

# **SmartButler**®

# **MICROS** Interface

#### 

This is an interface between SmartButler® and the MICROS 9700 HMS system, and is specific to room service orders entered into the MICROS POS terminal. Each time a room service order is entered into the MICROS terminal will be communicated to SmartButler® via the interface. This allows SmartButler® to automatically open a room service ticket for each order. By opening a ticket, it allows the hotel to monitor the on-time delivery of the room service order and send a message to the appropriate runner. In the event that the order is not delivered on time, escalation messages will be sent to the relevant escalators as set up in SmartButler®. In addition, SmartButler® will be able to provide reports about all room service orders including the number of timing of orders, as well as the time taken to deliver orders.

#### 

There are two interface types: (1) "Final Tender" – Information record is sent to SmartButler® when a bill is closed and guest's folio is charged. (2) "Open Check" – Information record is sent to SmartButler® when an order is first created and saved for production. It is our preference to work with the second option – Open Check – as this provides SmartButler® with the order information earlier in the process.

### 

You should be in touch with your local Micros-Fidelio representative in the first instance. Ensure that the representative understands that you are seeking the Micros interface (and not the Fidelio interface). In the event that your representative is unable to help you, please coordinate a conference call for a JAYBEE representative to be touch with your Micros-Fidelio representative (with your participation). We can point them, in the right direction to find the correct interface for you.

#### 

JAYBEE does not make any additional charge for the interface. All SmartButler® customers with a valid license are entitled to have access to the Micros interface.

There is also no Installation Fee charge for the interface.

It is possible that Micros-Fidelio may levy a charge for the interface. This should be confirmed with your Micros-Fidelio representative.

#### 5. Do we require additional hardware or software to run the interface? ////////

The interface can be installed by all customers who run the SQL version of SmartButler® without the need for additional hardware or software.

## 

No on-site visit is required by JAYBEE. The installation is supported remotely from our offices.

You should confirm with your Micros-Fidelio representative what their requirement is with regard to an on-site visit. Unfortunately JAYBEE is unable to lay down to Micros-Fidelio representatives whether or not they are needed on site for the installation.