



Support Services User Guide Asia Pacific



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REV-23.11.11

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General Information

Welcome To the MICROS Support Services User Guide. This Document Describes the support services you Have Purchased from Micros-Fidelio Asia-Pacific and explains how to best utilise them.

Service Level guidelines, escalation procedures, and the general processes used within the MICROS-Fidelio support center are also described.

Our Commitment to Support

At Micros-Fidelio , we understand the demands and pressures of the hospitality industry and we know that your success depends on how effectively you can put our products to work. Sharing information, being responsive as well as accessible, and working through problems and solutions together are a part of our commitment to providing you with an effective, comprehensive support program.

Support Center Mission Statement

To provide reliable, competitive, support and on-site service globally

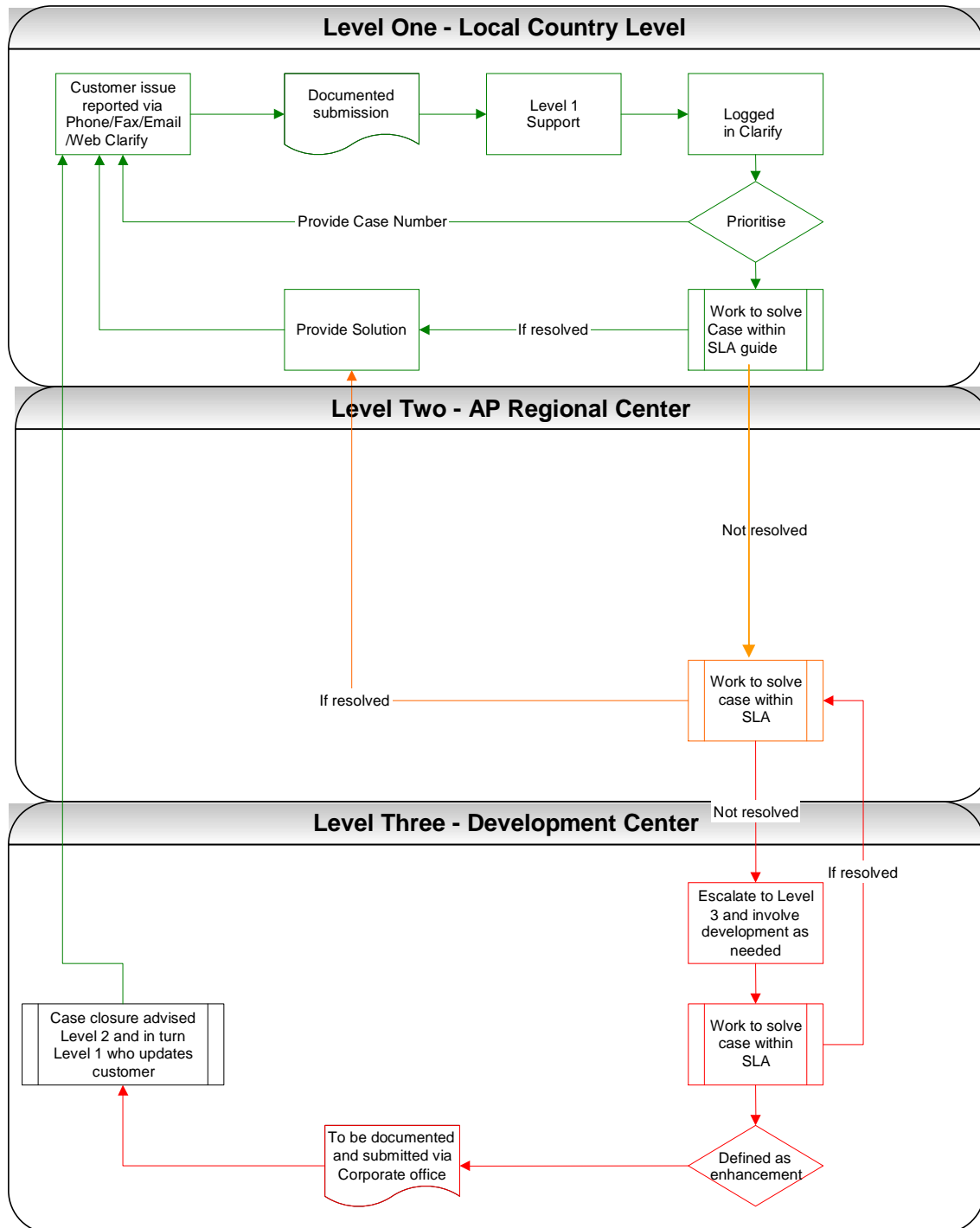
Help Desk Support

Micros-Fidelio provides 24 hours a day, 365 days per year, support coverage via phone or via the MICROS WebSupport interface (<https://usc.micros.com/casemanagement/>). The Micros-Fidelio Support Center is made up of industry and product specialists. Each Micros-Fidelio Support specialist understands the hospitality business and has either come directly from within, or has received extensive training specific to, the hospitality industry. This ensures that not only will you be speaking with someone who understands the product you are using when calling the Support Center, but also someone who understands the details of your business - someone who understands how impacting some problems can be and the urgency in getting those problems resolved.

Three-Tier Support Services

Micros-Fidelio Asia-Pacific provides a Three-Tier Support Service, tailor made to accommodate the geographical and linguistic diversity of our customer base.

Three-Tier Support Services Work Flow



Definitions

Clarify: The CRM (Customer Relationship Management) system used by the Support Center that manages all aspects customer interaction, allowing users to create cases, set priorities, route cases, verify contracts, review case histories and manage configurations.

Clarify Case: A “case” is the central task of the Clarify application. A case constitutes a complete and formal record of a customer request, and the customer support organization’s response in resolving the problem.

Clarify Self-Service or WebSupport: The web based interface available to customers and service partners which allows the creation, update, tracking and closure of Clarify cases via the World Wide Web.

Level 1/In-Country Support Center: Assistance provided by Customer Support Specialists. The specialists will document the support request, gather pertinent information, attempt first call resolution and escalate the request, if necessary, to a Second Level Support Specialist.

Level 2/AP Regional Support Center: Assistance initially provided by an Application Support Specialist or Product Support Specialist and escalating respectively through a Sr. Product Support Specialist, System Support Specialist, or Technical Support Specialist.

Level 3/Development Center: Assistance provided by highly specialized product support analysts that have direct access to development. Issues that are beyond the scope of the Level1 and Level2 Support Centers, or found to be related to software defects are normally escalated to this group.

Help Desk Response Time: The time that it takes the Support Center to contact the customer to provide initial contact on a case.

Resolution Time: The time it takes to resolve an issue. Expected resolution time is different for each situation or issue and cannot be determined until the appropriate support professional has evaluated the problem and is able to determine the appropriate priority assignment.

System Master: A Micros-Fidelio trained customer employee designated by the customer to handle basic programming and administration tasks as they relate to the MICROS-FIDELIO product. The System Master acts as the primary contact for issues reported to the Micros-Fidelio Support Center.

Support Center Procedures

The Processes and Procedures used in the MICROS Support Center help to ensure that each Support Request is handled in the most efficient, thorough and professional manner possible, all the while providing high levels of customer satisfaction.

Web Based Support

Our preferred method of Support Request Submission would be to create cases using our Case Management Self-Service interface via <https://usc.micros.com/casemanagement/>.

The screenshot shows a web browser window with the address <https://usc.micros.com/casemanagement/querycases2.asp>. The page header includes the MICROS logo and the text "fcSelfService". A breadcrumb trail reads "Home > Query Case Results < -- you are here" with a "Help" link. The main heading is "Query Case Results". Below this, it says "Number of matches: 8" with a small input field. The "Results:" section contains a table with the following data:

Case ID	Title			
	Condition	Status	Contact	Creation Time
	Inn Code	Product	Module	Detail
	Allocate Labor Hours field can't be edited/graved out			
	Computerland, Guam			
4052429	Open-Reject	Awaiting Assignment	Jared Chan	10/04/2006 11:38:07 AM
		3700	Configuration	N/A
	Installation of back office applications to existing POS system.			
	Computerland, Guam			
4052409	Closed	Closed	Jared Chan	10/04/2006 11:10:23 AM
		3700	Configuration	N/A

Note: Critical or high priority issues should always be phoned into the Support Center. Only non-critical requests should be made through Web Support.

Self-Service offers you the ability to:

- Make a Request for Support = Create Support Case
- Track the progress of an existing case
- Add feedback as it is being researched
- Close Support Case
- Attach Supporting Files
- Query existing Cases
- Update your user profile, including Name, Telephone, E-Mail Address, and Password
- Apply for New Accounts On-Line
- Retrieve a forgotten password

For more information on access to the Clarify Self-Service Interface, please contact your Account Manager or Customer Service Manager for a copy of the MFAP Clarify Customer Self-Service Guide .

Telephone Support

Micros-Fidelio provides high quality support to help you make the best use of your investment in Micros-Fidelio hardware and software products. Using our own call tracking system, Clarify, helps us to provide maximum operating efficiency and the highest level of customer satisfaction.

For a list of local contact details, please refer to

<http://www.micros.com/ServicesAndSupport/CustomerSupport/AsiaPacific/> Support Contact List or click [AP Support Contact List](#).

Who Can Call?

Anyone from a covered customer site may place a call to the Micros-Fidelio Support Center to request support. However, it is recommended that one or more System Masters be identified as needed at each site that will act as a Primary Contact. Each support site has designated Primary Contact(s) linked to each customer site record in our call tracking database. Primary Contacts are usually more senior staff who are knowledgeable about the installed MICROS or MICROS-FIDELIO software and/or hardware and how it is used in the customer specific environment.

If you need to change the name of a designated contact, please notify us immediately to ensure that we maintain accurate and complete contact information for your site(s). The Customer Support Center can be contacted to request an update to your site information. Please be prepared to provide the following details:

- Company/Site Name
- Former Contact Name
- New Contact Name
- Address
- Phone, Fax, and Email Information

Before You Call

Using phone support is as easy as picking up the receiver. However, there are a few things you should know before you call. A few guidelines will help you make the most effective use of the Micros-Fidelio Support Center – and help us resolve your problem in the fastest, most accurate way possible.

If something isn't working the way you expected, we recommend that you explore the problem before you call the Support Center. Try the following suggestions – you may find you don't need to call after all:

- Verify that the problem is related to the Micros-Fidelio Software/Hardware. The problem may be with your network, power, third party software or interfaces in which case you will need to contact the appropriate vendor for support. If necessary, Micros-Fidelio will work with you and the other vendor to track down the problem.
- Attempt to reproduce the problem to ensure that it isn't just a simple error or misstep.
- Check the obvious things like cabling, power, login information, etc. Often the solution lies in the process, not the software.
- Review all relevant documentation, including any manuals and online help if access is available.
- If the problem is reproducible, check to see if any changes have recently taken place in your operating environment that might be responsible for the problem.

Case Number

Each customer support request that comes into the Micros-Fidelio Support Center during business hours (1), by any medium (i.e. phone, email, WebSupport), is logged in our call tracking system and assigned a case number. This unique identifier enables you and our support specialists to track your call until the problem is resolved. It is important to record this number for reference in case you want to request an update on the status of your call.

(1) Business Hours in AP are primarily between 09:00 am – 05:30 pm.

Response and Resolution Times

Guidelines defining the maximum amount of time before work is to begin on a case, and the duration of time that a case remains open, are based on the following priorities:

Priority Level	Response Time	Resolution Time Goal
P1	Immediate/1 st Available	90% in 4 hours
P2	2 Hours	90% in 24 hours
P3	4 Hours	80% in 5 days
P4	24 Hours	80% in 10 days
P5	48 Hours	30 days

Issues causing a suspension of resolution time tracking may include:

- Tasks requiring additional information from a service agent or customer including copies of databases, reports or logs
- Implementation of changes that require remaining in a monitoring state for an extended period before confirmation of resolution (For example, a problem with End-of-Month reporting)
- Escalation to Level 3 Support/R&D for further research
- Programming or consultation issues that require the scheduling of resources not normally available in the Support Center
- Feature Enhancement requests

Response and Resolution time adherence is measured using the above published goals. The resolution time goals shown above for each priority are what we perceive as the maximum time expected to find resolution to a specific case and may differ subject to contractual provisions.

Priority Levels

All cases created by the MICROS Support Center will be assigned a priority level. Priority level guidelines and the corresponding response times specify how quickly the Support Center will respond to the customer if the request is not resolved on the first call, and the amount of time in which the case is expected to be resolved. All service level standards and measurements are based on the priority assigned to each case.

The following guidelines are used by Support Specialists to determine the appropriate priority level for each issue received by the Support Center. Customer Support will be responsible for making the final decision regarding priority level based on the information collected from the caller.

MICROS Products

Priority Level	Problem Category	Symptoms / Examples
P1 (Critical)	System completely non-operational.	<ul style="list-style-type: none"> ■ Primary and Backup Servers down ■ All terminals down ■ Terminals not communicating with Server
P2 (Major)	Partial system failure significantly impacting operations and revenue and a reasonable workaround scenario is not available.	<ul style="list-style-type: none"> ■ End of Day failure ■ Revenue Center down ■ Remote Printer Network or Kitchen Display System ■ 25% or more or installed terminals down ■ Interface to PMS down
P3 (Medium)	Partial system failure moderately impacting operations and a reasonable workaround scenario is not available.	<ul style="list-style-type: none"> ■ One terminal down ■ Multiple terminals down, but less than 25% of installed terminals ■ One or more printers down, but not entire Remote Printer Network ■ Reports not balancing ■ Reports not printing
P4 (Low)	Non-critical issues or procedural clarifications.	<ul style="list-style-type: none"> ■ Report query ■ Configuration issues ■ Minor printing problems, items not printing in correct location
P5 (Customisation)	Customisation & system configuration changes. Most will be at the local hourly support rate.	<ul style="list-style-type: none"> ■ New tender/media's, discounts etc... to be created and linked to tracking groups, reports etc ■ Creating new Reports ■ Creating Custom Programs / Interfaces ■ Procedural / Training issues ■ On Site Configuration ■ Equipment Installation / Relocation ■ Scheduled Services

Hotel Systems Products

Priority Level	Problem Category	Symptoms / Examples
P1 (Critical)	System Down Call is transferred to appropriate support technician. Issue is worked on until resolution.	<ul style="list-style-type: none"> ■ PMS Database or Application Server is down and/or users are unable to login into the PMS database ■ Unable to access major functionality from within PMS such as check-in, check-out, cashiering for majority of users. ■ Unable to print anything from within the PMS applications. ■ Night Audit interrupted and the date does not roll
P2 (Major)	Severe System Disruption	<ul style="list-style-type: none"> ■ Availability out of line for current date or within next 7 days. ■ Room and Tax posted incorrectly on previous night audit ■ A revenue generating interface is down (e.g. POS)
P3 (Medium)	Single Function Failure	<ul style="list-style-type: none"> ■ Night audit questions after the audit has satisfactorily completed ■ Statistics calculation issues (profile, group) ■ Availability issues farther out than 7 days ■ AR account issues and report questions ■ Non-Posting Interface problems such as: Guest name display on PBX or Voice Mail or Maid status updates ■ CRS Interface Problems such as: Wrong Country Codes were sent in the reservation or Rate Codes are not updated correctly upon change.
P4 (Low)	Minor/Procedural issue or question	<ul style="list-style-type: none"> ■ Report questions ■ Package setup/rate code setup ■ TA check processing ■ TA commission calculations ■ General Procedural or Setup Questions (note: support does not do training over the phone; training is scheduled with the Implementation Department)Research of intermittent problems ■ NetVupoint/MyMICROS Issues ■ Reprinting of current reports ■ EM Packet Deployments/Related EM problems
P5 (Customisation)	Customisation & system configuration changes. Most will be at the local hourly support rate	<ul style="list-style-type: none"> ■ Imbalances before month end ■ Screen painting, GSTFOLIO, or other documents in Opera such as confirmation letters, mailings, messages ■ New users or printers

Back Office Products

Priority Level	Problem Category	Symptoms / Examples
P1 (Critical)	Down System. All users affected Red Error screens Loss of Data	<ul style="list-style-type: none"> ■ Server Crash ■ Database corruption ■ Entries missing of Diary ■ Failed re-indexing of system
P2 (Major)	Timely procedures not working correctly	<ul style="list-style-type: none"> ■ Stock take errors. Month End roll over doesn't work correctly
P3 (Medium)	Non-critical problems/errors/questions not requiring correction on the same business day.	<ul style="list-style-type: none"> ■ Reports giving incorrect data ■ Importing of data not working ■ Out of Balance Amounts
P4 (Low)	Non-critical issues or procedural clarifications.	<ul style="list-style-type: none"> ■ Product questions, procedural issues
P5 (Customisation)	Customisation and system configuration changes (most are billable at the local hourly support rate).	<ul style="list-style-type: none"> ■ Report changes/request ■ Configuration changes

*Please note that the descriptions and examples above are not intended to absolutely define the criteria by which priority assignments are made rather, the above is meant to serve as an example for informational purposes only. The priority assigned to any case is determined by, and at the sole discretion of, the Micros-Fidelio Support Center.

NOTE

This document is not intended to detail every item covered or not covered by a Help Desk contract or other Support Contract.

Micros Systems, Inc. makes no guarantees, express or implied, that support requests will result in the resolution of any problem or difficulty

Call/Case Type

As cases are created in the Clarify call tracking system, they are assigned not only a priority, but also a call/case type. The call/case type setting is used for reporting and tracking purposes only and does not affect service level standards or measurement. The following call types are used in the Clarify call tracking system:

SW Problem/Error

Application related issues, typically relating to a specific error message or malfunction of a specific application feature.

SW Proced/Questions

Cases where the caller has contacted support seeking clarification or understanding of operational procedures or processes. Typically "How To" questions on specific features or tasks.

HW Workstation/SU

Cases that involve MICROS hardware issues related to workstations or system units.

HW Printer

Cases that involve MICROS hardware issues related to roll, slip, thermal, and other MICROS printers.

HW Server

Cases that involve MICROS hardware issues related to the POS server and its components, including server peripherals.

HW Other

Cases that involve MICROS hardware issues related to peripheral devices or components other than those related to MICROS printers, workstations or servers.

HW 3rd Party

Cases that involve hardware issues related to non-MICROS hardware. Support is limited to problem Isolation only.

OP SYS/Network

Cases involving issues related to operating system software or network issues.

Upgrade

Cases involving the need for or problems resulting from, operating system or application upgrades.

Service Activity Reporting - eReports

Micros-Fidelio Asia-Pacific Support Services offers to its customers automatic electronic distribution of service activity reporting. The eREPORTS program delivers to multiple email addresses and offers a variety of performance and frequency metrics as well as support incident details and summaries. See your Account Manager or Sales Person for more information.

Sample Reports:

The screenshot shows a report header with the title "Summary of Cases created last month for Customer Name" in red. The date "May 25, 2004" is on the left, and the Micros logo is on the right. Below the header is a table with columns for "Closed", "Open", and "Total". The table is divided into two main sections: "Opera-PMS" and "Opera-S&C".

		Closed	Open	Total
Opera-PMS	Blocks	2	0	2
	Reservations	0	2	2
	Total	2	2	4
Opera-S&C	Reports	2	0	2
	Total	2	0	2
Total		4	2	6

Hotels and Resorts CRO Activity Report



Cases Modified between 1/06/2004 and 8/06/2004

Product:		IFC	Opera	Opera-OR S	Opera-OXI	Please Specify	Total
Open Cases	Await Cust Call Back	0	1	0	1	0	2
	Await Customer Data	0	3	0	2	0	5
	Awaiting Assignment	0	1	0	1	0	2
	Commitment/Sc heduled	1	0	0	0	0	1
	Escalated	0	1	0	0	1	2
	Escalated-GSR	0	0	2	1	0	3
	Monitor Proocess	0	0	1	1	0	2
	Researching	0	1	0	1	0	2
	Site to confirm clos	0	0	1	1	0	2
	Total	1	7	4	8	1	21
Closed Cases	Closed	0	0	3	3	0	6
	Total	0	0	3	3	0	6
Total		1	7	7	11	1	27

Cases Modified between 1/06/2004 and 8/06/2004

Open Cases

Priority 2

Case ID: 2544678 Create Date: 5/04/2004 Status: Await Customer Data Owner: nrandhawasingh Prty: 2
 Last Modified: 7/06/2004 Age: 76.6 Age since modified: 13.3
 Title: Opera/ORS/Generating Reports in 9I RAC environment is taking 3 to 5 minutes

Case ID: 2591326 Create Date: 4/05/2004 Status: Awaiting Assignment Owner: agupta Prty: 2
 Last Modified: 6/06/2004 Age: 47.9 Age since modified: 14.1
 Title: ORS/STAYANALYSIS Report is taking time to generate even with Opera thick client

Case ID: 2642650 Create Date: 2/06/2004 Status: Escalated Owner: jeldridge Prty: 2
 Last Modified: 6/06/2004 Age: 18.7 Age since modified: 14.0
 Title: ORS/OXI/P2/Ext to ORS/RATE/Unusual perform if search criteria set as RATE FAIL

Case ID: 2647942 Create Date: 4/06/2004 Status: Await Customer Data Owner: nrandhawasingh Prty: 2
 Last Modified: 7/06/2004 Age: 16.5 Age since modified: 13.0
 Title: ORS\StayRecords\IP2\Membership_Trx_revenues missing

of Priority 2 cases: 4
Average Age of Priority 2 Cases: 39.9

Summary of All Open Support Cases to Yesterday



	Await Cust Call Back	Awaiting Assignment	Escalated	Need Upgrade/Patch	Site to confirm clos	Total
Customer Name	0	1	0	0	0	1
Customer Name	3	3	0	1	0	7
Customer Name	1	2	5	1	1	10
Total	4	6	5	2	1	18

Support Cases for Customer Name

Open-Dispatch

Case ID: 2630782 Title: 3700 SW/GRY/HHT License not authorise in License manager.
 Created: 26/05/2004 Closed: Contact: APSG1056 Status: Awaiting Assignment Age: 0.8
 SINGAPORE

Support Cases for Customer Name

Open

Case ID: 2480468 Title: OPERA/PMS/FOLIO - Cannot choose folio style after PM is checked out.
 Created: 25/02/2004 Closed: Contact: APSG2020 Status: Need Upgrade/Patch Age: 91.8
 Singapore

Case ID: 2502458 Title: 2700 HW/INT/Unable to perform posting to room
 Created: 09/03/2004 Closed: Contact: APSG2020 Status: Awaiting Assignment Age: 78.0
 Singapore

Case ID: 2509359 Title: OPERA/PMS/FORM - Paid out - sometimes print only 1 copy
 Created: 14/03/2004 Closed: Contact: APSG2020 Status: Awaiting Assignment Age: 73.1
 Singapore

Case ID: 2548760 Title: OPERA/PMS/QLH_STATEMENT - error when printing statement
 Created: 07/04/2004 Closed: Contact: APSG2020 Status: Await Cust Call Back Age: 49.7
 Singapore

Case ID: 2548826 Title: OPERA/PMS/FE_VOUCHER-does nto print according to # of pax
 Created: 07/04/2004 Closed: Contact: APSG2020 Status: Awaiting Assignment Age: 49.6
 Singapore

Case ID: 2617974 Title: OPERA/PMS/FORMS/FE_AR_FOLIO/DOES NOT SHOW OUTSTANDING AMT
 Created: 18/05/2004 Closed: Contact: Robert Song Status: Await Cust Call Back Age: 8.0

Case ID: 2622399 Title: OPERA/PMS/REP-FE_Voucher -does not print according to the # of adults
 Created: 21/05/2004 Closed: Contact: APSG2020 Status: Await Cust Call Back Age: 5.8
 Singapore

APAU PMS Cases for **Site** Created between 1/01/2004 and 12/06/2004

		Open					Total of All Cases
		8-14 Days	15-21 Days	22-30 Days	Over 30 Days	Total by Support Level	
Chain Total		9	9	4	3	25	25
Level 1 Support	Support Level Total	9	9	4	3	25	25
	Hotel Ibis Little Bourke Street	1	2	0	0	3	3
	Hotel Sofitel Reef Casino Cairns	1	2	0	0	3	3
	Ibis Darling Harbour	1	0	0	0	1	1
	Ibis Ellerslie	0	1	0	0	1	1
	Ibis Hotel Thornleigh	0	0	1	0	1	1
	Ibis Melbourne	0	0	1	1	2	2
	Ibis Sydney Airport	0	0	0	1	1	1
	Mercure Grand Apartments Darling	1	0	0	0	1	1
	Mercure Hotel Brisbane	1	0	0	0	1	1
	Mercure Hotel Geelong	0	1	0	0	1	1
	Mercure Sydney Airport	0	0	1	0	1	1
	Novotel Brisbane	1	1	0	0	2	2
	Novotel Ellerslie	0	0	1	0	1	1
	Novotel St Kilda	0	1	0	0	1	1
	Novotel Sydney on Darling	2	0	0	1	3	3
	The Wentworth Sydney, Managed	1	1	0	0	2	2

Support Center Information

Hours of Operation

The Support Center is available 24 hours a day, 365 days a year. Some products are supported on a more limited basis. Please check your software contract for details of your hours of coverage. The following products are supported during Business Hours (1), excluding holidays:

- Sales and Catering
- Food & Beverage
- Fidelio Back Office
- MMS/QMS/SUN
- LSM

Contacting the Micros-Fidelio Support Center

The Customer Support Center is available to assist with and help resolve MICROS and/or Hotel Systems application, hardware, and product issues for all Micros-Fidelio customers covered by a Software and/or Hardware Support Agreement. The Support Center can be accessed 365 days a year, using several different methods. The easiest and most efficient method is via the Micros Case Management Self-Service Web Support Interface. This interface allows customers to create, review, and update issues or “cases”, reported to the Support Center. The Web-Support interface also allows you to review past case history. To gain access to this tool, please contact your Account Manager or Customer Service Manager.

To contact your local Micros-Fidelio Asia-Pacific Support Center, one of the following methods should be used:

Web Based Support <https://usc.micros.com/casemanagement/>

Phone	Email	Fax
Refer to http://www.micros.com/ServicesAndSupport/CustomerSupport/AsiaPacific/ Support Contact List or click AP Support Contact List		

Upon contacting the Support Center, a case will be created within the MICROS-FIDELIO CRM System where all information and detail related to the reported issue will be documented. The information contained in each case is freely available to customers covered under a Micros-Fidelio Support Agreement.

Escalation and Resolution

After a case is created, either by the MF Support agent or via web-support, an attempt to resolve the issue at Level 1 is made. It is expected that at least 75% of all issues will be resolved at Level 1. If the case cannot be resolved in a timely manner, it will then be escalated via dispatch to a Product Support Queue within the Clarify call tracking system. The Level 2, or “AP Regional Support,” group is made up of product specific Application, Product, System, and Technical Support Specialists. Each member of the group is responsible for the research and timely resolution of each issue escalated to their respective product group. Resolution times are based on the priority assigned to each case as outlined earlier in this document. During the course of “L2” research toward resolution of an issue, it may be determined that the issue will be escalated to the Level3/Development Center.

**Due to the complexity of issues that are normally worked on by the Level3/Development group, resolution time guidelines are no longer in effect upon escalation.

(1) Business Hours in AP are primarily between 09:00 am – 05:30 pm.

Case Closure/Resolution

The following criteria will be used to determine when a support issue can and/or will be closed:

- A solution is provided to the customer to implement.
- A fix is implemented by a Support Analyst or Servicing Agent.
- Failure to receive a response from the customer after at least three attempts in three days.

Reopening of Closed Cases

It is possible to re-open previously closed Priority 3 - 5 cases within the Clarify call tracking system, if the same issue, originally reported, reoccurs within 24 hours after the case was closed.

In all other circumstances your MICROS-Fidelio Support team will open a new case.

This is due to all service level (SLA) reporting being based on the original (first) time of opening.

Escalation of Service Level Adherence Issues

The following is an outline of case escalation processes for Micros-Fidelio Support Customers. If at anytime a customer feels that the level of support they are receiving does not meet the defined service level guidelines or expectations, they are encouraged to utilize the following procedures. This escalation process is to be used ONLY after a case has been created.

1. If escalation is needed during normal business hours (1) please phone or email the primary contact listed on the MICROS website and quote your case number in the dialogue. This senior manager will channel your query to ensure the customer service division is aware of your concern.

Refer to <http://www.micros.com/ServicesAndSupport/Customersupport/AsiaPacific/SupportContactList> or click [AP Support Contact List](#)

2. Major Account customers have an assigned account manager within each geographic region and your Corporate contact officer for Hotel or Micros systems has a line of direct contact to the regional and global account managers for escalation purposes.

(1) Business Hours in AP are primarily between 09:00 am – 05:30 pm.

Scope of Support

When Is Support Available

MICROS-Fidelio products are supported on a 365 day/year basis. Exceptions include F&B, LSM, XVision, and advanced Operating System/Network support as well as other products previously defined under “Hours of Operations”, which are all available during local Offices Business Hours (1).

Who is Supported

Micros-Fidelio customers who have purchased a Software and/or Hardware Support Contract.

What is Supported

Help Desk support is defined below by addressing the following support areas:

- Application Support
- Platform & Network Support
- Interface Support
- Third Party Application Support
- Hardware Dispatching and Support [MICROS POS Products Only]

Support for Older Versions of Software

MICROS Customer Support will endeavor to provide support for current versions of all MICROS software as well as provide support for older software in line with market conditions. Support of “End of Life” software is typically done for a five year period after the End of Life date. For a current listing of supported product versions, please contact your Account Management or Sales representative. Support of older versions of software is done at the discretion of Micros-Fidelio .

Micros Restaurant Systems Application Support

Items Covered

- Resolution or explanation of MICROS application generated error messages
- Assistance with user problems that occur during normal system and desktop operations
- Guidance with procedural and system capability questions
- Researching and reporting MICROS software or application defects to Research & Development
- Assistance with reloading MICROS applications from Full System Backup(s)
- Assistance with reloading MICROS Database(s) from backup
- Assistance with the installation of MICROS application release supplements or patch releases for SEL customers
- Assistance with the identification of programming changes that may need to be performed by the customer to correct reporting or functionality issues
- Reprinting of current day’s reports and journals
- SEL distribution of version upgrades or maintenance releases (supply free of charge)

Not Covered [Billable]

- Remote or onsite programming changes to database files to meet requirements not specified in installation site survey
- Remote or onsite resolution of problems resulting from changes to the database performed by, or an agent of, the customer

(1) Business Hours in AP are primarily between 09:00 am – 05:30 pm.

- Accounting of or balancing of MICROS Standard or Custom reports or the identification of areas where a reporting imbalance may exist within a report
- Training performed on site or over the phone
- Installation of new modules requiring an activation code
- Implementation of application version upgrades, or maintenance releases
- Reloading MICROS applications from scratch when a full system backup is not available
- Programming new POS devices such as PCWSs, UWSs, printers, etc
- Programming new revenue centers, touch screens, keyboards, and menus
- Programming new reports and auto sequences
- Reprinting reports and journals from archive
- Issues corrected in later software releases, maintenance releases, or release supplements that can be corrected by the installation of appropriate maintenance release or release supplement
- Rebuilding of database tables, totals files, re-posting of totals, or any manual manipulation of database files
- Re-posting of any sales totals, including credit card sales
- Analysing 3rd party vendor application issues, interfaces, exports and Anti Virus software
- Analysing environment issues, power supply and networking

NOTE: Reloading backups and installing new modules, release supplements or maintenance releases should be performed by a system trained property expert or by the local MICROS servicing agent. A service agent on-site visit is paid by the customer and must be scheduled in advance.

Hotel Systems* Application Support

Covered

- Resolution or explanation of application generated error messages
- Assistance with user or operational problems that occur during normal system operations
- Guidance with procedural and system functionality or capability questions
- Research, identification, and escalation of software defects
- Assistance with restoring applications from Full System Backup(s) or installation media
- Assistance with restoring database backup(s)
- Remote assistance with the upgrade of current version updates: [service-packs, e-patches and hot-fixes.]
- Assistance with the identification of programming issues or changes necessary to correct reporting or functionality issues
- Recommendations for proper database, application or operating system maintenance

Not-Covered (Billable)

- Programming or customization changes to meet requirements not specified in the installation site survey.
- Remote or onsite resolution of problems resulting from changes performed by the customer or an agent of the customer
- Audit, accounting, or balancing of standard or custom reports or identification of report areas where an imbalance may exist.
- Training performed on site, over the phone or via the web.
- Installation or activation of new modules, features or components of the application or related operating system(s)
- Reinstallation of application software, software version upgrades or current version updates [service-packs, e-patches and hot-fixes.]

* includes, OPERA, Business Intelligence, Vision, Materials Control and Fidelio.

- Reinstallation or installation of Operating System software, service packs or update patches.
- Database or application programming
- Issues corrected in later software releases, patch releases, software updates, or release supplements that can be corrected by the installation of appropriate software release, patch release, software update or release supplement.
- Configuration changes, tuning, or maintenance of Operating System, database or applications beyond the specifications of the original installation.

NOTE: Restoring from backups and service-packs or e-patches updates should only be performed by a trained System Master.

Operating System and Network Support

MICROS/MICROS-FIDELIO Support will provide support for Operating System and Network related issues within the following guidelines as they relate to the MICROS or MICROS-FIDELIO product(s):

Covered

- Explanation and resolution of operating system generated error messages
- Assistance with user problems that occur during normal system and desktop operations
- Guidance with procedural and system capability questions
- Root cause analysis of server crashes and problems during boot
- Resolution of system printer problems directly related to MICROS or MICROS-FIDELIO applications
- Assistance with reloading system from a full system backup in the event of hard disk failure or data integrity issue
- Assistance with issues or problems related to the performance of system or database backups not related to removable media hardware or hardware components
- Resolution of network configuration problems directly related to the MICROS or MICROS-FIDELIO application(s) or MICROS hardware

Not Covered [Billable]

- The cost of operating system version upgrades, patch releases, or release supplements
- Assistance with loading operating system upgrades, patch releases or release supplements
- Assistance with configuration, installation, or addition of new hardware or peripherals
- Assistance loading and supporting third party applications not sold by MICROS
- Resolution of problems directly related to non-supported third party applications
- Resolution of problems or issues related to a customer's network not directly related to the MICROS or MICROS-FIDELIO application
- Pre or Post-installation network consultation or configuration including network support, design or evaluation or the cost of those services
- Resolution of network problems caused by addition of or changes in network configuration or hardware by the user
- Post-installation network consultation including evaluation and/or reconfiguration
- Reinstallation of Operating System from scratch when a full system backup is not available
- Restoration of any files or programs after a system crash, not available on the site's full system backup
- Performing system administration tasks including but not limited to adding users, maintaining file system or database integrity, monitoring system resources, performing backups, and storing software
- Creation or installation of custom applications, batch files, shell scripts not part of the standard MICROS installation
- "Ghosting" of the operating system onto any machine other than the machine where the ghost image or backup was created

- Assistance with correcting issues on systems where a ghost image, backup, or hard disk from another system was installed

NOTE: Reloading backups and installing new modules and operating system upgrades should be performed by the system trained property expert or by the local MICROS servicing agent. A service agent on-site visit is paid by the customer and must be scheduled in advance.

Interface Support

MICROS and MICROS-FIDELIO Support will provide support as outlined below for various interfaces used with MICROS and/or MICROS-FIDELIO products such as PMS, POS, LDS, VSS, TMS, etc.

Covered

- Resolution of MICROS or MICROS-FIDELIO application generated error messages
- Assistance with user problems that occur during operations as they relate to the MICROS or MICROS-FIDELIO application
- Guidance with procedural and interface capability questions
- Resolution of interface problems, issues, or errors related to MICROS or MICROS-FIDELIO standard interface scripts and/or programs
- General information concerning MICROS interface specifications

Not Covered [Billable]

- Programming of database files and scripts required for back office applications or other interfaces
- Changes to the interface configuration as a result of an upgrade to the other vendor's software
- Programming of the PMS/Interface files and testing of the interface with the third party vendor
- Programming, or testing of, interfaces in the MICROS application or workstation application
- Creation or installation of interface scripts or files not part of the MICROS or MICROS-FIDELIO standard installation

Third Party Application Support

Third Party Applications refer to those approved and sold by MICROS, for use with MICROS products

(i.e. ADS, Lone-Tar, XVision, and PCAnywhere). Support for those applications is given based on the following guidelines:

Covered

- Resolution of application generated error messages
- Assistance with user problems that occur during normal and standard operations
- Guidance with procedural and documented capability questions
- Assistance with the installation or configuration of third party software according to MICROS approved installation guidelines

Not Covered [Billable]

- Upload, distribution, and/or installation of product updates or patch releases
- Cost of product updates or patch releases
- Assistance with supported applications not purchased from MICROS or MICROS-FIDELIO
- Assistance with supported applications not covered under a support contract
- Assistance with applications, software or programs not purchased from MICROS or MICROS-FIDELIO

- Activation of new features within the application
- Installation or configuration of third party software via remote dial in

Customer Responsibilities

Guidelines

The customer should follow the guidelines below to take full advantage of the Micros-Fidelio applications and services:

- Designate a “System Master” for each MICROS/MICROS-Fidelio product responsible for maintaining the system including such duties as: initial contact for trouble-shooting user issues, point of contact for the MICROS Help Desk, maintain hardware and software libraries, and who is knowledgeable regarding the installed applications and system configuration
- The customer is responsible for providing a working phone line, and remote connection method. Any software required to remotely support the site and its administration and configuration are the responsibility of the customer. Only MICROS/MICROS-Fidelio approved and supported connection methods/software should be used. Please contact your Account Manager or Customer Service Manager for a copy of the Micros-Fidelio Remote Support Access Policy.
- Perform regularly scheduled system and database backups and have those backups available at any time
- Maintain a working dedicated phone line connected the MICROS/MICROS-Fidelio support modem(s)
- Maintain access to all required software including operating system installation media, MICROS or MICROS-FIDELIO application software and patch release software, system specific driver files (MICROS/MICROS-FIDELIO does NOT cover the replacement cost of this software and cannot guarantee replacement availability) as well as any applicable license or software key codes
- Maintain appropriate disaster recovery software, backups, boot disks, etc
- Assist with the resolution of all problems. The customer may need to dedicate some time to assist the MICROS/MICROS-FIDELIO support representative in resolving problems/questions
- When asking for assistance from support, be prepared to provide all information needed and answer questions as needed. Accurate documentation of any error messages or system notices will help expedite resolution
- Plan and schedule ahead of time ALL services not covered under each support contract
- MICROS/MICROS-FIDELIO Customer Support will not perform any items in the “not covered/billable” section without being previously scheduled

NOTE

This document is not intended to detail every item covered or not covered by a Help Desk contract or other Support Contract.

Feedback

Customer Feedback is vital to the success of any customer oriented business. Your Comments and feedback helps us determine what services we offer and how those services perform for you and your business.

Communicating Success

For those customers that wish to provide positive feedback about a specific support request or support analyst, MICROS Customer Support provides an email address to where comments and feedback of this type can be sent.

The email address is APFeedback@micros.com

Support and Escalation Contacts by Country

Australia

MICROS-Fidelio Australia Pty Ltd

**Suite 7, 1st Floor
13 Narabang Way
Belrose NSW 2085**

Tel: +61 2 9485 1200
Fax: +61 2 9485 1399
Email: apausfidelio@micros.com

Support Helpdesk - All Products:

Telephone (Emergency Priority 1 and 2 issues only):

Australia: +61 2 9485 1300
New Zealand: +64 9 526 2076

Facsimile:

Australia: +61 2 9485 1399
New Zealand: +64 9 526 2079

Online WebSupport (all new and existing support cases):

<https://usc.micros.com/casemanagement/>

Support Email (for existing case only):

Hotel Systems: apausfidelio@micros.com
Micros POS Systems: apausmicros@micros.com
Payment Gateway support: apausgateway@micros.com

Escalationⁱ

Hotel Systems Support Supervisor
Tel: +61 2 9485 1259

POS Systems Support Supervisor
Tel: +61 2 9485 1251

China

Shiji Technology Co. Limited

Beijing & Northern China

15F, Beijing INN Building,
No.5 Dongshuijing, Dongcheng District, Beijing, 100010,
China

Tel: +86 10 5932 5388
Fax: +86 10 5932 5399
Email: Support@shijinet.com.cn

Hotline

Micros: +86 10 139 1170 7806
Fidelio: +86 779 159 0779 9080
Opera : +86 10 133 1158 5702

Opera & Micros Support:

Tel: +86 10 5932 5388
Fax: +86 10 5932 5399
Email: Support@shijinet.com.cn

Shanghai & Eastern China

6/F, Shanghai Information Building
No. 1403 Min Shen Road,
Pudong New District Shanghai 200135, China

Tel: +86 21 3392 6600
Fax: +86 21 3392 6699
Email: Support@shijinet.com.cn

Hotline

Micros (Hotel) +86 21 138 1818 5948
Micros (Restaurant) +86 21 1305 2076 108
Fidelio: +86 779 159 0779 9080

Opera : +86 21 136 0174 0322

Opera & Micros Support:

Tel: +86 21 3392 6600
Fax: +86 21 3392 6699
Email: Support@shijinet.com.cn

Escalationⁱ

PMS Systems Support Manager

Tel: +86 10 5932 5388

POS Systems Support Manager

Tel: +86 21 3392 6600

Escalationⁱ

PMS Systems Support Manager

Tel: +86 10 5192 2101

POS Systems Support Manager

Tel: +86 21 3392 6600

MICROS-Fidelio Micronesia Inc.

**ITC Bldg., Suite 727
590 S. Marine Drive
Tamuning, Guam 96913**

Tel: +1 671 648 3990

Fax: +1 671 648 3980

Hotel Systems Support (Non-Opera):

Tel: +1 671 648 3990

Email: apgupms@micros.com

Opera Support 24-hour Helpdesk:

Tel: +1 671 648 4357 (routed to SEACC)

Email: OperaSupSea@micros.com

Micros POS Support 24-hours:

Tel: +1 671 648 3990

Email: apgupmpos@micros.com

Escalationⁱ

Customer Support Manager

Tel: +1 671 488 6427

Hong Kong

MICROS-Fidelio Hong Kong Limited.

Room 4605-06, 46/F,
The Center, 99 Queen's Road Central, Central, Hong Kong

Tel: +852 2895 3823

Fax: +852 2895 0603

Opera & Fidelio Support 24-hour Helpdesk:

Tel: +852 2895 3906

Email: aphkgfidelio@micros.com

Micros Support 24-hour Helpdesk:

Tel: +852 2890 4028

Email: aphkgmicros@micros.com

Escalationⁱ

Hotel Systems Support Manager

Tel: +852 2895 3823

POS Systems Support Manager

Tel: +852 2895 3823

India

Fidelio India Pvt Ltd

**The Mira Corporate Suites,
Block A-1, Plot No. 1 & 2, Old Ishwar Nagar,
New Delhi 110 065, India**

Tel: +91 11 6661 6000

Fax: +91 11 6661 6099

Hotel Systems Support (Opera):

Tel:

Office Hours : +91 11 6661 6020

After Office Hours & Holidays : +91 6661 6020

Email: apindohe@micros.com

Hotel Systems Support (Interfaces):

Tel:

Office Hours : +91 11 6661 6020

After Office Hours & Holidays : +91 6661 6020

Email: apindfint@micros.com

Hotel Systems Support (Non-Opera):

Tel:

Office Hours : +91 11 6661 6020

After Office Hours & Holidays : +91 11 6661 6020

Email: apindffo@micros.com

Micros POS Support 24-hours:

Tel S/W: +91 11 6661 6070

Tel H/W: +91 11 6661 6011

Email:

Software RES : APINDMRES@Micros.com

Software LES : APINDMLES@Micros.com

Hardware : APINDMHW@Micros.com

Escalationⁱ

Hotel Systems Support Manager

Tel: +91 99 9962 9942

POS Systems Support Manager

Tel: +91 99 9962 9962

Indonesia

PT. MICROS-Fidelio Indonesia

Wisma Nusantara 5th Floor,
Jl. MH Thamrin No. 59
Jakarta Pusat 10350, Indonesia

Tel: +62 21 391 4960/61/71
Fax: +62 21 391 4970

Hotel Systems Support (Non-Opera):

Tel: Office Hours: +62 21 391 4971
After Office Hours & Holidays: +62 816 805 607
Email: apidnf@micros.com

Opera Support 24-hour Helpdesk:

Toll Free: (001) 803 657 893 (routed to SEACC)
Currently only available with 001 – IDD Access
Tel: +65 6317 8050 (Direct to SEAOCC)
Email: OperaSupSea@micros.com

Micros POS Support:

Tel: Office Hours: +62 21 391 4971
After Office Hours & Holidays: +62 811 966 552
Email: apidnmpos@micros.com

Escalationⁱ

Customer Support Manager

Tel: +62 21 70 03 0101

Technical Services Manager

Tel: +62 21 70 36 0606

Operations Manager

Tel: +62 21 70 36 0202

Japan

MICROS-Fidelio Japan Co., Ltd.

**Toranomon Kotoshira Tower 6F
1-2-8 Toranomon, Minato-ku,
Tokyo, 105-0001, Japan**

Tel: +81 5510 8188
Fax: +81 5510 8189

Support Helpdesk - All Products:

Tel: +81 5510 8188
Fax: +81 5510 8189

Email (Opera): apjapohes@micros.com
Email (Micros): apjapmsup@micros.com

Escalationⁱ

Customer Support Manager

Tel: +81 5510 8188

Korea

MICROS-Fidelio Korea

Seowon Building 3rd Floor 91-1 Kyongwun-dong, Chongro-ku, Seoul, Korea

Tel: +82 2 398 1600

Fax: +82 2 398 1601

Email: apkorfidelio@micros.com

apkormicros@micros.com

Hotline

Micros: +82 11 9963 6200

Fidelio: +82 11 9916 6200

Fidelio & Micros Support:

Tel: +82 2 398 1600

Fax: +82 2 398 1601

Email: apkorfidelio@micros.com

apkormicros@micros.com

Escalationⁱ

Hotel Systems Support Manager

Tel: +82 2 398 1657

POS Systems Support Manager

Tel: +82 2 398 1630

MICROS-Fidelio Macau Limited

**Unit E, 25F Bank of China Building,
Avenida Doutor Mario Soares, Macau**

Tel: +853 8988 7788

Fax: +853 8988 7799

Opera & Fidelio Support 24-hour Helpdesk:

Tel: +853 8988 7700

Email: aphkgfidelio@micros.com

Micros Support 24-hour Helpdesk:

Tel: +853 8988 7777

Email: aphkgmicros@micros.com

Escalationⁱ

Hotel Systems Support Manager

Tel: +853 8988 7788

POS Systems Support Supervisor

Tel: +853 8988 7788

Malaysia

MICROS-Fidelio GmbH

Suite 29-03, 29th Floor, Menara Keck Seng,
203 Jalan Bukit Bintang,
55100 Kuala Lumpur Malaysia

Tel: +603 2116 6288

Fax: +603 2116 6388

Hotel Systems Support (Non-Opera):

Business Hours

Tel: +603 2116 6288

After Hours

Tel: +60 12287 7501

FO Email: apmalfsfo@micros.com

BO Email: apmalfsbo@micros.com

Opera Support 24-hour Helpdesk:

Tel: +603 2116 300 (routed to SEA OCC)

Tel: +65 6317 8050 (Direct to SEA OCC)

Email: operasupsea@micros.com

Micros POS Support :

Tel: +603 2116 6288

Email: apmalpos@micros.com

Micros POS Support After Hours H/W:

Tel: +60 12328 7692

Micros POS Support After Hours S/W:

Tel: +60 12328 7906

Escalationⁱ

Hotel Systems Support Manager

Tel: +603 2116 6288

POS Systems Support Manager

Tel: +603 2116 6288

MICROS-Fidelio Singapore Pte Ltd - Maldives

**9th Floor, Gadhagé Mohamed Fulhu Building
H. Sunleet
Boduthakurufaanu Magu, Malé**

Tel: +960 3338 666

Fax: +960 3338 777

Hotel Systems Support 24-hour Helpdesk:

Tel: +960 9900 666 (routed to SEA CC)

or +960 3339 666 (routed to SEA CC)

Note: For emergency support issues, dedicated support line number **+65 6317 8050** is available 7 days a week, 24 hours a day. An Interactive Voice Response (IVR) system will ensure that your call is directed to the correct agent. Alternatively should this number be unavailable during the night support (Between 11pm and 7am Singapore time) you may call **+65 6396 5427**

Fax: +65 6354 3980

Micros POS Support After Hours:

Tel: + 960 9700 666

Online WebSupport (all new and existing support cases):

<https://usc.micros.com/casemanagement/>

Support Email (for existing case only):

Hotel Systems Opera: OperaSupSea@micros.com

Hotel Systems (FO, IFC, BO): APmdvfSupp@micros.com

Micros POS Systems: APmdvmpos@micros.com

Escalationⁱ

Customer Service Manager

Tel: + 960 9800 666

Manager, Business Development

Tel: + 960 9779 666

Philippines

MICROS-Fidelio Software Philippines, Inc.

2305B East Tower Philippine Stock Exchange Center
Building, Exchange Road, Ortigas Center, Pasig City 1605
Philippines

Tel: +632 634 6761
Fax: +632 637 8761

Hotel Systems Support (Non-Opera) 24-hour:

Tel: +632 638 5425
Email: apphlffo@micros.com

Opera Support 24-hour Helpdesk:

Tel: +632 638 5426 (routed to SEACC)
Email: OperaSupSea@micros.com

Micros POS Support 24-hours:

Tel: +632 687 0393
Email: apphlmpos@micros.com

Escalationⁱ

Customer Support Manager

Tel: +632 634 6761

Singapore

MICROS Fidelio Singapore Pte Ltd

**371 BEACH ROAD, 11-00 Keypoint,
Singapore 199597**

Tel: +65 6354 3990
Fax: +65 6354 3980

Opera Support 24-hour Helpdesk:

Tel: +65 6317 8050
Email: OperaSupSea@micros.com

Hotel Systems Support (Non-Opera):

Business Hours

Tel: +65 6317 8050
Email: OperaSupSea@micros.com (Front Office)
Email: apsgpb_supp@micros.com (BackOffice)

Micros POS Support – 24 hrs:

Tel: + 65 9788 5415 (9700)
Tel: + 65 9788 5064 (3700/e7)

Email: apsgpm_supp@micros.com

Escalationⁱ

Hotel Systems Support Manager

Tel: +65 6354 3990

POS Systems Support Manager

Tel: +65 6354 3990

Taiwan

MICROS-Fidelio Taiwan Limited

Room 833, 5/F, No 285, Section 4 Zhong Xiao East Road,
Taipei, Taiwan

Tel: +886 (2) 6639 8331

Fax: +886 (2) 6639 8338

Opera & Fidelio Support 24-hour Helpdesk

Tel: +00-801-855-988 (Toll-Free)

Email: aphkgfidelio@micros.com

MICROS Point-of-Sale Support 24-hour Helpdesk

Tel: +00-801-856-642 (Toll-Free)

Email: aphkgmicros@micros.com

Escalationⁱ

Implementation & Support Manager

Tel: +886 (2) 6639 8332

Thailand

MICROS Fidelio (Thailand) Co., Ltd.

388 Exchange Tower, 41st Floor
Unit Nos.4101-4104, Sukhumvit Road,
Klongtoey, Bangkok 10110

Tel: +662 673 7222

Fax: +662 673 7223

Hotline: 1800 290 770
(Domestic & Non Bangkok Area)

Support Helpdesk - All Products:

Tel: +662 673 7222

Fax: +662 673 7223

Email (Opera): apthaopera@micros.com

Email (Micros): apthampos@micros.com

Email (V6&V7): apthaffo@micros.com

Escalationⁱ

Hotel Systems Support Manager

Tel: +662 673 7222 (ext. 4300)

POS Systems Support Manager

Tel: +662 673 7222 (ext. 1104)

ⁱ Escalations will be handled during Business Hours, which may vary from country to country, but are in general between 09:00 am – 05:00 pm.