

## CLC Lodging Reservation Checklist

### When to Use This Checklist

This checklist is designed to walk users through reservation management processes in SynXis Property Hub and the CLC Web Portal, including:

- [Walk-In with CheckINN Card](#)
- [Reservation with CheckINN Card](#)
- [Additional Check-in Features](#)
- [Reservation Checkout and Billing: Short/Long-Term Stays](#)
- [Settling Guest Stays](#)
- [Applying a Payment to the CLC Account](#)
- [Resources](#)

**Note:** The steps detailed in this checklist should be completed first in SynXis Property Hub before completing the steps in the CLC Lodging Web Portal.

### Walk-In with CheckINN Card

This section covers the process of checking in a CLC walk-in guest with a CheckINN card in both SynXis Property Hub and CLC Portal.

✓	Task	Action
<input type="checkbox"/>	<b>SPH: Walk In</b>	<ul style="list-style-type: none"> <li>▪ From the Dashboard, click <b>Walk In</b>, or</li> <li>▪ From the FRONT OFFICE menu, click <b>WALK IN</b>.</li> <li>▪ Enter # of Nights, Enter # of Adults, Select Room Type (Single/Double).</li> <li>▪ Click RATE PLAN column, Select CLC Rate Plan.</li> <li>▪ Select Add-Ons (If Applicable).</li> <li>▪ Select <b>FIND A GUEST</b> if repeat guest, use <b>ADD A GUEST</b> if new guest.</li> </ul>
<input type="checkbox"/>	<b>SPH: Guarantee Method</b>	<ul style="list-style-type: none"> <li>▪ Select DR – Direct Bill.</li> <li>▪ Select CLC Account from drop down menu.</li> </ul>
<input type="checkbox"/>	<b>SPH: Reservation Information</b>	<ul style="list-style-type: none"> <li>▪ Assign CLC Company Profile (If Applicable). Company Name   <a href="#">ASSIGN A COMPANY PROFILE</a></li> </ul>
<input type="checkbox"/>	<b>SPH: Assign Room Number</b>	<ul style="list-style-type: none"> <li>▪ Select Clean/Vacant Room Number.</li> </ul>
<input type="checkbox"/>	<b>SPH: Check In</b>	<ul style="list-style-type: none"> <li>▪ Click <b>CHECK IN</b>.</li> <li>▪ Click <b>OVERIDE POLICY</b> (If Applicable).</li> </ul>
<input type="checkbox"/>	<b>SPH: Reservation Comments</b>	<ul style="list-style-type: none"> <li>▪ From the Guest Stay Record screen, enter the CLC CheckINN card number into the Add Reservation Comments field.</li> </ul> <div style="border: 1px solid gray; padding: 5px; width: fit-content; margin: 10px auto;"> <p>Add Reservation Comments CLC # 123456789</p> </div>

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## CLC Lodging Reservation Checklist, continued

Walk-In with CheckINN Card, continued

✓	Task	Action
<input type="checkbox"/>	<p><b>CLC Web Portal: Check-In/Verify</b></p>	<p><b>Open a second tab on your browser and login to CLC Web Portal:</b></p> <ul style="list-style-type: none"> <li>▪ <a href="https://www.clchotels.com/login.cfm">https://www.clchotels.com/login.cfm</a></li> <li>▪ Enter CLC CheckINN Card Number or Member Number. Click <b>Check In/Verify</b>.</li> </ul> <p><b>Note:</b> Room Type will automatically default to single.</p>  <p><b>Guest Check-In:</b></p> <ul style="list-style-type: none"> <li>▪ Guest information will display, including tax-inclusive rate.</li> <li>▪ Select Room Type (Single or Double). <b>Note:</b> Room Type will automatically default to single.</li> </ul> <p><i><b>As a reminder, CLC rates are contracted by number of people in room.</b></i></p> <ul style="list-style-type: none"> <li>▪ If double room is selected, select the arrival status of the guest. There are 3 options: <ul style="list-style-type: none"> <li>- <b>Both Guests Present</b> - Select this when both guests are checking in together. When permitted, you can use the same card number for both guests. Otherwise, enter the second guest's card number and information.</li> <li>- <b>2<sup>nd</sup> Guest Not Present</b></li> <li>- <b>1<sup>st</sup> Guest Already Checked In</b> - Select this when the first guest has already arrived. You can select the guest that they are sharing the room with from the <b>Share With</b> dropdown box.</li> </ul> </li> <li>▪ Enter the remaining guest information to complete the check-in.</li> </ul> <p><i><b>Note:</b> Please be sure to enter the correct check-in date and time. The dates of the stay must be accurate. Companies audit their employees' travel by information that CLC provides. Companies often use CLC data for federal transportation reporting and employee tracking. Failure to enter correct check-in and checkout dates causes significant challenges that may result in future payments being taken back from your property to correct the error.</i></p> <p>The <b>Check-In Successful</b> screen will then appear with the guest details.</p> 

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## CLC Lodging Reservation Checklist, Continued

### Reservation with CheckINN Card

This section covers the process of checking in a reservation, crewfax, or rooming list with a CheckINN card in both SynXis Property Hub and CLC Portal.

✓	Task	Action															
<input type="checkbox"/>	SPH: Reservation	<ul style="list-style-type: none"> <li>From the Guest Board, click on reservation from the <b>NAME</b> field.</li> <li>Verify that DR - Direct Bill is the Method of Payment; verify that CLC account is assigned.</li> </ul>															
<input type="checkbox"/>	SPH: Reservation Information	<ul style="list-style-type: none"> <li>Verify that CLC Company Profile is assigned (If Applicable). <b>Company ASSIGN</b></li> </ul>															
<input type="checkbox"/>	SPH: Assign Room Number	<ul style="list-style-type: none"> <li>Click the <b>ASSIGN ROOM</b> button.</li> <li>Select Clean/Vacant Room Number.</li> </ul>															
<input type="checkbox"/>	SPH: Reservation Comments	<ul style="list-style-type: none"> <li>From the Guest Stay Record screen, enter the CLC CheckINN number into the Add Reservation Comments field</li> </ul>															
<input type="checkbox"/>	SPH: Check In	<ul style="list-style-type: none"> <li>Click <b>CHECK IN</b></li> <li>From the Authorize Payment Method screen, Click <b>APPLY</b></li> </ul>															
<input type="checkbox"/>	CLC Web Portal: Check-In/Verify	<p>Open a second tab on your browser and login to CLC Lodging Portal:</p> <ul style="list-style-type: none"> <li><a href="https://www.clchotels.com/login.cfm">https://www.clchotels.com/login.cfm</a></li> <li>Go to the Upcoming Arrivals screen and locate the guest</li> </ul>															
<input type="checkbox"/>	CLC Web Portal: Check-In/Verify	<p>Guest Check-In:</p> <ul style="list-style-type: none"> <li>Click the Check-in button next to the record and follow the prompts.</li> </ul>  <p>The screenshot shows a table of guest records with the following columns: Name, ID, Dates, Room Type, and Payment Method. The 'Check-in' button is highlighted in yellow for each row.</p> <table border="1"> <thead> <tr> <th>Name</th> <th>ID</th> <th>Dates</th> <th>Room Type</th> <th>Payment Method</th> </tr> </thead> <tbody> <tr> <td>UNAWAY, ARETHA</td> <td>0000000</td> <td>03/28 - 03/30</td> <td>Single</td> <td>Card</td> </tr> <tr> <td>AHEIM WOODBURY AHVON HILL</td> <td>0000000</td> <td>03/28 - 03/31</td> <td>Double</td> <td>Cardless (Crewfax)</td> </tr> </tbody> </table>	Name	ID	Dates	Room Type	Payment Method	UNAWAY, ARETHA	0000000	03/28 - 03/30	Single	Card	AHEIM WOODBURY AHVON HILL	0000000	03/28 - 03/31	Double	Cardless (Crewfax)
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## CLC Lodging Reservation Checklist, Continued

Reservation with CheckINN Card, continued

✓	Task	Action
	<p><b>CLC Web Portal: Check-In/Verify</b> (continued)</p>	<ul style="list-style-type: none"> <li>▪ Guest information will display, including tax-inclusive rate.</li> <li>▪ When a double room is selected, select the arrival status of the guest. There are 3 options:               <ul style="list-style-type: none"> <li>- <b>Both Guests Present</b> – Select this when both guests are checking in together. When permitted, you can use the same card number for both guests. Otherwise, enter the second guest’s card number and information.</li> <li>- <b>2<sup>nd</sup> Guest Not Present</b></li> <li>- <b>1<sup>st</sup> Guest Already Checked In</b> – Select this when the first guest has already arrived. You can select the guest that they are sharing the room with from the <b>Share With</b> dropdown box.</li> </ul> </li> <li>▪ Enter the remaining guest information to complete the check-in.               <p><i><b>Note:</b> Please be sure to enter the correct check-in date and time. The dates of the stay must be accurate. Companies audit their employees’ travel by information that CLC provides. Companies often use CLC data for federal transportation reporting and employee tracking. Failure to enter correct check-in and checkout dates causes significant challenges that may result in future payments being taken back from your property to correct the error.</i></p> </li> </ul> <p>The <b>Check-In Successful</b> will then appear with the guest details</p> <div data-bbox="576 1255 1302 1535" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p><b>Check-in Successful!</b></p> <p><b>View Guest Details</b>            Authorization #: 000000            Folio #: test            Room Number: 11111            Check-in Date: 09/13/2023            Rate: \$65.52  <a href="#">View Guest Details</a></p> </div>

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## CLC Lodging Reservation Checklist, continued

### Additional Check-in Features

This section covers the additional check-in features available in the CLC Web Portal, including Arrivals, Messages, and Incidentals.

✓	Task	Action
<input type="checkbox"/>	CLC Web Portal: Upcoming Arrivals	<ul style="list-style-type: none"> <li>The Upcoming Arrivals section on the dashboard provides a view of your upcoming arrivals</li> </ul> 
<input type="checkbox"/>	CLC Web Portal: Guest Messages	<ul style="list-style-type: none"> <li>View guest messages by clicking  the icon.</li> </ul>
<input type="checkbox"/>	CLC Web Portal: Incidental Coverage	<ul style="list-style-type: none"> <li>Click  to view covered incidentals.</li> </ul> 
<input type="checkbox"/>	CLC Web Portal: Overdue Arrivals	<ul style="list-style-type: none"> <li><b>Red text</b> indicates an overdue arrival that has not been actioned with either a Check-In or No Show status in the portal. Reservations will remain for two days from the estimated arrival date before falling off the list.</li> </ul> 

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## CLC Lodging Reservation Checklist, Continued

### Additional Check-in Features, continued

✓	Task	Action
<input type="checkbox"/>	<b>CLC Web Portal: Overdue Arrivals</b> <i>(continued)</i>	<ul style="list-style-type: none"> <li>Authorized Incidentals: If the customer has authorized incidentals for the stay, the authorized charges will be displayed on the top of the "Guest Check-In" page, and you will be able to bill for the incidental charges at checkout. The Hotel can request a personal credit card for any additional incidentals not noted as covered.</li> <li>Guest Messages: Any special requests or messages will appear at the top of the "Guest Check-In" page.</li> </ul> <p><b>Note:</b> In the event you enter a CLC Member Number or CLC Card Number that cannot be processed through the web portal or a guest has questions, please call CLC's Traveler Support Center at 1-800-845-9863.</p>

### Reservation Checkout and Billing: Short/Long-Term Stays

This section covers the checkout and billing processes for your short-term CLC guests in both SynXis Property Hub and the CLC Web Portal.

✓	Task	Action
<input type="checkbox"/>	<b>SPH: Checkout</b>	<ul style="list-style-type: none"> <li>From the Guest Board, locate the guest and click <b>CHECKOUT</b>. The DR payment will auto-post to the folio and change the status to "Checked Out".</li> </ul>
<input type="checkbox"/>	<b>CLC Web Portal: Today's Departures</b>	<ul style="list-style-type: none"> <li>From Today's Departures on the Dashboard, click the <b>Check Out</b> button next to the room you are ready to bill.</li> <li>Select the actual checkout date and time.</li> <li>Enter the number of nights for which you are billing.</li> </ul> <p><b>Note:</b> Your contract with CLC has a 24-hour length of stay provision. <b>DO NOT</b> bill two nights for any guest who has not stayed greater than the 24 hours, regardless of check in/check out dates and times.</p> <ul style="list-style-type: none"> <li>Click the <b>Check Out</b> button. You will receive "Check Out Complete" message verifying that your checkout was successful.</li> </ul>

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## CLC Lodging Reservation Checklist, Continued

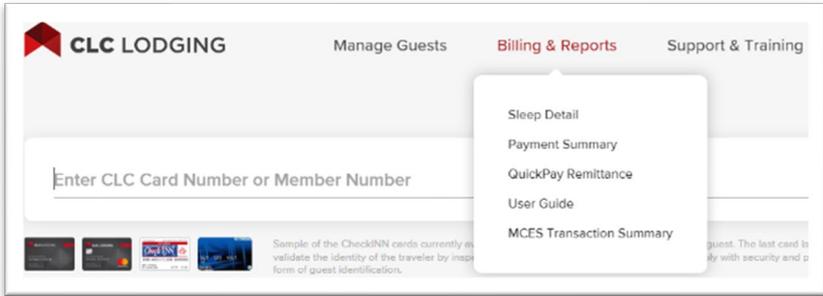
### Reservation Checkout and Billing: Short/Long-Term Stays, continued

✓	Task	Action
<input type="checkbox"/>	<b>CLC Web Portal: Checkout Messages</b>	<p>Here are some other messages that you may see:</p> <ul style="list-style-type: none"> <li>▪ <b>You must submit this stay manually.</b> Some CLC customers limit the number of nights which can be billed through the electronic process. If you receive this message, follow the instructions displayed on your page for the correct billing procedure.</li> <li>▪ <b>You have entered a length of stay that exceeds the typical length of stay for this customer.</b> You will be asked to confirm the stay details and enter your initials to verify that the information that you are submitting is correct.</li> <li>▪ <b>Bill partial for long term stays</b> When you have a guest stay at your hotel for a week or more, you should submit billing throughout the stay, rather than wait until the guest checks out. You can do this using the “Bill Partial” feature of the site.</li> </ul>  <p>The CLC system will perform an automatic checkout/check in procedure and submit billing through the current day. On your screen, you will see that the guest remains in the <b>Checked-In Guests</b> section.</p> <p><b>Note:</b> CLC encourages you to bill for partial stays every five days.</p>

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## CLC Lodging Reservation Checklist, Continued

**Settling Guest Stays** This section covers settling the guest stays in the CLC Web Portal. Whether you checked out a guest or performed a partial bill, the next step is the same: *You must settle the guest stay to submit your bill to CLC Lodging.*

✓	Task	Action
<input type="checkbox"/>	<b>CLC Web Portal:</b>	If your hotel has chosen to automatically settle at time of checkout (this is recommended), you're all set. Otherwise, follow the next steps:
<input type="checkbox"/>	<b>CLC Web Portal: Guest Details Page</b>	<ul style="list-style-type: none"> <li>▪ Rooms ready for settlement will appear in the <b>Checked-Out Guests</b> section of the <b>Guest Details</b> page.</li> <li>▪ Under the <b>Manage Guests</b> dropdown menu, click the <b>Settlement</b> link.</li> <li>▪ Review the <b>Pre-Settlement Report</b> and verify that all the information is correct.</li> <li>▪ If you need to make changes to a stay, you will need to cancel the checkout from the <b>Guest Details</b> Page. This will put the room back in your <b>Checked-In</b> Guest list. From there, click <b>Edit</b> icon and update as necessary. When completed, checkout from the room again. You can then click the <b>Settlement</b> link from the <b>Manage Guest</b> dropdown menu to return to the <b>Pre-Settlement Report</b></li> <li>▪ Once everything in the report is correct, click the <b>Settle</b> button.</li> <li>▪ You will receive an email confirming that CLC has received your settlement file.</li> <li>▪ Within 15 minutes, settled transactions will appear on your <b>Settlement Inquiry</b> page. The settlement inquiry screen only goes back 90 days.</li> <li>▪ You can monitor the progress of your transactions on the Settlement Inquiry page. This page will show the status of each billed stay:                             <ul style="list-style-type: none"> <li>✓ Entered (customer has not yet been invoiced)</li> <li>✓ Invoiced (invoice number is displayed)</li> <li>✓ Check Cut (check number is displayed)</li> </ul> </li> </ul>
<input type="checkbox"/>	<b>CLC Web Portal: Billing &amp; Reports</b>	<p>See the billing and reports dropdown menu for all your reconciliation reporting needs.</p> 

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## CLC Lodging Reservation Checklist, Continued

### Applying Payments to the CLC Account

This section covers applying payments to the open invoices on the CLC Accounts Receivable.

Follow the menu path, **Accounts > Accounts Receivable >** Search for the CLC account and click the account ID number to view invoices.

✓	Task	Action
<input type="checkbox"/>	<b>Apply Payment to Open Invoices</b>	<ul style="list-style-type: none"> <li>▪ From the Accounts Receivable screen, click the account number link, or the ellipse on the right, then <b>View Account</b> to open the account for posting.</li> <li>▪ With the direct bill account open, click the <b>Post</b> option then from the dropdown menu, select <b>Single account payment</b>.</li> <li>▪ In the open fields, enter               <ul style="list-style-type: none"> <li>▪ Amount to post</li> <li>▪ Payment method</li> <li>▪ Any comments, such as a payment reference number</li> </ul> </li> <li>▪ Click <b>Post Payment</b></li> <li>▪ After posting, the payment needs to be applied. Click the <b>Ellipse</b> next to the posted payment and select:               <ul style="list-style-type: none"> <li>- Click <b>Apply Payment</b> to select the transactions to apply the payment to or click <b>Apply Payment to Oldest Invoices</b> to have the payment applied automatically to the oldest transactions.</li> <li>- If the Apply Payment option was chosen, select the transaction(s) to apply the payment to by clicking the checkbox on the left.</li> <li>- <b>Result:</b> A field will open with the amount due pre-populated. The amount in the field can be edited.</li> </ul> </li> <li>▪ Click <b>Apply Payment</b>.</li> </ul>

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## CLC Lodging Reservation Checklist, Continued

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### Resources

Section	Resources
WebCheckINN	<ul style="list-style-type: none"><li>Review the <a href="#">WebCheckINN Quick Reference Guide</a>.</li></ul>
CLC QuickPay	<ul style="list-style-type: none"><li>CLC's QuickPay process allows your hotel to receive payments faster. CLC will pay any qualified invoices by direct deposit into your hotel's bank account on the second business day after the transactions are validated. You will subsequently receive a check stub by fax or email. Learn more about <a href="#">QuickPay</a>.</li></ul>
SPH Documents	<ul style="list-style-type: none"><li><a href="#">Reservation Overview</a></li><li><a href="#">How to Walk In a Guest</a></li><li><a href="#">How to Create a Reservation</a></li></ul>

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