

TRAINING MODULE 1

Welcome to CLC

Welcome CLC Hotels. It all starts here in your CLC Lodging hotel web portal. Thank you for being part of our network of more than 15,000 hotel partners.

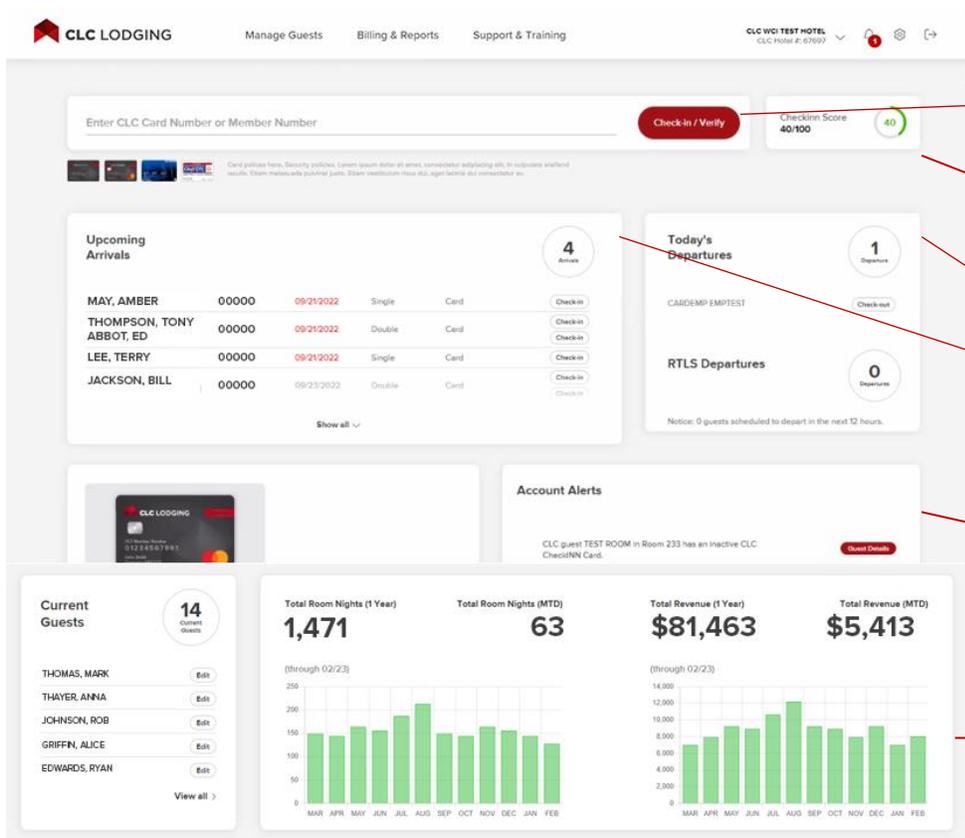
CLC Lodging processes more than 17 MILLION room nights annually. More than 85 percent of these are processed through our hotel partner web portal. Using the portal to process your transactions provides real-time information and processing.

These training modules will help you manage the most common activities for CLC guests.

Dashboard

After login, you will be taken directly to your hotel dashboard. From here, you can easily access:

1. Quick Check-In
2. CheckINN Certified Score
3. Arrivals and Departures
4. Account Alerts and Messages
5. Room Nights and Revenue At-a-Glance



The dashboard screenshot shows the following components:

- 1. Quick Check-In:** A search bar for "Enter CLC Card Number or Member Number" with a "Check-in / Verify" button.
- 2. CheckINN Certified Score:** A circular gauge showing a score of 40/100.
- 3. Arrivals and Departures:** Two panels. "Upcoming Arrivals" shows 4 arrivals with a table of guest names, card numbers, dates, and room types. "Today's Departures" shows 1 departure (CARDEMP EMPFEST) and "RTLS Departures" shows 0.
- 4. Account Alerts:** A section titled "Account Alerts" with a message: "CLC guest TEST ROOM in Room 233 has an inactive CLC CheckINN Card." with a "Guest Details" button.
- 5. Room Nights and Revenue At-a-Glance:** A summary section with four cards: "Current Guests" (14), "Total Room Nights (1 Year)" (1,471), "Total Room Nights (MTD)" (63), and "Total Revenue (1 Year)" (\$81,463). Below these are two bar charts showing monthly trends for room nights and revenue.

Navigation Tour

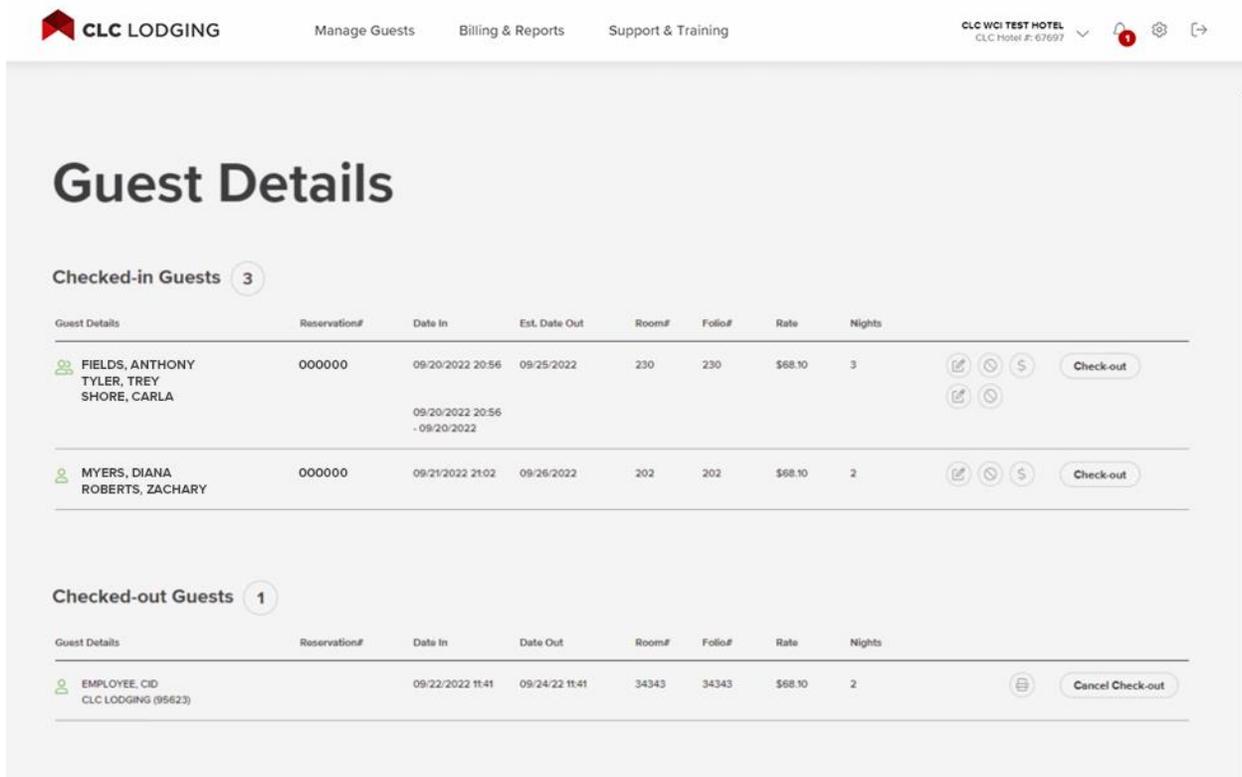
Let's take a navigation tour. From the top menu navigation, you can manage all aspects of your hotel account.

- ✓ Manage Guests
- ✓ Billing & Reports
- ✓ Support & Training
- ✓ Notification Alerts
- ✓ Account Settings & Profile

Manage Guests

Guest Details

Click on **Guest Details** to review all the CLC guests currently staying at your hotel. You can also **check-out**, **edit**, **cancel**, and **bill** partial stays from here.



The screenshot shows the 'Guest Details' interface. At the top, there is a navigation bar with 'CLC LODGING' on the left and 'Manage Guests', 'Billing & Reports', and 'Support & Training' in the center. On the right, it displays 'CLC WCI TEST HOTEL' with a dropdown arrow, a notification bell with a red '1', a settings gear, and a share icon.

Guest Details

Checked-in Guests 3

| Guest Details | Reservation# | Date In | Est. Date Out | Room# | Folio# | Rate | Nights | |
|--|--------------|-------------------------------|---------------|-------|--------|---------|--------|---|
|  FIELDS, ANTHONY TYLER, TREY SHORE, CARLA | 000000 | 09/20/2022 20:56 | 09/25/2022 | 230 | 230 | \$68.10 | 3 |     Check-out |
| | | 09/20/2022 20:56 - 09/20/2022 | | | | | |   |
|  MYERS, DIANA ROBERTS, ZACHARY | 000000 | 09/21/2022 21:02 | 09/26/2022 | 202 | 202 | \$68.10 | 2 |    Check-out |

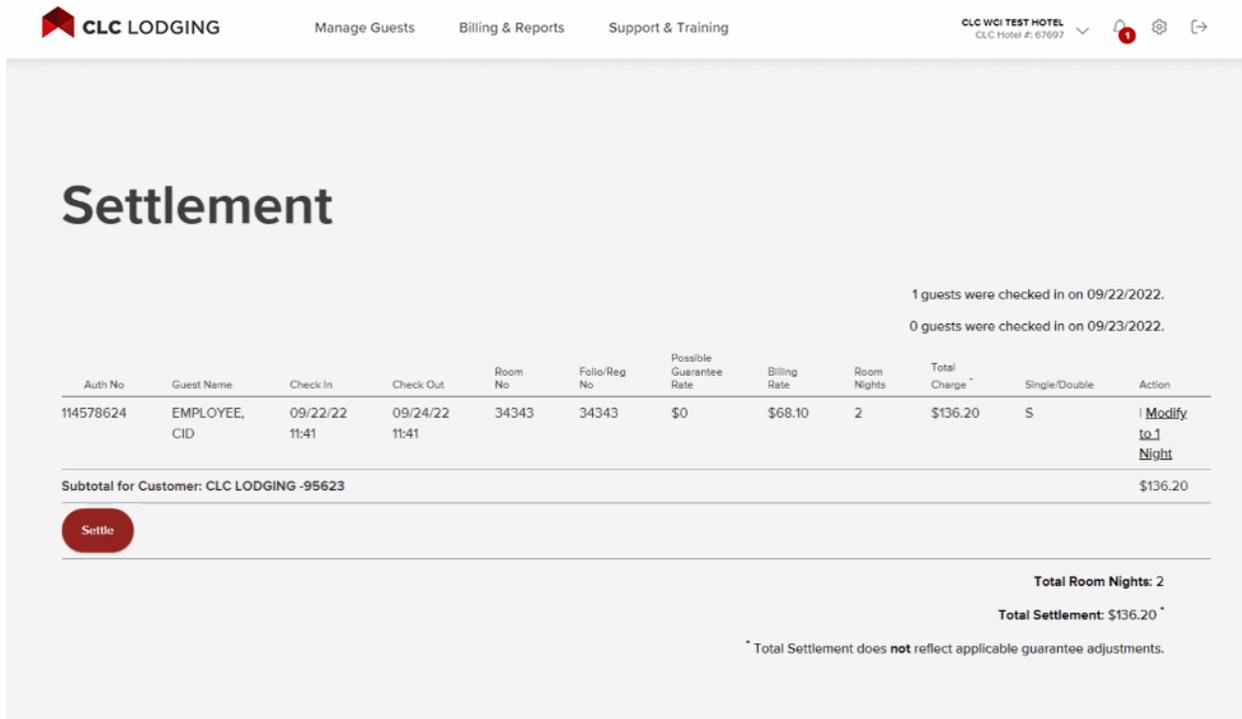
Checked-out Guests 1

| Guest Details | Reservation# | Date In | Date Out | Room# | Folio# | Rate | Nights | |
|--|--------------|------------------|----------------|-------|--------|---------|--------|--|
|  EMPLOYEE, CID CLC LODGING (95623) | | 09/22/2022 11:41 | 09/24/22 11:41 | 34343 | 34343 | \$68.10 | 2 |  Cancel Check-out |

Settlement

Settle checked-out guests to begin the payment process. Click the **Settle** button to submit billing to CLC.

If you choose to auto-settle, you can skip this step. Simply update your settlement method from your **Hotel Info** page to automatically settle at time of check-out. This will submit all billing to CLC after you check-out guests from the **Guest Details** page.



CLC LODGING Manage Guests Billing & Reports Support & Training CLC WCI TEST HOTEL CLC Hotel #: 67697

Settlement

1 guests were checked in on 09/22/2022.
0 guests were checked in on 09/23/2022.

| Auth No | Guest Name | Check In | Check Out | Room No | Folio/Reg No | Possible Guarantee Rate | Billing Rate | Room Nights | Total Charge * | Single/Double | Action |
|-----------|---------------|----------------|----------------|---------|--------------|-------------------------|--------------|-------------|----------------|---------------|-----------------------------------|
| 114578624 | EMPLOYEE, CID | 09/22/22 11:41 | 09/24/22 11:41 | 34343 | 34343 | \$0 | \$68.10 | 2 | \$136.20 | S | Modify to 1 Night |

Subtotal for Customer: CLC LODGING -95623 \$136.20

[Settle](#)

Total Room Nights: 2
Total Settlement: \$136.20 *

* Total Settlement does **not** reflect applicable guarantee adjustments.

Settlement Inquiry

Review past settlements (last 90 days). When you settle, it may take 15 minutes to view the past settlements.

Billing & Reports

Sleep Detail

Provides the status of previously settled and manually submitted stays.

Payment Summary

Generate reports to show payments already made to your property.

QuickPay Remittance

If you are a QuickPay property, you can review past QuickPay payments as well as QuickPay fees.

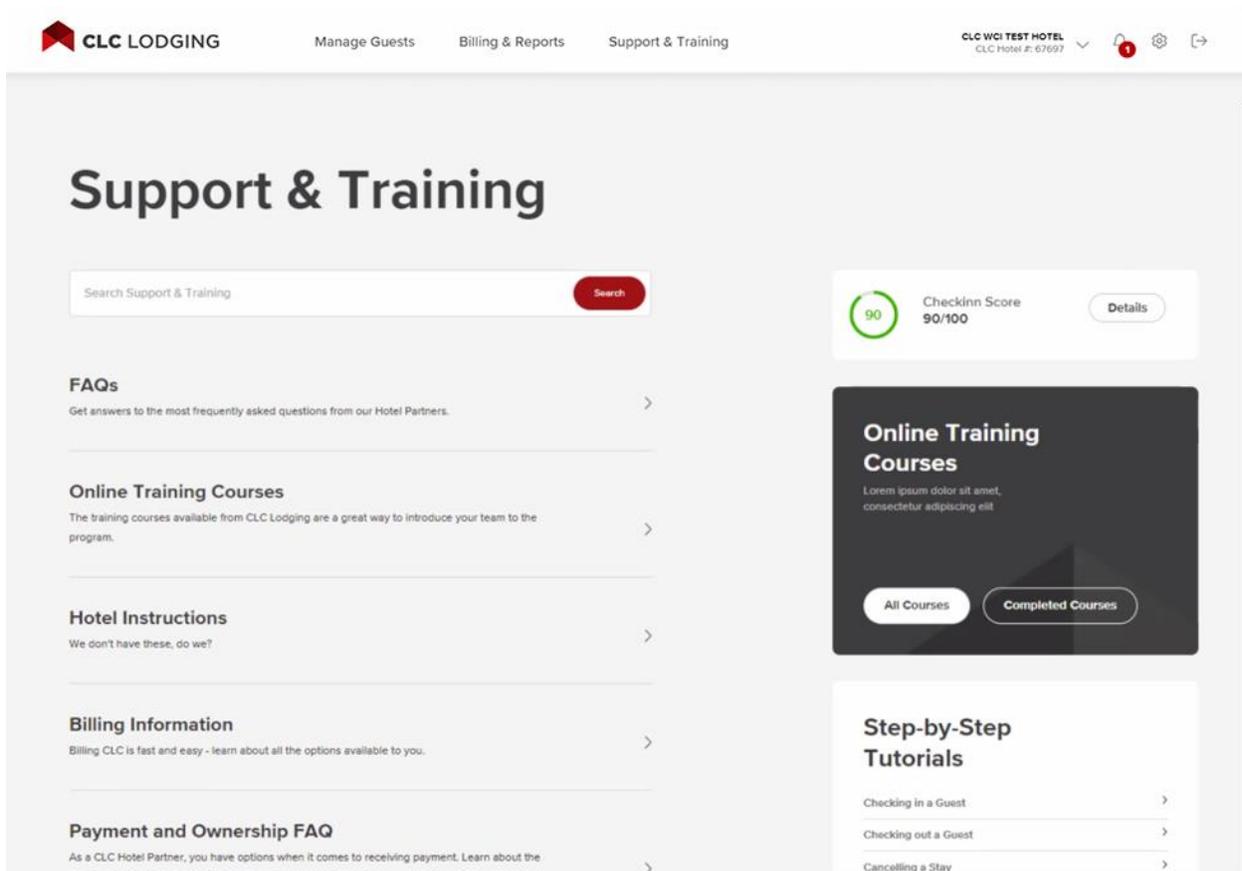
MCES Transaction Summary

View the **MasterCard Easy Savings Transaction Summary** report to get the details of processed rebates.

Support & Training

Online Training Courses

View all available training modules for your hotel. These should be completed every six months and certificates are available for associates who have completed each course.



CheckINN Certified

View a detailed summary of how your property is performing, including your overall score as well as a breakdown of each category. Remember that in order to be considered a CheckINN Certified property, you need a minimum score of 80.

Revenue Opportunities

Learn how to partner with CLC to increase your revenue opportunities.

Settings

CLC WCI TEST HOTEL
CLC Hotel #: 67697



From here you can:

- ✓ View and manage all your hotel information and account profile options
- ✓ Change your password
- ✓ Update your hotel information and amenities
- ✓ Update your property email address
- ✓ Select your preferred fax number to receive CrewFaxes (rooming lists)
- ✓ Update General Manager's information
- ✓ Select your preferred settlement method; CLC recommends the auto settlement option to ensure billing is submitted in a timely manner

1099 Info

Allows you to provide new or update existing tax information

Customer Contracts

View your current CLC contracts.

This concludes Module 1: Welcome to CLC. Please go to Online Training, choose Available Course and take the test for Module 1.