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TRAINING MODULE 2

Checking in a CLC Guest

This training module will cover the two types of check-in: CLC membership cards and CLC reservations.

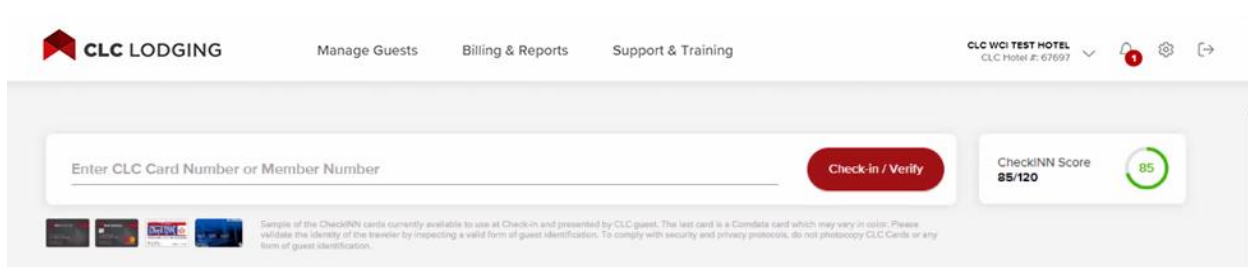## Checking in a guest with a CLC CheckINN Membership Card

Examples of CheckINN cards currently available to use at check-in and presented by CLC guests are available on the dashboard. Please validate the identity of the traveler by inspecting a valid form of guest identification.

Note: To comply with security and privacy protocols, do not photocopy CLC Cards or any form of guest identification.

Follow the steps below to check in your guest.

Step 1. Enter card details

From the Dashboard, enter the CLC guest card number, CLC Member Number, or swipe the card. Click **Check in/Verify**.

Step 2. Select the room type

The **Guest Check-In** page will display information about the guest, including the tax-inclusive rate. Next, select the room type–single or double. (Note: Room type will automatically default to single).

When a double room is selected, you will be asked to select the arrival status of the guest. Here are the three options:
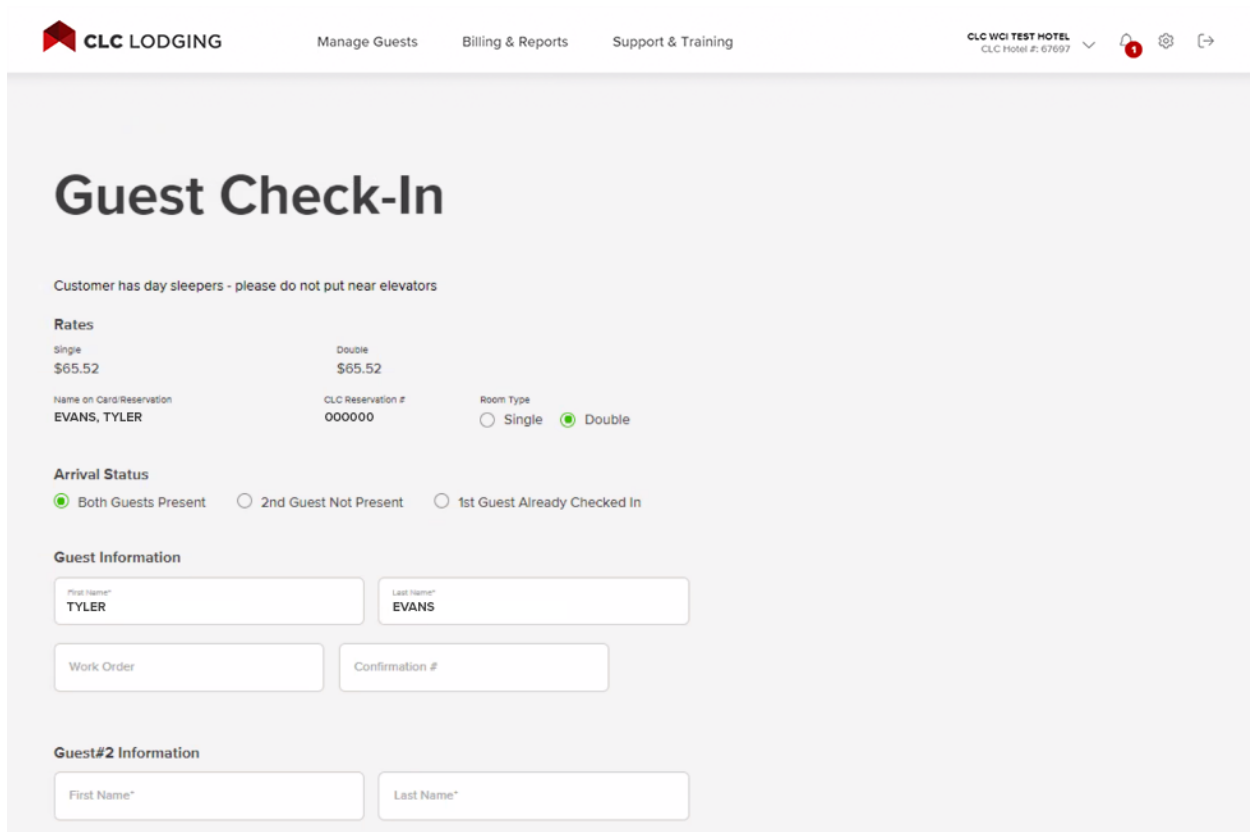
1. **Both Guests Present**
   Select this when both guests are checking in together. When permitted, you can use the same card number for both guests. Otherwise, enter the second guest's card number and information.
2. **2nd Guest Not Present**
   Select this when only the first guest is checking in.
3. **1st Guest Already Checked In**
   Select this when the first guest has already arrived. You can then select the guest that they are sharing the room with from the **Share With** dropdown box.

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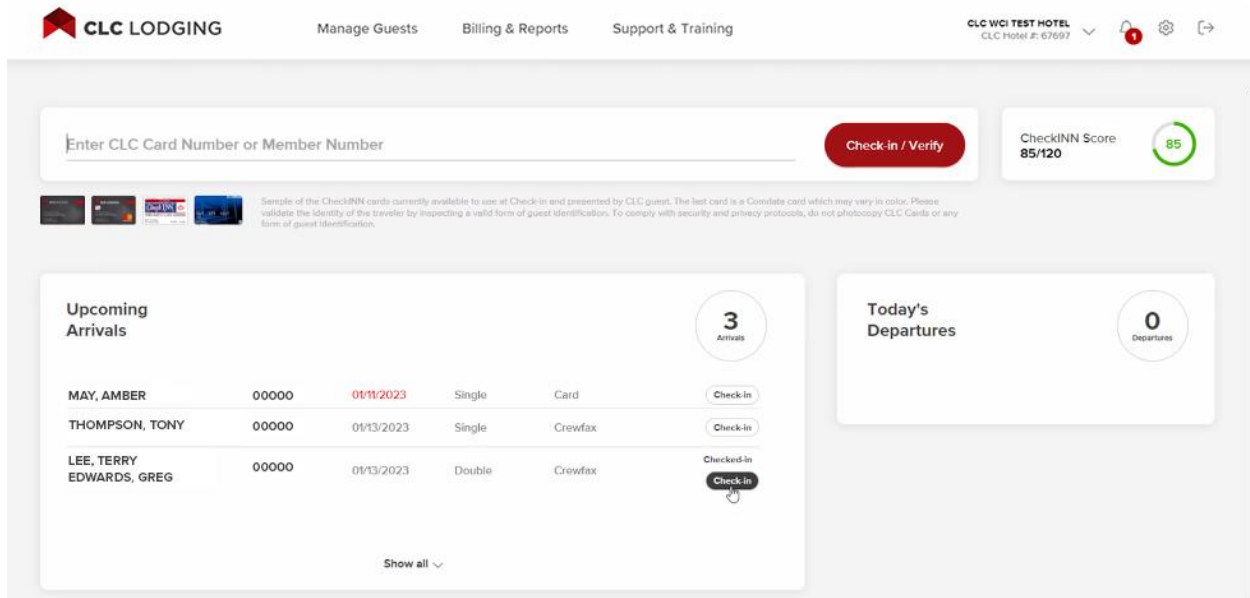**Step 3: Enter the remaining guest information to complete the check in.**

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 and may result in credits being taken back from your property to correct the error.

The **Check in Successful** screen will then appear with the guest details.
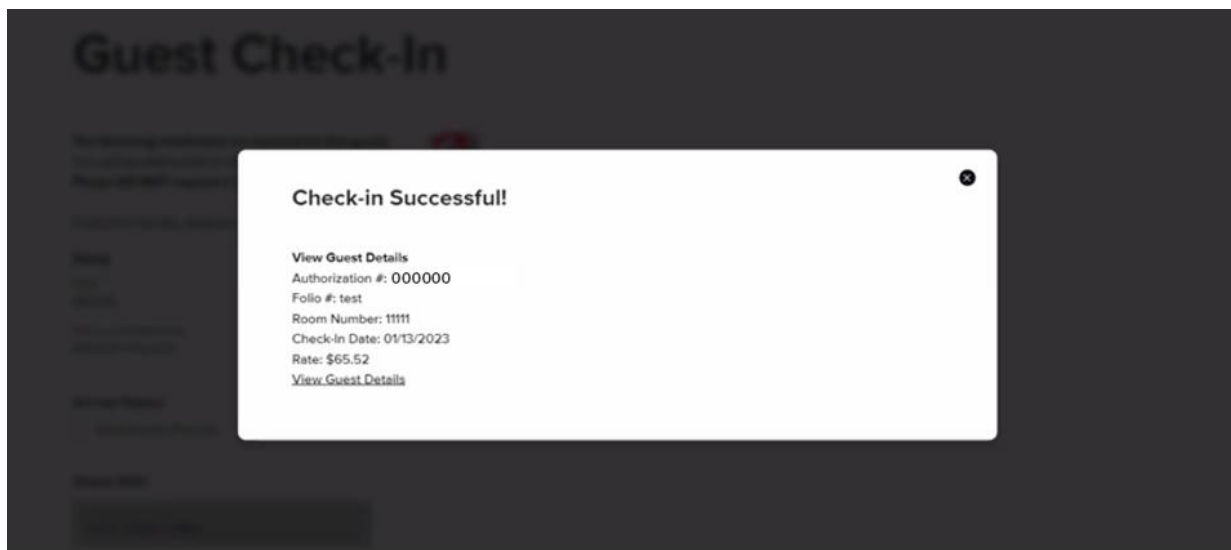
Checking in a CLC Reservation (CrewFax / Rooming List or Card)

The **Upcoming Arrivals** section on your CLC Dashboard will list all CLC reservations.
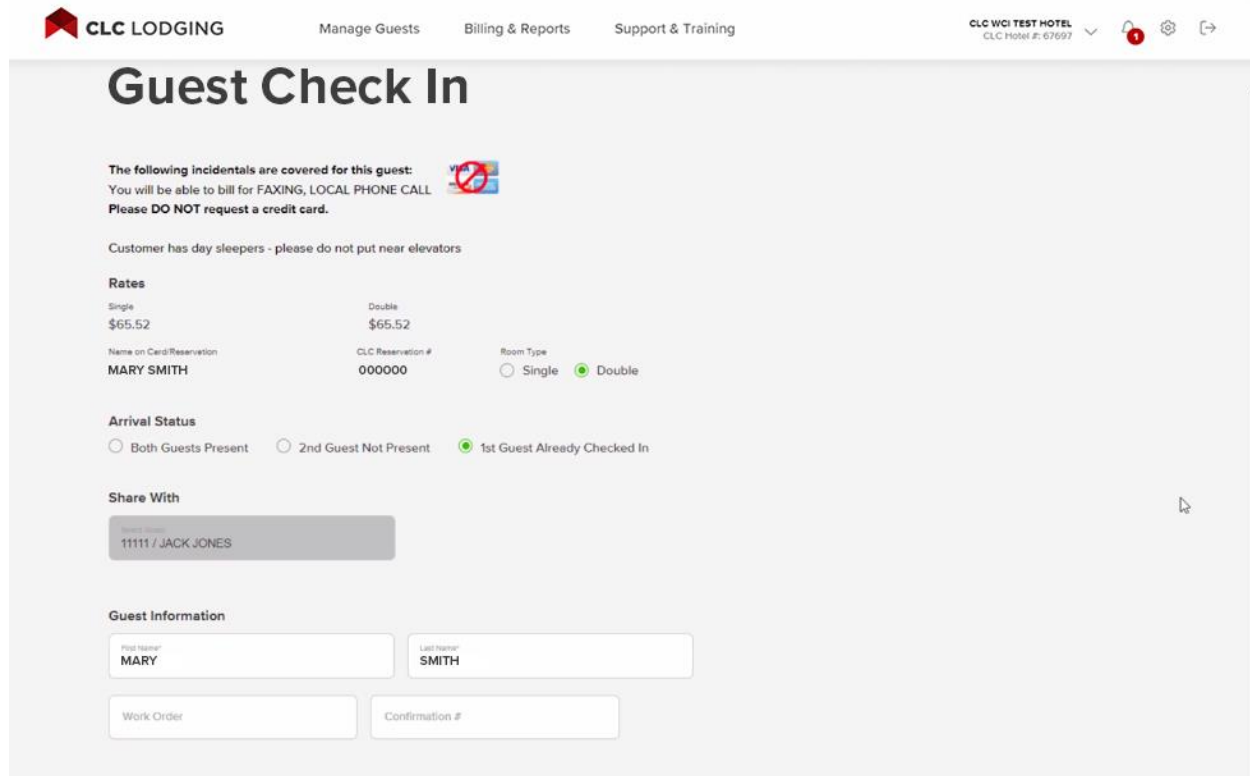

Step 1: Click the Check-in button next to the guest record and follow the prompts.

In the event a guest arrives earlier than the scheduled arrival date, the guest will need to modify their reservation through CLC.

Step 2: Review the room type

The **Guest Check-In** page will display information about the guest, including the tax-inclusive rate. Room type will default based on the reservation.

When a double room is selected, you will be asked to select the arrival status of the guest:

1. **Both Guests Present**
   Select this when both guests are checking in together.
2. **Second Guest Not Present**
   Select this when only the first guest is checking in.
3. **First Guest Already Checked In**
   Select this when the first guest has already arrived. The guest that they are sharing the room with will automatically be selected in the "Share With" box.

Step 3: Enter the remaining guest information to complete the check in.

Please be sure to enter the correct check in date and time. 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 and may result in credits being taken back from your property to correct the error.
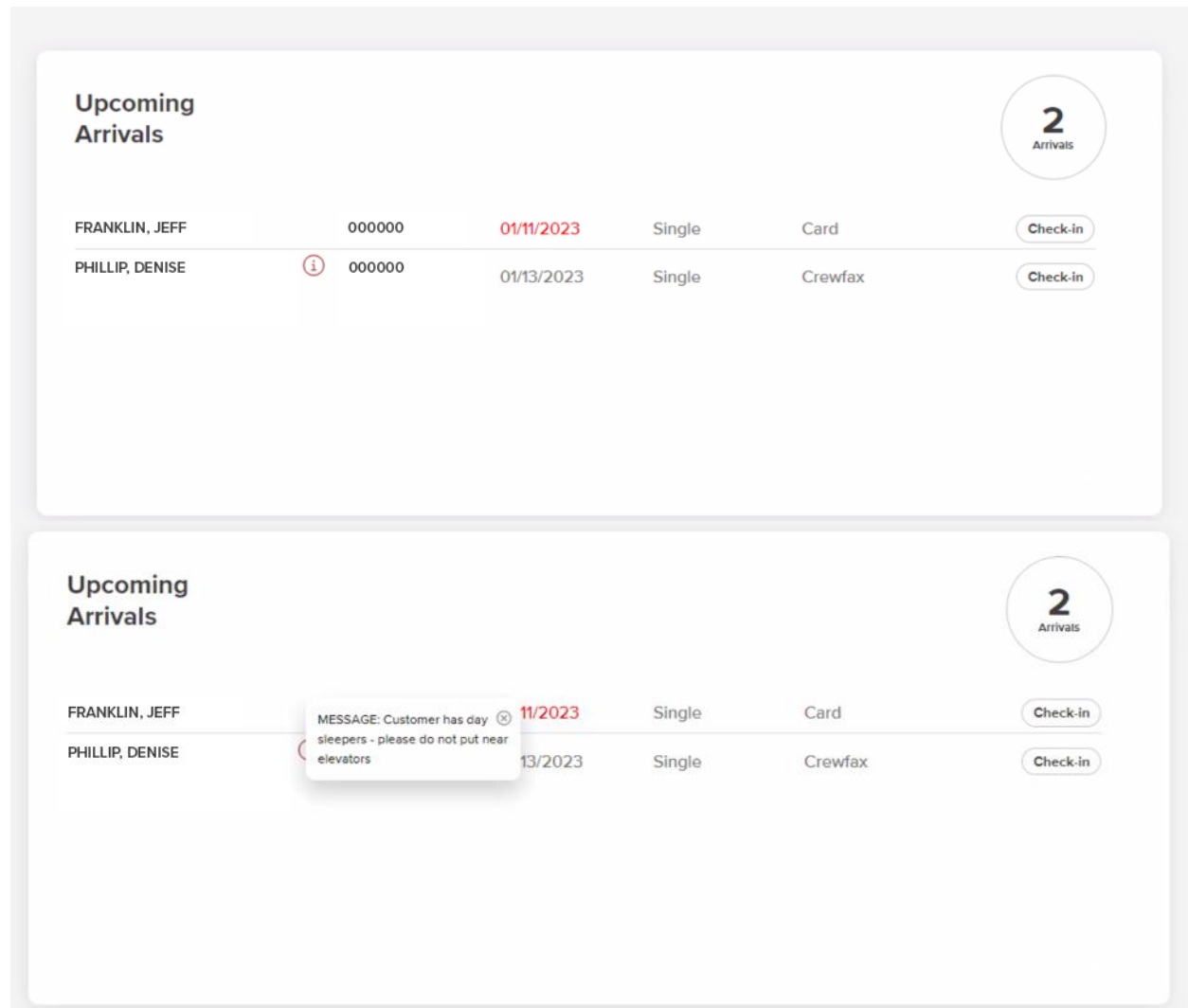
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Additional Check in Features

Upcoming Arrivals section on the dashboard: A quick view of your upcoming arrivals

Guest messages: View guest messages by clicking the 💬 icon.

Incidental Coverage: Click ⓘ to view covered incidentals.

Overdue arrivals: Red text indicates an overdue arrival. Reservations will remain available for two days from the estimated arrival date.
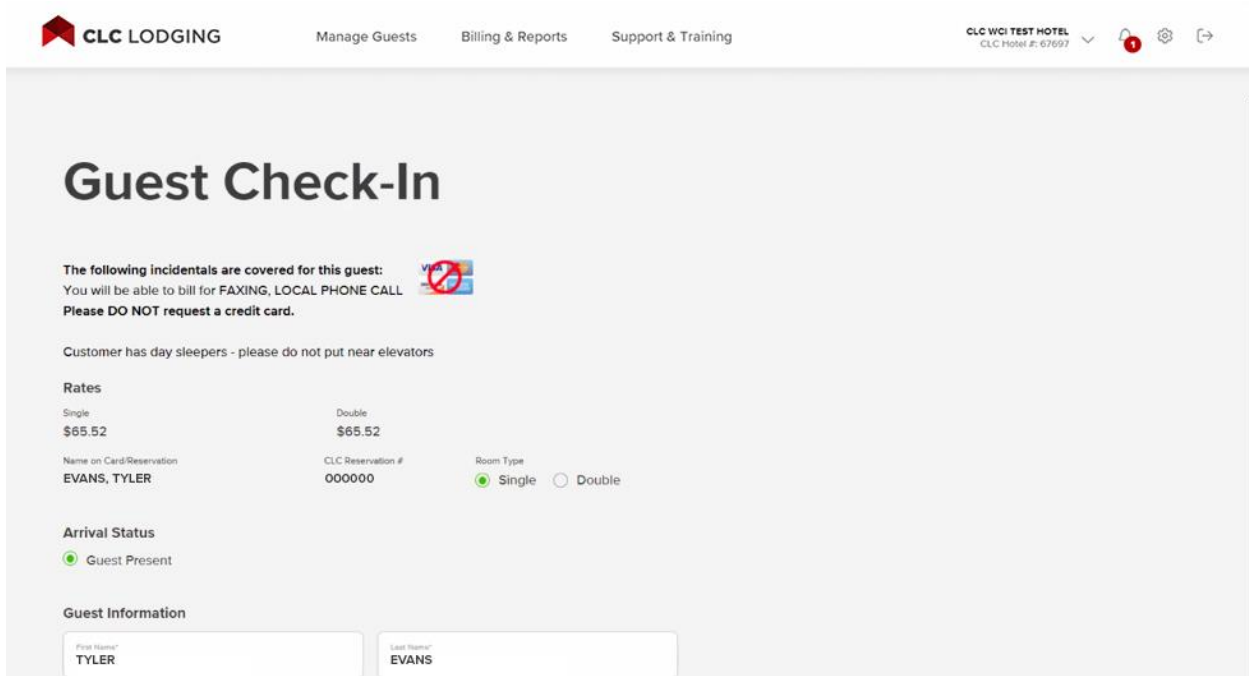
On the Check in page

Authorized Incidentals: If the customer has authorized incidentals for the stay, the authorized charges will be displayed at the top of the "Guest Check-In" page. *Please do not request a credit card. You will be able to bill for the incidental charges at checkout.*

Guest Messages: Any special requests or messages will appear at the top of the "Guest Check-In" page.

Note: 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.

This concludes Module 2: Checking in a CLC Guest. Please go to **Online Training,** choose **Available Course** and take the test for **Module 2.**