter or Facebook. If the property decides to present itself on one of these platforms, Suite8 Social Media Interaction enables posting the correct information whenever needed. The utility 'bit.ly' is used for redirecting URL addresses, for example for the URL of the properties Suite8 home page. Bit.ly offers URL redirection service with real-time link tracking. The rates can be posted from the rate query by pressing 'Post Networks' button as tweet with a link to directly book this on the properties Suite8 Homepage URL and on Facebook rates and the link can be posted on the Wall as well as 'Events' posted to the Events page on Facebook.
 - Vouchers can be attached to and detached from a reservation via the options menu.
 - Possibility to define a limit per routing instruction; the limit amount is definable per department code.
 - Promotions such as early booking, stay 3 nights and pay for 2 can be defined and selected when making a reservation.
 - Possibility to suppress rate amount display according to user rights.
 - Functionality to handle guest billing when the guest checks in and out over a certain time period but settles the bill on say a monthly basis.
 - Possibility to add custom fields to the multi-guest dialog box.
 - Suite8 supports the application MyTaxi which may be used to order a taxi.

Reservations - Group & Block Reservations

Block Overview

Reservation

Block Code: Start Date: Actual Query: Block Status = All

Full Name: Date:

Block Status: Contract #:

Hide History

Block Code	Full Name	Start Date	End Date	Block Status	Booking Name	Search Name
011004#ID	Presentation Suite 8	16/04/2013	04/05/2013	Open for tentative P	Presentation	
ACC150203	Accountants Conference 2006	01/06/2012	04/06/2012	Open for definite Pi		
BEDBASE	Bed Based Block	12/06/2012	12/07/2012	Open for tentative P		Bed
BIO110503	Biomedical Sciences 2006	23/08/2012	30/08/2012	Open for tentative P	Biomedical Sciences 2003	
BIO2012	Biomedical Sciences 2012	11/06/2012	18/06/2012	Open for tentative P		
CAR020203	Cardiology Conference 2006	17/05/2012	17/09/2012	Open for tentative P	Cardiology Conference 2005	
CAR2012	Cardiology Conference 2012	11/06/2012	12/10/2012	Open for tentative P		
CAW240303	Christian Awareness Week	06/07/2012	10/07/2012	Open for tentative P		
CONT2003	Continental Airlines 2012 Contract	15/04/2012	15/04/2013	Open for definite Pi		
ECB060703	ECB Annual Conference	18/10/2012	23/10/2012	Offer	ECB Annual Conference	
MAYPARTY09	MAYPARTY09	26/04/2013	29/04/2013	Open for tentative P		
MEAL0811	Meal	10/12/2012	15/12/2012	Open for definite Pi		Meal Plan...
Micros-Fid	Micros-Fidelio Meeting	02/05/2013	04/05/2013	Open for tentative P		
PGA080603	PGA Golf Championship 2006	20/09/2012	28/09/2012	Open for tentative P		
TAU121203	Tauk Tours Tennis Tournament	26/03/2013	05/04/2013	Initial		
TUI2011	TUI2011	03/03/2013	28/12/2013	Open for tentative P		TUI2011
bio_07	Biomedical Sciences 2006	01/12/2012	08/12/2012	Open for tentative P	Biomedical Sciences 2005	

Presentation Suite 8 (Block ID 1024)

Block Name: Presentation Suite 8

Block Status: Open for tentative Pickup

Booker: Mr. John Roberts

Company: MICROS-Fidelio GmbH Ltd. Engineering Consulting

Market Code: Company with Contract

Reservation Status: tentative **Autogroup:** No

Pickup Agents

Name	Corporate ID	Start	End
MICROS-Fidelio GmbH Ltd. Engineering Consulting	2123080	16/04/2013	18/04/2013

- Creation of a block and management of existing blocks.
- User-definable block status.
- After the status of a block is changed to 'Open for Pickup', rooms can be picked-up by group reservations or individual reservations.
- Block pickup functionality for existing reservations.
- Copy functionality to create custom tour series or fixed series blocks.
- Blocks can be rigid; no overbooking possible or elastic where overbooking and flexible stay dates are possible.
- Searching for and changing existing block reservations.
- Linking of all profile types to a block reservation.
- Possibility to enter manual rates per adult on the block grid.
- Possibility to enter the number of persons as well as number of rooms for a block reservation
- Custom Occupancy functionality gives the possibility to define single or double occupancy on the block grid
- Possibility to send correspondence directly from the block header
- Package elements can be linked to blocks and are then copied when the reservation is picked up from the block.
- Create a new group, search, view and modify a given group and create a group template whose information can be copied to all group members.
- With rooming list functionality large groups can be entered fast and changes to group member reservations can be applied to all or members with the same arrival/departure date.
- Group rooming lists can be imported in excel format.
- In addition to all single reservations options the Groups Module lets you:

-
- Create a rooming list for group members
 - Different length of stay for each group member
 - Individual guest profile handling of group members
 - Multi-reservation edit functionality enables the editing of several group reservations at the same time.
 - Cut-off date/day functionality including the release of unsold rooms automatically following the cut-off date or as needed. Cut off days can also be set by date range from within the block grid.
 - Group cancellation functionality.
 - Groups can be set to inactive status.
 - Support of different arrival dates of the pick-up reservations.
 - Automatic room assignment taking desired room features into consideration.
 - The ability to update a profile from the rooming list.
 - Set billing instructions for all group members or route postings directly.
 - Default billing instructions in the block header are applied when the reservation is picked up from the block.
 - Block Statistics, display on the block and on the availability screen.
 - User-definable HTML-based display of block information on block search screen and group screen.
 - Define and add meal-plan with different board types also at rate code level to individual or group members and display the meal plan on the availability screen.
 - Meal plan is available on the block header and can be defined to be selected by default.
 - Option to check-in the entire group from the group menu.
 - An unlimited number of free-form notes can be added to the block header.
 - Possibility to create a message for all group members prior to check in or whilst checked-in; the TV or Phone system must be able to handle multiple messages.
 - Possibility to enter and search for block contract numbers.
 - Easy creation of different group reservations picked up from one block (group linkage in block header).
 - Automatic traces enable users to define the creation of tasks based on certain conditions such as creation or update of records; for example, create a trace in 2 week's time if the block rooming list date is reached.
 - Possibility to link a hotel segment to a group template so that only room types from the defined segment are available for selection.
 - Possibility to route group allowances to a financial account.
 - Ability to create proforma invoices for a group; all group members revenue based on their billing instruction definitions is transferred to the target Financial Account
 - Possibility to customize the rooming list grid.
 - Auto group functionality creates a group reservation when a reservation is picked up from a block; this enables the user of all group functionality, such as group wake up calls and group check in without manually creating a group master for the block. Auto group can be defined to be selected by default on the block header.
 - Possibility to create group confirmation letters.
 - Functionality is available to automatically create a group reservation if a reservation is picked up from a block; therefore group functionality, such as group wakeup calls, group check in, group transfer of postings is available automatically without creating a group header for this block manually.

- The field 'Web Promotion' can be defined to be available on the block header. A promotion code can be entered on the Suite8 Homepage so that travel agents or individual guests can pick up rooms from the block with the promotion code assigned.
- Possibility to add custom fields to the group reservation screen.

Cashiering

The cashier module enables all hotel cashiering functions. This module includes features for guests, such as deposit handling, currency handling, payments and accounting. Also included are cashier functions for non-guests, such as payment for special services and currency exchange.

Cashiering Overview

The screenshot displays the Suite8 Cashiering Overview window. At the top, it shows reservation details: Name: Hobson, Tom; Arrival: 23/06/11; Departure: 30/06/11; Rate Code: Travel Agent Classic 23; Persons: 1; Rooms: 300 - Single Room; Status: In House; Balance: 777.00. Below this, a table shows the reservation details for room 300, including arrival and departure dates, and a total amount of 708.75. The main part of the window is a detailed folio for room 300, listing various charges such as Accommodation, City Tax, Banquet Manual, and Telephone, with their respective amounts and prices.

Ar	Code	Department	Date	Posted in	Amount	Price
NR	100	Accommodation	23/06/11		75.00	75.00
NR	862	City Tax	23/06/11		3.75	3.75
NR	100	Accommodation	23/06/11		75.00	75.00
NR	862	City Tax	23/06/11		3.75	3.75
NR	100	Accommodation	24/06/11		75.00	75.00
NR	862	City Tax	24/06/11		3.75	3.75
NR	100	Accommodation	25/06/11		75.00	75.00
NR	862	City Tax	25/06/11		3.75	3.75
NR	100	Accommodation	26/06/11		75.00	75.00
NR	862	City Tax	26/06/11		3.75	3.75
NR	100	Accommodation	27/06/11		75.00	75.00
NR	862	City Tax	27/06/11		3.75	3.75
NR	100	Accommodation	28/06/11		75.00	75.00
NR	862	City Tax	28/06/11		3.75	3.75
NR	100	Accommodation	29/06/11		75.00	75.00
NR	862	City Tax	29/06/11		3.75	3.75
NR	100	Accommodation	30/06/11		75.00	75.00
NR	862	City Tax	30/06/11		3.75	3.75

- Unlimited number of cashiers.
- Identify users at log on and apply defined user-rights and assigned cash flow.
- Restrict use to only one cashier at a time.
- Handling of paid-outs.
- Handling of currency exchange including user-definable receipt layout and exchange of foreign to local and foreign to any other foreign currency included in the cashiers stock.
- Possibility to define an exchange rate fee.
- Create automatic room and tax posting with proper daily rate, fixed charges and tax.
- View Micros POS guest check details from the folio.
- Advance folio handling.
- Tour Operator folio handling, allows users to post all charges to one financial account.
- EFT functionality for Credit Card processing with credit card online type check, approval and authorization rules.
- Archive checked-out folios for later retrieval in billing history.
- Posting details are permanently linked to history reservations.
- Exchange from foreign into local and local into foreign currency.
- Update exchange rates daily.
- Define different rates for cash exchange or posting fixed charges.
- Basic posting routine and article posting.

-
- Possibility to post daily charges such as room rate, packages and fixed charges for a single day or for the entire stay.
 - Possibility to post a room charge manually, for example, may be used to post day use conference packages where the guests do not stay overnight.
 - Batch posting
 - Deposit handling
 - Unlimited number of windows (folios).
 - Possibility to open multiple windows for multiple guests.
 - Multiple invoices can be opened and handled all with different windows at the same time.
 - Support of standard folio functions, such as split and transfer of charges.
 - Drag and drop functionality.
 - Complete cashier journal.
 - User definable cashier closure reports
 - User-definable number of cashier closure and shift drop per day.
 - Multiple currencies per cashier, with the ability to define starting cash amount in multiple currencies.
 - Definition of billing instructions by date.
 - Multiple layouts for invoices.
 - Possibility to collate invoices.
 - Invoice void functionality to restrict invoice correction and reprinting which is a legal requirement in some countries.
 - User-definable supplement text on folios.
 - Batch printing
 - Petty cash functionality including folio printing for petty cash transactions.
 - Booth telephone functionality.
 - Check out messages.
 - Possibility to define the number of interim bill or check-out folio copies to be printed based on either the folio style or the payment type selected.
 - Possibility to post a discount/ adjustment percentage or amount to a specific invoice or an adjustment as a percentage of the selected invoices.
 - Possibility to post a discount/ adjustment percentage or amount when entering a manual rate code.
 - Possibility to post all room and fixed charges manually prior to night audit.
 - Possibility to select several postings and group them together as one amount on the folio with a user definable description.
 - Transponder handling for those properties that provide chip cards to their guests instead of cash.
 - Rebate card functionality enables properties to provide a wellness/spa access by membership card to external guests.
 - Possibility to send charges in a currency other than local to the interface.
 - Support for Automatic Cash Drawer Opening functionality.
 - Possibility to view posting history from the guest's folio.
 - With the appropriate user rights a posting can be deleted (using the delete key on the key board) on the same day as it was posted.
 - Possibility to transfer an open balance from one account to the other without transferring the actual charges.

-
- Possibility to transfer pre-arrival postings to expected future reservations or financial accounts using drag & drop functionality.
 - Possibility to link reservations so that different reservations can be summarized on open balance reports.
 - On the basis of an interface, TAC Voucher Management enables vouchers to be read from bar codes and redeemed against a guest invoice.
 - Possibility to view consumed and not consumed allowances.
 - Possibility via a quick key to mark all postings in one billing window
 - Possibility to define a maximum posting amount which can be overridden if required.
 - Possibility to check out a guest without closing the folio.
 - Possibility to automatically post remaining charges if a guest departs earlier than the original departure date.
 - Proforma invoices can be printed for multiple billing windows.
 - Possibility to print a group proforma invoice, for group members arriving today and who have billing instructions to the same financial account.
 - Internal voucher handling can be used to create and manage vouchers and enables vouchers to be read from bar codes and redeemed against a guest invoice.
 - Three different voucher types can be defined:
 - A Product voucher refers to a specific product, e.g. Candle Light Dinner
 - A Value voucher does not refer to a specific product and may be partial redeemed.
 - An Arrangement voucher can be used to create a voucher for overnight stay packages.
 - A voucher can be placed on hold and cannot be redeemed as long as it is on hold.
 - A voucher can be defined so that the tax is calculated at the point when the voucher is used and not when it is created. Also in this case a payment receipt will be printed when selling the voucher instead of issuing an invoice.
 - Possibility to generate multiple vouchers, for example if a company orders multiple vouchers for rewarding their employees.
 - Suite8 supports Loyalty Services AG Gift Card software. Loyalty Services AG is a Swiss company providing solutions for gift cards (Voucher Redemption).
 - Notes can be defined to pop up when opening a folio.
 - Properties who process credit invoices via guest ledger can merge debit postings within accounts receivable.
 - Possibility to automatically create a PDF file for each invoice upon check out.
 - Possibility to recalculate taxes for all exempted postings.
 - Possibility to assign separate folio numbers to city ledger invoices.
 - Possibility to view and print a guest's check with the guest's signature from Suite8; this functionality requires the appropriate Micros system.
 - Functionality to adjust multiple department codes.
 - Functionality is available for the issuing of pre-check in and post check out keys when using a key card interface, for example if a guest checks out of the room but stays at the property and produces charges, upon check out the charges are transferred to the defined financial account and a new key can be printed for the available room for the next guest.
 - Functionality to handle tax exemption requirements.
 - Functionality to handle fiscal interface.
 - Functionality to handle antifraud law requirements such as creation of an invoice signature.
 - Possibility to create a group pro-forma invoice.
 - Rebate functionality can be linked per window

- Remote check out allows guests to check out on the TV system with integration to an EFT Interface.
- Possibility when viewing posting details to switch between the regular view and the Net/VAT view to see the VAT breakdown.

Accounts Receivable

The Fidelio Suite8 Receivables module is integrated in the cashier module of Suite8 and is used to create customer invoices, credit memos, credit card compression and payment maintenance after check out. It is also used to answer invoice related customer account questions, send and maintain reminder letters and define the reminder cycles as well as running accounts receivable reports and track open invoice activity.

Receivables Overview

The screenshot displays the 'Accounts Receivable Overview' interface. At the top, there are tabs for 'Accounts', 'Transactions', 'Credit Cards', 'Document History', and 'Import ESR'. Below these are search and filter options for 'A/R Account', 'A/R Account #', 'Account Type', and 'Advanced Query'. A summary table shows 'Selected Balances' and 'All Accounts Balances' with totals for 'Total', 'To Transfer', and 'Transferred'. The main table lists accounts with columns for 'Account #', 'Name', 'Total Balance', 'Balance to Transfer', 'Balance Transferred', 'Type', 'Address', 'Contact', and 'Active'. A detailed view for account 11129 is shown below, including 'Account Number', 'Account Name', 'Contact', 'Address', 'Account Type', 'Credit Limit', 'Credit Status', and 'Open Balance'.

Account #	Name	Total Balance	Balance to Transfer	Balance Transferred	Type	Address	Contact	Active
11129	3B Germany	305.00	0.00	305.00	FIL	Munich, Carl-Zeiss-Strasse 15		✓
41092	Al Matrouk, Faisal	5,000.00	0.00	5,000.00	INL	Etobicoke, 2269 Lakeshore Boulev...		✓
1100	American Express Creditcard	10,418.75	0.00	10,418.75	CC	Frankfurt am Main, Theodor-Heuss...		✓
42569	Apfa, Klaus	612.50	292.50	320.00	INL	Zwolle, Meurekenlaan 2		✓
41048	Arato, George	1,020.10	0.00	1,020.10	INL	Calgary, 3026 E 2nd Avenue		✓
11131	Bally Shoes	185.00	0.00	185.00	FIL	Geneva, 115 Rue des Montagnes		✓

Account Number:	11129	Account Type:	FIL - Company national
Account Name:	3B Germany	Credit Limit:	500.00
Contact:		Credit Status:	Blacklist
Address:	Carl-Zeiss-Strasse 15 81837 Munich	Open Balance:	305.00

- A/R account search and edit.
- Possibility to search for invoice numbers inside compressed postings.
- Compression of credit cards and accounts receivable records, including automatic report generation and print out when compressing credit cards.
- Manual adjustments and postings in A/R.
- Possibility to add remarks to the A/R records edit screen.
- Accounts receivable notes and traces.
- A/R access user rights.
- Printing of aging reports per account.
- Aging periods can be defined per account or account group.
- Reminders and statements can be individually configured.
- Possibility to print or email reminders and statements (stored in history).
- Possibility to view at any time the original invoice and postings.
- Possibility to edit folio history and billing details.
- Possibility to undo a compression as long as no payment was made to the compression.
- Possibility to post A/R Payments on today's date and enter the valuta date of the payment.

- Possibility to post unallocated payments.
- Payment Receipt when making a payment in A/R (stored in Billing History)
- An unallocated payment can be spread over several transactions
- A/R Invoice Handling for Egypt.
- A/R Fattura Riepilogativa for Italy.
- Define grids according to the property requirements.
- Possibility to enter old A/R balances from other systems.
- Possibility to import ESR (Electronic Statement Remittance) payment files; the files are used for domestic electronic payments in Swiss francs.

Travel Agent Processing

The travel agent processing module is integrated in the cashier module of Suite8. It is used for calculating, processing and paying travel agent or source commissions.

Travel Agent Processing Overview

Agent Hold	Agent Name	IATA	Currency	Commission	TAP Curr. Comm	Process Id	Process Date	City
	Apex Travel		USD	93.08				San Jose
	Fly like an Eagle Tr		GBP	133.65				Slough
	Rose Travel		USD	125.00				Overland Park
	St Christophers Trav		USD	104.67				Austin
	Thomas Cook		EUR	120.72				London

- Possibility to add manual commissions.
- Possibility to setup different travel agent accounts.
- Possibility to void a commission payment.
- Possibility to place a commission payment on hold.
- Travel agent processing access user rights.
- Define grids according to the property requirements.
- Configuration of different commission codes and currencies.
- Configuration of commission at rate code level.
- Possibility to modify and delete commissions.
- Checks printing.
- Preview report printing before actual process.
- Pre-check and process report printing.
- Possibility to define department code for prepaid commission which will be subtracted from calculated commission amount.
- Possibility to enter notes when modifying a commission record.

- Possibility to define rules to calculate the commission based on the reservation contracted currency exchange rate.

Front Desk

The Front Desk module is used to perform all functions needed at the front desk including viewing arrivals, checking-in guests, walk-in reservations and taking and printing messages, as well as accessing house status and room blocking.

Front Desk Room Blocking Overview

The screenshot shows the 'Room Blocking' interface with the following data:

Search Filters:

- Starting date: 20/06/2012
- To date: 20/06/2012
- Room types: [Dropdown]
- Room features: [Dropdown]
- Floor: [Dropdown]
- Start from room: [Dropdown]
- Departing rooms: Just before 00:00
- Checked out rooms only:
- Ignore profile room features:
- Ignore reservation room features:
- Incl. out of service:
- Display only preferred rooms / room types for the reserved room types:
- Display only preferred rooms / room types:
- Only unblocked reservations:

Housekeeping status:

- CL Clean (checked)
- DI Dirty
- TU Touched up
- IS Inspected (checked)
- GM Checked by GM (checked)

Reservations Table:

Room...	Room No.	Status	Name	Arrival	Depart...	Arriva...	Group...	Prefe...	Guest...	Guest...
SR			Lindner, Christian	20/06...	21/06...	00:00				

Rooms Table:

Room Type	Room No.	Status	Features
SR	100	CL	
SR	103	IS	BTH, LFL
SR	104	IS	LFL, CEL
SR	202	IS	
SR	302	IS	
SR	400	IS	VAC
SR	401	IS	VAC

Reservation Profile:

- Name: Lindner, Christian
- Reservation No.: 3038
- Arrival: Wednesday, 20.06.2012
- Departure: Thursday, 21.06.2012
- Nights: 1
- Rooms: 1 Single Room
- Room No.:
- No of Pers: 2 Adults
- Rate Code/Price: RACKWEB 127.80 EUR
- Packages: Breakfast included (Inclusive), Full Board Lunch Inclusive (Inclusive), Newspaper (Financial Times/HT) (Separate)
- Open Balance: 0.00 EUR
- Market Code: Individual
- Indicators:
- Address: Frankenstrasse 15a
- 10234 Berlin
- First Arrival: 02/06/2012
- Last Departure:
- Stays: 0
- Last Room/Rate:
- Total Revenue: 167.00 EUR
- Notes for Profile
- Notes for Reservation

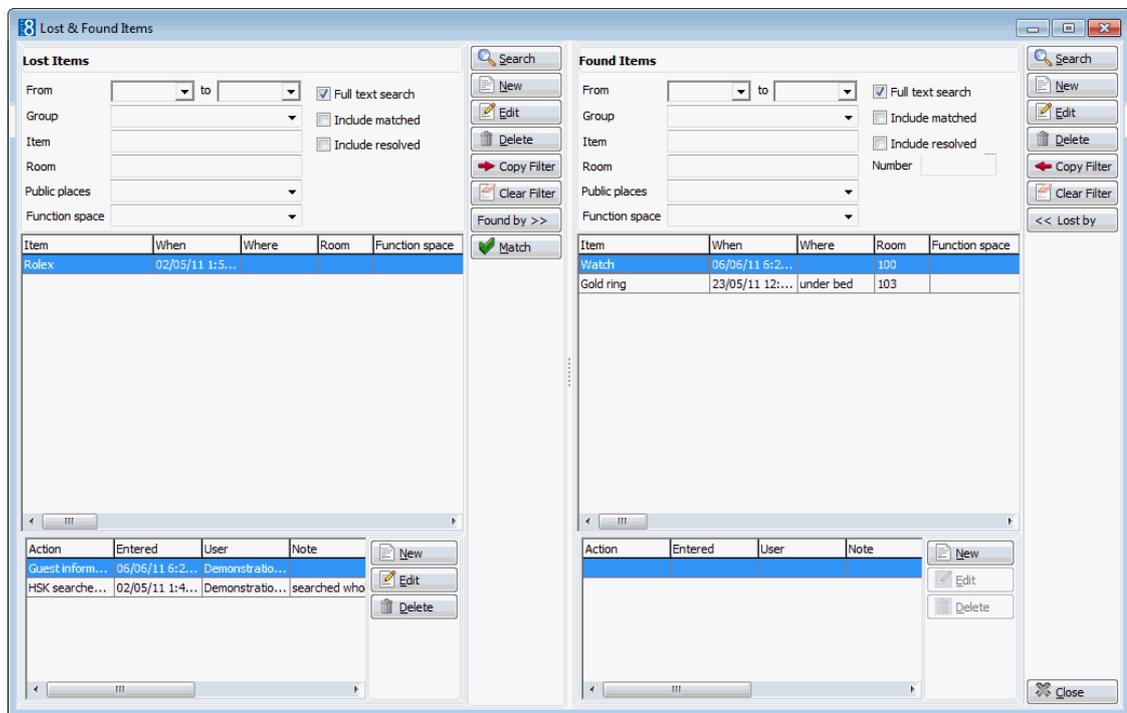
- Define screens and grids according to the property requirements.
- View indicator lamps for messages, guest locators, billing instructions, changes on the rate and room moves.
- Enter, complete and modify guest data.
- Handle walk-ins.
- Check-in functionality for reservations and financial accounts.
- Print registration cards upon check in.
- Complete message handling, including multiple messages in different languages and track message delivery.
- Message display at check-in.
- Messages can be sent in a batch to multiple guests or reservations, such as guests arriving today or only checked-in guests.
- Locator functionality is available for resident and non-resident guests; locators can be linked to either a reservation or a profile.
- Room blocking and automatic room assignment.
- Room blocking display shows how long a room has been vacant, giving the possibility to optimize room allocation.
- Group check-in.

- Possibility to place arrival reservations on a check-in queue when no room is available at the time of arrival.
- Do not move functionality (Superblock) enables reservations to be assigned a room block which can then only be changed with the appropriate user rights.
- Possibility to add custom fields to the room blocking grid.
- Traces lookup functionality.
- SMS functionality can be used to advise a guest that the room is ready for check in or for sending a reservation confirmation.
- Nationality can be set as mandatory for in-house guests

Lost & Found

The lost & found option may be used to record, track and match lost & found items.

Lost & Found Overview



- Possibility to enter or track items for guests who are missing an item.
- Possibility to enter or track items found by guests or employees.
- Lost item records can be matched with found item records.
- Each action taken regarding the lost or found item can be recorded.
- The default number of days to keep a lost or found article can be defined; the default number is then automatically added to the date when the found or lost article is recorded.

Rooms Management

Fidelio Suite8's Rooms Management module is used to perform all housekeeping functions, keep track of room status and record room management activity.

Housekeeping Overview

Room	Type	Status	Guest Service	Section	Condition	Last changed by HK
101	DR	00		1 [Evening Section], 1 [Day Section]	In House	11/06/2012 12:48:29
102	DR	00		1 [Evening Section], 1 [Day Section]	In House	23/06/2012 19:54:28
103	DR	00		1 [Evening Section], 1 [Day Section]	Exp. dep. today	11/06/2012 12:45:52
104	DR	00		1 [Evening Section], 1 [Day Section]	Moving Out, Exp. dep. today	06/06/2012 06:03:23
105	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
106	DR	00		1 [Evening Section], 1 [Day Section]	In House	11/06/2012 12:45:58
107	DR	00		1 [Evening Section], 1 [Day Section]	In House	02/06/2012 14:08:46
108	DR	00		1 [Evening Section], 1 [Day Section]	In House	11/06/2012 12:58:04
109	DR	00		1 [Evening Section], 1 [Day Section]	In House	08/06/2012 12:58:21
110	DR	00		1 [Evening Section], 1 [Day Section]	In House	11/06/2012 12:45:57
111	DR	00		1 [Evening Section], 1 [Day Section]	In House	02/06/2012 14:08:46
112	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
113	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
114	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
115	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
116	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
117	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
118	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
119	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
120	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
121	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
122	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
123	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
124	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
125	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
126	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
127	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
128	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
129	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
130	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
131	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
132	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
133	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
134	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
135	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
136	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
137	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
138	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
139	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
140	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
141	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
142	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
143	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
144	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
145	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
146	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
147	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
148	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
149	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28
150	DR	00		1 [Evening Section], 1 [Day Section]	In House	10/06/2012 12:46:28

- Housekeeping control screen, including room status change, room assignment, room blocking, and user-definable filters for room display.
- Complete house status including all important factors at one glance.
- Housekeeping checks for clean, dirty, out of order, and out of service rooms, assigned rooms, and room discrepancies.
- Multiple search options for clean and dirty rooms for all rooms, all rooms of a section, vacant rooms, occupied rooms, arrivals expected or vacant rooms. The user definable views can be stored for future use.
- Options for "Quick Cleaning" rooms.
- Set rooms for touch-up (light cleaning) only.
- User definable room status and colours.
- Set status regarding whether a clean room was inspected.
- Room status - change room status through telephone interface.
- Housekeeping assignment - multiple rooms can be assigned at one time.
- Ability to allocate housekeeping credits (normal days and departure days) to each room and create housekeeping report with equal number of credits for each room attendant.
- Housekeeping credits can be defined for public places and function spaces and allocated on the attendants plan
- Possibility to assign additional credits to attendants cleaning rooms occupied by guests with special housekeeping amenities such as changing linen or towels.
- Possibility to directly edit a reservation from the attendants screen.
- Notes can be entered and assigned to an attendant.
- Possibility to calculate the attendants report by maids or housekeepers attendant group.

- The room attendant plan can be created for future days; this can be used by properties who outsource the room maid services to other companies and are required to provide a plan in advance.
- Ability to define custom housekeeping sections and allocate rooms to housekeeping section per day and per evening.
- Block rooms and assign reasons for blocking the rooms.
- Create general assignments for blocking rooms from check-in; multiple rooms can be selected.
- Create housekeeping assignments to indicate that rooms should be prepared according to special guest requests.
- Track housekeeping room and person discrepancies.
- Keep track of reasons for out of service and out of order rooms.
- View room history.
- Possibility to print the search results.
- Additional credits can be assigned to attendants cleaning rooms occupied by guests with special housekeeping amenities such as changing linen or towels.
- Guest service functionality enables guests to advise housekeeping of the room status 'Do not disturb' or 'Make up my room' via the telephone interface.

Maintenance/Guest Service Center

The maintenance/guest service center module provides identical functionality, however, depending on requirements properties can decide if the option should be called Maintenance or Guest Service Center.

The maintenance module can be used to perform all maintenance functions including recording and tracing repair service requests for rooms, function spaces and public areas. The Guest Service Center may be used to record and trace service requests for rooms, function spaces and public areas.

Maintenance Overview

Priority	Created	Entered	Resp. Employee	Type Code	Type	Status Level	Due Date	Due In	Resolved
Normal		08/12/2012 14:09:47	Charlotte, va...	CAR	Carpet Cleaning	Not yet started	08/12/2012 16:09:00	35 days 07:47:08	
Normal		11/11/2012 16:02:28	Demonstrato...	HKC	Housekeeping Request	Not yet started			
Normal		11/11/2012 16:09:13	Demonstrato...	HKC	Housekeeping Request	In Progress			
Normal		08/11/2012 15:45:37	Arpa, Escote...	CAR	Carpet Cleaning	Not yet started	08/11/2012 15:45:37	25 days 07:23:45	
Normal		08/11/2012 15:45:37	Arpa, Escote...	CAR	Carpet Cleaning	External Resource needed	08/11/2012 15:45:37	25 days 07:23:45	
Normal		08/11/2012 15:45:37	Arpa, Escote...	CAR	Carpet Cleaning	In Progress	08/11/2012 15:45:37	25 days 07:23:45	
Low		08/11/2012 15:45:37	Arpa, Escote...	CAR	Carpet Cleaning	Not yet started	08/11/2012 15:45:37	25 days 07:23:45	
Low		06/11/2012 16:39:00	MST, POS	EMG	Emergency Repairs	In Progress	06/11/2012 16:39:00	23 days 08:17:08	
Normal		06/11/2012 16:39:00	Arpa, Escote...	OW	Open Windows for Fresh Air	In Progress	06/11/2012 16:39:00	23 days 08:17:08	
High		03/11/2012 16:53:57	Terr, Rebecca	EMG	Emergency Repairs	In Progress	03/11/2012 17:23:46	30 days 09:01:46	

Locality	Public Place Restaurant "Hamburg"	Priority	Normal	Entered on	08/11/2012 15:45:37	Est. Dur	0	Due In	25 day 7 hour 24 minutes 0 second
Department	General	Responsible	Arpa, Escote...	Notes	Automatic Maintenance Task Carpet Cleaning needed				
Group	General								
Type	Carpet Cleaning								
Origin									
Guest Comments									

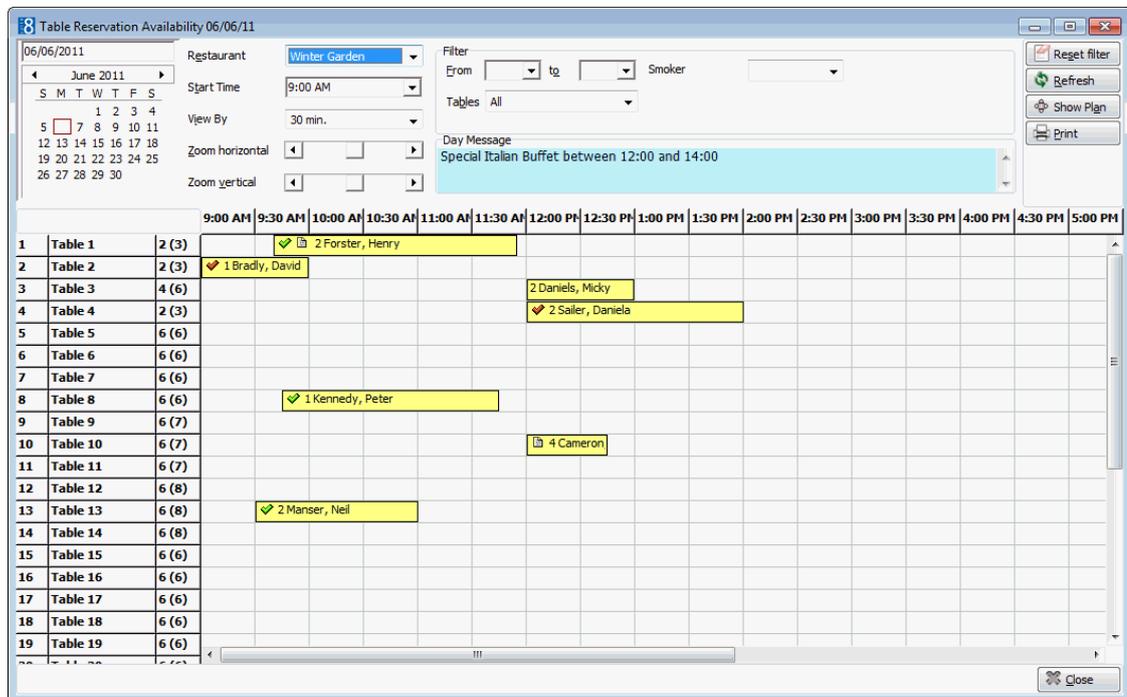
- Possibility to enter and track maintenance issues for rooms, function spaces and public areas.
- Search parameters available on the maintenance screen include dates, locality type and locality, maintenance type and group and responsible department and employee.
- All maintenance tasks can be viewed or they can be viewed by status; resolved or not resolved.
- Maintenance tasks can be filtered by priority level

-
- Maintenance types can be defined as out of order so that entering a maintenance record will prompt to place the room out of order.
 - Maintenance status levels allow all stages of the task to be recorded, such as, not started, in progress and completed.
 - The origin of the maintenance task can be entered, such as housekeeping, guest generated and automatic maintenance task.
 - A maintenance indicator on the edit reservation screen indicates that the room assigned has an active maintenance record.
 - SMS sending and email can be used to send notifications to the relevant employee.
 - Possibility to create automated maintenance tasks, such as regularly changing air condition filters.
 - Guest comments can be linked to a maintenance task when a guest complains about something which is a maintenance issue.
 - The name of the person or guest who reported the maintenance issue can be entered on the task as a reference.
 - User-definable HTML-based printable display of maintenance information.
 - Maintenance tasks are tracked in the user log per task.
 - Maintenance tasks can be classified in to groups and for each group, a code, description and responsible department selected.
 - When configuring a maintenance definition the following can be set:
 - Multiple responsible employees can be linked and the responsible employee can be selected from a list of possible employees when entering a new maintenance task.
 - A priority level can be set and is used as the default when a new task is entered, this may be changed as required.
 - An estimated duration time for completion of this task can be entered.
 - The parameter Ask Duration Time can be activated so that when the task is marked as completed the user is prompted to enter the actual time it took to resolve this task.

Table Reservations

The Table Reservation System allows configuration of all locations in the property where guests can reserve tables, such as restaurants, bars and lounges. The table reservation system can be switched to be used for resource reservations, such as parking lots or other service the property might offer.

Table Reservation Availability



- An unlimited number of restaurants and tables can be configured.
- The days of the week on which the restaurant is open are closed can be configured.
- The opening and closing times as well as multiple standard occupancy times can be configured for each restaurant.
- Possibility to configure time intervals for table reservation or resource Management.
- The view by time setting can be set per restaurant or per resource.
- New table reservations can be entered and existing ones can be selected for editing, cancellation, reinstatement, copying or printing.
- Start and end times can be entered on each table reservation allowing multiple bookings per table per day.
- Multiple profiles may be linked to the same table reservation.
- A table reservation linked to a reservation is indicated by an indicator lamp and may be accessed directly from the reservation.
- The presence of customers in the restaurant can be indicated by marking a table reservation as 'seated now' or 'seated as planned' and 'left now' or 'left as planned'.
- A series of table reservations may be entered.
- Table availability can be viewed by restaurant and a new table reservation entered or an existing reservation cancelled.
 - Search parameters available on the availability screen include Restaurants, Table Reservation attributes, queering for all occupied, empty or empty and partially empty tables.

-
- Reservations can be made by using the right mouse short cut menu when placing the cursor on the grid and dragging it with the left mouse click hold to the requested end time.
 - Table reservations can be accessed when editing an event either to view linked or to create a new table reservation.
 - When editing a table reservation Space Occupancy can be viewed to check the function space occupancy or entering new events.
 - If a function room which is used in combination with table reservations, such as a restaurant or bar, is blocked via CCM, the function space is displayed as blocked on the Table Reservation Availability.
 - CCM Bookings are considered and unallocated CCM bookings displayed underneath the total line.
 - If an event with the status 'tentative' is linked to a table reservation, it is indicated with diagonal lines on the table reservation availability.
 - Option to enter day messages, such as specials of the day, themes or special messages by restaurant.
 - Day messages are display on the availability screen and the restaurant plan.
 - Possibility to assign preferred restaurants and tables to customer profiles.
 - Possibility to 'lock' a specific table for a table reservation.
 - Possibility to switch table reservation functionality to resource reservation functionality.
 - Possibility to define if a table number is mandatory when creating a table reservation.
 - Possibility to enter a trace on a table reservation.
 - If a profile is linked to a table reservation then a confirmation letter or email can be sent
 - SMS's can be sent from the table reservation print menu.
 - Integration to the Table Management System (TMS) of Micros 3700 allows table occupancy look up and to create and update table reservations from Suite8 into TMS
 - POS 8 Integration to Suite8 table reservation allows look up of booked tables, seated and released times of tables and ad hoc reservations in POS 8.
 - Possibility to display the restaurant plan in graphical format; a list of not assigned reservations can be displayed and assigned. The total reservations and total number of persons is summarized at the bottom of the panel.
 - Filter options on the restaurant plan enable search by time, table features and table options, such as available or occupied.
 - With the appropriate rights users can change the setup of the tables in the restaurant plan.
 - On the restaurant plan standard and maximum persons defined on the table configuration can be displayed; moving with the cursor over a table displays a hint indicating, capacity, occupancy, available seats, contact, time, service info, adults and children.
 - A highlighted grey background on the restaurant planner indicates that the selected restaurant is not available on the selected date.
 - Various reports are available, including a status report showing expected and seated reservations.
 - Possibility to search by table; the table search query includes search by attributes, all, one or none.
 - Possibility to search by reservation, in addition tables can be assigned directly from the search dialog box via drag and drop.
 - Possibility to link quick profiles to a table reservation, by entering only the Last, First Name and Phone number of the guest; no profile is created in Suite8 when using quick profiles.
 - Possibility to create a table reservation directly from the restaurant availability screen.

- A reservation can be moved between restaurants via drag and drop.
- Restaurant plan display options to assign reservation or show availability are stored per user.
- The restaurant availability option allows users to view the availability in all the restaurants with easy accessibility to the table availability screen in order to make a reservation.
- Multiple table reservations can be made for the same table and same time range; the table reservations are then marked as shareable.
- Possibility to add a table reservation to an existing table if the shareable functionality is active for that table.
- Table reservations can be displayed directly from the conference booking for events linked to a restaurant.
- A booking or event can be displayed directly from the table reservation HTML.
- Possibility to batch print table cards.
- The table reservation diary information can be displayed directly from the conference diary.
- Table reservation functionality is accessible via the Suite8 Homepage.

Leisure

The Suite8 Leisure module integrates with the Spa Wellness Software BellaVita. BellaVita software maintains the multiple leisure facilities a property might offer, including sports or wellness treatments such as massages or facials. With BellaVita both the resources and the leisure bookings can be maintained and scheduled.

Leisure Booking

The screenshot shows a software interface for managing leisure bookings. On the left is a tree view of 'Offers' including categories like Bath & Softpack, Beauty, Massages, and Tennis & Fitness. The main area is titled 'Booking Number 198' and contains a form for editing a booking. The form includes fields for Date (20.04.2007), State (reserved), Time (12:15 to 13:15), Rate (40.50 EUR), Preparation Time (0:15), and Clearing Time (0:00). It also shows the paying guest 'Brumm, Michaela', reservation details, and a table for guest information with columns for Title, Firstname, and Lastname.

Title	Firstname	Lastname
	Michaela	Brumm

- From within Suite8 leisure bookings can be listed, edited, created, deleted, scheduled and posted.
- A leisure booking can be created from within a reservation and is noted on the HTML display and with an indicator lamp on the reservation screen.
- Possibility to switch to the Suite8 leisure booking edit screen and view or edit the booking details.

- Leisure booking charges from Suite8 leisure can be posted to the guest's room/checked in guest.
- Leisure postings can be performed directly from the leisure module to a financial account for guests with a rebate card linked and checked in financial account.
- Financial accounts are created automatically when creating leisure bookings for not in house guests.
- Possibility to edit a profile or a reservation.
- Possibility to open profile search and create or select a new profile
- Access to the leisure module from within Suite8 so that Offers, Employees, Schedules and all Leisure bookings can be maintained.
- Suite8 Leisure module installation is part of the Suite8 Install Shield

Configuration

Reservations

- Multiple user-definable child age categories; child age categories can be defined as non-paying and included on statistics reports as such.
- User-definable reservation attribute links, such as market code, source and channel code, but also special requests such as newspaper selections.
- Attribute Categories and the corresponding values can be linked to rate codes and copied to the reservation.
- Definition of inventory items such as cribs or extra beds.
- Definition of rooms – the number is limited only by the license code.
- Possibility to define and sort rooms by 'walk order'.
- Definition of room assignment and room assignment groups for blocking rooms for internal purposes such as show rooms.
- Rate season definition with different date ranges per season.
- Rate category configuration.
- Rate configuration in different currencies.
- Possibility to attach a commission code to the rate, this then overrides any commission codes attached via a travel agent profile.
- Configuration screen for block status and block status flow control.
- Possibility to set different display orders for CCM and Front Office.
- Configuration of hints.
- Package handling including allowances which can be posted by POS systems.
- Trace configuration.
- Amenity Cycles can be linked to Rates, Rooms, Room Types, Market Codes or Source Codes.
- Advanced billing authorization.
- Guest comments configuration.
- Meal Plan configuration.
- Ability to configure rates for a set amount of days, allowing rate codes such as 'stay 7 nights, get one night free' and early booking discounts.
- Ability to configure rates to be posted as a flat rate or as posting rhythm 'Once'. Flat rate posts the amount regardless of the number of adults. Posting rhythm 'once' posts the rates only once according to the adult and child age categories.
- Possibility to configure rate promotions; weekly and monthly rates can be defined, rate codes can be setup per day and rates can be setup by the hour. This functionality requires an additional license code.

-
- Possibility to configure base rates, the discounted or supplemented rate is configured as a base rate and then linked to an existing rate code.
 - Possibility to suppress rate code amounts for specific user; the rate code rate is only displayed to users with the right ' View Suppress Rates' assigned.
 - Configuration of guest amenities.
 - Ability to configure rooms for room owner management (time sharing). Rooms can be assigned an owner, a date range when the owner can use the room and a percentage rate.
 - Ability to configure rates with both a minimum and a maximum length of stay.
 - Ability to configure rates based on exact occupancy match.
 - Ability to configure day type rates so that the amount of one rate code can differ depending on the type of day, for example selling a rate code at a smaller amount if the demand is low or raising the rate if the demand is high for a certain day or period.
 - Possibility to define a date range for Day Type Schemas Values.
 - Multiple adults are supported on the flexible setup for day type schema values.
 - Ability to assign pictures to room types.
 - Packages can be defined to be excluded when calculating a discount.
 - Master and sub packages can be defined; this allows for the linking of several packages to a reservation by only selecting the master package.
 - Sub packages can be linked to multiple master packages
 - Possibility to define board type on the package configuration.
 - Short and long descriptions of the package information can be defined for display on the Suite8 Homepage and on mobile devices. A picture can also be linked to the package and can be defined to be available on Suite8 Homepage or a mobile device, this allows both advertisement text and pictures to be displayed.
 - Short and long descriptions of the room type and rate code information can be defined for display on the Suite8 Homepage and on mobile devices.
 - Reservation Policies (Deposit, Cancellation and No Show) can be linked to rate codes and can be printed on correspondence.
 - Possibility to define policy text per language which can be used on correspondence.
 - Possibility to define an email address per hotel segment.
 - Possibility to assign an arrangement code to a rate code.
 - Possibility to configure returnable items such as golf equipment on packages.
 - Possibility to define the block code format.
 - If turnaway functionality is used, attribute categories can be assigned for displaying on the turnaway form when processing a turnaway.
 - Possibility to define the room status to which the room of a no show reservation is turned to during night audit.
 - Customer definable rules can be set to define day types automatically based on occupancy.

Cashiering

- Configuration of arrangement codes.
- Definition of articles, for example mini bar articles.
- Definition of Billing Instruction Codes
- Cashier setup, including setting the maximum number of times a cashier may be opened and the stock amount in different currencies.
- Definition of credit card types, including authorization rules, type check, credit limit and if EFT installed the information that should be send to the interface. It is also possible to set up a different credit card type for the interface, for example if Master Card is identified by the type 'EC' but the credit card company can only handle 'MC'.

-
- Credit cards may be configured for mandatory entries such as the credit card number.
 - Definition of currencies, their code and decimal places.
 - Configuration of department main groups, department groups and department codes.
 - Definition of credit, debit or tax type department codes.
 - Allow /disable a department code for manual postings, deposit or transfer to accounts receivable.
 - Possibility to assign different tax codes to each department code.
 - Possibility to set credit limits on payment department codes.
 - Definition of paid-out and non-hotel revenue department codes.
 - Possibility to disable department codes for pre arrival, billing, accounts receivable, CCM and on payments.
 - Definition of Back Office department codes with user-definable additional fields used in the export file.
 - Configuration of Folio styles and the possibility to assign number cycles to each style.
 - Allow folio styles only on information invoices, only on check out or both.
 - Number cycles can be defined with a value, a starting number, a reset date or automatically to reset yearly.
 - Definition of financial account groups and financial account numbers, assign automatic numbers for internal used financial accounts such as a telephone booth call for non-staying guest.
 - Credit card issue numbers and issue dates can be defined as mandatory if required.
 - Master and sub packages can be defined to be posted as one single amount. The sub package will always follow the attribute of the master package, for example, if a master package is marked as 'print separate' all sub packages are also 'print separate', regardless of their configuration under packages.
 - Possibility to define that posting comments are not shown on the printed invoice for selected department codes.
 - Possibility via a global setting to restrict the voiding of an invoice to the day of the invoice creation.
 - Functionality is available to print a folio in the selected currency.
 - Manual postings made in local currency are calculated and may be stored in local as well as in the contracted currency used on the reservation rate code.
 - Possibility to define a voucher type with a default letter and a default voucher template.
 - Different number cycles and voucher number templates can be used per voucher type.
 - Quick search on department code configuration makes the location of department codes easier.
 - User defined back office fields and their contents can be copied to all department codes.
 - Possibility to define credit card schemas manually.
 - Possibility to store the separate city ledger folio number and include this number in the back office export.
 - Possibility to define an additional confirmation message to be displayed when closing the cashier.
 - Possibility to define how separate city tax is posted per department code.

Accounts Receivables

- Account types can be configured with a profile type link, credit limit and statement as well as reminder cycles can be attached per account.
- Reminder Letters and Statements configuration.
- Aging periods can be defined per account type.
- A/R Old Balances functionality enables old balances from a different accounts receivable system to be easily entered into the Suite8 accounts receivable system.

Travel Agent Processing

- Define TAP commission codes.
- Configure commission rules.
- Define TAP commission accounts.

Rooms Management

- Configuration of user-definable room block status, such as 'Out of Order' or 'Out of Service'
- Definition of mandatory 'return time' to make sure that a time is entered.
- The possibility to mark a status type as 'deduct from availability' or not.
- Definition of room status reasons, such as technical, housekeeping or refurbishment.
- Configuration of user-definable housekeeping status such as 'clean', 'dirty', 'touched up' or inspected and the possibility to assign a colour for the display on the Housekeeping screen and on the Floor Plan.
- Definition of rooms sections such as evening or day section
- Configuration of attendants and credits.
- Configuration of room features such as smoking rooms, non-smoking rooms, connecting doors or views can be attached to rooms or room types.

Table Reservation

- Define all locations at the property where guests can reserve tables.
- Define opening hours per restaurant.
- Define table definition with a table number, description, setup and stay time.
- Define the standard and maximum number of persons that can be seated at a table.
- Define which tables can be joined with another table.
- Possibility to create various graphical layouts of each of the restaurants.
- Possibility to define a default start time for the Table Reservation Availability display which can differ from the opening time.

4 Quick Keys

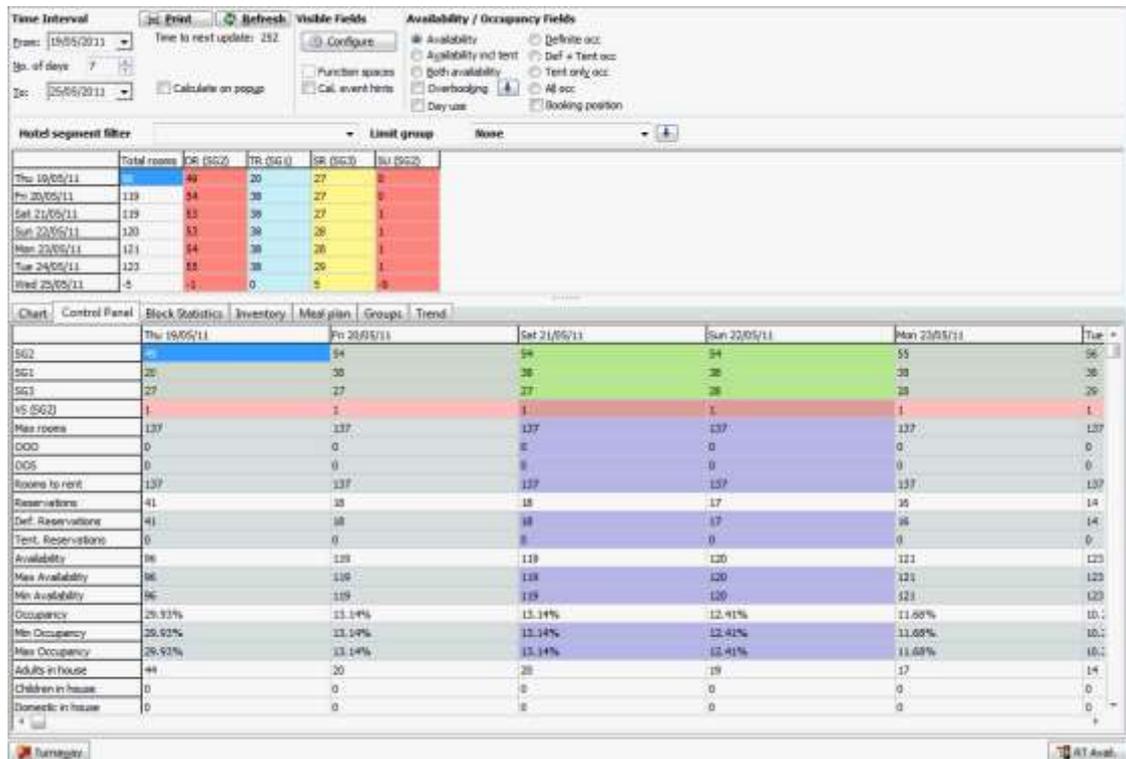
The function keys can be accessed from any part of the Fidelio Suite8 program and are located on a drop-down menu. This means that all the features available on function keys can be called and accessed at any time from any place in the program without having to leave the current screen. The quick keys fall into two categories, those which provide quick access to functionality which is also available under one of the main menu options and individual function keys.

The following quick keys provide quick access to often used functionality within Suite8:

- **Arrivals** - opens the arrival page on the reservation navigator.
- **Availability**
- **Billing** - opens the billing search screen, after a valid cashier number and password has been entered.
- **Group Reservation** - opens the group reservations screen.
- **In House Guests** - opens the in house guest page on the reservation navigator.
- **Interface Functions** - opens the interface functions menu.
- **Messages** - opens the messages screen.
- **New Reservation** - opens the new individual reservation screen on the reservation navigator.
- **Postings** - Opens the manual posting screen, after entering a valid cashier number and password.
- **Profiles** - opens the profile search screen.
- **Reports** - opens the report selection screen.
- **Update Reservation** - opens the individual reservation search screen on the reservation navigator.
- **User Notes** - opens the user notes screen.

Availability

Detailed Availability



- Shows availability, considering definite and tentative reservations, out-of-order rooms, overbooking levels and other factors.
- Corresponding screens can be opened directly from the availability screen by clicking the blue arrows.
- The screen refresh rate (in seconds) is user definable.
- Possibility to reverse the horizontal and vertical axis.
- On the availability chart weekend days are displayed in red, all other days in black.
- On the availability chart a red line is displayed indicating full occupancy (rooms to rent) when Total Rooms is selected.
- The default number of days to be displayed may be configured.
- Drill down functionality allows the user to view reservations by room type and directly create a new reservation.
- Show both room type availability and **function space availability.
- The control panel tab gives a summary of the number of arrivals, departures, adults, children, OO rooms and availability figures.
- The displays can show either an availability display or an occupancy display.
- The availability screen includes a section for freely definable information.
- The chart toggles between reservations and function spaces, showing in graphical form the number of rooms booked per room type or the number of function spaces reserved.
- Control panel –gives an overview of what is going on in the hotel for the period selected. Shows number of reservations, arrivals, departures, occupancy levels and availability.
- **Block statistics can be displayed showing a summary of the block information, such as start date, number of rooms, picked up and available. Block statistics can be viewed by availability status; affecting availability or not affecting availability or all to view all blocks.

- ****The Inventory displays detailed information about the inventory items attached to a reservation or conference booking. The inventory can be displayed by either availability or occupancy.**
- The trend displays in graphical format the availability development based on a certain date. Both definite and tentative rooms can be displayed as well as the number of definite and tentative adults. Trend analysis for reservation detailed forecast and values for market code per room type per reservation type forecast are stored each in a separate table, allowing building better analysis of the booking trends. The selected settings on the Trend chart are saved per user.
- The meal plan displays a summary of the defined board types by day including group, arrival and departure and status display. Both the guest and any accompanying guests are listed.
- Record turnaway's directly from the availability dialog screen.
- Drill down functionality on the group and block tabs allows the user to view individual reservations.
- Availability limits can be defined on the control panel; limit groups enable restricting availability per online booking channel.
- Possibility to filter on defined hotel segments; the last entered query is stored per user. Colours can be assigned to the segments for weekday and weekend display.
- On the availability chart the option 'Stacked bars' displays 'Definite' reservations in blue and 'Definite and Tentative' reservations in black stacked on top of each other. 'Definite' and 'Definite and Tentative' are then always displayed regardless of the radio button selection on top of the screen.
- Booking Position functionality enables tentative block rooms to be displayed as definite on the availability screen.

Billing

Billing Overview

Room No.	Guest Name	Arrival	Departure	Balance	Status	Company	Group	Agent	Rate Code	Ad	Ch	Actual Arrival	
9003	Travel Advantage	04/04/11		300.00	In House					0	0	04/04/11	
9100	Concierge Paidouts	04/04/11		51.00	In House					0	0	04/04/11	
9012	Travel Advantage	16/05/11	19/05/12	100.00	In House		TUI			0	0	16/05/11	
300	Hobson Tom	07/05/11	20/05/11	727.00	In House			Travel ...		1	0	07/05/11	
9099	Price Waterhouse	10/04/11		26.50	In House					0	0	10/04/11	
9098	Reception Cash Account	10/04/11		0.00	In House					0	0	10/04/11	
9010	Continental Airlines	11/04/11		0.00	In House					0	0	11/04/11	
9200	POS CASH ACCOUNT	11/04/11		6.00	In House					0	0	11/04/11	
9097	Gaidl Sascha	13/04/11		0.00	In House					0	0	13/04/11	
9201	POS TROUBLE ACCOUNT	15/04/11		0.00	In House					0	0	15/04/11	
701	Micros F.	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
700	Schmidt F. P. H.	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
115	Jaegerman Thomas	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
106	SMW - Sales meeting worldwide ...	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
107	SMW - Sales meeting worldwide ...	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
702	Lampe Heinz	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
703	Frage Viola	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
704	Bond Hans-Joachim	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
705	Garten Y.	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
706	Schlamm Saskia	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
707	Stramm Rudolf	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
708	Gates Phill	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
709	Hannemann Uschi	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
200	Busfahrer	16/05/11	28/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	16/05/11
109	Acetb Ralph	19/05/11	20/05/11	0.00	In House	Schmidt & Partner GmbH		SMW - Sal...		Rack R...	1	0	19/05/11
108	Baker Ian	19/05/11	22/05/11	0.00	In House	Demo Hotel				Rack R...	1	0	19/05/11
9096	MICROS-Fidelio GmbH Ltd. Engin...	29/04/11	30/05/11	114.00	In House					0	0	29/04/11	
9094	POSS PASSANT	29/04/11	04/07/11	5.00	In House					0	0	29/04/11	
102	Gaidl Sascha	19/05/11	20/05/11	133.21	In House					Rack R...	1	0	19/05/11
105	Affriat Claude	19/05/11	20/05/11	50.00	In House					1	0	19/05/11	
710	Default Voucher Profile	19/05/11	21/05/11	-400.00	In House					Rack R...	2	0	19/05/11
110	Mansfield Jeremy	19/05/11	20/05/11	0.00	In House					Rack R...	2	0	19/05/11
9095	SMW - Sales meeting worldwide ...	19/05/11		0.00	In House					0	0	19/05/11	
9092	European Central Bank	19/05/11		440.00	In House			European ...		0	0	19/05/11	

Click here to hide / show filters

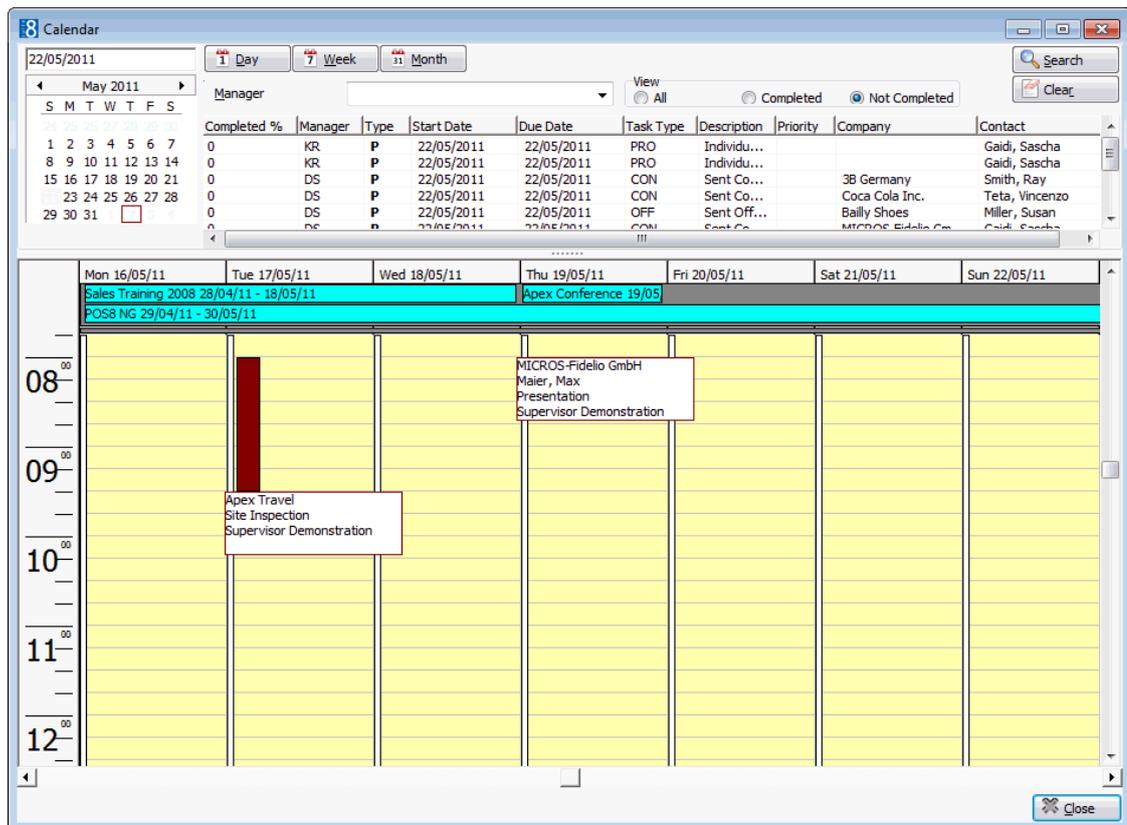
General	Reservation	Financial Account	Balances	<input type="checkbox"/> Apply	Date Filter	Hits: 34
Room: <input type="text"/>	<input checked="" type="checkbox"/> In House (1)	<input checked="" type="checkbox"/> In House (6)	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Expected <input checked="" type="checkbox"/> Arr <input type="checkbox"/> Actual <input checked="" type="checkbox"/> Arr	<input checked="" type="checkbox"/> Expected <input type="checkbox"/> Dep <input type="checkbox"/> Actual <input type="checkbox"/> Dep	
Name: <input type="text"/>	<input type="checkbox"/> Expected Arrivals (2)	<input type="checkbox"/> Expected Arrivals (7)	<input type="checkbox"/> Zero Balance	<input type="checkbox"/> Dep <input type="checkbox"/> Arr	From: <input type="text" value="19/05/2011"/> <input type="text" value="19/05/2011"/>	
Group: <input type="text"/>	<input checked="" type="checkbox"/> Expected Dep. (3)	<input checked="" type="checkbox"/> Expected Dep. (8)	<input type="checkbox"/> Open Balance		Until: <input type="text" value="19/05/2011"/> <input type="text" value="19/05/2011"/>	
ID: <input type="text"/>	<input type="checkbox"/> Checked Out (4)	<input type="checkbox"/> Checked Out (9)				
Party: <input type="text"/>	<input type="checkbox"/> Future (5)	<input type="checkbox"/> Future (0)				
Profiles: <input type="text"/>		<input checked="" type="checkbox"/> POS,PM				
Segm.: <input type="text"/>						

- Opens the billing search screen, after a valid cashier number and password has been entered.
- Direct access to postings.
- Check out.
- Create new financial accounts.
- Multiple search options.
- Batch postings
- Batch printing
- Possibility to post a discount/ adjustment percentage or amount to a specific invoice or an adjustment as a percentage of the selected invoices.
- Possibility to post daily charges such as room rate, packages and fixed charges for a single day or for the entire stay.
- Check out all zero balances in one go.
- **Proforma invoice printing.
- View allowances per folio.
- **Possibility to filter on defined hotel segments; the last entered query is stored per user.

Calendar

The calendar option can keep track of future tasks and activities, and of critical dates and calendar periods, such as Bank Holidays, Easter and Christmas.

Calendar



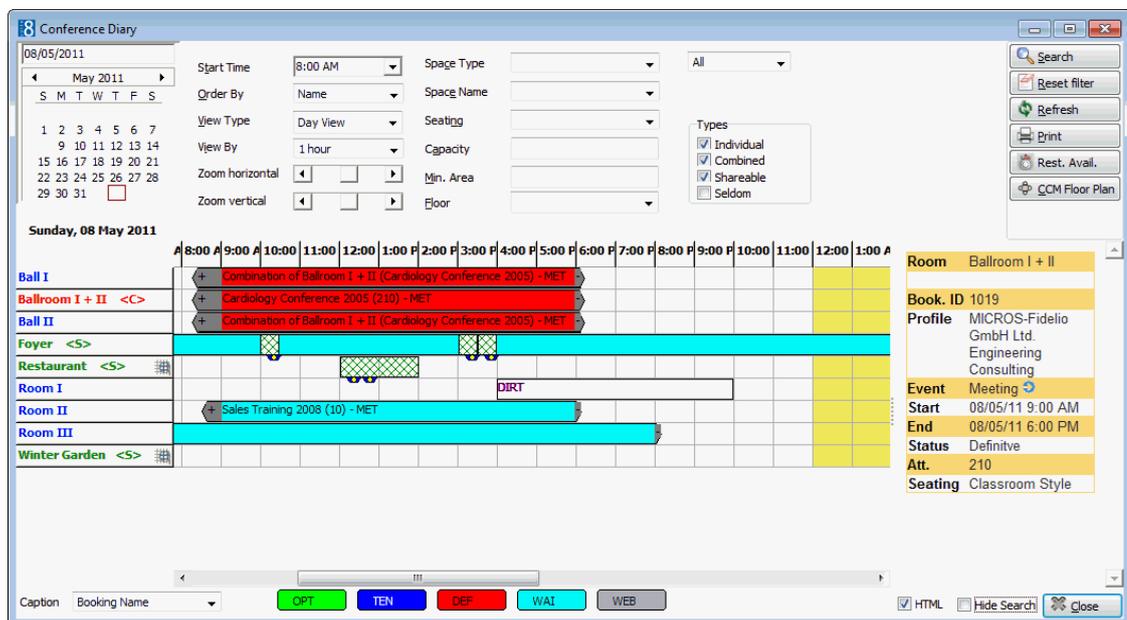
- The calendar offers a daily, weekly and monthly view.
- Only not completed tasks & activities are displayed by default, but this can be changed via the search criteria.
- Users can create new tasks and activities and edit or delete existing ones.
- Activities for more than one day are displayed on each day of the activity.

- Drag and drop functionality is available for activities.
- Activities can be coloured for at-a-glance identification.
- Possibility to assign users to see, search and work with the tasks and activities of either all or specified users.
- Calendar events such as public holidays can be entered and viewed via the calendar.
- Conference bookings can be created automatically as calendar events.
- Calendar events can be coloured for at-a-glance identification.

Conference Diary

A graphical interactive conference diary enables users to easily view the availability of function spaces, start the booking process and access all the options related to the booking or event.

Conference Diary



- Accessible from any part of the program via a quick key allowing the rapid checking of function space availability.
- The conference diary shows all events per function space per day. Users can easily access all that is related to the event such as the booking or event details, the company or contact profiles, resources or tasks and activities.
- Event information such as function space name, rate, start and end time, event type, number of people, seating arrangement, booking name, status and booking ID is displayed in an information box.
- Quick booking capabilities - the ability to create a booking or event via the conference diary.
- The possibility to create and view a sub-event, shareable or waitlisted event.
- Function space overbooking provides a warning for users that the function space will be waitlisted.
- Function space size and seating arrangement requirements provide warnings for users when booking a space too small or too big.
- The ability to move an event to a different function space and/or extend the duration of the event.
- Master events, sub-events, waitlisted events, do not move and noisy events are indicated by various icons.

-
- The ability to mark certain events as 'Do not move', these events can then be moved only by users with the appropriate rights.
 - The ability to print one day, a week or a month directly from the conference diary; both the preview and the printouts include calendar weeks and a legend of the booking statuses.
 - The possibility to export the monthly view of the diary to excel.
 - The ability to print contracts.
 - Access to the roomplanner module.
 - Function spaces can be combined to create combination rooms. Once a combination room is blocked, the system automatically reserves all possible combinations.
 - The display of PMS availability figures; the type of availability displayed is dependent on the user setting.
 - The display of calendar events such as trade shows, fairs, public holidays and any user defined special events in the diary.
 - The possibility for users to use pre-defined and customized sorting orders and set a default per user.
 - The possibility to view the availability per day, per week or per month and to set a default view per user.
 - Toggle capabilities such as, booking name, company and contact name.
 - The possibility to hide all filter criteria in order to display more function spaces without scrolling.
 - The ability to close function spaces for a defined period of time, for example for renovations.
 - The possibility to define the default number of days to be loaded in the diary.
 - Filter capabilities in order to easily find a suitable meeting space, such as by capacity or by space type.
 - The type of function spaces to be displayed can be selected, by default individual, combination and shareable are selected.
 - The display of individual, combination and shared function spaces is shown in different colours.
 - The display can be adjusted horizontally to expand the time/date columns.
 - Possibility to display events in HTML format.
 - Possibility to display the CCM floor plan.

Conference Floor Plan

- User-definable display of all the function rooms in the hotel, by floor, in a graphic diagram format.
- Possibility to define a general overview of all the function spaces.
- Up to 10 events can be displayed in the function space box but all events are displayed in the HTML for shareable function spaces.
- Option to see events with no assigned function spaces can be set and those events can be moved into the according function spaces.
- Events can be moved from function space to function space.
- Possibility to display a hint box.
- The floor plan shows the status of each conference room at a glance, enabling the employees to see details and location of each room and floor.
- View the booked event details for each conference room from the floor plan
- Possibility to create a new event and edit an existing event
- Option to print the floor plan.

Currency Calculator

Currency Calculator

The screenshot shows a window titled "Currency Calculator" with a standard Windows-style title bar (minimize, maximize, close buttons). The window contains a list of currency conversion fields. Each field consists of a label (e.g., "EUR:") and a text input box containing a numerical value. The values are: EUR: 100.00, GBP: 81.97, USD: 117.65, DKK: 100.00, CHF: 146.38, JPY: 12246.71, and TCU: 153.85. At the bottom of the window, there are three radio buttons for selecting the calculation method: "Rate" (which is selected), "Cash Rate", and "Ratecode Rate". A "Close" button with a red 'X' icon is located in the bottom right corner.

Currency	Value
EUR:	100.00
GBP:	81.97
USD:	117.65
DKK:	100.00
CHF:	146.38
JPY:	12246.71
TCU:	153.85

Rate Cash Rate Ratecode Rate

Close

- The currency conversion calculator allows you to enter an amount in any currency defined in the system and see the value of this amount in any other currency defined in the system.
- The conversion can be based on any one of the exchange rates setup in the system – payment rate, cash rate or rate code rate.

Event Vacancies

The event vacancies quick key allows the user to search for repeating vacancies. For example, this option may be used to check function space availability for every 2nd Monday from 7pm to 9pm for the next year.

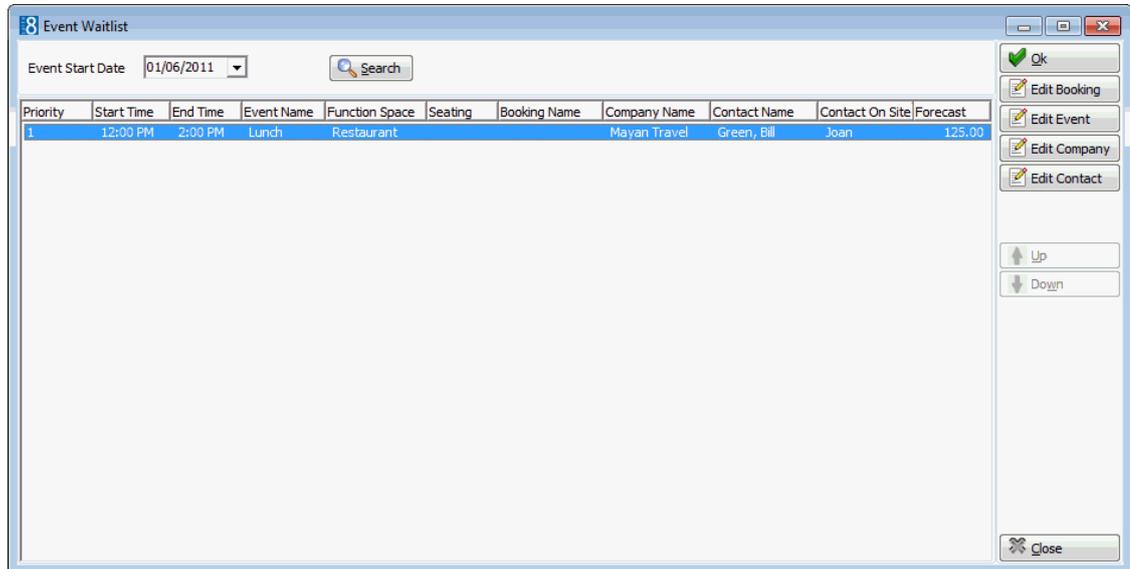
Event Vacancies

- The option to enter the number of repeating events required or to let the system calculate the number of events based on the next arrival and last arrival dates.
- The frequency can be set to be daily, weekly or monthly; in addition for monthly frequency it is possible to define if a vacancy is required to occur on a specific day.
- The search for function spaces can be limited both by a date and a time range.
- The possibility to search for a specific number of available consecutive days.
- Function spaces which are not available are marked with grey lines.
- The possibility to show the same available room for entire series, this option may be used to easily display rooms which are available over the whole period, an indicator is then displayed next to the room name.
- Master events, sub-events, waitlisted events, do not move and noisy events are indicated by various icons.
- The search can be limited to a space type, specific space, specific seating style or to a minimum capacity or a minimum area.
- The type of function spaces to be displayed can be selected, by default individual, combination and shareable are selected.
- The default order in which the function spaces are displayed is by name, but this can be changed to one of the other pre-defined orders or to a custom order.
- The display can be adjusted horizontally to expand the time/date columns.

Event Waitlist

The event waitlist offers a view of events which are currently waitlisted for a particular day.

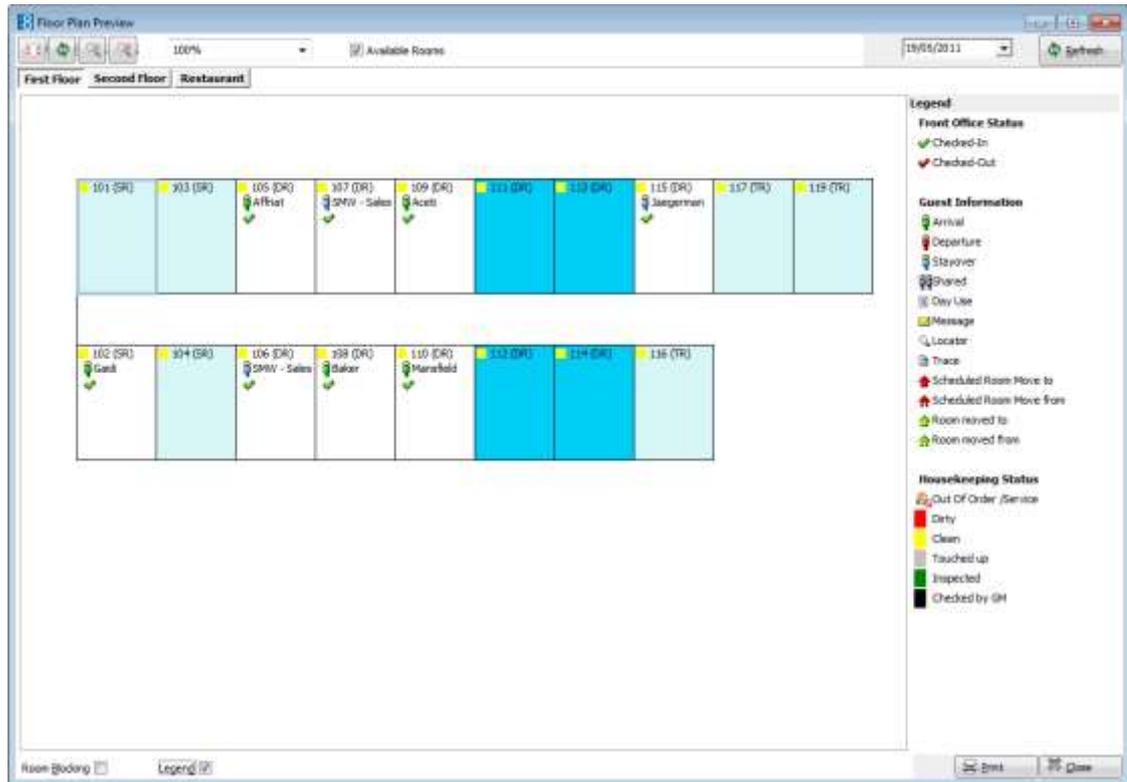
Event Waitlist



- All waitlisted events for the selected day are listed in the order of priority.
- **The priority of waitlisted events can be changed either automatically as soon as a function space becomes available or manually via the up and down arrows.
- Users can edit a waitlisted event or booking.
- Users can edit a waitlisted company or contact.

Floor Plan

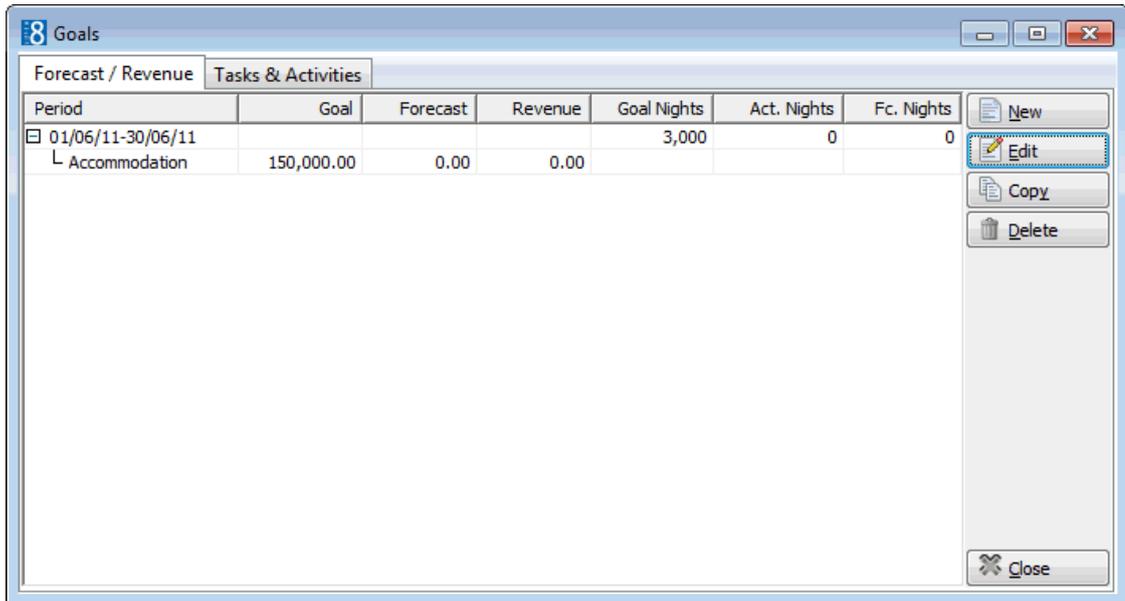
Floor Plan Screen



- User-definable display of all the rooms in the hotel, by floor, in a graphic diagram format.
- The floor plan shows the status of each room at a glance, enabling the employees to see details and location of each room and floor.
- View front office status, such as checked in, checked out, guest information, such as arrival, departure, day use and housekeeping status, such as dirty, clean at one glance.
- View room blocking details for each room from the floor plan
- View messages, guest locators and traces
- Edit reservation, get room type info, cancel reservation, check in, check out, undo check in, undo check out, perform room move, and set rooms to out of order room from the Floor Plan.
- Option to print the floor plan.
- Perform room assignment

User Goals

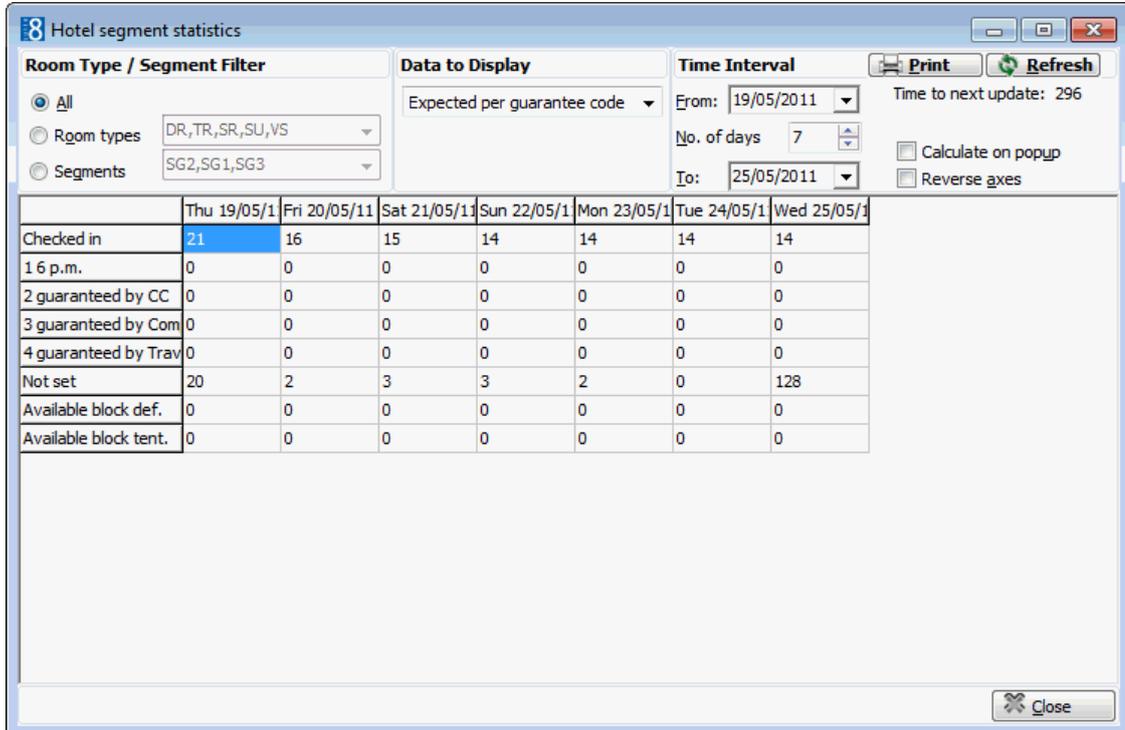
User Goals Overview



- Ability to define activity and revenue goals for each user defined as a sales manager.

Hotel Segment Statistics

Hotel Segment Statistics



- View the number of expected reservations by guarantee code per day, per room type.
- View the number of expected reservations by guarantee code per day, per segment.
- Possibility to filter on defined hotel segments; the last entered query is stored per user.

House Status

House Status

The screenshot shows a software window titled "House Status" with the following sections:

- Total:**
 - Total Number of Rooms: 137
 - Total Rooms to sell: 137
- Movement:**

	Room	Pax	Children	
Expected Arrivals	20	21	0	↓
Actual Arrivals	6	8	0	↓
Arrival Rooms assigned	0	0	0	
Expected Departures	0	0	0	↓
Actual Departures	0	0	0	↓
Day Rooms	0	0	0	↓
Walk Ins	1	2	0	↓
Same Day Reservations	0	0	0	
Room Moves to perform	0	0	0	↓
Early Departures	0	0	0	↓
Current Occupancy	21	23	0	
	15	%		
- Housekeeping:**

	Total	Occupied	Vacant	
Clean Rooms	127	11	116	
Dirty Rooms	10	10	0	
Total		21	116	
Out of Order	0	0	0	↓
Out of Service	0	0	0	↓
Rooms in Queue			0	↓
- End of Day:**
 - Average Room Rate gross: 83.72
 - Average Room Rate net: 78.01
 - Available Tonight: 96
 - Allotments: 0, 0, 0
 - Groups: 32, 32, 0
 - Group and Allotment: 0, 0, 0
 - Individuals: 9, 12, 0
 - In House Tonight: 41, 44, 0
- End of Day Revenue:**
 - Average Room Rev. gross: 69.73
 - Average Room Rev. net: 65.17
- Controls:**
 - Add Children to Pax
 - Include day use reservations
 - Hotel segment: [Dropdown]
 - Time to next Update: 297
 - Buttons: Refresh, OK

- The House Status screen gives an overall picture of the hotel at that very moment.
- View number of rooms to sell, number of arrivals, guests in house, departures, day rooms, walk-ins and scheduled room moves.
- View the housekeeping status, number of clean rooms, dirty rooms, and out of orders.
- An end of day section gives the projected status for the end of the day including the average room rate.
- The screen refresh rate (in seconds) is user definable, by default the screen will refresh automatically after 3 minutes.
- Corresponding screens can be opened directly from the house status screen by clicking the blue arrows.
- Placing the cursor on the average room rate and room revenue results boxes displays a hint describing the calculation.
- Possibility to filter on defined hotel segments; the last entered query is stored per user.

Log Book

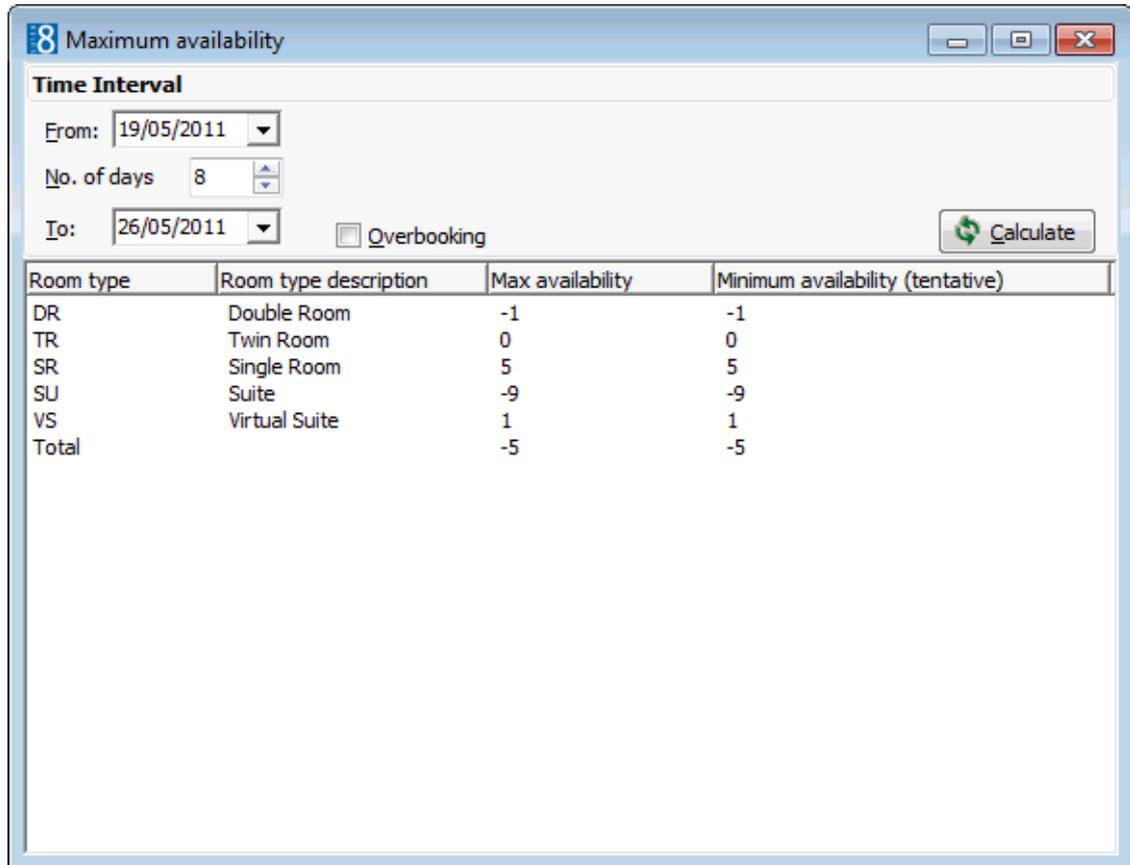
Log Book

The screenshot shows a software window titled "Logbook Search". At the top, there are search filters: "Start Date" and "End Date" both set to "02/06/2011"; "Date Sent From" and "Date Sent To" are empty; "From User" and "Priority" are also empty. There are radio buttons for "Inbox" (selected), "Outbox", and "View" options: "All", "Read", and "Not Read" (selected). On the right side, there are buttons for "Search", "Clear", "New", "Edit", "Mark as read", and "Close". Below the filters is a table with the following columns: "Read", "From User", "Start Date", "End Date", "Type", "Description", "Note", and "Time Sent". The table is currently empty.

- **Send, store, receive and print electronic messages from other users or user groups, shifts and departments.
- Each user has both an inbox where all incoming messages are stored and an outbox where all outgoing messages are stored.
- After signing on to Suite8 the logbook search screen is displayed automatically, defaulted to show all incoming messages which have not yet been read.
- Incoming messages which have been marked as read are no longer displayed by default.
- Whilst the user is signed on to Suite8 another user can send a message marked as 'Popup' which then appears immediately on the screen of the user receiving the message, breaking into whatever task they were currently performing.
- The log book entry can be printed.

Maximum Availability

Maximum Availability Overview



The screenshot shows a software window titled "Maximum availability". It features a "Time Interval" section with the following controls:

- From: 19/05/2011 (dropdown)
- No. of days: 8 (spinner)
- To: 26/05/2011 (dropdown)
- Overbooking
- Calculate button

Below the controls is a table with the following data:

Room type	Room type description	Max availability	Minimum availability (tentative)
DR	Double Room	-1	-1
TR	Twin Room	0	0
SR	Single Room	5	5
SU	Suite	-9	-9
VS	Virtual Suite	1	1
Total		-5	-5

- Displays the minimum and maximum amount of rooms available per room type over a specific time period.

Messages

Message Overview

The screenshot shows the 'Messages' application window. At the top, there are search filters for Name, Room No, and Date. A list of messages is displayed with columns for Date, Time, Name, Operator, and Status. Below the list, a 'Guest Message' window is open, showing details for a message sent to Bantry, Victoria on 18/09/11 at 9:30:20 PM.

Date	Time	Name	Operator	Status
18/09/2011	21:30	Bantry Victoria	Demonstration Supervisor	Not Received
25/05/2011	17:37	Demo, Igor Igor	Demonstration Supervisor	Not Received
01/05/2011	10:08	Demo, Igor Igor	Demonstration Supervisor	Not Received
28/04/2011	11:04	Fischer Franz	Demonstration Supervisor	Not Received
14/04/2011	00:04	Muller Max	Demonstration Supervisor	Not Received
10/04/2011	10:10	Keys Paul	Demonstration Supervisor	Not Received
10/04/2011	10:08	Folder Alexander	Demonstration Supervisor	Not Received

Guest Message	
Recipient	Bantry, Victoria
Room Number	513
Date and Time	18/09/11 9:30:20 PM
From	Danny / 034 5930285
Taken By	Demonstration, Supervisor
Message	Please call me back.

- Opens up the messages screen.
- Enter new messages, view, print or mark messages as received.

Postings

Manual Posting screen

The screenshot shows the 'Manual Posting' window. It features a table for entering room postings with columns for Room, Name, Department, Charge, Curr, Remarks, Window, Price, and Quantity. Below the table, there are several sections for inputting financial and guest details, including a 'Financial Account' section with fields for Room, Name, Dept, and Descript, and a 'Total Postings' field showing 0.00. There are also fields for Arrival, Departure, Rate Code, Packages, Balance, Price, Quantity, Amount, Comment, Arrangement, Window, and Origin. At the bottom, there are checkboxes for 'Pre-Arrivals', 'Lock Guest Info', and 'Lock Department Info', along with 'Close & Save' and 'Cancel' buttons.

- Opens the manual posting screen, after entering a valid cashier number and password.
- Possibility to post in multiple currencies.
- Possibility to post pre-arrival postings.

Quick Reservation

Quick Reservation Wizard

The screenshot shows a 'Quick Reservation' dialog box with the following fields and controls:

- Last name / MI**: Text input field.
- First / Mail name**: Text input field.
- Country**: Dropdown menu with 'Germany' selected.
- Zip**: Text input field.
- City**: Text input field.
- State**: Dropdown menu.
- Street 1**: Text input field.
- Street 2**: Text input field.
- Language**: Dropdown menu with 'English' selected.
- Title**: Text input field.
- Address greeting**: Dropdown menu.
- Letter greeting**: Dropdown menu.
- Phone**: Text input field.
- Fax**: Text input field.
- Arrival**: Date picker showing '19/05/2011'.
- Nights**: Spin box showing '1'.
- Departure**: Date picker showing '20/05/2011'.
- Adults**: Spin box showing '1'.
- Room type**: Dropdown menu.
- Rate**: Text input field with a help icon (three dots).

On the right side of the dialog:

- OK**: Button with a green checkmark icon.
- Validate Addr.**: Button with a green checkmark and a gear icon.
- Not validated**: Text label indicating the address validation status.
- Cancel**: Button with a red 'X' icon.

- The quick reservation wizard is designed to ensure quick reservation entry.
- The process of profile search and creation is bypassed.
- Only essential profile and reservation information needs to be entered.

Rate Query

Rate Query Overview

The screenshot displays the 'Rate Selection' window. At the top is a grid with columns for room types (DR, TR, SR, SU, VS) and rows for various rate categories. Below the grid are three main sections: 'General Information' (showing details like room type, currency, and rates), 'Rate Restriction Information' (currently empty), and 'Reservation Filter' (with options for reservation type and sorting). A 'micros' logo is visible in the bottom right of the main area.

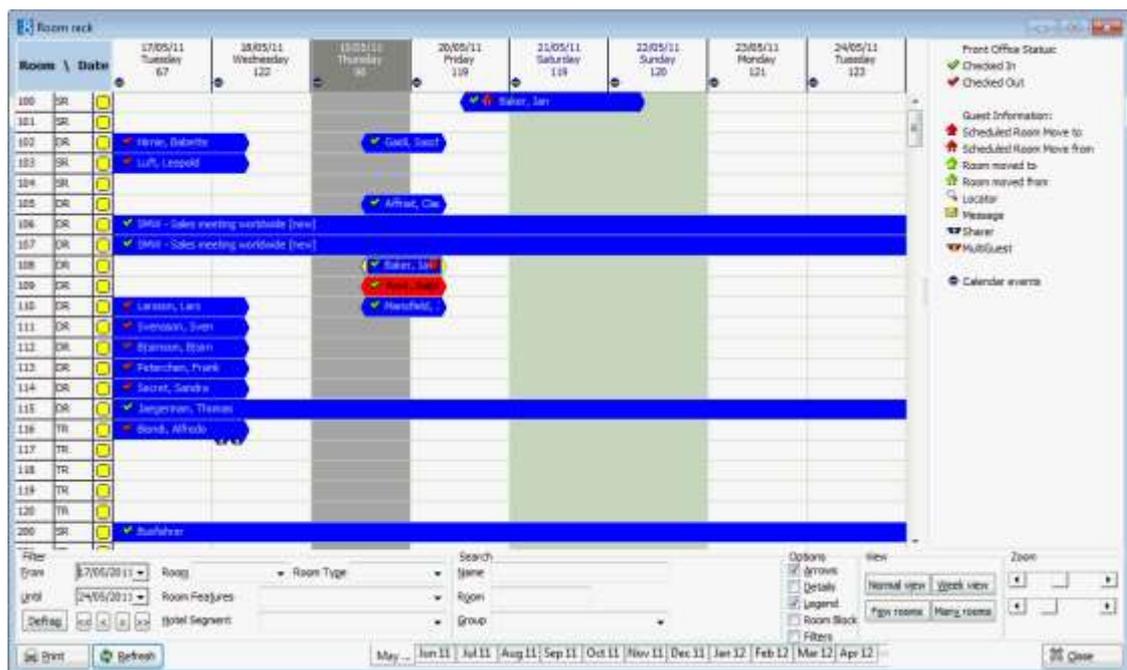
Room type			DR	TR	SR	SU	VS
Room							
Availability ind Tert			45	38	27	2	1
Rack Rate	RACK	EUR	90.00	90.00	112.00	112.00	112.00
Base rate	BASE	EUR	80.00	80.00	102.00	102.00	102.00
Rack Rate LOS 7	RACK_LOS	EUR	140.00	140.00	140.00	140.00	140.00
Local Corporate Level 1	LCR1	EUR	90.00	90.00	90.00	90.00	90.00
Corporate Discount (20)	COR20	EUR	70.00	70.00	70.00	70.00	70.00
Local Corporate Level 2	LCR2	EUR	140.00	140.00	140.00	140.00	140.00
Wellness Weekend	WELLNESS	EUR	120.00	120.00	60.00	120.00	120.00
International Corporate	ICR1	EUR	90.00	90.00	90.00	90.00	90.00
Long Stay Rate (>14n)	LOS	EUR	140.00	140.00	140.00	140.00	140.00
Travel Agent Discount 2	TADISC	EUR	120.00	120.00	75.00	120.00	120.00
Thomas Cook Contract #	THOMAS	EUR	140.00	140.00	140.00	140.00	140.00
US Dollar Rate	USD	USD	100.00	100.00	100.00	100.00	100.00

- View rate availability, availability criteria are: date of arrival, nights, number of persons, number of children, rooms, and rate category, rate code or block.
- **Possibility to activate additional search criteria to enable guest search by membership type and number.
- Search using standard rate query by room number and type.
- Select rate, room type, date, name, and company for automatic insertion in the next reservation.
- Display all available package codes and their contents.
- Rate availability controls, allows viewing and with equivalent user-rights changing the rate availability controls.
- Rate grid customization allows customised display of restricted rates in different colour or with customised text.
- **Record turnaway's directly from the rate query.
- View options include all rates and the rate restriction information.
- Rates may be displayed on a room type or on a room number basis.
- The stay view option displays the rate for the entire stay and not on a per night basis.
- Option to step through each day of the requested date range via the next and previous buttons.
- The gross rate, net rate, gross average amount per night and net average amount per night are displayed in the rate information.
- Possibility to display available rooms including overbooking.
- Possibility to set condition based rate strategies to handle rate restrictions automatically.

- Possibility to view promotions such as stay 3 nights and pay for 2 or advance booking discounts.
- **Possibility to create an offer reservation with does not affect availability and can be accepted based on mandatory option date.
- Policy details are displayed under general information for rate codes with a policy attached.
- **The ability to define advertisement text and image to be displayed when opening the rate query. The advertisement functionality is either based on the advertisement dates, then the ticker is displayed in a separate box on the rate query during that period of time, or it is based on dates valid for reservation requests, then it is displayed only if the reservation request dates meet the configured reservation dates for the advertisement ticker.
- **Possibility to change the order of the profile details panel and the rate details panel on the rate query scope.
- **Possibility to use Best Available Rates functionality either with or without the IDaaS yield system.
- **Possibility to view hurdle details.
- **Hourly rates functionality.
- **Possibility to assign day types to certain days or periods.
- Favourite rates functionality enables only rates marked as 'favourite' to be displayed on the rate query.
- Possibility to display only the rate codes which are marked as 'Open for Web Booking'.
- Possibility to place a link to a URL address behind the pictures shown on the rate query.
- Functionality is available to post rate promotions and calendar events on Social Networks, such as Twitter and Facebook. Events can be posted on the Wall as well as to the Events page on Facebook.
- Possibility to suppress rate amount display according to user rights.
- Possibility to create a letter with multiple offers which can be sent to the guest; once an offer has been selected it can be finalized.

Room Rack

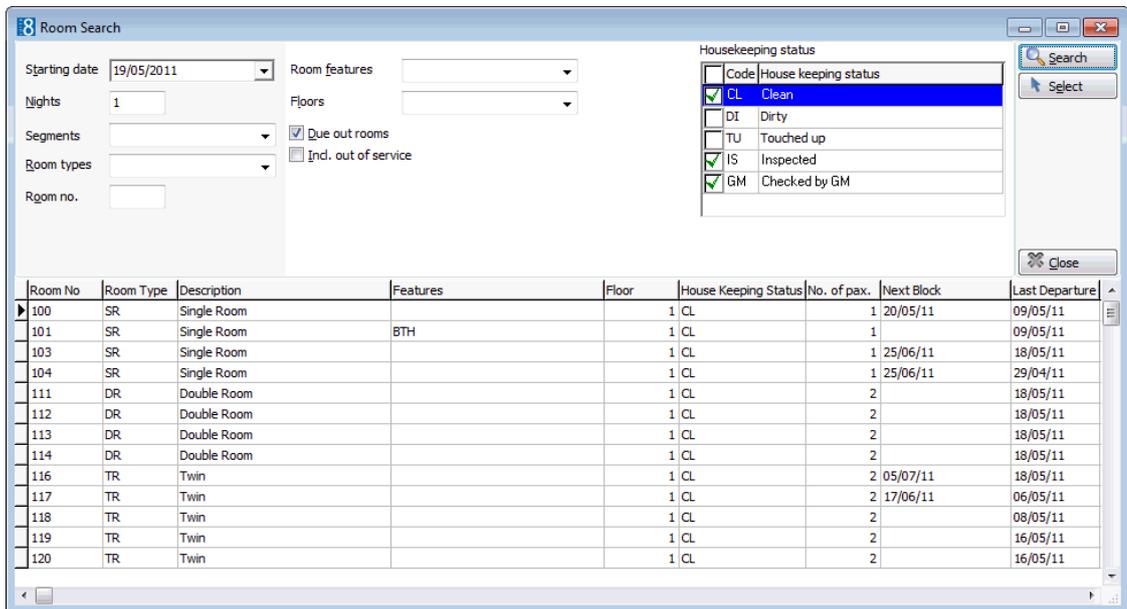
Room Rack



-
- Displays the current room rack.
 - The display can be changed to show a 7 day view, a view by weeks and also by few or many rooms. A zoom control bar allows the user to control the range of both the horizontal and vertical bars. The date settings will be saved for the next view by this user.
 - Scroll buttons allow the user to scroll by day or by date range period.
 - Monthly tabs at the bottom of the screen enable the user to quickly shift the view from one month to another.
 - Use the room rack to search for a room, edit a reservation, edit the room status, open other screens, display other dialog boxes and display the information box with reservation or out of order information.
 - Guests and financial accounts may be checked-in and checked-out.
 - You may also view the room status, room details, guest status, and guest information.
 - Use the room plan to shorten or prolong stays, move guest to another room, view guest information and leave a message.
 - Alter the housekeeping status of a specific room.
 - Drill down functionality allows the user to view and update reservations, and drill down to the level of check out / check in.
 - Indicator lamps for message, guest locator, share reservations and room move.
 - Possibility to set a screen refresh rate.
 - Financial accounts may be shown in different colours.
 - Create a reservation, create out of order rooms and create an add on reservation.
 - Room plan optimization will check all reservations with rooms assigned to suggest a back to back situation.
 - A defragmentation option provides the possibility to optimize room assignment.
 - **Possibility to filter on defined hotel segments; the last entered query is stored per user.
 - Possibility to search for a group and then list all group members who have a room number assigned.
 - Possibility to assign or remove a superblock; a superblock is where the room assigned to the reservation is marked as do not change.
 - Possibility to print the room rack and save the print settings by user.
 - The room status can be displayed as a coloured button or with the short description.
 - Reservations not yet blocked can be assigned a room using drag & drop functionality.
 - Swap room functionality enables the switching of rooms between two reservations via drag & drop functionality.

Room Search

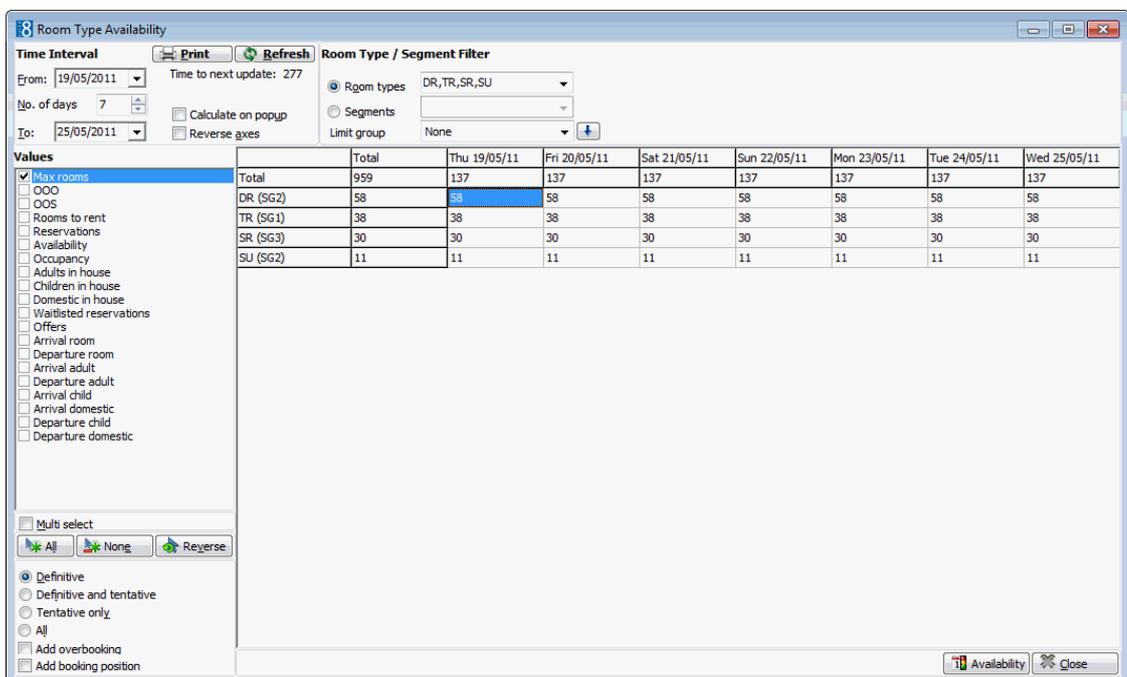
Room Search Overview



- Allows searching for available rooms.
- The room search can be performed according to date and number of nights, room status, room preferences, specific floor, and type of room.

Room Type Availability

Room Type Availability Overview



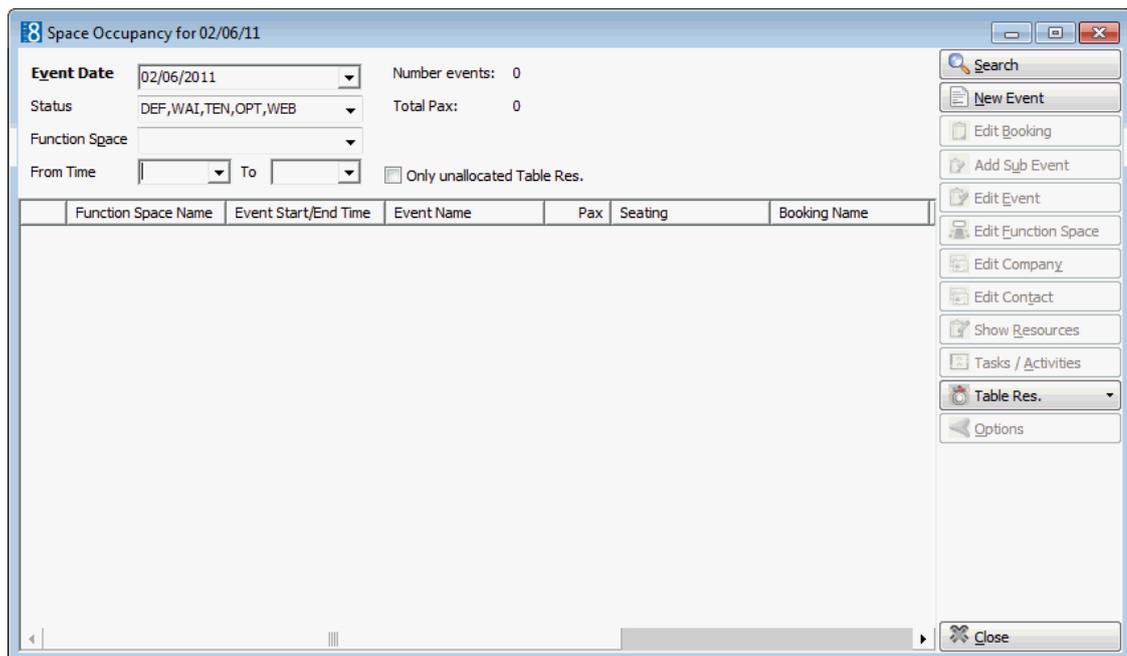
- Displays in a per room type per day format, single or multiple criteria, selected by the user from the Values list.

- The time period and the number of days to be displayed are user-definable, by default, seven days from the current hotel date. The room types to be displayed can be defined; however by default all room types are selected.
- On the room type availability grid the dates are on the horizontal axis and the room types on the vertical axis, but this may be reversed.
- **Possibility to filter on defined hotel segments; the last entered query is stored per user.

Space Occupancy

The space occupancy quick key allows the user to quickly check the function space occupancy for a particular day.

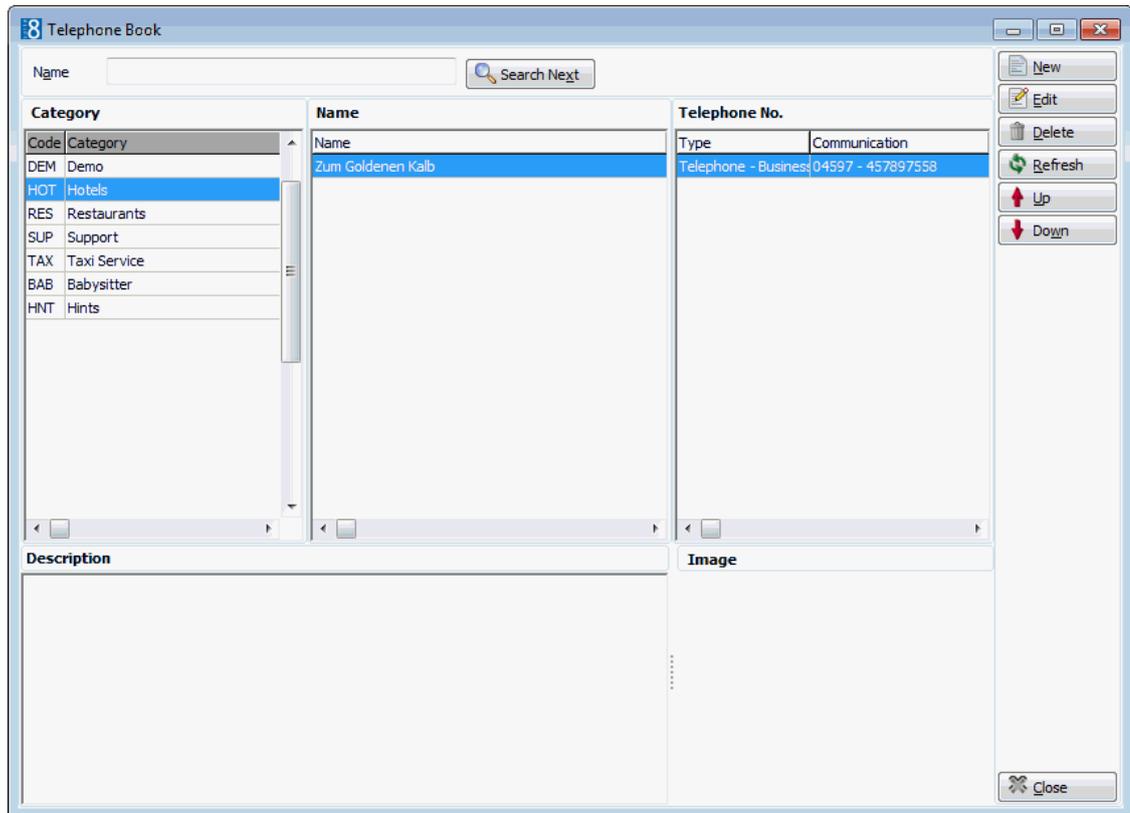
Space Occupancy Overview



- All events for the selected day are shown sorted by time and function space.
- The booking, event, function space, company or contact details may be edited or changed.
- Ability to search by date, event status, function space type and time; the total number of events and persons is also displayed.
- A new event, sub-event or booking can be created.
- A resource or more than one function space can be added.
- Existing tasks or activities can be viewed or new ones added.
- Possibility to print contracts.
- Option to print the space occupancy grid.
- Possibility to define the status for events to be displayed, the default can be set per user.
- Closed periods and the reason for the closed period are displayed in the event name column.

Telephone Book

Telephone Book



- Create a telephone book of useful numbers, such as taxi, restaurants, competitors or employee phone list.
- The entries can be organised according to category, for example, restaurants, airlines and places of worship.
- Each entry can have detailed description and multiple communication methods entered, for example, telephone number, fax number and email.
- Each entry can have its own image file or document attached.
- **When TAPI is installed phone numbers can be called directly.

Transponder Scan

Transponder Scan Overview



- **Transponder handling is used in resort properties operating without cash.
- The guests receive a card upon check in which can be used for all purposes and services the property provides.

-
- The transponder scan quick key may be used to manually scan transponder cards.

Note: A transponder is a control device that picks up and automatically responds to an incoming signal. The term is a combination of the words transmitter and responder. Suite8 uses a passive transponder that allows a computer to identify an object. Magnetic labels, such as those on credit cards are common examples. The Suite8 transponder functionality has been tested with Legic Cards and Legic Card Readers. A passive transponder must be used with an active sensor that decodes and transcribes the data the transponder contains.

5 Miscellaneous

General

Listed below are some general points about Fidelio Suite8:

- Fidelio Suite8 meets the PA-DSS (Payment Application Data Security Standard) rules and regulations/requirements. The Payment Application Data Security Standard, is designed to protect Visa cardholder data wherever it resides ensuring that members, merchants, and service providers maintain the highest information security standard.
- Skin Support for Suite8 allows the use of new images and colors on the main short cut bar as well as button images. A new designed set is provided by Suite8 development
- Double Byte is supported
- Possibility to create an automatic training version to dump out the live data, create new user, import dumped data and reset data in the new training user. A watermark, indicating 'Training' is printed on internal editor reports and invoices, if the Live Oracle User Space, defined in the configuration is different to the Oracle user of the current database. Option to convert credit card number to dummy numbers to avoid fraud.
- Functionality is available to use a digital signature on all PDF files generated in Suite8. A digital signature scheme is a mathematical scheme for demonstrating the authenticity of a digital message or document. A valid digital signature gives a recipient reason to believe that the message was created by a known sender, and that it was not altered in transit. Digital signatures are commonly used for software distribution and financial transactions. To use this, a certificate file has to be obtained by a certificate authority.
- Possibility to 'Logout all users and restrict access control to the system' for example when running Night Audit.

Export

This option may be used to setup and manually run export files. Mainly used for the export of files from back office interfaces, however, some countries use it to provide an export of statistics or VAT export files. It is also possible to configure files to be exported and compressed in one batch file, for example night audit reports. Export files can be included in the night audit routine so that they run automatically.

If the export functionality is used to export files for a back office interface a valid license code has to be entered and the department codes for the export have to be configured.

Export Overview

8 Export

Description:

File Name:

Batch File Name:

Options

Automatic Append Delete after moved to batch

When:

After date change

Definition Type

SQL Style Report

Header SQL

Data SQL

```
select revedata from V8_BOF_INT_FILOSOF_REVENUE where
V8_BOF_INT_FILOSOF_REVENUE.ZPOS_POSTDATE={dateparameter}
```

Footer SQL

OK

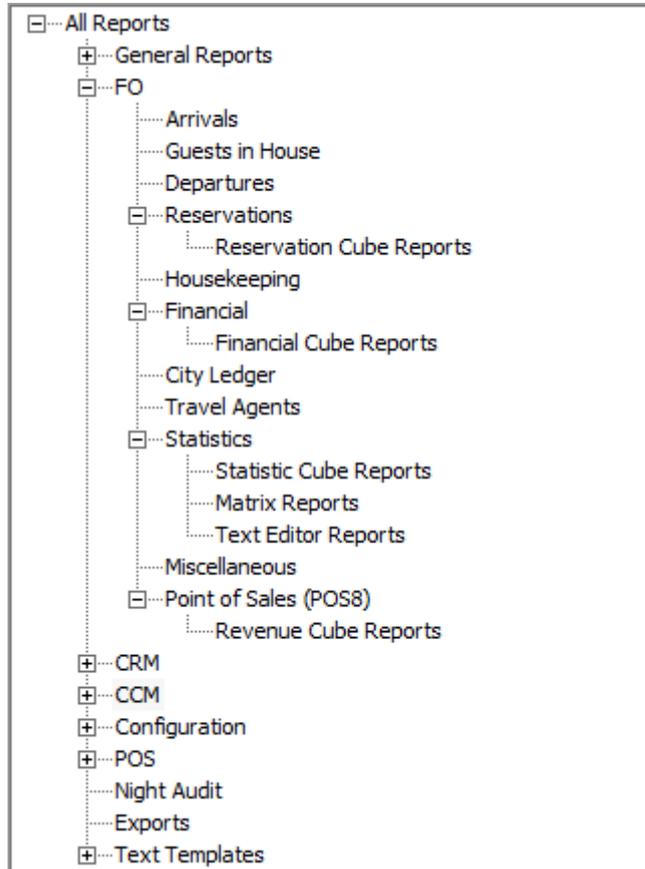
Cancel

- Flexible export to flat file using select statements for header, footer and data records.
- Automatic implementation in night audit routine and manual process possibilities.
- Data Preparation with 'SQL Views'
- Export log including information about export time stamp, user and workstation.
- Possibility to define an unlimited number of user-definable fields.
- Possibility to set the export so that it is not part of the night audit process and can be executed after the date change.
- Possibility to export scheduled files to Feratel and upload to FTP Directory.
- Possibility to export Back Office Interfaces in XML format.
- Possibility to export data to third party revenue management systems such as "PowerYourRoom."

Reports

Fidelio Suite8 reports are written with the Fidelio Internal Editor, HTML, Crystal Report writer or the integrated Cube Report Builder. The Crystal report can be imported into the Suite8 tables but is also available on a network drive.

Reports tree structure



- User-definable tree structure to group reports into sections and subsections.
- Reports can be created using either the Fidelio Internal Editor or Crystal Reports.
- User definable cube reports from the operational data can be created by using Olap structure.

Package Forecast - Cube report

Company	Room Nights	Gross Room Revenue	Gross Av. Room Rate	Net Room Revenue	Net Av. Room Rate	Gross F&B&B Revenue	Net F&B&B Revenue
3B Germany	3	280.00	93.33	241.38	80.46	25.00	21
Avaya	3	378.00	126.17	320.64	106.88	51.00	43
Billy Shoes	2	160.00	80.00	137.93	68.97	25.00	21
British Airways	4	281.00	70.25	242.24	60.56	75.00	64
Coca Cola Inc.	8	610.00	76.25	525.86	65.73	705.00	607
Continental Airlines							
Demo Hotel		100.00		86.21			
European Central Bank	5	460.00	92.00	386.95	77.31	195.00	163
Fischer Export & Import		200.00		165.07		55.00	46
Ford Motor Corporation	4	430.00	107.50	370.69	92.67	130.00	112
Fujitsu	1	18.00	18.00	15.52	15.52	50.00	43
General Motors Corporation	10	1080.00	108.00	931.03	93.10	130.00	112
IBM	13	1615.00	124.23	1392.24	107.10	212.50	183
MICROS-Fidelio GmbH	10	1544.60	154.46	1305.81	130.58	196.00	166
Microsoft Corporation	2	304.00	152.00	259.18	129.59		
Microsoft France SARL	1	288.00	288.00	242.02	242.02	10.00	8
New York Stock Exchange	12	1463.00	121.92	1261.21	105.10	115.00	96
Rodwell International							
Rohmann							
Royal Dutch Shell	2	180.00	90.00	155.17	77.59	152.53	131
Saks 5th Avenue	1	90.00	90.00	77.59	77.59		

- Assign reports a specific role to print on the different modules, such as function sheets, confirmation letters.
- Define how to print reports, for example collated, on different trays, with or without specific parameters. If activated then collated reports and folios will print 1,2,3,1,2,3 otherwise they will print 1,1,2,2,3,3.
- Send reports to ASCII or direct to another application such as Word or Excel.
- Display reports on the screen.
- Print shift reports – multiple reports for a shift, such as early shift, manager reports or backup reports for system failure.
- Possibility to automatically run shift reports after the night audit.
- Possibility to email night audit reports according to a defined frequency.
- Print multiple reports for batch letters, other than shift reports, where multiple reports can be printed per shift, this option enables to send user-definable letters with attached forms. For example if a property would like to send a letter for advanced billing authorization and upon selection of this letter, a form or contract and a check form should be attached.
- Flexible search option.
- Documents such as contracts or confirmation letters which are sent as PDF attachments are automatically password protected.
- Possibility to define a default printer for lists and reports.
- Support of Crystal Reports 2008.
- Reports can be protected and secured through report usage levels and access rights for user groups.
- Report scheduler allows the export and attachment of report exports as an excel file.
- Ability to define the no of copies as well as the no. of pages to be printed from within internal editor.

- If hotel segmentation is used, the hotel segment can now be assigned to a report section allowing on confirmation letters to only display letters assigned to the corresponding hotel segment.
- HTML Reports used on Mobile Status & Suite8 Homepage can now also run and be created from the Suite8 reports menu.
- Possibility to define if a grey background colour is printed on every other line of a report.
- User rights control who can see and access reports.
- User rights control who can export data to other formats such as PDF or Excel.
- User rights control the export functionality for Crystal or Binary Reports.
- With the appropriate rights reports can be copied or moved from one section to another.
- Possibility to export/import a single report or a report tree, the report is saved with the extensions 'S8R'.

Calendar Events

This option may be used to enter or view calendar events

Calendar Event

The screenshot shows the 'Calendar Event' dialog box with the following details:

- Start Date:** 06/11/2012
- End Date:** 06/11/2012
- Duration:** From 18:00 to 00:00
- Event Type:** Out Door Events
- Location:** Hotel Bar
- Department Code:** 660 Other Revenue
- Projected Number of Attendees:** 240
- Ticket Price:** 7.00
- Availability Influence Level:** (dropdown menu)
- Description:** Evening gondola ride with Ital
- Colour:** Green
- Notes:** Italian evening gondola ride
Experience on a summer evening at a two-hour gondola ride on the lake and through the channels of Wsrlitzer Park the beauty of the Garden art from a completely different angle.
For your body and well-being is taken care
- Evening gondola ride on the lakes and canals Wsrlitzer
- A glass of Prosecco
- Italian Buffet
- Half a bottle of wine, mineral water
Price per person: 38,00 EUR
One gondola can accommodate twelve people. In bad weather, the dinner held at the hotel.

- Calendar events can be used to indicate a special event, bank holiday or fair and are displayed in Suite8 as follows:
- The Conference Diary (F3)
- The Calendar (F4)
- The Availability Screen (CTRL + D)
- The Room Rack (CTRL + L)
- Can also be viewed on the Suite8 Homepage

-
- A calendar event can be defined with the following information:
 - Dates and times
 - Type of event
 - Recurring event type
 - Linked to a location; the list of restaurants, public places and function spaces is displayed.
 - A ticket price, the default department code for the ticket is defined on the event type configuration.
 - Picture
 - Details to be displayed on the Web or on a mobile phone
 - Possibility to copy calendar events.
 - Possibility to mark calendar events as 'Web Enabled' by default on the Calendar Event configuration.
 - The projected number of attendees can be entered on the profile tab
 - The actual number of attendees are calculated based on the number of persons on the linked profiles.
 - Participants can be linked to a calendar event.
 - The maximum number of tickets that can be sold for a calendar event on the Fidelio Suite8 Homepage can be defined on the calendar event.
 - Calendar Events - displays a summary of the calendar events including the event type, description and dates, and the number of customer profiles attached to the event.
 - Daily View - displays the calendar events per day.
 - The grid display order can be customized by clicking the column heading on which the display order should be sorted.
 - Conference bookings can be created automatically as calendar events.
 - Calendar events can be coloured for at-a-glance identification.
 - Customer profiles can be linked to a calendar event and are displayed with the calendar event on the Calendar Events report.
 - Possibility to post a calendar event to Facebook; the start and end time, location and description are posted.
 - Calendar events can be printed from the profiles tab of the calendar event.
 - Possibility to define recurring calendar events such as a fair which happens every year or a holiday such as Christmas and Easter.

User Settings

Users can customize Fidelio Suite8 according to their needs.

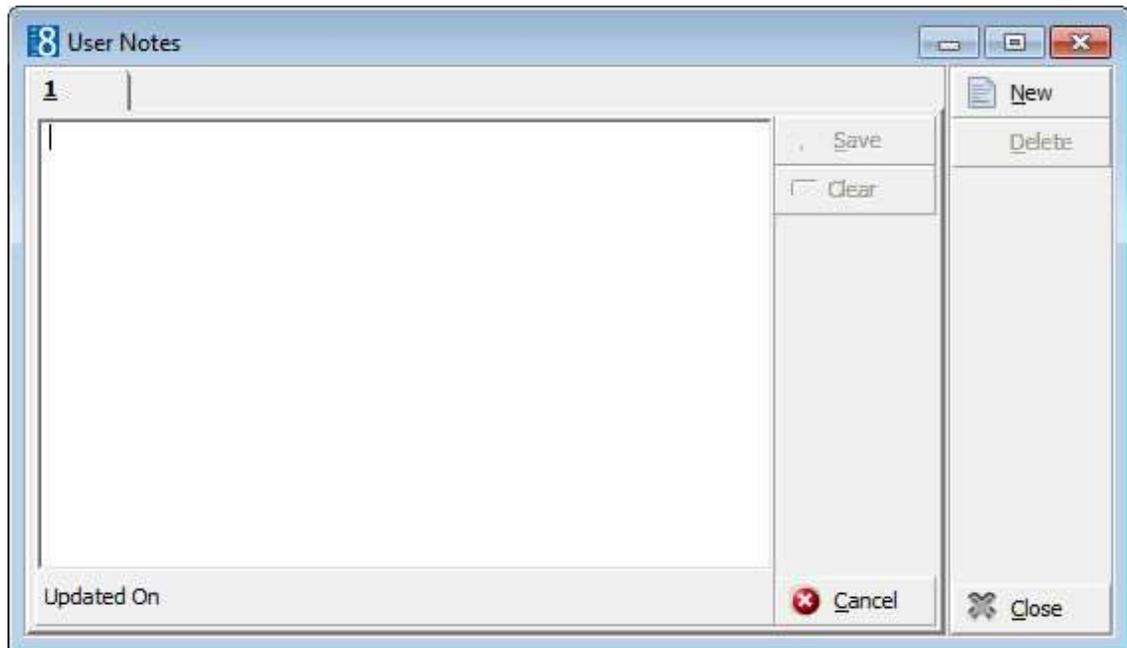
- Confirm messages on the tree
- The language in which Fidelio Suite8 should run
- Appearance of grid layout - font and size
- Definition of favourites section on the toolbar.
- If Hotel Segmentation is used, hotel segmentation preferences can be stored per user.
- Order for the conference diary
- Profile screen and search screen settings
- The start-up screen to be displayed upon log on can be selected; screens such as the room rack, reservations screen and billing screen can be displayed.

- Alternative reservation edit screen - the left side of the screen has been limited to the necessary fields and on the right side the user can choose which screen to display. The simplified screen may be customised in the normal manner.
- Billing search controls and default deposit and payment receipt settings

User Notes

The user notes option enables user to maintain their own note pad.

User Notes



- Accessible from any part of the program via a quick key.
- Each entered note is stored on its own numbered tab.
- User notes can only be viewed by the logged in user.

Budget

Manager Report Budget

This option may be used to enter budget figures for the daily statistics.

Manager Report Budget

The screenshot shows the 'Budget' application window. It features a 'Time Interval' section with 'From' and 'To' dates set to 19/05/2011 and 26/05/2011, and a 'No. of days' set to 8. There are 'Save' and 'Clear' buttons. A 'Data' section includes radio buttons for 'Values', 'Budget', 'Both', and 'Difference', and a checked 'Chart' option. A 'Days to show' section has radio buttons for 'All days', 'Days to skip: 1', and 'Day of month: 1'. The main area contains a table with columns for dates from 19/05/11 to 25/05/11 and rows for various metrics like 'Number of Adults', 'Occupied Rooms', and 'Total Rooms of Hotel'. A bar chart at the bottom displays the 'Number of Adults' for each day, with values of 142. The chart has a 'Labels' checkbox checked and a 'Reset view' button.

	19/05/11	20/05/11	21/05/11	22/05/11	23/05/11	24/05/11	25/05/11
Number of Adults	142	142	142	142	142	142	142
Number of Adults in month	4062	4204	4346	4488	4630	4772	4914
Number of Adults in year	6302	6444	6586	6728	6870	7012	7154
Number of Children	42	42	42	42	42	42	42
Number of Children in month	42	84	126	168	210	252	294
Number of Children in year	42	84	126	168	210	252	294
Occupied Rooms	100	100	100	100	100	100	100
Occupied Rooms in month	100	200	300	400	500	600	700
Occupied Rooms in year	100	200	300	400	500	600	700
Total Rooms of Hotel	125	125	125	125	125	125	125
Total Rooms of Hotel in month	125	250	375	500	625	750	875
Total Rooms of Hotel in year	125	250	375	500	625	750	875
Out of Order Rooms	3	3	3	3	3	3	3
Out of Order Rooms in month	3	6	9	12	15	18	21
Out of Order Rooms in year	3	6	9	12	15	18	21
Walk-in Rooms	29	29	29	29	29	29	29

- Enter budget for all available columns on the Manager Report for a set date range or by day.
- Display actual figures, budget figures, both, just the difference.
- View figures in a chart display for a date range or a set date.

Revenue Budget

This option allows budget figures to be entered for department codes, market codes and source codes.

Revenue Budget settings – Mass Settings Option

Department	January	February	March
100 - Accommodation	0.00	0.00	0.00
110 - Extra Bed	0.00	0.00	0.00
115 - No Show 0 % VAT	0.00	0.00	0.00
120 - Dog	0.00	0.00	0.00
200 - Breakfast	0.00	0.00	0.00
201 - Breakfast 7 %	0.00	0.00	0.00
280 - Restaurant Inka Food	0.00	0.00	0.00
281 - Restaurant Inka Beverages	0.00	0.00	0.00
282 - Restaurant Inka Miscellaneous	0.00	0.00	0.00
300 - Restaurant "Hamburg" Manual	0.00	0.00	0.00
301 - Restaurant "Hamburg" Food	0.00	0.00	0.00
302 - Restaurant "Hamburg" Beverage	0.00	0.00	0.00
303 - Restaurant "Hamburg" Misc.	0.00	0.00	0.00
305 - Restaurant "Fidelio" Manual	0.00	0.00	0.00
306 - Restaurant "Fidelio" Food	0.00	0.00	0.00
307 - Restaurant "Fidelio" Beverage	0.00	0.00	0.00
308 - Restaurant "Fidelio" Misc.	0.00	0.00	0.00
310 - Hotelbar Manual	0.00	0.00	0.00
311 - Hotelbar Food	0.00	0.00	0.00
312 - Hotelbar Beverage	0.00	0.00	0.00
313 - Hotelbar Misc.	0.00	0.00	0.00
320 - Banquet Manual	0.00	0.00	0.00
321 - Banquet Food	0.00	0.00	0.00
322 - Banquet Beverage	0.00	0.00	0.00
323 - Banquet Misc.	0.00	0.00	0.00

- Enter budget figures by date range or date.
- Enter budget figures for department codes by net revenue or gross revenue.
- Enter budget figures for market and source codes by net revenue, gross revenue, room nights or persons.
- Mass Settings can be used to apply the budget.

Revenue Budget Display

The screenshot shows the 'Budget Setup' window with the following settings: Budget type: Department code, Date: 01/05/2011, Type: Net. The table below displays the revenue data for each department.

Dept	Revenue			Day
	Day	Month	Year	
01/05/11 100 - Accommodation	1,919.63	125,046.31	125,046.31	0.00
01/05/11 110 - Extra Bed	0.00	314.66	314.66	0.00
01/05/11 115 - No Show 0 % VAT	0.00	0.00	0.00	0.00
01/05/11 120 - Dog	8.40	261.73	261.73	0.00
01/05/11 200 - Breakfast	191.60	16,714.98	16,714.98	0.00
01/05/11 201 - Breakfast 7 %	0.00	0.00	0.00	0.00
01/05/11 280 - Restaurant Inka Food	0.00	203.95	203.95	0.00
01/05/11 281 - Restaurant Inka Beverages	0.00	79.30	79.30	0.00
01/05/11 282 - Restaurant Inka Miscellaneous	0.00	19.75	19.75	0.00
01/05/11 300 - Restaurant "Hamburg" Manual	0.00	199.91	199.91	0.00
01/05/11 301 - Restaurant "Hamburg" Food	15.13	48,276.49	48,276.49	0.00
01/05/11 302 - Restaurant "Hamburg" Beverage	0.00	565.21	565.21	0.00
01/05/11 303 - Restaurant "Hamburg" Misc.	0.00	0.00	0.00	0.00
01/05/11 305 - Restaurant "Fidello" Manual	0.00	757.39	757.39	0.00
01/05/11 306 - Restaurant "Fidello" Food	0.00	0.00	0.00	0.00
01/05/11 307 - Restaurant "Fidello" Beverage	0.00	0.00	0.00	0.00
01/05/11 308 - Restaurant "Fidello" Misc.	0.00	153.78	153.78	0.00

- Displays actual figures and budget figures by day, month and year.
- The market and source code budgets can be displayed by net revenue, gross revenue, room nights or number of persons.

Questionnaire

The questionnaire option may be used to enter questionnaire forms or surveys which have been completed by the guest.

Questionnaire Form

The screenshot shows a software window titled "8 Questionnaire Form". The window contains a form for entering questionnaire data. The form has several sections:

- Metadata:** Description: Guest Stay Questionnaire, Entered by: Demonstration, Supervisor, Entered, Last modified, Input Source, Total Points: 0.
- Identification:** Reservation ID, Room number, Name, Booking Name (all with masked input fields).
- Text:** Guest Comment (a large text area).
- Accommodation:** Question: How is the general impression of our hotel? (Options: Good, Not so good, Renovation needed, Normal, Awful).
- Accommodation:** Question: Would you consider staying again in our hotel? (Options: Yes, No, never ever again, Maybe).
- Service General:** Question: Did you find our service satisfying? (Options: Yes, very friendly, Never seen so unhappy and unfriendly employees, Average).
- Service General:** Question: Which facilities of the hotel did you use? (Options: Wellness, Golf Course, Restaurant, Pool only, Tennis Course, Bar).

Buttons for "OK" and "Cancel" are visible in the top right and bottom right corners respectively.

- Questionnaire forms can be completed per reservation or per profile.
- Questionnaires can include questions with the following formats:
- Questions with single or multiple answers.
- Questions where the answer is in the format of free text.
- Display only questions may be used for 'display only text', such as explanatory text; 'Please enter some information about the general service in our property'.
- Question groups can be created and questions can be assigned to a question group.
- During the setup points can be allocated to question answers.
- Each question can be assigned a question type to better evaluate the points per question type.
- Question can be copied during the setup.
- Completed questionnaires can be located by name, date range and by total number of points.
- Possibility to edit existing forms.
- Possibility to print out questionnaire forms, for example, for all guests departing tomorrow.
- Possibility for guests to complete a questionnaire form via the Suite8 Homepage.
- Possibility to enter both the survey date and the date the questionnaire was completed.

Form Customization

Form customization

The screenshot shows the 'fResEdit' window with the following fields and values:

- Company: [Dropdown]
- Travel Agent: [Dropdown]
- Source: [Dropdown]
- Arrival: 31/05/2011
- Nights: 0
- Departure: 31/05/2011
- Cancellation number: [Dropdown]
- Currency: [Dropdown]
- Currently in room: %s
- CrS system: %s
- Guest Recognition: [Dropdown]
- # of rooms: 1
- Adults: 0
- Party/Flight: Party
- Market: [Dropdown]
- Source: [Dropdown]
- Room features: [Dropdown]
- Reservation color: dBlack
- Billing info: FidResEditFree11
- Remarks: FidResEditFree21
- CRS no: FidResEditCrSNumber 1
- Option date: 31/05/2011
- Booking date: 31/05/2011
- Booker: [Dropdown]
- Disc. amount: 0
- Disc. %: 0
- Promotion: %s
- Reason: FidResRateDiffReasonCor
- C/I time: 4:02 PM
- C/O time: 4:02 PM
- Res type: Def (selected), Tent
- Guarantee c.: [Dropdown]
- Pay method: [Dropdown]
- Credit limit: 0
- FidResFolioStyleCombo 1: [Dropdown]
- Room type: FidResEditRoomType1
- Rate code: FidResEditRateCode 1
- Rate R type: FidResEditRateRoomType1
- Rate amount: 0.00
- Manual price: [Checkbox]
- Lock room: [Checkbox]
- Room: FidResEditRoom
- Block: FidResEditBlock 1
- Group: FidResEditGroup 1
- Print rate: [Checkbox]
- No post: [Checkbox]

- Configuration of reservation, individual profile, company profile and CCM booking screen per user or per user group.
- Screen painting – add user-definable fields and remove fields not used by some users or user groups.
- Scripting functionality enables users to show messages, make fields mandatory and force actions using Fidelio Events such as BeforeValidation and BeforeSave.
- Ability to call special html files from the edit reservation and the edit individual profile screens.

Configuration

- Colour configuration which can be used in Fidelio Suite8.
- Terminals & Printers – route print jobs to defined printers or different printer trays
- Terminals can be configured for a TAPI device, Skype support, credit card reader, cashier drawer, bar code reader, business card scanner and passport scanner.
- Define applications to which reports should be sent to.
- Configure credit card readers and define Interface rights.
- Define external applications which should be accessible from Fidelio Suite8, such as Word or Excel.
- Define custom text such as default email body for confirmation letters and supplement text to be printed on the folios.
- Design and draw floor plans.
- Define custom SQL queries to be included in the night audit.
- Configure Automatic Traces, to allow the creation of tasks/traces based on certain conditions such as creation or update of records. For example, create a trace in 2 week's time for the account manager if the credit status of a company changes to restricted or if the conference status changes.
- Setup the Suite8 Online Interface.
- Reservations made by the CRS are marked as such on the reservation edit screen.
- The online interface allows the creation of both reservations and financial accounts.
- Possibility to enter past revenue details.
- Possibility to use a seasonal licence code, this is for properties which are open for a specific number of days per year.
- Possibility to configure the system to automatically download and/or download and install the latest executable updates for Suite8 from a defined FTP server connection. Version check can be activated to track which workstations have been updated and which not.
- Virtual Number functionality allows virtual numbers to be assigned to guests, as required, automatically, upon request, on a permanent basis or for the duration of the guest's stay. Virtual numbers can be used by multiple interfaces allowing quick identification of a guest for transferring calls or storing messages.
- Possibility to recalculate the monthly and yearly figures for several of the statistic files.
- Possibility to copy users and user groups.
- Search functionality in the user right configuration screen.
- Possibility to configure regular expressions in order to validate correct entry of communication methods.
- Possibility to define the voice mail text (per language) when using a telephone system which signals a guest for new voice mail.
- Scheduled tasks may be used for exporting batches, reports, html files or scheduling automatic back office export. The files can be placed in a directory on the local computer, on an ftp server or send via email.
- Scheduled tasks may be used to build data export in user defined XML format using the same language as standard HTML reports. Scheduled tasks accepts templates with HTML and XML extensions; the extension of the resulting output file will be the same as the template.
- Define easy letter templates - this option allows the configuration of text blocks, such as standard header, body and footer templates by using the internal editor functionality. The role allocated to the template determines under which easy letter option it appears.
- Departments can be linked to the Easy Letter Templates; this enables each department to have their own templates grouped and a better overview when composing easy letters.
- A default email subject and body can be defined for sending emails in html format.

-
- Possibility to define default email attachments with a role and path. Depending on the assigned role, the attachment is added automatically in profiles, reservations, task & activities, CRM, Accounts Receivable or Table Reservations when Email is send. The available roles are subject to the activated licenses.
 - Configuration of when Questions & Answers should be displayed in the reservation object and if they should be automatically answered with 'YES' or 'NO'.
 - Ability to define report security levels for reports and user permission levels for users.
 - Possibility to use XML Export for VEOS from Suite8 based on an XML Report using scheduled tasks. VEOS stands for video enhanced online surveys. The functionality is available for CST International, a provider of video enhanced online surveys.
 - An email body default can be defined with fields and parameters including letter greeting, the property name, name of the user (letter user), title, phone number and email as well as the linked signature of the user (user signature).
 - Possibility to define default email attachments with a role and path. Depending on the assigned role, the attachment is added automatically in profiles, reservations, task & activities, CRM, Accounts Receivable or Table Reservations when the email is sent.
 - Assignment of one or multiple responsible departments for easy generation of department specific reports.

User Configuration

- Defines user and user groups set contact communications for the users.
- Define user rights.
- Limit access for the users by expiration date.
- Define which user is a sales manager.
- Ability to define goals for users defined as sales managers; goals can be entered for a specific period for number of nights, forecast, revenue and task & activities.
- Possibility to store a user's signature.
- Possibility to store multiple e-mail addresses.
- Configure the changes that should be written to the user log file.
- Users which are no longer active can be hidden

Global Settings

This option allows setting default values and activating parameters for additional functionality of Fidelio Suite8

Global Settings Overview

The screenshot displays the 'Global Settings Overview' web interface. At the top, there is a navigation menu with tabs for A/R, Billing, CCM, Ccountry Specs, Generic, HC, Interfaces, Miscellaneous, Night Audit, Profile, Reports, and Reservation. Below this, there are sub-tabs for Generic 1, Generic 2, Generic 3, Generic 4, Telephony 6, General Hotel Info 5, and Hotel Maintenance 7. The main content area is a form with various input fields and checkboxes. Fields include Hotel Name (Micros-Fidelio Demo Program), Hotel Code, Hotel Address (Europadamm 2 - 6), Hotel City (Neuss), Hotel ZIP Code (41460), Hotel Country (Neuss), Hotel Telephone (+49 2131 1370), Hotel Mobile Phone, Hotel Fax (+49 2131 137 777), Hotel Email (info@micros.com), Hotel WebPage (www.myfidelio.homepage.net), Hotel BANK Name, Hotel BANK Account No., Hotel BANK Clearing Number, Hotel BANK Account IBAN, Hotel BANK Account BIC, Startup Language (Default English), Default skin, First day of week (Monday), Weekend days (Sunday, Saturday checked), and Disconnect DB connection after being idle for x seconds (0). There are also checkboxes for 'Disable database version check', 'Oracle RAC Session Support', and 'Enable time synchronization'.

- Accounts Receivables – defaults and parameters for the receivables module.
- Billing – defaults and parameters in the billing screen.
- Conference and Catering Management – defaults and parameters for the CCM module and setup of roomplanner parameters.
- Country Specifics – parameter for country specific requirements.
- Generic - default values for generic hotel information.
- Hotel Connector - defaults and parameters for the hotel connector module.
- Interface - defaults and parameters for the interfaces.
- Miscellaneous - DB update parameters, search screen defaults, setup of travel agent commissions, settings for the visual appearance of Suite8. and settings for the location of log files
- Night Audit – defaults and parameters for the night audit.
- Profile – defaults and parameters for profiles.
- Reports- defaults and parameters for reports.
- Reservation – defaults and parameters for the reservation module, setup of luggage labelling and the setting of deposit, cancellation and no-show policy rules.

Vacation Sharing

The Vacation Sharing Module is designed to meet the requirements of resort hotels dealing with timesharing guests.

Vacation Sharing Contracts

ID	Contract No	Member	Valid from	Valid until	Week
1019	RCI-12345	Bradly, David	20/04/11	19/04/21	
1020	RCI-12346	Schmithers, Roger	20/04/11	19/04/21	
1021	II-12344	Young, Greta	20/04/11	19/04/21	

Contract Information		A/R Account Information	
Member:	Bradly, David	A/R Number:	12345
Contract Number:	RCI-12345	A/R Balance:	1,200.00
Contract from:	20/04/11	Yearly Fee posted:	2011 - 600.00
Contract until:	19/04/21		2012 - 600.00
Sub-Members:	Bradly, Lisa		
Comments:	Two members in one contract, one stay for two weeks per year, no exceptions		

- Subject to a license code and used in conjunction with an Accounts Receivable License.
- Vacation sharing contracts can be created and edited.
- Multiple search criteria are available.
- Reservations can be created for the selected vacation sharing contract for the selected year or for the following year.
- A yearly fee can be posted for the selected vacation sharing contract for the selected year or for the following year.
- A confirmation letter can be generated for the selected vacation sharing contract for the selected year or for the following year.
- Reservations can be viewed per contract.
- Reservations can be validated with the contract.
- Multi-reservations can be created for sub-members.
- A user log can be displayed per vacation contract
- Vacation sharing functionality is user right controlled.

Sales Force Interface

Suite8 offers a technical interface to synchronize contacts, profiles configuration and opportunities with Salesforce. Salesforce.com provides solutions for Customer Relation Management online via a browser, so called Cloud Computing. Opportunities display important details about the deals your teams are working on, such as how much each one is worth, who you are competing against and at what stage the deal is in.

- The Salesforce interface is subject to a license code.
- The following opportunity criteria can be defined:
 - Opportunity delivery status such as, not yet started, in progress and completed.
 - Opportunity lead sources such as, trade show, word of mouth and phone inquiry.
 - Opportunity stages such as, needs analysis, negotiation and proposal/price quote.
 - Opportunity types such as, new customer, existing customer and existing customer - upgrade.
 - Synchronization of profiles and or opportunities is handled via Suite8 Fidelio Server.
 - Opportunity functionality can be used without the Salesforce Interface.

6 Suite8 webConnect

The Suite8 Homepage is a web booking engine for Suite8 which allows properties to sell rooms from their Homepage. Giving direct access for both existing and new customers to immediate availability requests/deductions and reservation in Suite8. A one off licence code means there are no per transaction fees.

Suite8 Homepage

- Offers online reservation and availability requests as well as user registration and profile match.
- Possibility to download the business conditions.
- A confirmation number is provided by Suite8 as soon as the reservation is submitted.
- Possibility to print a reservation confirmation.
- Confirmation letters can be sent to the guest via email.
- Installation of both the XML interface and the Suite8 Homepage may be made via an install shield.
- Possibility to configure multiple database connections/instances on one machine for the XML interface.
- Rate and room type availability for the Suite8 Homepage is configured via the Suite8 setup.
- Availability limits can be defined.
- Additional rate information can be entered on the rate code configuration.
- The maximum number of people can be defined in the room type configuration for a reservation made via Suite8 Homepage.
- Possibility to define min and max length of stay rate restrictions to be used in web booking.
- The Suite8 Homepage can be hosted at the Micros-Fidelio Data Centre or at the existing web server of the hotel.
- A web threshold limits the number of rooms of a specific room type that should be available for web booking.

-
- In the Suite8 rate and packages configuration, selected rates can be marked for publication on the web.
 - Support of multiple rate codes.
 - Default market, source and channel codes can be defined.
 - Possibility to use the market code configured on the rate setup instead of the default market code for web bookings.
 - Mandatory attributes such as specials or tax codes can be defined so that when a reservation is made via the Suite8 Homepage the attributes will be filled for this reservation.
 - Possibility to add a default guarantee code to all bookings made via web booking.
 - A default address type can be defined.
 - Possibility to link rates to both individuals and companies.
 - Corporate Login.
 - Upon profile edit a corporate ID can be assigned and given to the responsible person from the company for conference booking via web.
 - Information from Suite8 Homepage can be logged to a log file.
 - Profile information can be updated via Suite8 Homepage.
 - Possibility to display all available rate codes marked as 'Open for web booking' when performing an online reservation via Suite8 Homepage. The rate codes are displayed in ascending order starting with the lowest available.
 - Possibility to offer alternate stay periods when booking a reservation where the hotel is fully booked on one of the days of the reservation request.
 - Possibility to reset the password for web booking and retrieving a new one from the property via email.
 - When making a reservation using a company corporate ID, corporate rates will be offered and the company linked to the reservation.
 - When making a reservation via Suite8 Homepage, the hotel availability is checked prior to the room type availability.
 - Possibility to create a reservation with no credit card attached to the profile if the profile has a web login and password.
 - Possibility to create a reservation without registration; a profile is created automatically with the entered email address, but without any web login credentials.
 - Possibility to view all future and history reservations of the registered profile.
 - A new service 'Myvisitor Interface Notifier' has been added allowing check in notification to be sent via Fidelio Server.
 - The ability to define advertisement text and image to be displayed when opening the Suite8 Homepage. The advertisement functionality is either based on the advertisement dates, then the ticker is displayed in a separate box on the Suite8 Homepage during that period of time, or it is based on dates valid for reservation requests, then it is displayed only if the reservation request dates meet the configured reservation dates for the advertisement ticker.
 - Possibility to display the login and password on the first page.
 - Availability colors can be assigned per occupancy percentage and reflecting on an availability calendar on Suite8 Homepage indicating the occupancy percentage in color on the calendar.
 - Guest mailing preferences are displayed on the registration page.
 - Web selling categories can be defined and displayed on the Suite8 Homepage.
 - Suite8 Homepage can be used with mobile devices; this functionality is controlled by the license Suite8 Homepage Stay Manager.
 - Suite8 myStay is a Smartphone application allowing guests to register and log on to Suite8 Homepage using a smart phone and managing future or viewing history reservations as well

as controlling their stay at the property, such as viewing their guest bill and sending service requests to the front desk.

- Functionality is available to allow the tracking of usage statistics with Google Analytics on Suite8 Homepage. Google Analytics is the enterprise-class web analytics solution that gives your property rich insights into the properties web site traffic and marketing effectiveness. Website traffic for vouchers and table reservations made via the Suite8 Homepage can also be tracked.
- Functionality is available to use Trustyou analytics semantic web search. A SEAL is integrated into the Suite8 Homepage reflecting the feedback on various customer portals. Trustyou is linked to the Suite8 Homepage via the advertisement ticker.
- Confirmation letters can be printed by rate code and guest language. Confirmation letters can also be printed inside the browser with embedded pictures, such as logos.
- Functionality is available in order to call the Suite8 Homepage with parameters; the corresponding page can be opened directly from a Twitter or Facebook account using bit.ly as URL shortcut redirection service.
- The field 'Web Promotion' can be defined to be available on the block header. A promotion code can be entered on the Suite8 Homepage so that travel agents or individual guests can pick up rooms from the block with the promotion code assigned.
- Possibility to link a block code to the profile; this allows Travel Agents to use their corporate login to see the availability of the linked block and to make reservations against this block or allocation.
- Attributes can be defined as web enabled; these attributes are then displayed on Suite8 Homepage under Preferences allowing guests selected these attributes on the registration form on Suite8 Homepage.
- Possibility to place a link to an URL address behind the pictures shown on the Suite8 Homepage.
- Functionality is available to collect deposit payments via the online payment gateway Telecash for reservations submitted via the Suite8 Homepage.
- Possibility to define a policy which allows online payment to be collected directly on the Suite8 Homepage. When selecting a rate code which is linked to this policy then the guest is directed automatically to the payment gateway upon completing the booking.
- Voucher Management
 - Vouchers marked as web enabled can be sold online via the Suite8 Homepage
 - Payments for vouchers can be made using an online payment gateway such as Telecash.
 - Vouchers can be linked to the reservation on the Suite8 Homepage by entering the voucher number
 - History reservations can be hidden from the Suite8 Homepage and myStay pages
- Possibility to hide the invoice from the myStay pages.
- Possibility to link packages and rate codes which are marked as 'Open for web booking'.
- Possibility to not allow local pickup from web enabled blocks.
- Possibility to apply for Bonus Point Membership and to enable a membership card so that bonus point card details can be displayed via the Suite8 Homepage.
- Possibility to not display or calculate packages which are excluded from the rate code on the Suite8 Homepage.
- Parameters such as a block promotion code and a web selling category can be used on the URL address to call the Suite8 Homepage.
- Possibility to book a table reservations via the Suite8 Homepage; the number of days a table can be booked in advance can be limited if required.

-
- Possibility to respond to a maintenance task generated by a guest and thereby inform the guest about the status of their service request.
 - Possibility to complete a questionnaire survey via the Suite8 Homepage, for example when informing regular guests with the Properties' Newsletter or when the guest checks out or makes a reservation. An email notification can be sent when an online Questionnaire is completed.
 - Public Calendar Events can be viewed on the Suite8 Homepage.
 - Possibility to view the invoices of past stays via the Suite8 Homepage.
 - The Availability Calendar can be opened directly on the Suite8 Homepage; selecting the dates and entering the number of adults will open the proposed prices page.
 - Various online payment methods such as Telecash, FirstData and PayPal can be configured for Suite8 Homepage.
 - Possibility to display directly the prices and packages page with a specific promotion code.
 - The Suite8 Homepage can be called with parameters such as, child age and room type.
 - The quick booking screen can be displayed on the Suite 8 Homepage.
 - Market, source and channel codes can be added as a parameter in the command line when opening Suite8 Homepage. This can be used for example when posting rates to social media networks and using the redirection service from bit.ly. Using the redirection service in the post message for rates for example allows opening the booking page on Suite8 Homepage directly with the given parameters.
 - Possibility to add the option 'Instant Payment' to the review booking page, the client is then routed to the payment gateway.
 - Multiple items can be added to the shopping cart, for example, a room reservation and a table reservation can be reserved in one transaction.

Suite8 Mobile Reporting

Suite8 mobile status offers the viewing of the status of the property and custom reports via the World Wide Web and is available as an additional feature for Suite8 Homepage customers. Those reports offer information lookup on mobile devices about arrivals, guests in house, availability and business status.

Suite8 mobile status comes with the installation of Suite8 Homepage, the web booking engine for Version8 or XML Interface enhanced edition. It is subject to a license code, but this license is automatically active if a valid license code for Suite8 Homepage or XML interface enhanced edition is used.

Suite8 Mobile Reports

Suite 8 Homepage Demo Hotel
ONLINE Management

Logout

- Reservation Reports
- Front Desk
- Table Reservations
- Rooms Management
- Trends
- House Status
- Other
- Dashboard
- User Defined Dashboard
- Bookmarks

[Micros Fidelio](#)

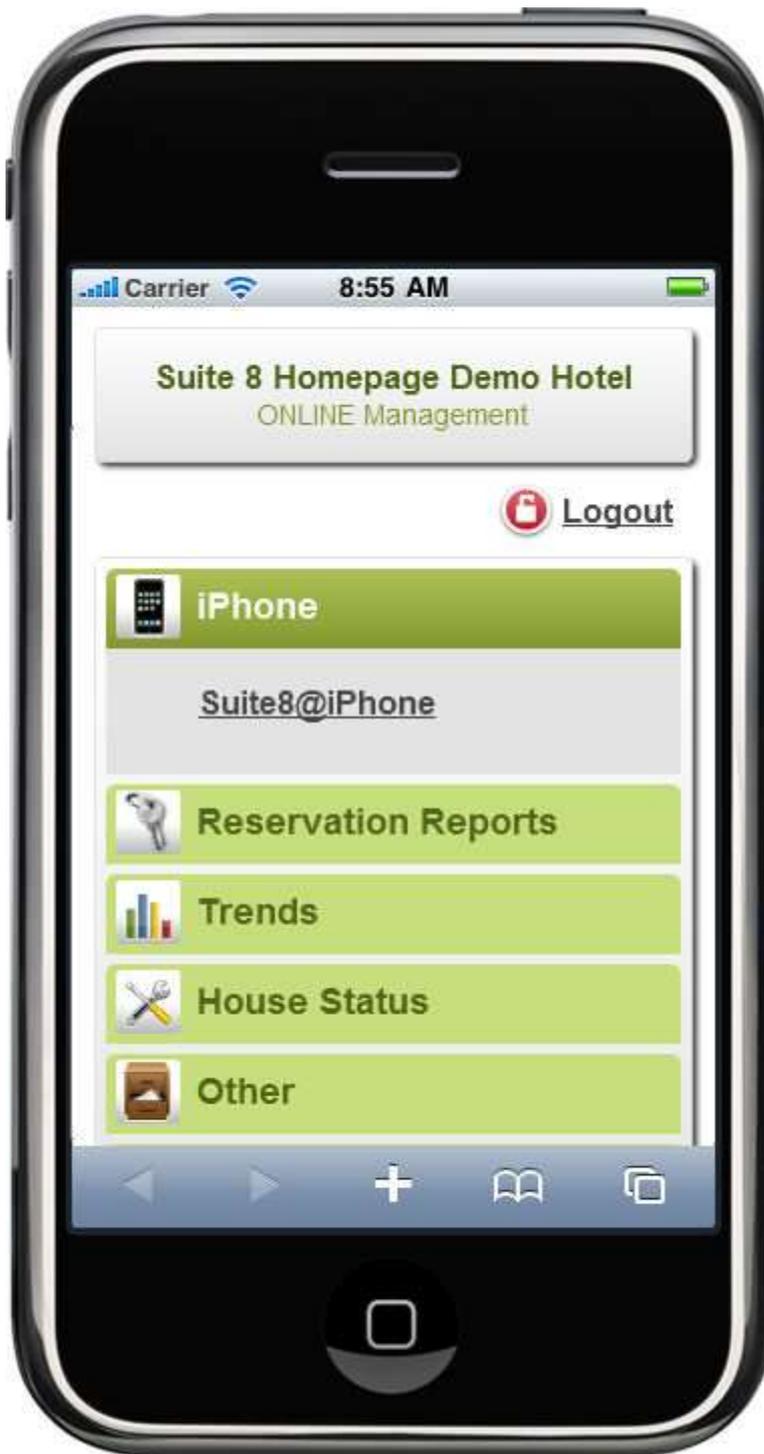
Suite8 Mobile Reports - Arrivals Today

Suite8 Mobile Arrivals 16.10.12 07:59

Arrivals Today							
Name	Res. No.	No.Of rooms	No.of Adults	Departure	Room Type	Room	C/I
McAndrews Reginald	1222 Edit	1	2	10/17/2012	DR	306 (CL)	<input type="button" value="Check In"/>
Merlin Dietmar	3158 Edit	1	2	10/21/2012	DR	108 (DI)	

- Suite8 mobile reporting status enables custom reports and the status of the property to be viewed via the World Wide Web and is available as an additional feature for Suite8 Homepage customers. These reports offer information lookup on mobile devices regarding arrivals, guests in house, availability and business status.
- Several of the reports are interactive; for example, additional reservation details can be displayed, guests can be checked-in on the arrivals report, the room status changed on the movement report and maintenance tasks can be viewed and resolved.
- The Mobile Dashboard incorporates elements such as arrivals, departures and housekeeping information on a single screen. The information is presented in a way that is easy to read and the information displayed and how interactive your dashboard is depends on the setup.
- Bookmarks can be added to give quick access to frequently visited sites.
- Report configurations can be defined per user or user group.

- Option to receive mobile reports on your Smartphone.



Suite8 Homepage CCM

CCM web booking comes with the installation of Suite8 Homepage and is the web booking engine for Suite8 Conference Management, allowing properties offering their customers or even new customers entering a booking via the properties Homepage.

Suite8 Homepage CCM

Suite 8 Homepage Demo Hotel
Franklinstr 14
10587 Berlin
Tel.: +49 (0) 30 390476 - 0
Fax.: +49 (0) 30 390476 - 55
vertrieb@micros.com
http://www.micros-fidelio.eu

English German Russian Bulgarian French Mrs. Morven Pizanti My Account Log out

Conference Data

Status*

From* 01/06/2014

To* 02/06/2014

No. of attendees*

No. of Function Space(s)*

Seating

Package

Booking Data

Corporate ID

Booking Name*

Booking type* Conference only

Notes

Confirm the booking

By clicking continue, you will be accepting the Terms and Conditions. [Terms & Conditions \(PDF, 45 KB\)](#)

Submit booking

Powered by **micros FIDELIO**

Like 1 Tweet 0

- Offers online booking requests as well as user registration.
- Installation of both the XML interface and the myccm Homepage may be made via an install shield.
- Possibility to download the business conditions.
- The basic booking information such as arrival, departure date, number of attendees, status is transferred to Fidelio Suite8 Event Management.
- The function space information such as number of function spaces, seating arrangement and package is transferred to the booking notes.
- Possibility to print a booking confirmation.
- Possibility to generate a booking confirmation and email it to the client.
- A booking number is provided by Suite8 as soon as the booking is submitted.
- The home page can be hosted at the Micros-Fidelio Data Centre or at the existing web server of the hotel. If you plan to install the web site locally please consult your local dealer for the technical details.
- Default market and source codes can be defined.
- A default note category can be defined for web bookings.
- Possibility to activate specific status definitions for web bookings.
- Specific seating arrangements can be made available for web bookings.
- Possibility to enable packages for the web booking.
- A default conference manager can be assigned for web bookings.

-
- Upon profile edit a corporate ID can be assigned and given to the responsible person from the company for conference booking via web.
 - Rate and room type availability for the Suite8 Homepage is configured via the Suite8 setup.
 - Possibility to configure multiple database connections/instances on one machine for the XML interface.
 - In the rate configuration, selected rates can be marked for publication on the web.
 - Possibility to add a default guarantee code to all bookings made via web booking.
 - Corporate Login.
 - Web Booking Engine.
 - Suite8 mobile status offers viewing the status of the property and custom reports via the World Wide Web and is available as an additional feature for Suite8 Homepage customers. Those reports offer information lookup on mobile devices about arrivals, guests in house, availability and business status.
 - Possibility to define a channel code via web booking; a default channel code can be defined in the configuration.

7 Interfaces

FIDELIO Interface Suite8 is a new generation Interface using the latest technologies based on the proven business logic of our existing Interface.

Interface 8 has been designed to take full advantage of object-oriented programming. The interface business logic and the actual protocol drivers have been placed in two separate objects using XML as internal communication language.

Interface events can be channelled to any or all Suite8 workstations. This allows error message (like "Unsuccessful wakeup-calls" or "Key-Encoder jammed") to be put on a user's screen without delay and without any user-interaction.

To see a list of the latest installed interfaces please visit www.myfidelio.com

Understanding Interface Suite8

IFC8 gets the commands directly from the PMS workstations. The interface will be notified of new commands, so no polling is necessary. An additional advantage of this technology is that no database calls need to be made to pass commands to the interface.

In IFC8 the business logic and the actual drivers are strictly divided.

IFC8 can connect to up to 254 POS cash-registers from the interface.

Telephone Interfaces

PBX interfaces can have the following functionality, depending on the capabilities of the respective PBX system:

- Communicate in real time with the PBX system and receive call data, room status postings, minibar postings and wakeup call placements. Send check in/check out commands, wakeup calls, message waiting indicator commands and PBX specific available commands (such as direct inward dial controlling or computer controlled dialling).
- Calculation of call charge according to user defined charging tables.
- The dialled number can be translated into the name of the dialled city or country
- Call charge data is kept in a history file, from which at any time any desired report can be made.
- Automatic restart and link capabilities after power failures.

These additional features are only available with certain PBX systems:

- Automatic or manual control of telephone extension status
- Automatic or manual control of Message waiting indicators
- Accurate control of wakeup calls, with user alert for unsuccessful wakeup calls and a complete reporting facility.
- Online change of room status in FIDELIO Suite8.
- Minibar transmissions, either as charge or as item count/article number.
- Automatic update of guest name display systems for caller name display on operator console
- Partial or Full call accounting
- Handling of virtual numbers, also known as DID handling including PIN handling.
- Department code selection by:
 - Posting-type (e.g. room type, subtotal, sales-outlet, serving time, dialled digits, post route (trink-id), user-id, WS-Number, VIP-Code, TIP, Sales-Itemizer).

Point of Sale Interfaces

Point of Sale interfaces offer the following functionality, depending on the capabilities of the respective POS:

- Provide information about the occupancy of a certain room to the waiter (Inquiry by Room Number)
- Inquiry by Guest Name
- Post a charge to a guest's bill
- Post Cash and Credit Card charges to permanent accounts
- Check the credit limit of a guest
- Post the check subtotals
- Check Front Office No Post Flag
- Pass Guest-Check-Details to the Front Office
- Guest check display

Note: The Interfaces currently listed as “WWW” can be considered POS-interfaces from a functionality perspective.

Key System Interfaces

Door locking Interfaces have the following functionality, depending on the capabilities of the respective Key Services System:

- Automatic key making at check in
- Automatic key invalidation at check out
- Manual making of keys (New, duplicate, one-shot)
- Keep sequence numbers of keys
- Code keys to identify guests on POS-systems
- Handle additional access rights of keys on reservation level
- Handle additional access rights of keys on guest level (selected systems only)
- Code keys for multiple rooms
- Code keys for multiple guests on one reservation with individual key-rights

Video System Interfaces

Video Interfaces have the following functionality, depending on the capabilities of the Video System:

- Post Video bills to the guest account
- Enable/disable normal/video/seminar/X-TV TV channels manually
- Enable/disable normal/video/seminar/X-TV TV channels at reservation time
- Display guest messages on the room TV
- Display guest bill on room TV
- Remote guest check out through room TV
- Post Minibar items
- Change Room-Status
- Handle access rights

Minibar/Vending System Interfaces

Minibar/Vending Interfaces have the following functionality, depending on the capabilities of the Video System:

- Check-In/-Out to open/close Minibar doors
- Post charges to guest accounts (by article number or amount)
- Manually control access rights
- Read Guest-Keys to identify the correct guest and check allowance to retrieve goods from a vending machine.

EFT (Credit Card) Interfaces

Electronic Funds Transfer (EFT) interfaces allow properties to automate the manual procedures used for authorising and settling payments made by guests using credit or debit cards. They are tightly integrated with Front Office to accomplish these tasks. The following features are currently supported or under development:

- Authorization at check-in
- Authorization/settlement at check-out
- Online settlement
- Batch settlement
- Courtesy card handling
- Credit card usage choice
- Online credit card type check
- Blacklist checking
- Dynamic Currency Conversion
- Issue Number and Start-Date (UK only)
- Chip & PIN (EMV)

Furthermore connections to terminal based systems are developed. This feature enables Fidelio Suite8 to process smart cards and cards, which require PIN-Authorization (mostly each countries local Debit Cards).

Please note all Front Office EFT functions may not be available with all EFT interfaces or in all countries. Please refer to the MYFIDELIO web page or your regional Interface Product Manager for country specific requirements for each EFT interface and for further information.

Building/Energy Management System Interfaces

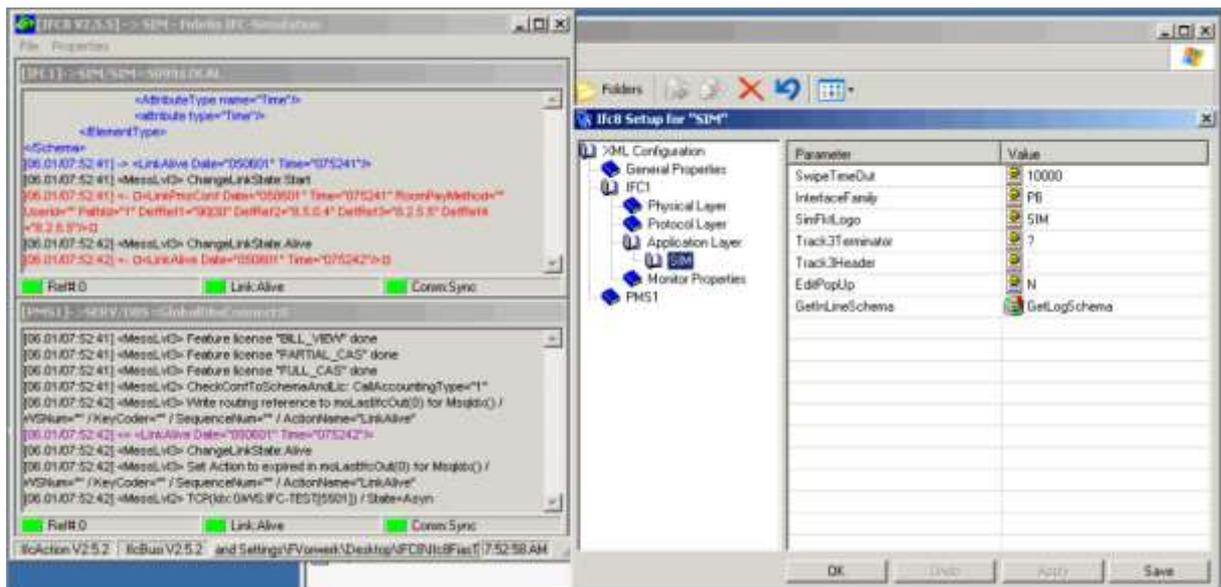
Building/Energy Management Interfaces have the following functionality, depending on the capabilities of the Video System:

- Check-In/-Out of devices (such as Air condition, radiators)
- Check-In/-Out of devices prior to arrival of a guest - devices are switched on a set period of time prior to the expected check-in time. The time is configurable.

Please note that these interfaces are designed to communicate with the server application of the building management system and not to all separate devices.

Interface Deployment

Interface Suite8 has incorporated a new setup-tool, which will make installations easier. Yet it needs to be kept in mind that a major part of an Interface installation still depends on the vendor system and/or the vendor technician, so projected installation time should still consider this.



Interface Suite8 will include all newer vendor systems, A few old systems, which have not been installed in the last 5-7 years will only be added upon request. The Interface to the "Nixdorf 8818" PBX system will not be realised. This interface requires usage of a special adapter (known as DU-78 card), which only runs in a DOS-environment. Subsequently this cannot be added to IFC8.

Available Interface Drivers

The most common drivers have already been realised and new drivers are added every week. Drivers to some very old system will only be done upon request (Those ones, which have not been installed for the last 5 years and where we do not expect to find the corresponding vendor systems in hotels any more.)

To see a list of the latest installed interfaces please visit www.myfidelio.com

Additional Functionality

Additional functionality is available as follows:

- Possibility for IFC8 to send emails to selected accounts in the case of errors
- Posting of charges in different currencies, for example, if a vendor system operates in a different currency than the Fidelio base currency
- Integration to the room maintenance module, maintenance tasks can be added through the PBX interface
- Printing of EFT-receipts to definable printers

8 Suite8 System Requirements

Overview

These recommendations have been prepared by MICROS-FIDELIO GmbH and may have to be adapted to meet local systems requirements. However, Micros-Fidelio can only support your installation if these recommendations and requirements are fulfilled, or exceeded in the systems design.

Any assistance or troubleshooting for systems not meeting these requirements may be chargeable to the customer.

It is not possible for Micros-Fidelio to support or maintain servers installed in languages other than English.

It is not possible for Micros-Fidelio to remotely support or maintain systems without a proper support connection as specified in the document RAP-EAME_en.

Fulfilling the MINIMUM system requirements guarantees that the user can complete the main tasks of the application in a stable manner and with acceptable performance. However, with MINIMUM systems there is no additional headroom for rush hour performance peak prevention, additional services or later upgrading or up-scaling, and there is no capability for system redundancy or high availability.

Micros-Fidelio's RECOMMENDED environment is a Best Practice solution based on our many years of experience, our working partnership with the hotel business and our many thousands of hotel installations.

This environment is more complex, but offers increased stability, more data security and higher availability.

This document caters for installations of up to 50 concurrent users. Larger systems with more than 50 concurrent database connections, will have to be custom designed to meet the specific requirements of the large site customer and will not be covered in this document. Please contact the local Micros-Fidelio sales staff for consulting and project specific systems design.

SUITE8 System Environment Basics

To guarantee top performance, Oracle based installations require a well managed IT environment, including the local network, where applicable the wide area network and careful adherence to the technical requirements.

Main components server configuration

- CPU (Type, Frequency and number of processor cores)
- RAM (Memory)
- Storage (Quantity, Size, Access speed and Raid level)

Server configuration dependencies

- Property Type (City, Resort, Business, Conference Hotel)
- Number of Fidelio Suite8 Users
- Interfaces (including CRS*)
- Additional Access to the data base server (MFPOS Suite8, Materials Control)
- Number of Rooms (DB-Size)

The database server and oracle services are needed 24x7, therefore it is crucial that the databases can be backed up with the oracle agents during the running operation. Micros-Fidelio supports and prefers Symantec Backup Exec with the corresponding agents for backing up the archive-enabled database online. However, if a different backup system is used the support and responsibility lies with each property.

Note: Based on the experience of previous installations of PMS (Front Office) and CCM (Sales & Catering), Micros-Fidelio can make recommendation for systems running only these products. Should other products be run on the same servers, for example Materials Control, MFPOS or Back Office Systems, these would have to be considered separately and would result in an upgraded specification.

User calculation for server sizing

Increases of staff involving additional workstations should be taken into consideration at this planning stage. Any forthcoming increases (1 12 months) should be reflected in the specification for the server at the start. Medium and long term changes (13-60 months) should be taken into consideration when selecting the basic platform so that this may be upgraded as necessary to meet the changing needs of the customers business.

SUITE8 Server Environment

MINIMUM System Requirements

*SUITE8 on Oracle 9i **Product is End-of Life (July 2010)***

*SUITE8 on Oracle 10g **Product is End-of Life (July 2013)***

(<http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf>)

*SUITE8 on Oracle 11gR1 (Note 3) **Minimum** Server Hardware Specifications: WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH x86 or x86_64, WINDOWS SERVER 2008 Standard R1 SP1 ENGLISH x86 or x86_64*

Max V8 Users (Note 1)	<5	5 - 10	10 - 20	21 - 50
CPU Cores	1 x 3.0GHz	1 x 3.2GHz	2 x 3.4GHz	4 x 3.6GHz
Memory	4GB (x86)	4GB (x86)	4GB (x86, x86_64)	4GB (x86) 6GB (x86_64)
HD Configuration (Note 2)	2 x 72GB	4 x 72GB	6 x 72GB	8 x 72GB

*SUITE8 on Oracle 11gR2 (Note 3) **Minimum** Server Hardware Specifications: WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH or x86_64, WINDOWS SERVER 2008 Standard R1 SP1 ENGLISH or x86_64, WINDOWS SERVER 2008 Standard R2 ENGLISH x86_64*

Max V8 Users (Note 1)	<5	5 - 10	10 - 20	21 - 50
CPU Cores	1 x 3.0GHz	1 x 3.2GHz	2 x 3.4GHz	4 x 3.6GHz
Memory	6GB (x86_64)	8GB (x86_64)	10GB (x86_64)	12GB (x86_64)
HD Configuration (Note 2)	2 x 72GB	4 x 72GB	6 x 72GB	8 x 72GB

General Note: All configurations above 50 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

Note 1: The number of users is the sum of ALL CONCURRENT USER CONNECTIONS including interfaces and third party applications using the database.

Note 2: Raid Level 0, 1 and 1+0 are the supported array configurations. The number of disks is important for concurrent users, the more disks that are used, the faster access and performance. Raid Level 5 or 6 is not supported by Oracle. **We recommend to use Ultra-3 SCSI disks** with 10k RPM or 15k RPM. The Ultra 3 SCSI-controller should have read/write cache.

Note 3: Oracle 9i is not recommended anymore since Version 8.8.0.0 or higher. Oracle 9i and Oracle 10g are not supported by ORACLE, because these versions are "End-of-Life" - but still supported by MICROS-Fidelio.

Oracle 11g Release 2 (11.2.0.4) for the database installation (32bit or 64bit) and client installation (32bit) has to be used.

Please note, it is imperatively required to install Oracle with the parameter setting 'compatible=10.2.0.4' and 'optimizer_features_enable=10.2.0.4'

We recommend using the Oracle 11g Release (11.2.0.4) for the database installation.

We highly recommend using Windows 64-bit OS for the database server installation.

Windows Server 2012 R1/R2 is currently not supported for the database server installation.

RECOMMENDED System Requirements

SUITE8 on Oracle 9i **Product is End-of Life: (July 2010)**

SUITE8 on Oracle 10g **Product is End-of Life: (July 2013)**

(<http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf>)

*SUITE8 on Oracle 11gR1 (Note 5) **Recommended** Server Hardware Specifications: WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH or x86_64, WINDOWS SERVER 2008 Standard R1 SP1 ENGLISH or x86_64*

Max V8 Users (Note 1)	<10	10 - 20	21 - 50
CPU Cores (Note 2)	2 x 3.0GHz	2 x 3.4GHz	4 x 3.4GHz
Memory (Note 3)	6GB (x86_64)	6GB (x86_64)	8GB (x86_64)
HD Configuration (Note 4)	4 x 146GB	6 x 146GB	8 x 146GB

*SUITE8 on Oracle 11gR2 (Note 5) **Recommended** Server Hardware Specifications: WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH x86_64, WINDOWS SERVER 2008 Standard R1 SP1 ENGLISH x86_64, WINDOWS SERVER 2008 Standard R2 ENGLISH x86_64*

Max V8 Users (Note 1)	<10	10 - 20	21 - 50
CPU Cores (Note 2)	2 x 3.2GHz	2 x 3.6GHz	2 x 4x3.6GHz
Memory (Note 3)	8GB (x86_64)	10GB (x86_64)	12GB (x86_64)
HD Configuration (Note 4)	4 x 146GB	6 x 146GB	8 x 146GB

General Note: All configurations above 50 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

Note 1: The number of users is the sum of ALL CONCURRENT USER CONNECTIONS including interfaces and third party applications using the database.

Note 2: See the performance details of different CPU types to decide if single-core or multi-core, Intel or AMD CPU have to be used.

Note 3: Proper OS selection needed to support the specified amount of memory.

Note 4: Raid Level 0, 1 and 1+0 are the supported array configurations. The number of disks is important for concurrent users, the more disks that are used, the faster access and performance. Raid Level 5 or 6 is not supported by Oracle. **We recommend to use Ultra-3 SCSI disks** with 10k RPM or 15k RPM. The Ultra 3 SCSI-controller should have read/write cache.

Note 5: Oracle 9i is not recommended anymore since Version 8.8.0.0 or higher. Oracle 9i and Oracle 10g are not supported by ORACLE, because these versions are "End-of-Life" - but still supported by MICROS-Fidelio.

Oracle 11g Release 2 (11.2.0.4) for the database installation (32bit or 64bit) and client installation (32bit) has to be used.

Please note, it is imperatively required to install Oracle with the parameter setting 'compatible=10.2.0.4' and 'optimizer_features_enable=10.2.0.4'.

We recommend using the Oracle 11g Release (11.2.0.4) for the database installation.

We highly recommend to use Windows 64-bit OS for the database server installation.

Windows Server 2012 R1/R2 is currently not supported for the database server installation.

SUITE8 Client Environment

MINIMUM System Requirements

*Windows XP - **Product is End-of Life: (April 2014)***

*Suite8 Client **Minimum** Hardware and OS Specifications*

Client Type	WinVista Client (x86 not tested)	Win7 Client (x86, x86_64)	Win8 Client (x86, x86_64)
	User	User	User
CPU	Core2 - 2.8GHz	Core2 - 2.8GHz	Core - 2.8GHz
Memory	2GB	2GB	3GB
HD Free Space	>20GB	>20GB	>20GB

Note 1: With the minimum configuration of a workstation, only one Fidelio Suite8 application can be used. If more than one Fidelio Suite8 module and other additional applications are used concurrently, a higher specification client type is required. When using applications with high memory usage, additional RAM is needed.

Note 2: We recommend to use Windows 64-bit OS for the Client installation

RECOMMENDED System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 Client **Recommended** Hardware and OS Specifications

Client Type	WinVista Client (x86 not tested)	Win7 Client (x86, x86_64)	Win8 Client (x86, x86_64)
	User	User	User
CPU	Core2 - 2.8GHz	Core2 - 2.8GHz	Core - 3.2GHz
Memory	3GB	3GB (x86) 4GB (x86_64)	3GB (x86) 4GB (x86_64)
HD Free Space	>20GB	>30GB	>30GB

Note 1: With the recommended configuration of a workstation, one Fidelio Suite8 application and basic additional applications (i.e. one Office-Module, Outlook or Internet Explorer) can be used. If more than one Fidelio Suite8 module or other additional applications are used concurrently, it is recommended to use a higher specification workstation. When using applications with high memory usage, additional RAM is needed.

Note 2: We recommend to use Windows 64-bit OS for the Client installation

SUITE8 Interface Environment

MINIMUM System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 Interface Workstation **Minimum** Hardware and OS Specifications

Client Type	WinVista IFC (x86)	Win7 IFC (x86, x86_64)	Win7 (x86, x86_64) FidelioServer / Online-IFC	Win8 IFC (x86, x86_64)
CPU	Core2 - 2GHz	Core2 - 2GHz	Core2 - 2GHz	Core2 - 2.8GHz
Memory	2GB	2GB	2GB	3GB
HD Free Space	>20GB	>20GB	>20GB	>20GB

Note: With the minimum configuration of a workstation, only one Fidelio Suite8 application can be used. If more than one Fidelio Suite8 module and other additional applications are used concurrently, a higher specification client type is required. When using applications with high memory usage, additional RAM is needed.

RECOMMENDED System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 Interface Workstation **Recommended** Hardware and OS Specifications

Client Type	WinVista IFC (x86)	Win7 IFC (x86, x86_64)	Win7 (x86, x86_64) FidelioServer / Online-IFC	Win8 IFC (x86, x86_64)
CPU	Core2 - 2.8GHz	Core2 - 2.8GHz	Core2 - 2.8GHz	Core - 3.2GHz
Memory	3GB	3GB (x86) 4GB (x86_64)	3GB (x86) 4GB (x86_64)	3GB (x86) 4GB (x86_64)
HD Free Space	>20GB	>20GB	>20GB	>20GB

Note: With the recommended configuration of a workstation, one Fidelio Suite8 application and basic additional applications (i.e. one Office-Module, Outlook or Internet Explorer) can be used. If more than one Fidelio Suite8 module or other additional applications are used concurrently, it is recommended to use a higher specification workstation. When using applications with high memory usage, additional RAM is needed.

Fidelio webSuite Environment

MINIMUM System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Fidelio webSuite Workstation Minimum Hardware and OS Specifications

Client Type	WinVista (x86, x86_64)	Win7 (x86, x86_64)	Win8 (x86, x86_64)
CPU	Core2 - 2.4GHz	Core2 - 2.6GHz	Core2 - 2.8GHz
Memory	2GB	2GB	2GB
HD Free Space	>20GB	>20GB	>20GB

General Note: With the minimum configuration, only the Fidelio webSuite application can be run. If more MICROS-Fidelio modules or other additional applications are used concurrently, then a higher specification client type is required. When using applications with high memory usage, additional RAM is needed.

Note 1: To run the Fidelio webSuite application the latest release of Firefox Browser is required (<http://www.mozilla.org/en-US/firefox>).

Note 2: To run the Fidelio webSuite application a minimum internet bandwidth with 1Mbps download and 512Kbps upload is required.

Note 3: To run the Fidelio webSuite application a minimum screen resolution of 1360x768 is required.

RECOMMENDED System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Fidelio webSuite Workstation Recommended Hardware and OS Specifications

Client Type	WinVista (x86, x86_64)	Win7 (x86, x86_64)	Win8 (x86, x86_64)
CPU	Core2 - 3.0GHz	Core2 - 3.2GHz	Core2 - 3.2GHz
Memory	3GB	2GB	3GB (x86) 4GB (x86_64)
HD Free Space	>20GB	>20GB	>20GB

General Note: With the minimum configuration, only the Fidelio webSuite application can be run. If more MICROS-Fidelio modules or other additional applications are used concurrently, then a higher specification client type is required. When using applications with high memory usage, additional RAM is needed.

Note 1: To run the Fidelio webSuite application the latest release of Firefox Browser is required (<http://www.mozilla.org/en-US/firefox>).

Note 2: To run the Fidelio webSuite application a minimum internet bandwidth with 2Mbps download and 1Mbps upload is required.

Note 3: To run the Fidelio webSuite application a screen resolution of 1360x768 or higher is required

SUITE8 XML Interface/Fidelio Server

MINIMUM System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 XML Interface/Fidelio Server **Minimum** Hardware and OS Specifications

Client Type	Win7 (x86, x86_64)	Windows Server OS (x86, x86_64)	Win8 (x86, x86_64)
CPU	Core2 - 2.6GHz	Core2 - 3.0GHz	Core2 - 2.8GHz
Memory	2GB (x86) 3GB (x86_64)	3GB (x86) 4GB (x86_64)	3GB (x86) 4GB (x86_64)
HD Free Space	>50GB	>50GB	>50GB

General Note: All configurations above 20 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

Note 1: With the minimum configuration, only one XML Interface and one Fidelio Server can be run.

Note 2: For high XML Interface traffic we recommend to use Windows Server Operating System.

RECOMMENDED System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 CRS XML Interface/Fidelio Server **Recommended** Hardware and OS Specifications

Client Type	Win7 (x86, x86_64)	Windows Server OS (x86, x86_64)	Win8 (x86, x86_64)
CPU	Core2 - 3.2GHz	Core2 - 3.2GHz	Core2 - 3.2GHz
Memory	3GB (x86) 6GB (x86_64)	4GB (x86) 6GB (x86_64)	3GB (x86) 6GB (x86_64)
HD Free Space	>50GB	>50GB	>50GB

General Note: All configurations above 20 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

Note 1: With the minimum configuration, only one XML Interface and one Fidelio Server can be run.

Note 2: For high XML Interface traffic we recommend to use Windows Server Operating System.

SUITE8 CRS Server Environment

MINIMUM System Requirements

SUITE8 on Oracle 9i **Product is End-of Life: (July 2010)**

SUITE8 on Oracle 10g **Product is End-of Life: (July 2013)**

(<http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf>)

SUITE8 on Oracle 11gR1 Product not recommended

*SUITE8 on Oracle 11gR2 (Note 3) **Minimum** Server Hardware Specifications: WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH x86_64, WINDOWS SERVER 2008 Standard R1 SP1 ENGLISH x86_64, WINDOWS SERVER 2008 Standard R2 ENGLISH x86_64*

Max Hotels	- 10	11 - 20
CPU Cores (Note 2)	2 x 3.4GHz	4 x 3.6GHz
Memory	6GB (x86_64)	8GB (x86_64)
HD Configuration (Note 1)	8 x 146GB	10 x 146GB

General Note: All configurations above 20 concurrent hotels have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

Note 1: Raid Level 0, 1 and 1+0 are the supported array configurations. The number of disks is important for concurrent users, the more disks that are used, the faster access and performance. Raid Level 5 or 6 is not supported by Oracle. We recommend to use Ultra-3 SCSI disks with 10k RPM or 15k RPM. The Ultra 3 SCSI-controller should have read/write cache.

Note 2: See the performance details of different CPU types to decide if single-core or multi-core, 64bit Intel or AMD CPU have to be used.

Note 3: Oracle 9i and Oracle 10g are not supported by ORACLE, because these versions are "End-of-Life". Oracle 11gR1 is not recommended.

Oracle 11g Release 2 (11.2.0.4) for the database installation (32bit or 64bit) and client installation (32bit) has to be used.

Please note, it is imperatively required to install Oracle with the parameter setting 'compatible=10.2.0.4' and 'optimizer_features_enable=10.2.0.4'

We recommend using the Oracle 11g Release (11.2.0.4) for the database installation.

We recommend to use Windows 64-bit OS for the database server installation.

Windows Server 2012 R1/R2 is currently not supported for the database server installation.

RECOMMENDED System Requirements

*SUITE8 on Oracle 9i **Product is End-of Life (July 2010)***

*SUITE8 on Oracle 10g **Product is End-of Life (July 2013)***

(<http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf>)

SUITE8 on Oracle 11gR1 Product not recommended

*SUITE8 on Oracle 11gR2 (Note 5) **Recommended** Server Hardware Specifications: WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH x86_64, WINDOWS SERVER 2008 Standard R1 SP1 ENGLISH x86_64, WINDOWS SERVER 2008 Standard R2 ENGLISH x86_64*

Max Hotels	- 10	11 - 20
CPU Cores (Note 2)	2 x 3.6GHz	2 x 4x3.6GHz
Memory	12GB (x86_64)	16GB (x86_64)
HD Configuration (Note 1)	12 x 146GB	16 x 146GB

General Note: All configurations above 20 concurrent hotels have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

Note 1: Raid Level 0, 1 and 1+0 are the supported array configurations. The number of disks is important for concurrent users, the more disks that are used, the faster access and performance. Raid Level 5 or 6 is not supported by Oracle. **We recommend to use Ultra-3 SCSI disks** with 10k RPM or 15k RPM. The Ultra 3 SCSI-controller should have read/write cache.

Note 2: See the performance details of different CPU types to decide if single-core or multi-core, 64bit Intel or AMD CPU have to be used.

Note 3: Proper OS selection needed to support the specified amount of memory.

Note 4: Oracle 9i and Oracle 10g are not supported by ORACLE, because these versions are "End-of-Life". Oracle 11gR1 is not recommended.

Oracle 11g Release 2 (11.2.0.4) for the database installation (64bit) client installation (32bit) has to be used.

Please note, it is imperatively required to install Oracle with the parameter setting 'compatible=10.2.0.4' and 'optimizer_features_enable=10.2.0.4'

We recommend using the Oracle 11g Release (11.2.0.4) for the database installation.

We recommend to use Windows 64-bit OS for the database server installation.

SUITE8 CRS XML Interface/Fidelio Server

MINIMUM System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 CRS XML Interface/Fidelio Server **Minimum** Hardware and OS Specifications

Client Type	Win7 (x86, x86_64)	Windows Server OS (x86, x86_64)	Win8 (x86, x86_64)
CPU	Core2 - 2.6GHz	Core2 - 3.0GHz	Core2 - 2.8GHz
Memory	2GB (x86) 3GB (x86_64)	3GB (x86) 4GB (x86_64)	3GB (x86) 4GB (x86_64)
HD Free Space	>50GB	>50GB	>50GB

General Note: All configurations above 20 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

Note 1: With the minimum configuration, only one XML Interface and one Fidelio Server for 4 concurrently Hotels can be run. If more Hotels are used concurrently, then a separate XML Interface and Fidelio Server are required.

Note 2: For high XML Interface traffic we recommend to use Windows Server Operating System.

Note 3: For the Master Hotel XML Interface we recommend to use Windows Server Operating System.

RECOMMENDED System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 CRS XML Interface/Fidelio Server Recommended Hardware and OS Specifications

Client Type	Win7 (x86, x86_64)	Windows Server OS (x86, x86_64)	Win8 (x86, x86_64)
CPU	Core2 - 3.2GHz	Core2 - 3.2GHz	Core2 - 3.2GHz
Memory	3GB (x86) 6GB (x86_64)	4GB (x86) 6GB (x86_64)	3GB (x86) 6GB (x86_64)
HD Free Space	>50GB	>50GB	>50GB

General Note: All configurations above 20 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

Note 1: With the minimum configuration, only one XML Interface and one Fidelio Server for 4 concurrently Hotels can be run. If more Hotels are used concurrently, then a separate XML Interface and Fidelio Server are required.

Note 2: For high XML Interface traffic we recommend to use Windows Server Operating System.

Note 3: For the Master Hotel XML we recommend to use Windows Server Operating System.

Infrastructure Requirements

The following components and prerequisites have to be provided and complied by the property:

Topic	Minimum	Recommended
Network	CAT 5/6/7 Network with 100Mbit	1000Mbit
Switch Ports	1 free port on switch for server	3 free ports on switch for server 2 for teamed data NICs 1 for ILO connection
Backup	Daily backup to tape device or disk	Daily backup plus archive log backup several times per day.
Backup Software	Should support hot Oracle backup	Should support hot Oracle backup by using Oracle's RMAN utility.
Printers	HP LaserJet compatible	HP LaserJet printers
Availability		Medium-level high availability solution (MF-Hot Backup).
IP Addressing		Micros-Fidelio compatible IP Infrastructure.
Binding		Communication binding with corresponding specifications for Hotel Connector Solutions.
Domain		Windows Domain with functional DNS solution in the entire network.
Domain Controller		Separate domain controller to run ADS authentication, DNS, DHCP and file and print services.

Additional Documents and Information

You will find additional information about the Micros-Fidelio environment in different documents released by the specific departments.

If you plan or design a Micros-Fidelio compatible network and application infrastructure please be aware of the following very important documents:

- Operating System Compatibility Matrix
- Application Release Information
- Networking Policy
- Remote Access Policy
- Requirements for additional Modules, such as Suite8 Homepage

Contact your sales staff or the named contact persons for additional information, questions or availability of updated document versions.