



MICROS-Fidelio Asia Pacific

Support and Escalation Contacts by Country

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*MICROS-Fidelio Asia Pacific
Trading as MICROS-Fidelio Australia Pty
Suite 7, First Floor
13 Narabang Way
Belrose NSW 2085
Australia*



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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



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033

Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



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 Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033
Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



Guam

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



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033
Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



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



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033
Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



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



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033

Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



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 SEAOC)
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



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033

Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



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



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033
Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



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 Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033

Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



Macau

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



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033

Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



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: +601 2287 7501

FO Email: apmalfsfo@micros.com

BO Email: apmalfsbo@micros.com

Opera Support 24-hour Helpdesk Toll Free:

Tel: +603 2116 300 (routed to SEACC)

Tel: +65 63178050 (Direct to SEAOC)

Email: OperaSupSea@micros.com

Micros POS Support :

Tel: +603 2116 6288

Email: apmalpos@micros.com

Micros POS Support After Hours H/W:

Tel: +601 2328 7692

Micros POS Support After Hours S/W:

Tel: +601 2328 7906

Escalationⁱ

Hotel Systems Support Manager

Tel: +603 2116 6288

POS Systems Support Manager

Tel: +603 2116 6288



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033

Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



Maldives

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



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033

Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



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



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033

Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



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



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033

Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



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



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033
Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



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)



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033

Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com



Asia Pacific Enterprise Systems

MICROS Fidelio Asia Pacific

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

Enterprise System Support Help Desk

Tel: +61 2 9485 1050
Fax: +61 2 9485 1099
Email: apregfcss@micros.com

Escalationⁱ

Customer Support Manager
Tel: +61 9485 1022

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.



MICROS-Fidelio Asia Pacific

Trading as MICROS-Fidelio Australia Pty Ltd ABN: 66011007033

Suite 7, 1st Floor, 13a Narabang Way, BELROSE, NSW 2085

+61.2. 9485.1000 +61.2.9485.1099 www.micros.com