

MICROS FIDELIO EUROPE, AFRICA AND THE MIDDLE EAST

Sample Customer Reports

SAMPLE CUSTOMER REPORTS

The reports depicted in this document may be provided to Micros-Fidelio customers. Most reports can be generated for one site, a group of sites or a specific chain.

Great care has been taken to ensure the accuracy of all reports. If you have any queries or comments about the layout or content of any of the reports, or have any specific report requests, please contact eame-clarify@micros.com. Please quote the report number in all such communication.

Current Version: 1.0. January 2007.

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HOW TO REQUEST A REPORT

Please direct all requests for a new report or changes to an existing report to your local Support or Account Manager.

Please specify which report you require, for which site(s) or chain, and how often you would like to receive the report (weekly or monthly).

Please also specify the distribution list to which you would like to have the report sent.

Support / Account Managers should make all report related requests via the “Scheduled Reports” link on the internal support Sharepoint site.

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CR-01 All Cases for a Chain (Summary) between 2 dates

Shows all cases opened in a period, irrespective of the condition (currently Open and Closed).
Page 1 contains a summary by site, subsequent pages contain case details.



[Rep. CR01] All Cases for Chain (Summary) between 2 dates

Case Summary by Site.

Cases opened between 01/11/2007 and 07/11/2007

		Total
GERMANY	Site A	1
	Site B	1
	Site C	5
	Site D	2



[Rep. CR01] All Cases for Chain (Summary) between 2 dates
01/11/2007 to 07/11/2007

Case Summary by Site

Chain Name
GERMANY

SITE A (SITE NAME)

Total Cases: 2

CREATED 05/11/2007	CASE ID 5681122	97.3.00-call back 4:30- kitchen printer isnt working		
		Status: Closed	Business Group / PL :	POS / 9700
CLOSED 12/11/2007	Prio. 3	Module: PS: Other	Case Owner:	MS
		<i>change patchcable</i>		
		<i>SR 23247</i>		
CREATED 06/11/2007	CASE ID 5684610	OPERA/3.0.02.00-12/SC/ACC/UNABLE TO CHANGE ADDRESS FOR CONTACTS		
		Status: Closed	Business Group / PL :	PMS / Opera-S&C
CLOSED 08/11/2007	Prio. 3	Module: Accounts	Case Owner:	TS
		<i>- not reproducible</i>		

CR-02 All Open Cases for a Chain

Shows all cases which are currently open for a chain.
Page 1 contains a summary by site, subsequent pages contain case details.



[Rep. CR02] All Open Cases for Chain (Summary)

Case Summary by Site.
Open Cases Only.

		Total
GERMANY	Site A	1
	Site B	1
	Site C	5
	Site D	1



[Rep. CR02] All Open Cases for Chain (Summary)

Case Summary by Site

Chain Name
GERMANY

Site A

Total Cases: 1

CREATED 21/11/2007 **CASE ID** 5731862 **WFR FO 6.20 FIDWIN Room discrepancies report shows wrong status**
OPEN Prio. 3 Status: **Awaiting Assignment** Business Group / PL : **PMS / DOS Front Off v4-v6**
 Module: **Reports** Case Owner: **SJ**

Case Summary by Site

Chain Name
GERMANY

Site B

Total Cases: 11

CREATED 31/08/2007 **CASE ID** 5497810 **OPERA Duplicate or Second Keykard in Opera**
OPEN-DISP/ 31/08/2007 Prio. 3 Status: **Need Upgrade** Business Group / PL : **PMS / Opera**
 Module: **IFC** Case Owner: **BM**
Informed the Hotel that fix is in higher version

CR-03 All Open Cases for a Chain sorted by Support Level

Shows all cases which are currently open for a chain, sorted by the support level where the case is currently residing. Contains details about the case priority, status and also if any commitments are pending.

Note: Due to internal workflow and Clarify configuration changes, this report will only become available from March 1 2008. The layout of the final version may differ from the example shown below.



[Rep. CR03] Open Cases for a Chain by Support Level

Case ID: Site/Case Title/Product & Module

(Chain Name)
Owner/Status/(Queue)

Germany

Upgrade Required

4310021 **Site A, Frankfurt** PC
Prio: 3 97 3.0 OUTSTANDINGS **Needs Upgrade**
Created: 21/07/06 / 9700 3.0 / Ops GER MIC - Open Dev Issue
Age: days. (L.A.)

5367425 **Site B, Berlin** EF
Prio: 3 FIX3.0.3.0/OPERA/3.0.02.00/PMS/BOF/EOD ERROR WHEN CREATING BOF **Needs Upgrade**
FILE AT EOD. GER Opera Req Upgrade
Created: 16/07/07 / Opera-PMS / Back Office lfc Age: days. (L.A.)

Level 1

5585569 **Site C, Munich** TK
Prio: 3 WFFLANGE OPERA/4.0.03.03E23/PMS/ FOLIO TEXT IS NOT PRINTED **Monitor Progress**
CORRECT. Age: days. (L.A.)
Created: 02/10/07 / Opera-PMS / Cashier Functions

5604239 **Site A, Frankfurt** SS
Prio: 3 OPERA/4.0.03.03-23/SC/INVALID VALUE No Status Set
Created: 09/10/07 / Opera-S&C / Activities GER Opera S&C
Age: days. (L.A.)

CR-04 All Cases for a Site (Summary) between 2 dates

Shows all cases opened between two dates for a specific site, irrespective of the status. Open cases are highlighted.



| Rep. CR04] All Cases for a Site (Summary) between 2 dates
Site ID 1234 / Site A, Frankfurt between
01/11/2007 and 10/11/2007,

CREATED 03/11/2007	CASE ID 5678115	OPERA/V4/PMS/EOD/ error during night audit additional procedures	
	Prio. 3	Status: Closed	Business Group / PL : PMS / Opera-PMS
CLOSED 03/11/2007		Module: End of Day	Case Owner: SS
<i>Completed additional procedure via tables. Mr. Kube confirmed to close case.</i>			

CREATED 05/11/2007	CASE ID 5682267	WFR\OPERA\OXI\Deposit reservations with wrong status code	
	Prio. 3	Status: Awaiting Customer	Business Group / PL : PMS / Opera-OXI
OPEN-DISPATCH		Module: Interface Status	Case Owner: AD

CREATED 05/11/2007	CASE ID 5682285	FIX 4.03.03 E52/OPERA/4.03.03/23/PMS/ Shared reservation from Marsha	
	Prio. 3	Status: Escalated	Business Group / PL : PMS / Opera-PMS
OPEN-DISPATCH		Module: Reservations	Case Owner: FM

CR-05 All Open Cases for a Site

This report details all cases which are currently open for a specific site.



[Rep. CR05] All Open Cases for a Site (Summary)
Site ID: 1234 / Site A, Frankfurt

GERMANY

Case Summary by Site

Site A, Frankfurt

Total Cases: 7

CREATED	CASE ID	OPERA/PMS/REP: report showing type VA instead VI			
24/05/2006	4162051				
	Prio. 3	Status:	Need Upgrade	Business Group / PL :	PMS / Opera-PMS
OPEN-FORWARD		Module:	Miscellaneous	Case Owner:	GH

CREATED	CASE ID	SCR123549/Opera3/ JSI room signage system is not working			
27/09/2006	4481175				
	Prio. 3	Status:	Awaiting Assignment	Business Group / PL :	PMS / Opera-PMS
OPEN		Module:	Interfaces	Case Owner:	MB

CREATED	CASE ID	97 3.0 Closed Check Rep from UWS shows CC RNG from yesterday Sol.41135			
09/10/2006	4511378				
	Prio. 3	Status:	Awaiting Assignment	Business Group / PL :	POS / 9700 3.0
OPEN-DISPATCH		Module:	Ops	Case Owner:	AS

CR-06 Detailed Customer Case Report (Case ID)

Shows the entire case notes for a specific case ID in a form which can be sent to customers. This report shows property details, case notes, email, research notes, phone notes etc

Note: This report can not be scheduled, but can be requested on a case by case basis



[Rep. CR06] Detailed Customer Case Report (Case ID)

Site A, Frankfurt

Case ID 5744722

FRANKFURT AM MAIN

CASE ID

CASE TITLE

OPERA/PMS/V4/ Not able to extend PM

Status:

Closed

Priority 3

Case Owner

NIL

Create Date:

26/11/2007 21:04:34 E.S.T.

Last Activity:

26/11/2007 22:48:47 E.S.T.

Product Group:

Opera-PMS

Module:

Reservations

Note: All times on this report are Eastern Standard Time (E.S.T.), (C.E.T. -6)

26/11/2007 21:41:20

Site Name : Site A, Frankfurt
Reported By : Mr. John Smith

Product : PMS
Version/Build/Patch: V4
Screenshots Sent? : N/A

Problem description :

26/11/2007 21:50:18

The reservation [redacted] room 92832 can not be extended.

Dialed in and checked the reservation.

Not possible to extend get error no rate information for selected room type.
Tried to extend via rate details. not possible advance bill was generated for this reservation.

26/11/2007 22:23:35

Called site and spoke with Mrs. [redacted] they need to start the EOD.
Advised her that she can create a new reservation and move the postings to the new reservation.

She did as advised and was able to move postings.

She confirmed to close.

26/11/2007 22:48:45

Case Closed.
Advised to create new reservation and move postings.

CR-07 Top 10 Sites for a Chain Last (Calendar) Month

Shows the top 10 reporting sites for a specific chain during the last calendar month.

Sites are ranked from 1-10 and the report shows a breakdown of the types of cases reported by each property. The report also details the number of cases which are now closed, and those which remain open.



[Rep. CR07]

Top 10 Sites for CHAIN NAME
Last (Calendar) Month

Rank 1 Site A, Frankfurt (ID 1234)

TOTAL CASES: 44 (OPEN: 0 / CLOSED: 44)

	<u>P1</u>	<u>P2</u>	<u>P3</u>	<u>P4</u>	<u>P5</u>	<u>Misc.</u>	<u>TL CASES</u>	<u>OPEN</u>	<u>CLOSED</u>
CLOSED CASES									44
DOS Front Off v4-v6	0	1	26	0	3	0	30	0	30
Sales&Catering v2-v6	0	0	4	1	1	0	6	0	6
Serial Interfaces	0	0	2	0	0	0	2	0	2
Systems	0	0	4	0	2	0	6	0	6

Rank 2 Site B, Berlin (ID 8765)

TOTAL CASES: 34 (OPEN: 10 / CLOSED: 24)

	<u>P1</u>	<u>P2</u>	<u>P3</u>	<u>P4</u>	<u>P5</u>	<u>Misc.</u>	<u>TL CASES</u>	<u>OPEN</u>	<u>CLOSED</u>
CLOSED CASES									24
3700	0	2	3	5	2	0	12	0	12
Login	0	1	0	0	0	0	1	0	1
Opera	0	0	1	0	0	0	1	0	1
Opera-PMS	0	1	4	3	0	0	8	0	8
Opera-Utilities	0	0	1	0	0	0	1	0	1
Suite 8 - IFC	0	1	0	0	0	0	1	0	1
OPEN CASES								10	
3700	0	1	1	2	0	0	4	4	0
Opera	0	2	2	0	0	0	4	4	0
Opera-Utilities	0	1	1	0	0	0	2	2	0

Rank 3 Site C, Munich (ID 5567)

TOTAL CASES: 34 (OPEN: 1 / CLOSED: 33)

CR-08 All Case Management Accounts for a Chain (by Site)

Shows all case management accounts for a particular chain, sorted by Site. All users that have web access to the sites are listed alphabetically.

Attention may be required where the contact is inactive (see example below) as if the name appears on this list, the web access (fcSelfService) is still active. In this case contact eame-clarify@micros.com to disable the web access.

GERMANY

Chain Name

Site A, Frankfurt

MANFRED [REDACTED] Login: mh[REDACTED]

Site B, Berlin

MANFRED [REDACTED] Login: mh[REDACTED]

JOERG [REDACTED] Login: jh[REDACTED] Contact: ** Inactive **

KLAUS [REDACTED] Login: kla[REDACTED]

Primary Site IT WEBACCESS [REDACTED] Login: IT-[REDACTED]

JEROEN [REDACTED] Login: jw[REDACTED]

Site C, Munich

KLAUS [REDACTED] Login: kla[REDACTED]

JEROEN [REDACTED] Login: jw[REDACTED]

MANFRED [REDACTED] Login: mh[REDACTED]

Primary Site IT WEBACCESS [REDACTED] Login: IT-[REDACTED]

JOERG [REDACTED] Login: jh[REDACTED] Contact: ** Inactive **

CR-09 Monthly Service Report for a Chain (or Site)

This Service Check Report can be scheduled for a Chain or a particular Site, and can be delivered on a monthly basis. This report is based on all cases which were opened during the previous calendar month.

Page 1 of the report details the total cases opened and closed, Same Day Resolution rate and overall SLA score (based on published target Micros-Fidelio SLA goals). Page 2 of the report (and onwards) contains a product and site summary, followed by a detailed site by site breakdown of all cases.



Rep. CR-09

Monthly Summary Report for Your Chain EAME. For cases created during December 2007.

Total Cases Created this Period:	37	(of these now Closed: 32, remaining open: 5)			
Total Cases Closed this Period:	39				
Total Sites Reporting issues:	18	Total WebSupport Cases:	0	Same Day Resolution:	70 %
Av. Cases per Site:	2	Total Cases Re-Opened:	2	Avg. Resolution time:	0.6 days
Configuration Issues:	2			Overall SLA	95 %
Handling / Training Issue	4				

	Total	Total PMS	Total POS	Total Other	AVG AGE	MAX AGE (days)	In SLA	Via WEB
NOW CLOSED	32	25	5	2	0.31	3.01	97.0%	0
Priority-2	2	2	0	0	0.17	0.29	100.0%	0
Priority-3	25	21	4	4	0.34	3.01	96.0%	0
Priority-4	3	2	1	1	0.35	1.00	100.0%	0
Priority-5	2				0.07	0.11	100.0%	0
REMAINING OPEN	5	4	1	0	2.07	3.27	80.0%	0
Priority-2	1	0	1	1	3.20	3.20	0.0%	0
Priority-3	3	3	0	0	1.30	1.99	100.0%	0
Priority-4	1	1	0	0	3.27	3.27	100.0%	0

CONTINUED ...

... REPORT CR-09 CONTINUED

Summary of case module & reporting sites

<i>Breakdown by Module</i>		Total
8700	Printing: Reports	1
	Report Writer	2
	<i>Total</i>	3
Materials Control	Miscellaneous	0
	<i>Total</i>	0
MFPOS	Handling	1
	Other	2
	<i>Total</i>	3

<i>Breakdown by Reporting Site</i>		Total
Site A	2	5%
Site B	5	13%
Site C	2	5%
Site D	6	16%
Site E	2	5%
Site F	1	2%
Site G	2	5%
Site H	1	2%

GERMANY

Case Summary by Site

Site F, Munich

Total Cases: 1

CREATED **CASE ID**
24/01/2008 5906897

IFC7 - SHH Probl. mit #-Status bei einem neuen #

CLOSED
24/01/2008

Status: **Closed**

Business Group / PL: **PMS / Serial Interfaces**

Module: **Handling**

Case Owner: **MB**

A case closure summary can be read here.

Case Summary by Site

Site H, Düsseldorf

Total Cases: 1

CREATED **CASE ID**
22/01/2008 5902196

FO 6.20 TA bricht im Vordergrund ab

CLOSED
22/01/2008

Status: **Closed**

Business Group / PL: **PMS / Suite 7**

Module: **Front Desk**

Case Owner: **UT**

A case closure summary can be read here.

CR-10 Executive Weekly (One Page) Summary

This "Executive Report" is a one page "Flash" report intended for senior management. This report summarizes all cases which were opened during the previous week (or month), on a site by site basis.

This is a "totals only" report. It also details the breakdown of cases which were opened by priority level, by product and by case type. Other figures included on this report are "Total Cases now Closed" and "Total Same Day Resolution".

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[Rep. CR-10] Executive Weekly
One Page Summary Report

	Total
Site A	1
Site B	1
Site C	2
Site D	5
Site E	4
Site F	5
Site G	5
Site H	2
Site I	1
Site J	6
Site K	3
Site L	2
Site M	5
Site N	4
Site O	1
Site P	1
Site Q	3
Site R	3
Site S	4

All Figures on this report are based on cases for Your Chain which were opened during the 7 days beginning 21/01/2008.

TI. Cases opened this period: 83
 No. of cases now closed: 71
 No. of cases still open: 12
 Same Day Resolution: 70 %
 Total Cases Reopened: 1
 Total Cases via Websupport: 0

	1	2	3	4	5	
Spilt of Case Priority	9	15	55	3	1	83

Product Split

	Total
3700	5
F&B	1
Food & Beverage	1
Hardware	4
Materials Control	2

Case Type

	Total
3rd Party HW (EAME)	5
SW: Feature Reques	1
SW: Problem/Error	75
SW: Proced. Questic	2
Total	83