



Press Release

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Fidelio Cruise's off-line check-in functionality eliminates the risk of embarkation delays

Refinements to Fidelio Cruise's Check-in Module now guarantee that fast and effective passenger handling can continue during embarkation even if the computer connection between ship and shore is lost for some reason. This off-line functionality enables check-in personnel to continue the embarkation process uninterrupted and without having to resort to time-consuming manual procedures risking the possible loss of data.

"The size of today's latest generation vessels is such that effective passenger handling is a key challenge for cruise ship operators," says Fidelio Cruise Software President Tony Heuer. Speaking from the company's Hamburg headquarters, he explains: "We have introduced this added functionality so that check-in staff can continue to process passengers quickly and efficiently even if the connection goes down. The system continues to collect relevant passenger information such as status and photograph, and updates are then automatically sent when the connection is re-established. There are no delays and no inconvenience to passengers or staff."

The Fidelio Cruise President points out that additional safety and security measures now impose even tougher requirements on cruise lines with respect to passenger handling. But the company's Quick Check-in Module is fully integrated with its central Ship's Property Management System, collating all relevant passenger data and enabling fast and effective check-in for passengers, crew and visitors which is fully compliant with SOLAS, ISPS and ENO/D.

"It's very important to remember that a guest's first experience of a cruise may well be the embarkation process. If he or she is delayed at this stage, it really is a poor start. Our aim in raising the functionality of the Check-in Module has been to reduce the risks of interruption during embarkation. The system is designed to work so effectively that embarking passengers would not even notice if any communications issues were to arise whilst they were being checked-in."

The upgraded software has already caught the attention of one leading cruise line. "We are delighted that Holland America Line (HAL) has decided to install this additional functionality across its entire fleet," says the Fidelio Cruise President proudly. "We will be completing the installations on board all HAL vessels in the coming weeks and months, timed to coincide with other new software installations on board those ships including the FC Ship's Property Management System, our Fleet Management System and our Comment Card Module.

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Notes for Editors

Fidelio Cruise's Quick Check-in Module is fully integrated with its Ship's Property Management System and ensures fast, reliable and uninterrupted automated check-in of passengers, crew and visitors. The system is fully compliant with the IMO's Safety of Life at Sea Convention (SOLAS), the International Ship and Port Facility Security Code and the US Coast Guard's Electronic Notice of Arrival / Departure.

As passengers and crew check in and prepare to embark, a range of information about each individual is automatically captured and stored in a central database aboard ship. Such information includes passenger name and photograph, date of birth, cabin number, flight or travel details, whether or not a member of a group, encoded credit card details, pre-booked excursions, special dietary requirements and so on.

The photograph is stored on the ship's central database and a unique card is produced enabling the passenger to move through security where the card is either swiped or read remotely to facilitate access to the vessel. Simultaneously the image of the person crossing the gangway is displayed on the Gangway Security Monitor allowing verification of the person's identity. Each unique card provides a permanent identity record because the Fidelio Cruise system generates a unique passenger identity number encoded into the Onboard Card.

Thus, wherever he or she goes on board, the Onboard Card can be used – at the gangway, for example, to board the vessel, or at points-of-sale on board. All charges can then be made to the passenger's account. The card also incorporates an electronic cabin key function.

Fidelio Cruise Software GmbH was established in February 1995 as a direct subsidiary of Fidelio Software GmbH, Munich, now known as Micros Fidelio, a leading provider of hotel management and point-of-sale systems, with offices in Hamburg, Fort Lauderdale and Kuala Lumpur. The company provides 24-hour global support available 365 days a year. Fidelio Cruise has software packages in service on board 200 cruise ships, more than half the world's fleet of such vessels, owned by 40 companies.

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