



## New @ 3C

- In March 2003 the 3CIntegra H&R system will be installed at the Hyatt Regency Brussels-Barsey. This will be the 6th Hyatt Hotel in Europe using 3C's credit card processing services.
- PM Management BV, the owner of 4 GT Inntel Hotels has opted for 3CIntegra H&R to be implemented in all hotels in March 2003.

## 3C Communications

### Get ready for CHIP & PIN

**Luxembourg** A programme of banking initiatives to introduce CHIP on all forms of credit and debit cards is being introduced. The coordination of system enhancements is managed jointly between Europay, MasterCard and Visa and is more commonly known as 'EMV'. EMV defines common standards to ensure interoperability between chip cards and payment terminals irrespective of the type of terminal, its location, its manufacturer or the merchant's financial institution. This is achieved through the utilization of the latest generation smart cards secured by advanced encryption techniques and the option of cardholder verification by PIN.

As of the 1st of January 2005 the liability for a fraudulent transaction will automatically pass to the non EMV-compliant party. In particular, merchants like 3C's installing EMV devices will be protected against all fraud except for merchant malpractice. The EMV compliance of 3C's terminals and payment processing solutions will minimize any potential merchant fee amendments and improve the merchant's financial position after January 2005. 3C Communications is currently working hands in hands with suppliers of EMV solutions and manufacturers of Parking equipment and PMS/POS systems to offer its customers a state of the art solution both from the technical and the customer point of view.

## STARWOOD Hotels & Resorts

### Implementation of 3C across Europe

**Brussels** In spring 2002 STARWOOD Hotels & Resorts Worldwide, Inc. decided to centralise the credit card processing for their properties in 11 countries across Europe. This was done as part of STARWOOD's Six Sigma Project. Streamline International was chosen as the Cross Border Acquiring Bank for VISA and MASTERCARD and 3C Communications as the service provider for the integrated credit card processing in combination with the Micros Fidelio systems operated in the hotels. During June and December 2002 all 26 STARWOOD Hotels in Austria, Belgium, Ireland, Finland, Germany, Poland, Portugal, Spain, Sweden, The Netherlands and United Kingdom were equipped with the 3CIntegra H&R solution and could benefit from the financial and operational advantages of the integrated services immediately.

"Implementing 3C across our hotels has provided STARWOOD with the opportunity to provide a consistent process to our customers and improvement of guest service across all these hotels and at the same time allows us to keep our finger on the pulse with regard to cross border negotiations of credit card commissions" said **Hans Resl**, Area Director of Finance

East & Central Europe, who has been the Sponsor of this project for STARWOOD EAME.



In 2003 STARWOOD and 3C Communications will continue their close relationship as it is planned to introduce the integrated services provided through 3CIntegra H&R to the STARWOOD properties in Africa and the Middle East as well. In addition to that more installations in Europe for new hotels and refurbished hotels, such as Grand Bretagne Athens are already scheduled for the first and second quarter 2003, which will increase 3C's presence within STARWOOD Hotels & Resorts even further.

For both parties this co-operation is an important step into the future as 3CIntegra H&R offers major financial advantages and improves the quality of customer service in the STARWOOD hotels, and as a result this will differentiate STARWOOD Hotels & Resorts even further from other hotel chains in EAME.

## Hotel Concepts

### New integration partner

**Amsterdam** 3C Communications and Hotel Concepts agreed on a cooperation to start a first pilot project in Benelux. Hotel Concepts is one of the Dutch market leaders for PMS systems in the 3 to 4 star hotel segment. More information about the progress of the development and the initial test phase will be provided in the next issue of 3C Online.



## Carpark AB

### Decision for 3CIntegra Parking

**Stockholm** 3C Communications are pleased to announce that Carpark in Sweden, Norway, Denmark and Finland has chosen 3C's integrated parking solution for credit cards and fuel cards. Carpark is the largest and leading commercial parking enterprise in the Nordic Countries. The contract includes 21 car parks with Ski-Data 450 equipment in the Nordic region.

**Mats Kullman**, President & CEO of Carpark AB comments: "Carpark is delighted to formally establish a working partnership with 3C Communications. The use of the 3C integrated solution will increase

customer service and choice of payments at Carpark facilities even more.



The utilization of the 3C authorization platform enables Carpark to introduce greater automation, and will provide opportunities to reduce the cost base and improve profitability".

## Scandisys/NTC AB

### Electronic vouchers

**Stockholm** The Swedish based development company Scandisys/Nordic Travel Clearing AB (NTC) has developed in cooperation with 3C Communications a new highway for handling vouchers at hotels. Guests paying with vouchers is traditionally a resource consuming payment method. With the NTC network hotels are enabled to speed up the cash flow, and minimize the manual resources needed. In principal the paper-based voucher is turned into an electronic voucher, E-voucher, which could be a plastic card or a code that the hotel enters into the PMS-system, i.e. Fidelio. The "E-voucher" is authorized via the existing 3C platform to the NTC authorization server. Once the E-voucher is authorized it is handled like a normal card transaction, and invoiced through NTC to the different Travel Accounts upon checkout of the guest.

Comments from **Staffan Brödjegård**, project coordinator and founder of the project at NTC: "The E-voucher concept is a triple winner - for the hotel as well as for the travel agency and the corporates. It is faster, less resource demanding and more comfortable - as it is electronic - for all involved."

The project is now in its last test phase with a live location since a couple of weeks. More information about this project will be provided in the next issue of 3C Online.

## Aloha POS

### New integration partner

**London** The 1st European 3C integration with the Aloha ePOS system has taken place in the UK on Monday 3rd March 2003. The Inn at Grinshill is a Public House with a fine dining restaurant in the picturesque setting of Shrewsbury, Shropshire. Aloha reseller NFS Hospitality installed all required hardware and passed on the lead to 3C UK. The venue is a new establishment and wanted the benefits of a completely integrated system using

wireless handheld ordering terminals. This will give staff a quick and easy solution for taking customers orders from the table, transmitting the order to the kitchen and finally taking payment from the customer.

Aloha has 2 resellers in the UK, 1 in Scotland and 1 in Ireland. There are currently 4 other 3C installations with Aloha systems scheduled that will take place in quarter 1, of which two are part of a large chain!

## TCP/IP authorisation

### now implemented across Europe

**Luxembourg** Since the launch of TCP/IP for online authorisation 3C has constantly rolled out the new technology to existing and new customers across Europe.

In The Netherlands 7 Carlton Hotels switched from conventional ISDN dial-up to TCP/IP authorisation. Dorint Eindhoven installed their TCP/IP connection

in February. Dorint The Hague and Dorint Badhoevedorp, as well as Hilton Amsterdam and Rotterdam will follow this month. In Norway Restaurant Eik, at Savoy Hotel, Oslo is the first Micros location that will be using TCP/IP authorisation. During January 2003, 3C switched in total 6 locations in Norway to TCP/IP.



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