

3:30 PM – The business meeting was so successful, the company is ready to sign contracts with Ann, requiring her to stay for an extra day. In the taxi on the way back to her hotel, she powers up her laptop to write a report, and decides to quickly and conveniently extend her stay at the hotel. She opens the hotel website, clicks on the **MyStayManager** link and extends her stay for one extra night. She then decides to make reservations at the hotel restaurant for dinner that evening.

11:00 PM – After returning from dinner, Ann signs on to **MyStayManager** and schedules a wake-up call and continental breakfast in her room for the next morning.

THURSDAY

6:00 PM – Ann has a successful day on site with the customer. Exhausted, on the way back to the hotel, she orders a deluxe Italian dinner from room service through the **MyStayManager**, to be ready for her by the time she returns to her room, and schedules a wake-up call all through the convenience of her phone, while riding back in a taxi.

FRIDAY

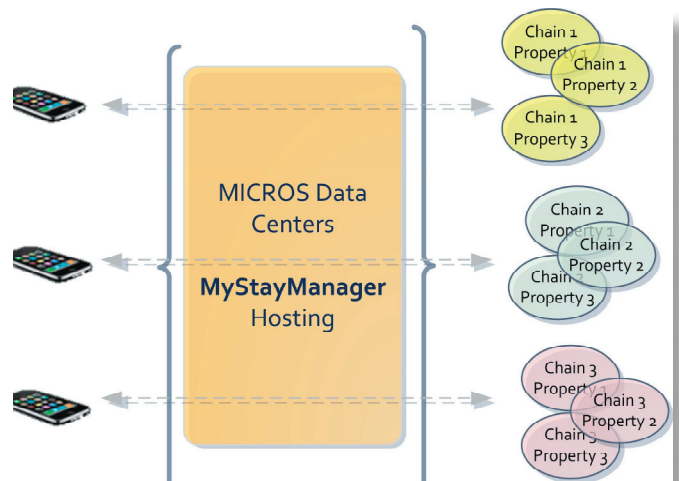
8:30 AM – Ann has had breakfast and is ready to check out. She signs on to **MyStayManager** to review her folio balance. All is in order so she clicks the Check Out button. OPERA de-authorizes her phone key and sends a message to housekeeping that room 1229 is ready to be cleaned. While enroute to the airport, Ann receives an e-folio on her smart phone; at the same time a copy of the folio is forwarded to her company's expense management system for processing.

9:30 AM – Stretching out in her seat on the plane before takeoff, a text message from the hotel chain's headquarters arrives expressing appreciation for her business and extending an invitation to stay at one of their hotels again in the future. Ann smiles and thinks, "That **MyStayManager** application with all of it's features just may come in handy."

MyStayManager – The app that creates guest loyalty.

MyStayManager Connectivity with OPERA PMS

MyStayManager is provided as a hosted service (SAAS) from any of the MICROS Data Centers. The guest can access the **MyStayManager** host by using a smart phone app or by clicking a widget or link on the hotel's website (for example, from a PDA or laptop). The **MyStayManager** hosting software at the Data Center provides connectivity to the OPERA PMS at participating hotel and hotel chain properties.





MyStayManager

A smart phone application that allows guests to create reservations and self-manage their stay

seamlessly integrated...surprisingly open

micros[®]

Prepare yourself for the latest smart phone application technology.

What Is MyStayManager?

MyStayManager is a user-friendly mobile smart phone application that allows guests to create reservations and self-manage the details of their stay through their hand-held device, when booking at participating hotels. Each hotel or hotel chain that subscribes to this service has its own branded and custom-designed **MyStayManager** application, unique to the individual business.

The **MyStayManager** app can be distributed to guests in any of the following:

- Guest searches smart phone apps (for example, in the Hotels or Travel categories) and initiates a download of the chain's **MyStayManager** app.
- Guest receives a link to download the chain's **MyStayManager** app via email (examples include a targeted marketing email or an email booking confirmation from the hotel).
- Guest navigates from a laptop or PDA to the chain's website where a widget or a link provides access to the **MyStayManager** app, as an alternative to downloading it to a hand-held device.

Once the **MyStayManager** app is installed on the guest's mobile device, the guest may use the app to sign on with a unique ID and password in order to access the **MyStayManager** host program at the MICROS Data Centers. The **MyStayManager** host program, in turn, validates the guest and connects the guest with the OPERA PMS at the property of interest. (See Central to **MyStayManager** is the OPERA Web Suite(OWS) - java components that run on a server at each participating property. The web services act as intermediaries between **MyStayManager** and the OPERA database. Some of the **MyStayManager** features made possible by OWS include:

- Find hotels based on city, state, or other address information
- Find hotels near the guest's current location (on hand-held devices with GPS locator services)
- Make new reservations

- Change existing reservations (for example, to extend a stay)
- Cancel future reservations
- Secure deposit payments
- Change the credit card payment method on stays
- Check-in and check-out
- View folios
- Order room service
- Retrieve messages
- Manage guest preferences (e.g., newspaper, type of pillow, smoking/non-smoking, etc.)
- Add packages to a reservation
- Update guest location details
- Look up hotel events
- Request housekeeping, turndown, laundry, and bell services
- Set green/non-green preferences
- Make table reservations at restaurants attached to properties (via GuestConnection)
- Make golf and spa reservations (via OpenCourse)
- Manage guest profiles when connected to a CRS/ORS
- Schedule a wakeup call
- Access third party online services (for example to find nearby theaters and restaurants)



Make hotel reservations, spa appointments, and more anywhere, anytime

What Are the Benefits?

MyStayManager's ubiquitous real-time access to the OPERA database empowers the guest to an extent never before possible. Guests can conveniently interact with OPERA using their hand-held devices to manage the details of current and future stays in real time, wherever they may be. **MyStayManager** simplifies business or leisure travel for the guest and the hotel staff.

From the hotel's perspective, **MyStayManager** provides the basis for a comprehensive, custom-designed travel-management tool that adds unique value to the hotel brand by leveraging OPERA information resources already available.

In addition, **MyStayManager** can be used to encourage guests to enjoy hotel amenities such as spa, dining, and recreational venues, as well as special packages and loyalty membership benefits. Through partnerships with trusted web communities (such as cultural, entertainment, and restaurant websites) **MyStayManager** can extend the hotel's own service offerings with timely information, special packages, and useful "local knowledge" that will make the guest feel comfortable and welcome. It's all about fostering guest loyalty.

MyStayManager In Action

MyStayManager speeds and simplifies the travel and booking process for guests. Meet "Ann", a New York business person and the perfect illustration of how **MyStayManager** not only eases the technicalities of her trip, but also enhances her experience. By utilizing tools that are already staples of her every day life, such as the Internet, e-mail, and text messaging, she is able to book her travel arrangements on-the-go, without any inconvenience to her already busy schedule.

MONDAY

1:30 PM – Ann learns that she needs to be in Los Angeles tomorrow for a 2-day meeting with clients. No problem! She checks online to find a mid-priced hotel near the client's office. The hotel confirms by email and the message includes a link to the chain's new **MyStayManager** feature. Out of curiosity, Ann clicks on the **MyStayManager** link, signs on, and browses the features. She thinks, "this is extremely practical and easy-to-use!"

TUESDAY

1:00 PM – On the way to the airport, Ann opens **MyStayManager** in her cellular phone and arranges for auto check-in at the hotel. Before logging off, she notices that the hotel is offering half-price spa treatments, enticing Ann to treat herself to a facial on the second day of her stay.

5:40 PM – Upon landing in L.A., Ann checks her messages. A text message from the hotel informs her that room 1229 is reserved and she is already checked in. She simply has to pick up her key at the front desk or reply to the message to activate her in-phone key.*

6:15 PM – At the hotel, Ann bypasses the line at the front desk and takes the elevator to 1229. To activate the door lock, she passes her smart phone in front of the sensor and the door opens. OPERA changes her reservation status from Due In to Arrived and completes the check-in details in the background.

7:00 PM – Ann checks out her email and finds a welcome message from **MyStayManager**. She clicks the link, signs on to the application, this time through the hotel computer, and is presented with an array of dining options, both at the hotel and in the surrounding area. Ann opts for room service and selects a fruit and yogurt plate from the menu presented by **MyStayManager**. She clicks "Yes" to the first-time-guest discount package offered by the lobby gift shop (The gift shop POS will automatically deduct 10% off all her purchases) thinking that it would be the ideal place to pick up souvenirs.

While she dines, Ann again accesses **MyStayManager** to set preferences for her stay – Newspaper: USA Today; Turndown service: Not required; Green options: Housekeeping every other day. She also schedules a wake-up call for 7:30 AM.

WEDNESDAY

7:30 AM – Ann receives her pre-scheduled wake-up call.

8:30 AM – After breakfast Ann signs on to **MyStayManager** and sees that her spa appointment is confirmed for 4:30 that afternoon. The iConcierge also recommends a jazz session that evening at a nearby club and offers to make reservations. She accepts before leaving for her business meeting, thinking the **MyStayManager** is like having a private tour guide.