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Accounting System Providers

Accounting Solutions, Inc.

Product Description:

GETLinked is a software interface from MICROS POS transactions and financial systems and payroll processing services. GETLinked is comprised of six modules: POSLink (Daily Sales), PRLink (Time Punches), ARLink (Receivables), APLink (Payables), GLLink (Miscellaneous Journal Entries-example ADP Payroll service) and BRLink (Deposits). The information is imported from MICROS POS systems into GETLinked, checked for errors and then transferred to the specific financial system and/or payroll processing company. We have links from MICROS e7, 3700, 87/9700 to over 100 financial systems and payroll services providers. Please visit our web site at www.micros.ws for more information.

Product Name and Version: GETLinked Current Version 12.09

Support Hours: Scheduled Installation Times:10-5pm MST; 800-597-7185(US) or 208-343-2500, Ext. 103

MICROS Interfaces: All POS Products

Other Services : Data Service Provider, Processing Solutions

Contact: Jim DeFede, Manager

Phone: 208-343-2500 Ext. 104

Email: sales@getlinked.ws

Web: <http://www.micros.ws>

Activity Management Systems

goconcierge.net

Product Description:

Goconcierge is a web Based application used to add efficiencies to the day-to-day operation by eliminating the need for using log books and binders. The application can track guest activities, generate confirmation letters and itineraries and also has a customized vendor database. Goconcierge maintains a complete history of everything entered and provides a great history for future needs. The application can also be used to track other manual processes including lost and found, packages, amenities, and more.

Product Name and Version: goconcierge.net V4.7

Support Hours: 24 hrs; 818-263-8993

MICROS Interfaces: OPERA

Other Services :

Contact: Adam Isrow, Executive Vice President

Phone: 818-263-8993

Email: info@goconcierge.net

Web: <http://www.goconcierge.net/home>

Knowcross Solutions

Product Description:

Knowcross Solutions develops cutting edge workflow and mobility products for the hospitality industry. TRITON, its core product, is a Guest Service and Quality Management System that allows hotels to improve guest service and operational efficiency. It is a collection of modules that provides the hotel a convenient way to manage guest requests, complaints and back-of-house related jobs. Its preventative maintenance module allows engineers to stay atop of their maintenance obligations. TRITON Mobile allows Hotel Managers to access real-time data on guests, housekeeping and front office on their BlackBerry and iPhone devices.

Product Name and Version: TRITON v2.6

Support Hours: Monday – Friday between 0900 and 1800, UTC/GMT - 5 hours; +91 9899123291

MICROS Interfaces: OPERA

Other Services : Miscellaneous Systems, Building Management Systems

Contact: Rahul Agrawal, Business Development Manager

Phone: +91 1141225060

Email: sales@knowcross.com

Web: <http://www.knowcross.com>

Passkey International

Product Description:

Passkey, the travel industry's leading online solution for group reservations management and distribution, provides all channels of the meeting industry's planning process with better, more efficient ways to manage events.

Product Name and Version: Passkey GroupMax

Support Hours: Monday-Friday 9-5; 781-373-4100

MICROS Interfaces: OPERA

Other Services :

Contact: Todd Bailey, Manager of Integrations

Phone: 781-373-4173

Email: tbailey@passkey.com

Web: <http://www.passkey.com>

Age Verification Services

IDPro, Inc.

Product Description:

IDPro, Inc. provides a Private Club Management Module (Texas only) and an Age Verification Module (National) to add a strong level of risk management when serving alcoholic beverages, thereby protecting the liquor permit and staff. IDPro, Inc. was formed specifically to assist those clients in the bar and restaurant industry who seek to reduce their legal exposure under their current risk management policies. In many cases, rapidly changing statutes and alcohol enforcement policies continue to place restaurant groups and owners in an untenable position with regard to age verification and/or ID authentication for patrons seeking to purchase alcoholic beverages.

Product Name and Version: TRIDENT, v.4.0.2.1; WEBAV, v.1.0.2.1

Support Hours: 24/7; 866-866-5030 Ext. 6

MICROS Interfaces: MICROS 9700, MICROS 3700

Other Services : Private Club Management Services

Contact: Howard VanCleave, President and CIO

Phone: 817-937-2992

Email: vancleave@idproinc.com

Web: <http://www.idproinc.com>; checkyourage.com

Building Management Systems

Mtech

Product Description:

MTech develops and deploys SaaS solutions, including HotSOS, PMWorks, and introducing REX. HotSOS is a solution for full service hotels that manages the guest request or complaint process, service order tracking, and preventive maintenance scheduling. Enterprise-enabled, HotSOS provides instant recognition everywhere in your organization with intelligent guest matching, profiling, and stay history features. Graphical reports can be created on the fly or automatically generated to your email inbox each day. PMWorks is a preventive maintenance web solution targeted to limited service properties. REX is a housekeeping room assignment and prioritization tool that turns guest rooms faster with maximum cost efficiency.

Product Name and Version: HotSOS 1.16

Support Hours: 24 Hours, 7 days a week; 800-820-2573

MICROS Interfaces: OPERA

Other Services : Activity Management Systems, Miscellaneous Systems

Contact: Alberto Santana, Director of Global Sales

Phone: 786-544-1105

Email: asantana@m-tech.com

Web: <http://www.m-tech.com/>

Cashless Systems

Common CENTS Solutions, Inc.

Product Description:

CCS provides cashless and billing services for healthcare and senior living locations by interfacing with MICROS POS applications in the retail areas. CCS also provides hotel style room service for healthcare locations, through an interface with MICROS 3700 and the hospital information system via HL7 for real-time data feeds.

Product Name and Version: GEMpay/GEMliving 3.0, GEMserve 4.0

Support Hours: 0800-1700 Central; 888-932-3687

MICROS Interfaces: MICROS 9700, MICROS e7, MICROS 3700

Other Services : Gift Card Services

Contact: Scott Richardson

Phone: 601-932-3687

Email: sales@ccents.com

Web: <http://www.ccents.com>

Catering

MonkeyMedia Software

Product Description:

MonkeyMedia Software designs and develops industry-leading applications for the restaurant and foodservice markets. Our 3 core platforms are a) MonkeyCatering, a complete solution for restaurant-based catering & delivery, b) MonkeyFoodFactory, an ERP system for food producers and commissaries, and c) MonkeyMailOrder, an e-commerce platform for food-related catalog/online businesses. All our platforms are 100% web-based, requiring no additional investments in hardware or software and including online ordering. Get Serious – Put a Monkey in your Kitchen!

Product Name and Version: MonkeyCatering 3.2

Support Hours: 24/7; 877-666-6539

MICROS Interfaces: MICROS 3700

Other Services :

Contact: Jeff Epstein, Director of Sales & Marketing

Phone: 604-215-2168 Ext. 102

Email: monkeys@monkeymediasoftware.com

Web: <http://www.monkeymediasoftware.com>

Credit Card Processing

Heartland Payment Systems

Product Description:

Heartland Payment Systems, Inc. (NYSE: HPY), the fifth largest payments processor in the United States, delivers credit/debit/prepaid card processing, gift marketing and loyalty programs, payroll, check management and related business solutions to more than 250,000 business locations nationwide. A FORTUNE 1000 company, Heartland is the founding supporter of The Merchant Bill of Rights, a public advocacy initiative that educates merchants about fair credit and debit card processing practices. The company is also a leader in the development of end-to-end encryption technology designed to protect cardholder data, rendering it useless to cybercriminals. For more information, please visit HeartlandPaymentSystems.com, MerchantBillOfRights.org, CostOfABurger.com and E3secure.com.

Product Name and Version: Heartland Payment Systems

Support Hours: 24/7; 888-963-3600

MICROS Interfaces: MICROS 9700, MICROS e7, MICROS 3700, Symphony

Other Services : Processing Solutions, Gift Card Services, Payroll Processing

Contact: Derik Richards, Allinace Relations Representative

Phone: 877-798-9656 Ext. 4707

Email: derik.richards@e-hps.com

Web: <http://www.heartlandpaymentsystems.com>

Elavon | Gateway Payment Solutions

Product Description:

Elavon Gateway Payment Solutions provides payment gateway services in all industries including Food & Beverage, Lodging Hospitality, E-commerce and Retail. Our products and services are PCI compliant and offer feature rich, robust payment processing endpoints. We have both premise-based software solutions and hosted gateway solutions.

Product Name and Version: ProtoBase Suite 6.01 / Fusebox

Support Hours: 24/7/365; 1-877-732-1799

MICROS Interfaces: MICROS 9700, MICROS e7, MICROS 3700, mymicros.net, Symphony

Other Services : Processing Solutions, Credit Card Support

Contact: Neal Gilbert, Market Development Manager

Phone: 727-431-4466

Email: neal.gilbert@elavon.com

Web: <http://gateway.elavon.com>

Chase Paymentech

Product Description:

Chase Paymentech, a subsidiary of JPMorgan Chase (JPMC), is a global leader in payment processing and merchant acquiring, capable of authorizing transactions in more than 130 currencies. The company's proprietary platforms provide access to a wide variety of payment methods, such as credit cards, debit cards, prepaid stored value cards and electronic check processing. In 2009, Chase Paymentech processed more than 18.0 billion transactions with a value exceeding \$409.7 billion, including an estimated half of all global Internet transactions. On the Internet or at the point of sale, Chase Paymentech's unique combination of outstanding service, innovative solutions and financial strength offers solid benefits to companies both large and small.

Product Name and Version:

Support Hours: 24/7; 800-934-7717

MICROS Interfaces: All POS Products

Other Services : Gift Card Services

Contact: Wendy Burleson; Director, Solutions Management

Phone: 517-545-5879

Email: wendy.burleson@chasepaymentech.com

Web: <http://www.chasepaymentech.com>

First Data Merchant Services Corporation

Product Description:

Fast, convenient, and secure. With over 40 years of industry leading experience Express Merchant Processing Solutions (EMPS) powered by First Data helps millions of businesses like yours bring safe, easy, cost-effective payments to their customers with affordable support—regardless of size. MICROS Systems, Inc. and First Data are ready to help you. Accept more forms of payment — Visa®, MasterCard®, Diners Club®, American Express®, Discover® Network and JCB®, plus debit, gift cards and more. Improve cash flow — Receive funds quickly from the bank of your choice. Receive

personalized support — Superior technical support 24/7/365. Easily manage your transaction data — FREE online reporting and account information anywhere, anytime. Call Today 1-888-266-8713 or for more information visit <https://www.empsebiz.com/partners/micros/>.

Product Name and Version:

Support Hours: 24-7; 877-273-8191

MICROS Interfaces: All POS Products

Other Services : Gift Card Services, Payroll Processing

Contact: Brandy West; Director, Strategic Referral Partners

Phone: 901-381-5473

Email: brandy.west@firstdata.com

Web: <https://www.empsebiz.com/partners/micros/>

Ingenico

Product Description:

Today, we are the no.1 player in the secure electronic payments industry by market share. With over 15 million terminals deployed across 125 countries, we are the first choice for retailers, banks, and payment service providers wishing to assure payment; increase their service offerings and revenues at the Point of Sale; and secure their businesses against changing consumer behavior and an increasingly complex financial environment.

Product Name and Version: Pay at TableFatCat v2.17 / MTI 2.20 / TGI 3.0.4

Support Hours: 24x7; 1-888-900-8221

MICROS Interfaces: MICROS 3700

Other Services : Drive Thru, Wireless Payments

Contact: Terry Mcloughlin, VP Business Development

Phone: 416-245-6700

Email: Terry.mcloughlin@ingenico.com

Web: <http://www.ingenico.com>

Data Service Provider

Integrated Design, Inc.

Product Description:

Integrated Design, Inc. (IDI) is an industry leader in employee data system integration. With 25,000+ implementations across North America, IDI's Time Bank™ integrates a wide range of employee data between 250+ applications. Time Bank allows MICROS users to easily and reliably transfer employee hours, earnings, tips, and other data from their point-of-sale systems to other solutions including time and attendance, payroll, human resource, accounting, scheduling, ERP, and many others. Time Bank's powerful rules engine can automate and enforce a MICROS user's FLSA, tip allocation, or other unique policies for employee compensation.

Product Name and Version: Time Bank™

Support Hours: Monday-Friday 8:30am-5:30pm EST; 866-846-3226 Ext.2

MICROS Interfaces: MICROS 3700

Other Services : Labor Management, Processing Solutions, Accounting System Providers

Contact: Kit Dickinson, President

Phone: 734-669-4813

Email: sales@idesign.com

Web: <http://www.timebank.com>

ZDirect, Inc.

Product Description:

ZDirect is the preeminent provider of electronic marketing and eCRM solutions for the hospitality industry. ZDirect is an Enterprise Email Service Provider (ESP) optimized for the Hospitality Industry and the ideal solution for Hotel companies that require cutting edge features, solid integration and professional services.

ZDirect's product offering takes communication technology to a new level of effectiveness by giving hoteliers a powerful suite of tools to impact relationships with their guests and prospects. ZDirect's empowers hoteliers to streamline their electronic marketing and electronic CRM efforts.

Product Name and Version: ZMail

Support Hours: Non emergency support: Monday – Friday 8:30 AM - 5:00 PM EST; Emergency support (system down): 24/7- 365 days; 843-839-3100

MICROS Interfaces: OPERA

Other Services : Email Marketing, Loyalty Marketing Solutions

Contact: Caren de'Ath, Director of Sales

Phone: 954-458-1669 Ext. 114

Email: info@zdirect.com or sales@zdirect.com

Web: <http://www.zdirect.com>

AddressDoctor GmbH

Product Description:

AddressDoctor is the leading provider of international address verification and cleaning solutions. The connection between AddressDoctor and MICROS-Fidelio will help you to improve relationships with your guests. AddressDoctor's Web Services are directly integrated in the leading hotel software. Without additional installation, AddressDoctor's powerful address validation tool can be used at your hotel. Hotel operators will always have correct guest addresses, no matter from which country.

Product Name and Version: AddressDoctor for MICROS-Fidelio

Support Hours: Support@AddressDoctor.com

MICROS Interfaces: OPERA

Other Services :

Contact: Mr. Çada Gandar, Account Manager

Phone: +49 6237 977 40

Email: Sales@AddressDoctor.com

Web: <http://www.AddressDoctor.com/hotel>

Drive Thru

Texas Digital Systems, Inc.

Product Description:

Texas Digital is a leading provider of integrated electronic display solutions to quick-serve restaurants, call centers, help desks, network control centers, banking institutions, cinemas, universities and educational institutions, and governmental agencies. Texas Digital currently does business with 12 of the top 20 Fortune 100 companies and has more than 19,000 systems deployed in 36 countries. With in-house resources ranging from engineering and hardware/software development to customer support desk and turnkey installation services, Texas Digital brings together the necessary resources to take concepts from ideation to full production solutions world-wide. For more information on Texas Digital and its products, visit www.txdigital.com.

Product Name and Version: AccuVIEW NG Order Confirmation & Drive thru Timer solution

Support Hours: 7AM to 7PM Monday - Friday; 800 468-3031

MICROS Interfaces:

Other Services :

Contact: -

Phone:

Email: _

Web: _

Gift Card Services

Givex

Product Description:

Since 1999, Givex has assisted local independent businesses to major global corporations implement their first gift card and loyalty programs. Today, our technology empowers businesses to do so much more. We now boast a wide array of customizable tools that enable our clients to acquire new customers, build, maintain and expand their customer database, effectively communicate with customers, and finally understand and reward their most loyal customers. Givex's innovations in these areas now power over 100,000 installations in 50 countries worldwide, fully supported by our global backbone. Find out more at www.givex.com

Product Name and Version: Givex v11.1

Support Hours: 24/7/365; 877-478-7733

MICROS Interfaces: MICROS 9700, MICROS e7, MICROS 3700

Other Services : Email Marketing, Loyalty Marketing Solutions, Wireless Payments

Contact: Winnie Tang; Business Development Manager

Phone: 877-478-7733

Email: _

Web: <http://www.givex.com>

POS Depot

Product Description:

POS Depot, a division of MICROS Systems has a complete line of Custom and "design your own" gift cards for use in all MICROS equipment. Our gift cards are printed on a state of the art Lithographic press to insure only the highest quality printing available. All cards are encoded and tested. Call us today and learn more. We have friendly experts waiting for your call at 877-767-4400. Call today and be pleasantly surprised at our low prices and high quality.

Product Name and Version:

Support Hours: 9 am - 5 pm EST; 877-767-4400

MICROS Interfaces: All Products

Other Services :

Contact: Pete Celli

Phone: 877-767-4400 or 443-285-6657

Email: info@posdepot.com

Web: <http://www.posdepot.com>

Hardware/Peripherals

Chloride Power

Product Description:

Chloride is a world leader in providing protection for mission-critical systems and processes from the damaging effects of poor electrical power and power interruptions.

Product Name and Version: ONE Plus Series, Condition ONE

Support Hours: 24X7; 1-800-327-8801

MICROS Interfaces: All POS Products

Other Services :

Contact: Randy Toth, Area Sales Manager

Phone: 860-875-7774

Email: randy@oneac.com

Web: <http://www.chloridepower.com>

POS Depot

Product Description:

POS Depot, a division of MICROS Systems offers a great selection of point-of-sale hardware such as add-on printers and replacement cash drawers. Best of all, we specialize in emergency replacement hardware for MICROS. With hundreds of products in stock most items can be shipped the next business day. Call us today and learn more. We have friendly experts waiting for your call at 877-767-4400. Call today and be pleasantly surprised at our low prices and high quality.

Product Name and Version:

Support Hours: 9 am - 5 pm EST

MICROS Interfaces: All Products

Other Services :

Contact: Pete Celli

Phone: 877-767-4400 or 443-285-6657

Email: info@posdepot.com

Web: <http://www.posdepot.com>

Inventory Management

Optimum Control by Tracrite Software

Product Description:

Many POS dealers express concern when selling inventory solutions due to the high demands of supporting such products. Increasingly, customers are requesting software that is feature-rich, yet easy to use.

Offering Optimum Control provides you with a comprehensive solution that will meet the demands of today's inventory conscious POS customer. Optimum Control is supported directly by our office, minimizing management and support needs from your organization.

Take the hesitation away from selling inventory software...offer them the easy-to-use

Optimum Control suite of products available as your inventory solution!

Product Name and Version: Optimum Control Professional

Support Hours: 9 to 5 Central; 1-888-798-5555

MICROS Interfaces: MICROS e7, MICROS 3700

Other Services :

Contact: Jeff Hands, President

Phone: 204-953-2272

Email: admin@tracrite.net

Web: <http://www.tracrite.net>

Yellow Dog Software

Product Description:

Yellow Dog offers a full-featured inventory system to handle the needs of resorts, hotels, club, retail stores, and other hospitality operations. Whether you are looking to manage a single outlet or multiple outlets across one or more properties, Yellow Dog offers the flexibility you expect with the rock-solid architecture to meet your organization's needs.

FEATURES INCLUDE: Single & Multi Stores/Properties, Easy to Learn/Use, Flexible & Dynamic Reporting, Regular & Matrix Items, Handheld Inventories, Customizable Barcode Printing, Accounting Integrations, Web Shopping Cart Options, Kit & Recipe Management, Streamlined Purchasing Process, and Multi-Currency Support.

Product Name and Version: Yellow Dog Inventory

Support Hours: 8am-6pm EST M-F; Emergency Support always available for no fee; 757-663-7514

MICROS Interfaces: MICROS 9700, MICROS 3700, Symphony

Other Services :

Contact: Padric Toman, Managing Director

Phone: 757-663-7511

Email: sales@yellowdogsoftware.com

Web: <http://www.yellowdogsoftware.com>

RateTiger – eRevMax

Product Description:

RTConnect connects hotel companies, distribution partners, revenue management systems, central reservation systems, property management systems and booking engines, enabling them to transmit benchmarking, strategy, room availability, rates, settings and bookings data instantaneously. This eliminates time-consuming, error-prone manual processes, as well as hundreds of integrations, that disrupt the flow of commerce. RTConnect replaces all that with one easy to use interface.

Product Name and Version: RTConnect

Support Hours: 24/7; 020 7422 7528

MICROS Interfaces: OPERA

Other Services : Email Marketing, Reservation Management

Contact: John Seaton, Sales Manager

Phone: 020 7422 7528

Email: sales@ratetiger.com

Web: <http://www.ratetiger.com>

Labor Management

TimeManagement

Product Description:

TMx Labor Solutions by TimeManagement is a comprehensive, easy-to-use enterprise workforce solution designed to meet the unique time and attendance needs of the hospitality industry. 25 years of refinement has further extended TMx to assist operators in improving the efficiency and productivity of their workforce. Features like: performance based scheduling, dynamic labor forecasting, embedded workflow for employee hiring, multiple time capture solutions and seamless integration to numerous POS, PMS, and Payroll systems make TMx the ideal workforce management solution.

Product Name and Version: TMx Enterprise

Support Hours: 7 x 24, 365 days a year; 1-800-542-8334

MICROS Interfaces: MICROS 9700, MICROS 3700, mymicros.net

Other Services : Kiosk and Web Ordering

Contact: Jeff Imm, VP Sales & Marketing

Phone: 952-943-4863

Email: sales@timemgmt.com

Web: <http://www.tmxenterprise.com>

Loyalty Marketing Solutions

Paytronix Systems, Inc.

Product Description:

Paytronix builds loyalty, gift, comp, and email solutions exclusively for restaurants.

Our software, including a deep integration with MICROS and our proprietary Rules and Wallets technology, enables restaurateurs to drive traffic, increase sales, and deliver exceptional guest experiences.

Recognize and reward your best guests with our highly configurable loyalty programs. Attract a new audience segment to your program with our Foursquare and SMS/Text features that enable card-free interactions. Guests can join and check-in to earn points and rewards using their mobile phone.

Contact Paytronix today to get started recognizing and rewarding your best guests: 617-649-3300 x5 or sales@paytronix.com.

Product Name and Version: Paytronix

Support Hours: 24/7; 617-649-3300 Ext. 1

MICROS Interfaces: MICROS 9700, MICROS 3700

Other Services : Email Marketing, Gift Card Services

Contact: Matt d'Arbeloff, Head of Sales

Phone: 617-649-3300 Ext. 5

Email: sales@paytronix.com

Web: <http://www.paytronix.com>

POS Depot

Product Description:

POS Depot, a division of MICROS Systems has a complete line of Custom and "design your own" gift cards for use in all MICROS equipment. Our gift cards are printed on a state of the art Lithographic press to insure only the highest quality printing available. All cards are encoded and tested. Call us today and learn more. We have friendly experts waiting for your call at 877-767-4400. Call today and be pleasantly surprised at our low prices and high quality.

Product Name and Version:

Support Hours: 9 am - 5 pm EST; 877-767-4400

MICROS Interfaces: All Products

Other Services :

Contact: Pete Celli

Phone: 877-767-4400 or 443-285-6657

Email: info@posdepot.com

Web: <http://www.posdepot.com>

Sparkfly

Product Description:

Sparkfly is a leading provider of patented technology used to capture consumer purchase data and provide immediately redeemable consumer offers. Our solutions allow quick serve and casual dining restaurants to deliver personalized offers to consumers via mobile devices, e-mail and web, and allow consumers to redeem those offers immediately at the register. The consumer's purchase data is captured on an individual basis, which enables marketers to formulate more strategic and relevant consumer offers that drive incremental revenue.

Product Name and Version: Sparkfly Promotions and Rewards Platform

Support Hours: 9-5 EST; 404-574-1459

MICROS Interfaces: MICROS e7, MICROS 3700

Other Services : Gift Card Services

Contact: Terry Bruehl, President

Phone: 404-574-1440

Email: info@sparkfly.com

Web: <http://www.sparkfly.com>

Miscellaneous Systems

StarCite Inc.

Product Description:

StarCite's technology platform makes meetings and event planning, booking and management simpler and more cost-effective for corporations, hotels, venues and meetings suppliers worldwide. StarCite delivers visibility, cost savings and control over meetings spending for businesses and enhanced revenue opportunities for suppliers. Through Web-based, on-demand technology, StarCite automates and supports every key element of the meetings planning and procurement process: planning, budgeting, buying, marketing and managing attendees, payment, and results measurement. StarCite's Strategic Supplier Solution Program helps suppliers promote and differentiate their offerings, generate more high-quality group leads, win more business through lead routing and management tools and measure and optimize results.

Product Name and Version: StarCite

Support Hours: 24 hours; 888-354-4689

MICROS Interfaces: OPERA

Other Services :

Contact: Jennifer Carder; Supplier Field Marketing Manager

Phone: 330-576-6323

Email: jcarder@starcite.com

Web: <http://www.starcite.com>

Easy (EZ) Revenue Management Solutions

Product Description:

For over 10 years EasyRMS has been the leading provider of Internet Revenue & Yield Management Solutions and independent Consultancy Services worldwide.

With more than 30 years of combined industry knowledge EasyRMS is dedicated to the introduction of new generation technology and procedures within the hospitality industry and aims to deliver these services to its Clients in an 'Ez and professional' manner.

Backed by the confidence of many of today's industry leaders, EasyRMS is committed to easing the current burden of strategic decision making and implementation of Revenue and Yield Management techniques and procedures on a global level.

Product Name and Version: EzRMS™ Internet Product Suite

Support Hours: Support Hours: 24 Hours Support Phone Number:

UK: +44 (0) 845 011 5121 Europe: +44 (0) 20 7495 0773

USA: +1 888 330 3319 Asia: +86 (0) 1391 067 1316

Australia: +61 (0) 2 8006 2944 New Zealand: +64 (0) 9 889 2217

MICROS Interfaces: OPERA

Other Services :

Contact: Clive Taylor, VP of Operations

Phone: +44 (0) 20 7495 0773

Email: sales@EasyRMS.com

Web: <http://www.EasyRMS.com>

On-line Ordering

ONOSYS Online Ordering

Product Description:

ONOSYS is the leader in online and mobile ordering technology for fast-casual, quick-service and casual restaurants. The system streamlines order taking, increases average ticket size and allows restaurants to stay connected to customers. ONOSYS services more than 50 brands, more than anybody in the industry, including: Papa John's International, Hungry Howie's, Jet's Pizza, Papa Gino's, Boston Pizza, Jersey Mike's Subs, D'Angelo Subs and several others. For more information ONOSYS, contact Stan Garber at (440)785-2870 or 216-426-0000, or visit www.onosys.com.

Product Name and Version: ONOSYS 3.0

Support Hours: 24; 9-5 EST 216-426-0000; After hours: 440-364-1384

MICROS Interfaces: MICROS 3700

Other Services :

Contact: Stan Garber, Partner

Phone: 216-426-0000

Email: stan@onosys.com

Web: <http://www.onosys.com>

Patronpath, LLC

Product Description:

Patronpath offers a complete suite of fully integrated e-commerce solutions exclusively for restaurants. These solutions include online ordering, mobile (text) marketing, email marketing, websites, and SEO and SEM services. Patronpath has been nationally recognized as a leader in online ordering as recognized in Restaurant Business Magazine and also by conducting an educational seminar on online ordering at the 2008 National Restaurant Association show. Patronpath is currently the only online ordering company who has integrated with MICROS through the web interface versus the com interface. This delivers a more reliable and stable integrated solution for MICROS restaurants.

Product Name and Version: Patronpath RIA 1.0 – Restaurant Interface Application

Support Hours: 8am-5pm EST; 866-900-6368

MICROS Interfaces: MICROS 3700

Other Services : Email Marketing, Loyalty Marketing Solutions

Contact: Chad Hankinson, Director of Sales

Phone: 866-900-6368 Ext. 103

Email: sales@patronpath.com

Web: <http://www.patronpath.com>

Real Time Ordering

Product Description:

RTO is a technology company servicing the hospitality industry with fully customized online ordering solutions that cater to unique individual requirements. RTO is an experienced provider of corporate and franchise solutions, and is an industry leader in creating customized, integrated ordering solutions that match each restaurant's unique brand. Our focus on seamless transactions and complete customer service places us in the top echelon of online ordering providers.

Product Name and Version:

Support Hours: 5:00am -12:00 midnight Pacific Standard Time; 866-932-4782

MICROS Interfaces: MICROS 9700, MICROS 3700

Other Services : Data Service Provider, Catering, Loyalty Marketing Solutions

Contact: Emad Farraj, VP of Operations

Phone: 866-932-4782

Email: emad@realtimeordering.com

Web: <http://www.realtimeordering.com/>

411eat.com

Product Description:

411eat provides online ordering, mobile ordering, website and internet hosting solutions to food service operators throughout North America. We also offer integrated callcenter and catering solutions which enable food service operators to streamline their business operations. For more information on our services or if you need help with anything related to the internet, please feel free to call us at 213.622.4247 or email us at contact@411eat.com.

Product Name and Version: ClickOrderEat 3.0

Support Hours: 24/7; 213-622-4247

MICROS Interfaces: MICROS 9700, MICROS e7, MICROS 3700

Other Services : Drive Thru, Catering

Contact: Vincent Moneymaker; Managing Member

Phone: 213-622-4247

Email: contact@411eat.com

Web: <http://www.411eat.com>

Just Enjoy Incorporated

Product Description:

Just Enjoy is a "just-in-time" mobile technology company that integrates seamlessly with select MICROS POS solutions.

Just Enjoy combines mobile and web marketing and self-serve ordering applications to grow sales and profits, improve customer service and loyalty, and enhance competitiveness for clients in Hospitality, Food Service, Gaming, Retailing, and Entertainment.

Visit www.JustEnjoy.com or call (800) 709-1225 to learn more.

Product Name and Version: JUST IN TIME ORDERING™ v2.2

Support Hours: 8am-7pm Monday-Friday; 1-800-709-1225 Ext.2209

MICROS Interfaces: MICROS 3700

Other Services : Processing Solutions, Loyalty Marketing Solutions, Wireless Payments

Contact: Juan Guevara, President

Phone: 800-709-1225

Email: info@JustEnjoy.com

Web: <http://www.JustEnjoy.com>

OPERA

IdeaS Revenue Solutions – A SAS COMPANY

Product Description:

Founded in 1989, IDeaS Revenue Solutions - a SAS Company, offers industry-leading pricing and revenue management Software, Services, and Consulting to the hospitality and travel industries. While we've been serving the hospitality industry for over 20 years, we've also been called on by industries as far-ranging as parking, airlines, transportation and event ticketing. IDeaS was acquired in 2008 by SAS Institute, Inc., the leader in business analytics software and services, and the largest independent vendor in the business intelligence market. Headquartered in Minneapolis, MN with our Global Technology center located in Pune, India, IDeaS maintains sales, support and distribution offices in North & South America, the United Kingdom, Europe, Middle East, Africa, Australia and Asia.

Product Name and Version: IDeaS Revenue Management System (RMS) and IDeaS Forecasting Management System

Support Hours: 24/7; CARE@ideas.com; +91 20 6600 2030, + 44 118 982 8125 OR +1-952-884-0275

MICROS Interfaces: OPERA

Other Services : Miscellaneous Systems

Contact: Jane Stampe, Managing Director - Americas

Phone: 310-993-2505

Email: partners@ideas.com

Web: <http://www.ideas.com>

TTI Scanning Solutions

Product Description:

Scan2PMS is a customized application that captures relevant data from Drivers Licenses, Passports and other forms of identification and distributes the information into the appropriate fields in the OPERA guest profile. A digital image of the entire ID or the facial photo can be extracted. Other products include self service business centres and flight information systems.

Product Name and Version: Scan2PMS

Support Hours: 24 hours; 1-888-692-4262 x3

MICROS Interfaces: OPERA

Other Services : Miscellaneous Systems

Contact: Alex Lerner, CTO

Phone: 646-218-2700 x203

Email: sales@ttitel.com

Web: <http://www.ttitel.com>

SkyWire Media, Inc.

Product Description:

SkyWire Media, Inc. is an expanding Mobile Content Enabler focused in the development of integrated, mobile-centric applications that allow hospitality service providers to reach their customers via real-time SMS text messaging. SkyWire Media's Customer Connect™ solutions suite is designed to reduce marketing costs, generate revenue and enhance guest services. Customer Connect's modular solutions include: Mobile Connect™, Coupon Connect™, Rooms Connect™, Table Connect™, Progressive Connect™, Poker Connect™ and Emergency Connect™. Current versions are integrated with MICROS OPERA, 9700, 3700 and Symphony to provide SMS mobile marketing capabilities including membership subscription services, mobile campaign design, management and analysis as well as "Room Ready" notifications through OPERA and SMS mobile coupon verification, redemption and tracking for MICROS POS solutions. In addition, SkyWire Media provides Workforce Dynamics™, an integrated labor management solution designed for hospitality.

Product Name and Version: Mobile Connect, Coupon Connect, Rooms Connect and Table Connect

Support Hours: 24/7; 702-515-7472

MICROS Interfaces: MICROS 9700, OPERA, MICROS 3700, Symphony

Other Services : Point of Sale Systems

Contact: Gus Reid, Director of Channel Sales

Phone: 310-503-1499 (direct) 702-515-7472 (corporate)

Email: greid@skywiremedia.com or info@skywiremedia.com

Web: <http://www.skywiremedia.com>

POS Supplies

POS Depot

Product Description:

POS Depot is the premier online company for discounted supplies and products. We offer a great selection of point-of-sale merchandise for the hospitality industry, including gift card production. Best of all, we specialize in emergency replacement hardware for MICROS.

With a full inventory of high quality paper rolls, ribbons, mag cards and more, we want to be your source for supplies. Our extensive buying power and relationships with leading manufacturers enable us to pass on great savings to you.

With our knowledgeable support staff we can offer add-on printers and replacement cash drawers, etc. With hundreds of products in stock most items can be shipped the next business day.

Product Name and Version:

Support Hours: 9 am - 5 pm EST

MICROS Interfaces: All Products

Other Services :

Contact: Pete Celli

Phone: 877-767-4400 or 443-285-6657

Email: info@posdepot.com

Web: <http://www.posdepot.com>

Processing Solutions

Mercury Payment Systems

Product Description:

Mercury Payment Systems is an integrated transaction processing company created to enhance point-of-sale systems by offering credit, debit, check, gift card, and loyalty processing. Mercury's integrated Internet protocol (IP) or dial-up processing solutions are fast, reliable, and affordable. Merchants can leverage the reliability and enhanced efficiency of integrated payment processing to increase productivity and customer satisfaction. Mercury Payment Systems helps resellers increase their opportunities with reseller support and superior technology. For more information call 1-800-846-4472, ext. 1820 or go to www.MercuryPay.com.

Product Name and Version: MercuryPay®, MercuryGift®,

Support Hours: Live, 24/7, including holidays; 1-800-846-4472

MICROS Interfaces: MICROS 9700, MICROS e7, MICROS 3700, mymicros.net

Other Services : Credit Card Processing, Gift Card Services, Credit Card Support

Contact: Mercury Reseller Relations

Phone: 800-846-4472 Ext. 1820

Email: ResellerSupport@MercuryPay.com

Web: <http://www.MercuryPay.com>

Merchant Link

Product Description:

Merchant Link is a leading provider of payment gateway and data security solutions, removing the risk and hassle from credit card processing for more than 150,000 hotel, restaurant and retailers. Founded in 1993 and headquartered in Silver Spring, Md., Merchant Link currently enables more than 3 billion transactions annually for some of the world's best-known merchants, providing connectivity to the major U.S. payment card processors. TransactionVault™, our tokenization solution, and TransactionShield™, our point-to-point encryption solution, mitigate the risk of a data compromise while lowering the cost and effort of PCI compliance.

Product Name and Version: Merchant Link Payment Gateway™, TransactionVault™, TransactionShield™

Support Hours: 24/7; 301-562-5001

MICROS Interfaces: MICROS 9700, MICROS e7, OPERA, MICROS 3700, Symphony

Other Services : Security Systems, Credit Card Processing, Credit Card Support

Contact: Jorge Bertran, MICROS Account Executive

Phone: 301-562-5050

Email: jbertran@merchantlink.com

Web: <http://www.merchantlink.com>

RTP, LLC

Product Description:

RTP's leading Online, On Location and On Demand solutions are ideally suited for the resort and recreation industries. With RTP's integrated POS-ticketing software, RFID access control, eCommerce, third-party distribution services, mobile solutions, and website design and internet marketing services, resorts and recreation operators optimize the guest experience while streamlining operational performance. Please visit our website at www.rtp.com.

Product Name and Version: RTP|ONE v2010.2

Support Hours: 24/7; 970-488-4872

MICROS Interfaces: MICROS 8700, mymicros.net

Other Services : Kiosk and Web Ordering, Cashless Systems, Loyalty Marketing Solutions

Contact: Taryn Thomas, Sales and Marketing Administrator

Phone: 720-897-4101

Email: info@rtp.com

Web: <http://www.rtp.com>

Remote Monitoring

US BeerSAVER Systems, Inc.

Product Description:

The BeerSAVER monitoring system accounts for every ounce of draft beer poured, and matches the data with every corresponding sale on your POS System. The information is in real-time and is accessible online 24/7.

Product Name and Version: Online Draft Beer Control System

Support Hours: M-F, 10am-6pm EST; 1-877-501-2337

MICROS Interfaces: MICROS 9700, MICROS 3700

Other Services : Liquor Control, Inventory Management

Contact: Kevin Tse, COO

Phone: 1-877-501-2337

Email: kevin@usbeersaver.com

Web: <http://www.usbeersaver.com>

Security Systems

E>Connect Inc.

Product Description:

E>Connect provides software that synchronize point-of-sale (POS) or point of use terminal data with digital video surveillance to create a proactive loss prevention and fraud deterrence tool. By combining the most up-to-date digital surveillance technology with customized POS data reporting, E>Connect applications provide clients with the highest value in digital surveillance and prevention systems for the least amount of labor.

Product Name and Version: POS>Connect

Support Hours: 24/7/365; 702-523-8786

MICROS Interfaces: MICROS 9700, MICROS 3700, Symphony

Other Services : Data Service Provider, Remote Monitoring, Labor Management

Contact: Henry Valento III, President & CEO

Phone: 702-523-8786

Email: sales@econnect.tv

Web: <http://www.econnect.tv>

Odyssey Technologies, Inc.

Product Description:

Odyssey's Remote Eyes® video management software, Retail Dashboard monitoring system, and POS integration software offer Hospitality and Retail operators a complete solution to their security and operations needs, addressing crime, vandalism, and employee theft while also providing a powerful tool for monitoring a restaurant or store's financial performance remotely.

Product Name and Version: Remote Eyes v8; POSWatch v7

Support Hours: 8am to 5pm ET; 301-256-0000 option 3

MICROS Interfaces: MICROS 9700, MICROS e7, MICROS 3700

Other Services : Data Service Provider, Remote Monitoring

Contact: Kevin Dutton, Sales Executive

Phone: 770-982-9936

Email: kdutton@remoteeyes.com

Web: <http://www.remoteeyes.com>

Envysion, Inc

Product Description:

Envysion is an innovator in web-based video management that redefines video surveillance, giving operators insight to improve profitability in every location, everyday. Unlike other video surveillance services, Envysion leverages the Managed Video as a Service (MVaaS) platform making video easy to use, highly scalable, and centrally managed without straining IT resources.

Product Name and Version: Envysion ver 02.19.09 (version updated weekly)

Support Hours: 7am-5pm MST; 877-258-9441

MICROS Interfaces: MICROS 9700, MICROS 3700

Other Services :

Contact: Jeff Gannon

Phone: 303-381-4786

Email: sales@envysion.com

Web: <http://www.envysion.com>

Telephone Management Systems

FCS Computer Systems Limited

Product Description:

FCS provides comprehensive guest-facing and back-end hospitality solutions for major chain hotels, mega resorts and gaming facilities with presence in over 20 countries worldwide.

Product Name and Version: v3.0

Support Hours: 24/7; +63 2857 4000

MICROS Interfaces: OPERA

Other Services : Activity Management Systems, Call Accounting Systems, Voicemail Systems

Contact: William Choo; Senior Manager of Technical Pre-Sales

Phone: +852 3195 8008

Email: William.choo@planet1world.com

Web: <http://www.fcscs.com>

Training & Education

Venza Group, Inc.

Product Description:

Venza Group provides web-based training solutions, language translation services and electronic job aids for global customers demanding a repeatable approach to system training.

Product Name and Version: Venza Sherpa v2.2

Support Hours: 8 – 5pm EST, Monday - Friday; 770-685-6550

MICROS Interfaces: OPERA

Other Services : Kiosk and Web Ordering, On-line Ordering, Email Marketing

Contact: Jeff Venza, President & CEO

Phone: 770.685.6501

Email: Jeff.Venza@VenzaGroup.com

Web: <http://venzagroup.com/>

Wireless Payments

TabbedOut

Product Description:

TabbedOut is a free mobile application for the iPhone and Android platforms (Blackberry coming soon) that enables guests at restaurants and bars to securely open, review and pay for their tab directly from their own smartphone. TabbedOut greatly improves the cumbersome closeout process allowing merchants to increase sales and reduce mistakes. TabbedOut takes minutes to setup and requires minimal staff training. Through our unique integration with MICROS, TabbedOut allows guests to perform mobile payments without changing the way a merchant processes cards. Our platform was developed to be fully PCI/PA DSS compliant and is currently completing its certification with a certified QSA.

Product Name and Version: TabbedOut 2.2

Support Hours: 8-7PM CST; 866-626-8045 Ext. 2

MICROS Interfaces: MICROS 3700

Other Services : On-line Ordering, Cashless Systems

Contact: Rick Orr, CEO

Phone: 214-906-9834

Email: support@tabbedout.com

Web: <http://www.tabbedout.com>