

TRAINING MODULE 4

CheckINN Certified Program Status

The **CheckINN Certified Program** was designed to provide CLC customers with information concerning your property and your interaction with CLC's lodging program. The program recognizes properties in compliance with CLC and its partner procedures. This is not a "quality" rating such as AAA or other experience-related classification system.

CLC uses data-based metrics on a weekly basis to rate various factors related to how well your property processes a CLC guest's stay. Examples of ratings include: timeliness and accuracy of billing, use of the CLC web portal for billing eligible electronic stays, and room rate data. Your property may be eligible for additional points based on various enrollment and use of other CLC programs, including Mastercard Easy Savings and QuickPay.

Your hotel will be highlighted in our various directories if you maintain a minimum score of 80 points (out of 120 points). Reaching the "Certified" status lets the CLC customers know they will have a positive experience. Some CLC customers may choose to only stay at hotels that are CheckINN Certified. Due to this filter option, hotels that are not CheckINN Certified will be dropped from those customer's directories.

Each individual property can view their current certified status and score from the **Dashboard** of the portal or **CLC Program Overview** under **Support & Training**. Select **Scoring at a Glance** to view a detailed list of each category.

The screenshot displays the CLC LODGING portal dashboard. At the top, there are navigation tabs: Manage Guests, Billing & Reports, and Support & Training. The Support & Training dropdown menu is open, showing options: FAQs, Online Training Courses, Hotel Instructions, Billing Information, Payment Options, Tax Change, CLC Program Overview (highlighted), Comdata Program, My Hotel Score, and Revenue Opportunities. The main dashboard area shows the CheckINN Score as 40/120, with a circular progress indicator. Below this, there is a section for Upcoming Arrivals with a table listing guests: ANDERSON, BOB (283749, 01/17/2023, Single, Card) and LEE, AMY (472956, 01/17/2023, Single, Card). There are also buttons for Check-in and Check-out. The bottom right corner shows a section for Departures with a count of 1 and a button for Check-out.

CIC Program Overview



CheckINN Certified Hotel Program Hotel Score: 40

In order to be CheckINN Certified you must have a score of 80 points or higher.

Scoring Highlights

CLC Lodging uses the information captured in our system while processing hotel transactions to compute a total CheckINN Certified score for our partner hotels. The [CheckINN Certified Program](#) has fourteen categories and each have up to three scoring opportunities:

- A "PLUS" value: credit is given based on the weight of that category.
- A "NEUTRAL" value: the result does not add or subtract from your score.
- A "MINUS" value: credit is lost based on the weight of that category.

Scoring Example

Category	Billing Accuracy
One error or 99.9% correct	+12 points
Greater than 98% but less than 99.9%	Neutral (no points gained or lost)

Scoring at a Glance

Billing Accuracy

Measurement/Time Frame:

Billing accuracy is extremely important. Companies monitor employees travel and government agencies require compliance to Federal standards. This category measures the number of credits CLC has issued within the last 90 day period.

Billing Tips:

Bill accurately which includes correct check in and check out date and time. Remember 24 hour length of stay as agreed to in your contract.

Scoring:

PLUS	1 error or 99.9% correct
NEUTRAL	Greater than 98% less than 99.9%
MINUS	Less than 98% correct
WEIGHT	12

CheckINN Certified Categories

Below are the common categories that may need attention to raise your overall score. It can take up to 90 days to improve your score. CheckINN scores are updated every Sunday and based on the following criteria:

Electronic

- ✓ Log into www.clchotels.com daily for updates on your account.
- ✓ Review Account Alerts for new messages and make sure to handle anything outstanding.
- ✓ **Process guests stays:** Electronic billing through the CLC Web CheckINN is the most efficient and accurate method of processing guest stays.
- ✓ Check in and check out every CLC guest through the Web CheckINN portal.

Acceptance

CLC reservations are made electronically, by phone from a CLC customer, CLC Travel Support Center, or a customer walk-in. **Please honor all CLC reservations, regardless of the reservation method.** CLC customers/guests rely on hotels listed in the customer directories. If for some reason the CLC reservation is not showing up in your hotel PMS, please accommodate the guest unless your property is sold-out.

Note: CLC Hotel Partner Agreements state that last room availability and 24-hour length-of-stay from check in should be honored for all CLC guests.

Education

By completing ALL training modules every six (6) months, you will not only boost your knowledge of CLC, you will also improve your overall CheckINN score.

3 Easy Ways to Stay Up-to-Date

- ✓ **New Hire Training:** Make this part of your new hire training to ensure your new staff is familiar with CLC and understands how to process CLC stays.
- ✓ **Hotel Huddles:** Beyond traditional standard hotel service levels, make sure staff is knowledgeable about CLC contract terms, specifically 24-hour length-of-stay, direct bill, and last room availability.
- ✓ **Score Reviews:** Reviewing this information generally helps with any billing issues and complaints that could affect your CheckINN score.

Billing Speed


Billing CLC in a timely manner is critical to staying certified. We recommend using Web CheckINN and settling daily as a “best practice” for timely payments. Be sure to bill all stays no later than 30 days from departure date; anything billed over 60 days will have a negative impact for this category and *may result in non-payment*.

By using our free website to bill CLC, you can also improve your CheckINN score percentage in the following categories and enable faster hotel payments:

- ✓ Electronic Score
- ✓ Billing Accuracy Score
- ✓ Billing Speed Score
- ✓ Excessive/Duplicate Billing Score

Process Bill Partial Every 5 Days


Bill partial allows you to bill a stay longer than five (5) nights in increments of five (5) days instead of waiting until the guest checks out. The benefits of billing weekly include: faster payments, cleaner AR, weekly revenue for lower seasons, and alleviation of reconciliation problems.

To **Bill Partial**, under **Guest Details**, select the **Guest** and click on the **Bill Partial**  icon link.

Checked-in Guests 12							
Bill crewfaxes that are currently in-house from the previous site version.							
Guest Details	Reservation#	Date In	Est. Date Out	Room#	Folio#	Rate	Checked-In Nights
 ANDERSON, BOB 		01/10/2023 08:59	01/13/2023 15:15	5885	00000	\$30.10	9
   							
 LEE, AMY 		01/10/2023 12:10	01/10/2023	32444	00000	\$33.10	8
   							

Excessive and Duplicate Billing

If you bill a CLC guest via WebCheckINN *DO NOT submit the manual folio or CrewFax to CLC via fax unless requested*. Always check your **Sleep Detail** before submitting a stay for payment to make sure it is not processing. Under **Sleep Detail**, select **Start Date** and **End Date**. Select **Transaction Type** and **Submit**.


Manage Guests Billing & Reports Support & Training

CLC WCI TEST HOTEL
CLC Hotel #: 67697


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Transaction De

[Sleep Details](#)
[Payment Summary](#)
[QuickPay Remittance](#)
[User Guide](#)
[MCES Transaction Summary](#)


Manage Guests Billing & Reports Support & Training

Hotel
[67697] CLC WCI TEST HOTEL

Customer Number

Start Date*
01/18/2023

End Date*
01/18/2023

First Name

Last Name

Check #

Folio #

Room #

Mode
Display On Screen

Transaction Type
Both

Sleep Days

☒ M
 ☒ T
 ☒ W
 ☒ Th
 ☒ F
 ☒ Sa
 ☒ Su

Search Dates By

☐ Sleep Date
 ☒ Reject Date

Sort By
Invoice Date

Show Subtotals by Date

☐ Yes
 ☒ No

Sort Order

☒ Ascending
 ☐ Descending


Submit

**Send via Email option not available when searching for rejected transactions.




Rejected Transactions will show at the top of the page and **Accepted Transactions** will show below. You will have the option to **Download Spreadsheet Displays** on both **Accepted and Rejected Transactions**. The file will download to Excel so you can filter based on your preferences.

Updated: Jan. 2023


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Manage Guests
Billing & Reports
Support & Training

CLC WCI TEST HOTEL
CLC Hotel #: 67697







Transaction Details

 No records were returned. [Show Any Hidden Transactions](#)

Rejected Transactions
Download Spreadsheet

Accepted Transactions
Download Spreadsheet

Hotel Info	Stay Info	Customer Info	Employee Info	Invoice Date	Invoice Status	Payment Info
CLC WCI TEST HOTEL (#: 67697)	01/01/23 at 12:00am - 01/02/23 at 12:00pm Description: SINGLE STAY Room: 827 Folio: 827	CONSTRUCTIONS CO	CHERYL KRONK Electronically Submitted	N/A	 Processing Image Not Available	Payment: \$30.10 Number: N/A Date: N/A
CLC WCI TEST HOTEL (#: 67697)	01/13/23 at 12:00am - 01/13/23 at 12:00pm Description: SINGLE STAY Room: 315 Folio: 123456	PAVEMENT INC	MCTEST4 EMPLOYEE4 Electronically Submitted	N/A	 Processing Image Not Available	Payment: \$30.10 Number: N/A Date: N/A

If you must submit a folio manually, make sure you are only submitting information for the unprocessed nights. All folios submitted manually must have ONE of the following:

- ✓ CLC guest's Member Number
- ✓ CLC Card Number
- ✓ CLC Reservation Number

Any information noted on the same folio for a stay that has been processed should be marked out to prevent duplication. In case your stay is not listed in either area then the stay has not been manually submitted or received by CLC.

Note: CLC Lodging stays are direct bill - room and tax. Do not accept any payment for CLC guests other than Direct Bill. This is a violation of your lodging agreement. CLC randomly contacts hotels to determine if properties are violating this contract provision.

Savings, Rate Stability, and High Demand Dates

CLC customer directories are set with a rate or savings cap in place. By having a lower negotiated rate, hotels are visible in more customer directories. You can achieve a higher CheckINN score by maintaining the current rate for at least 24 months. Most CLC guests make reservations on the day of arrival, so sold- out nights are not generally driven by CLC customers. Please keep in mind, CLC customers have a positive impact on low season volume.

Complaints

A complaint may be based on quality or Terms and Conditions. Based on frequency and severity of complaints about the property, the hotel may be dropped from the program. Examples of issues could be:

- ✓ Cleanliness
- ✓ Safety
- ✓ Noise
- ✓ Service levels
- ✓ Amenity accuracy

ELA

Enrolling in the Emergency Lodging Assistance program is worth five (5) additional points on your CheckINN score.

Clean Advantage

Enrolling in the Clean Advantage program is worth five (5) additional points on your CheckINN score. Clean Advantage hotels are featured in the CLC Guest hotel directory with a Clean Advantage badge. If your hotel is interested in enrolling in the Clean Advantage program, please contact 866-358-1292.

QuickPay

Enrolling in QuickPay (direct deposit) will add five (5) additional points to your CheckINN score, as well as receiving your funds within 2-3 business days. For more information on QuickPay, see Module 5.

Mastercard Easy Savings

This program is designed to send revenue to your property at your public rate, not your CLC rate. Enrolling in this program will add a revenue stream to your property as well as five (5) additional points to your CheckINN score. For more information on Mastercard Easy Savings, see Module 6.

This concludes Module 4: CHECKINN Certified Program Status. Please go to **Online Training**, choose **Available Course** and take the test for Module 4.