

## 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

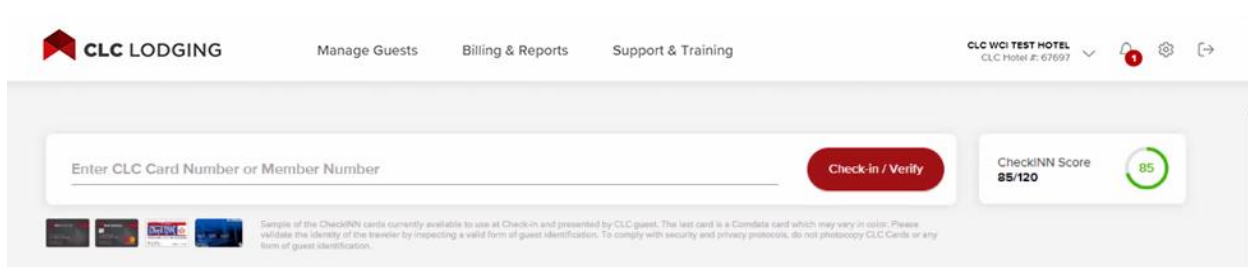
Examples of CheckINN cards currently available to use at check-in and presented by CLC guests are available on the dashboard. Please validate the identity of the traveler by inspecting a valid form of guest identification.

**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**.



The screenshot shows the CLC LODGING dashboard. At the top, there is a navigation bar with the CLC LODGING logo, links for 'Manage Guests', 'Billing & Reports', and 'Support & Training'. On the right, it says 'CLC WCI TEST HOTEL' and 'CLC Hotel #: 67697'. Below the navigation bar, there is a large input field with the placeholder text 'Enter CLC Card Number or Member Number'. To the right of the input field is a red button labeled 'Check-in / Verify'. To the right of the button is a 'CheckINN Score' section showing '85/120' with a green circular progress indicator. Below the input field, there are four small images of different CLC CheckINN cards. A small text note below the images reads: 'Samples of the CheckINN cards currently available to use at Check-in and presented by CLC guest. The test card is a Comdate card which may vary in color. Please validate the identity of the traveler by inspecting a valid form of guest identification. To comply with security and privacy protocols, do not photocopy CLC Cards or any form of guest identification.'

#### 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**

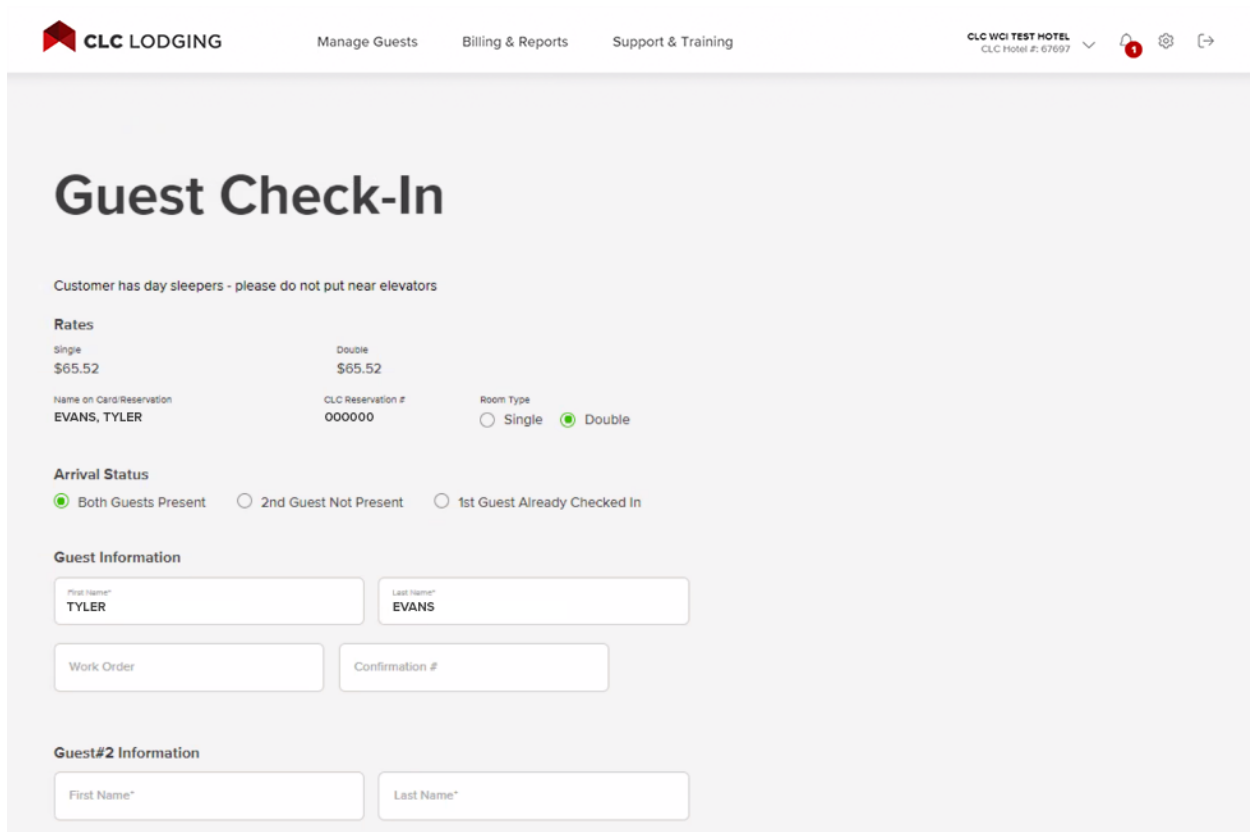
Select this when both guests are checking in together. When permitted, you can use the same card number for both guests. Otherwise, enter the second guest's card number and information.

**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.



The screenshot shows the CLC LODGING Guest Check-In interface. At the top, there is a navigation bar with the CLC LODGING logo, links for Manage Guests, Billing & Reports, and Support & Training, and a user profile for CLC WCI TEST HOTEL. The main heading is "Guest Check-In". Below this, a note states "Customer has day sleepers - please do not put near elevators". The "Rates" section shows Single and Double rates, both at \$65.52. The "Name on Card/Reservation" is EVANS, TYLER, and the "CLC Reservation #" is 000000. The "Room Type" is set to Double. The "Arrival Status" section has three options: Both Guests Present (selected), 2nd Guest Not Present, and 1st Guest Already Checked In. The "Guest Information" section includes fields for First Name (TYLER) and Last Name (EVANS), and checkboxes for Work Order and Confirmation #. The "Guest#2 Information" section includes fields for First Name and Last Name.

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

## Guest Check-In

Customer has day sleepers - please do not put near elevators

**Rates**

Single \$65.52	Double \$65.52
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Name on Card/Reservation  
EVANS, TYLER

CLC Reservation #  
000000

Room Type  
☐ Single ☒ Double

**Arrival Status**

☒ Both Guests Present ☐ 2nd Guest Not Present ☐ 1st Guest Already Checked In

**Guest Information**

First Name\*  
TYLER

Last Name\*  
EVANS

Work Order

Confirmation #

**Guest#2 Information**

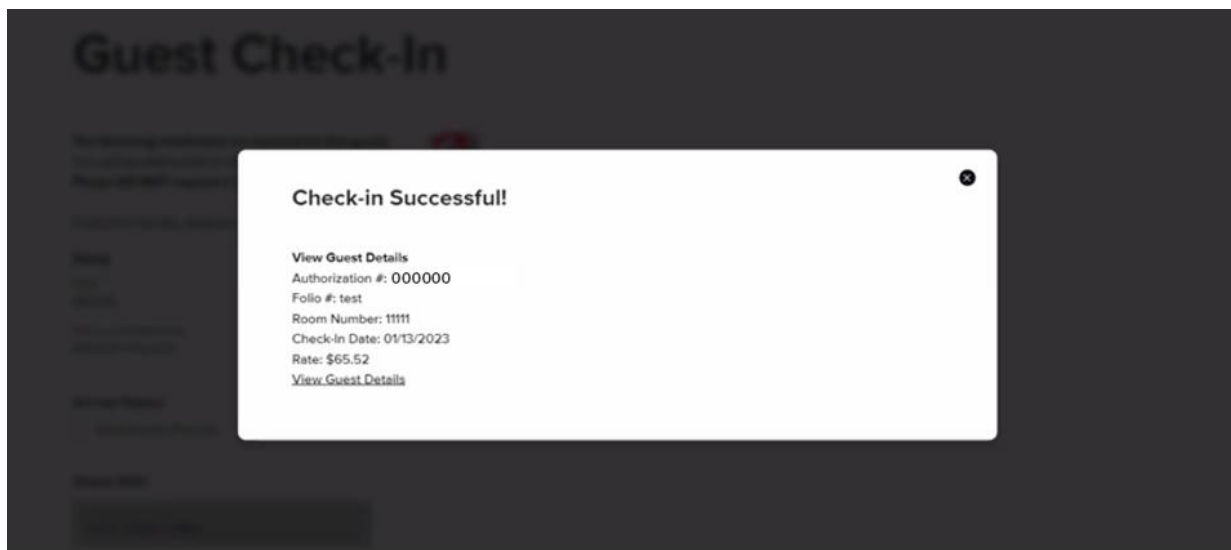
First Name\*

Last Name\*

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

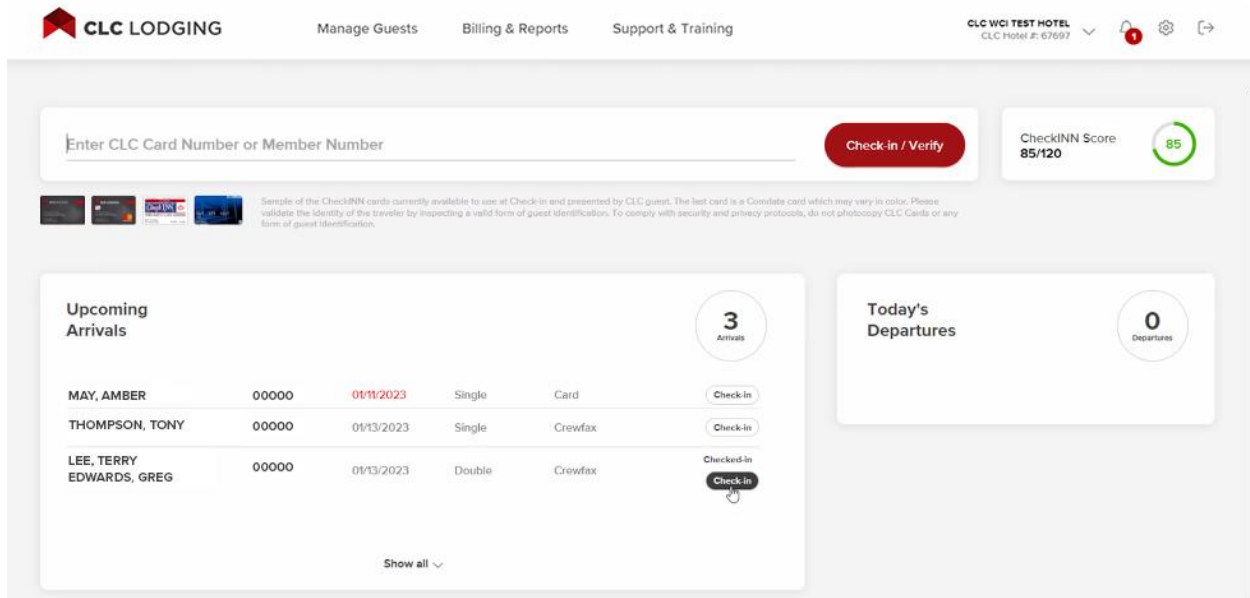
*Please be sure to enter the correct check in date and time. The dates of the stay must be accurate. Companies audit their employees' travel by information that CLC provides. Companies often use CLC data for federal transportation reporting and employee tracking. Failure to enter correct check in and 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.



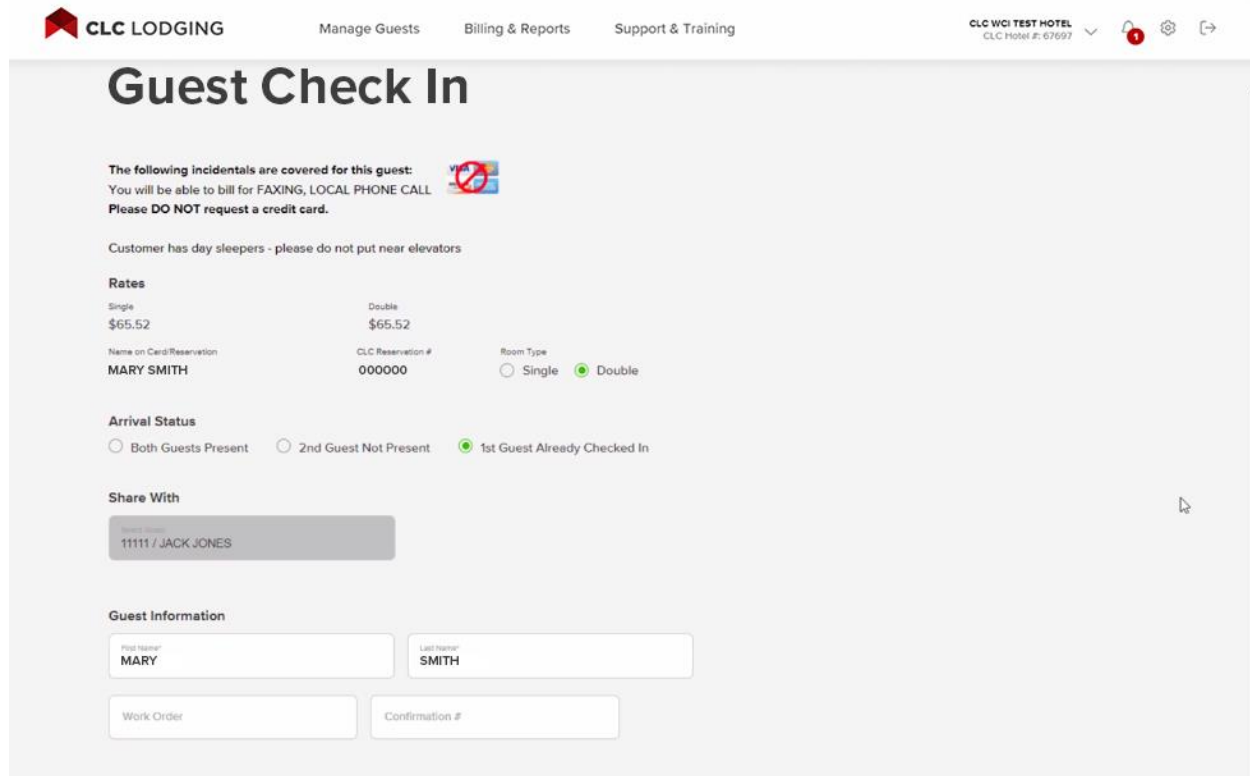
The screenshot shows the CLC Dashboard interface. At the top, there's a navigation bar with the CLC LODGING logo, links for Manage Guests, Billing & Reports, and Support & Training. On the right, it displays 'CLC WCI TEST HOTEL' with a dropdown arrow, a notification bell with a red '1', a settings gear, and a share icon. Below the navigation bar, there's a search bar labeled 'Enter CLC Card Number or Member Number' with a 'Check-in / Verify' button. To the right of the search bar, a 'CheckINN Score' of 85/120 is shown with a green circular progress indicator. Below the search bar, there are four small images of different CLC cards. A text box explains: 'Sample of the CheckINN cards currently available to use at Check-in and presented by CLC guest. The test card is a Condata card which may vary in color. Please validate the identity of the traveler by inspecting a valid form of guest identification. To comply with security and privacy protocols, do not photocopy CLC Cards or any form of guest identification.' The main section is titled 'Upcoming Arrivals' and shows a table with 3 arrivals. To the right of the table is a 'Today's Departures' section showing 0 departures.

Upcoming Arrivals						3 Arrivals
MAY, AMBER	00000	01/11/2023	Single	Card	Check-in	
THOMPSON, TONY	00000	01/13/2023	Single	Crewfax	Check-in	
LEE, TERRY EDWARDS, GREG	00000	01/13/2023	Double	Crewfax	Checked-in Check-in	

Show all

**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.*

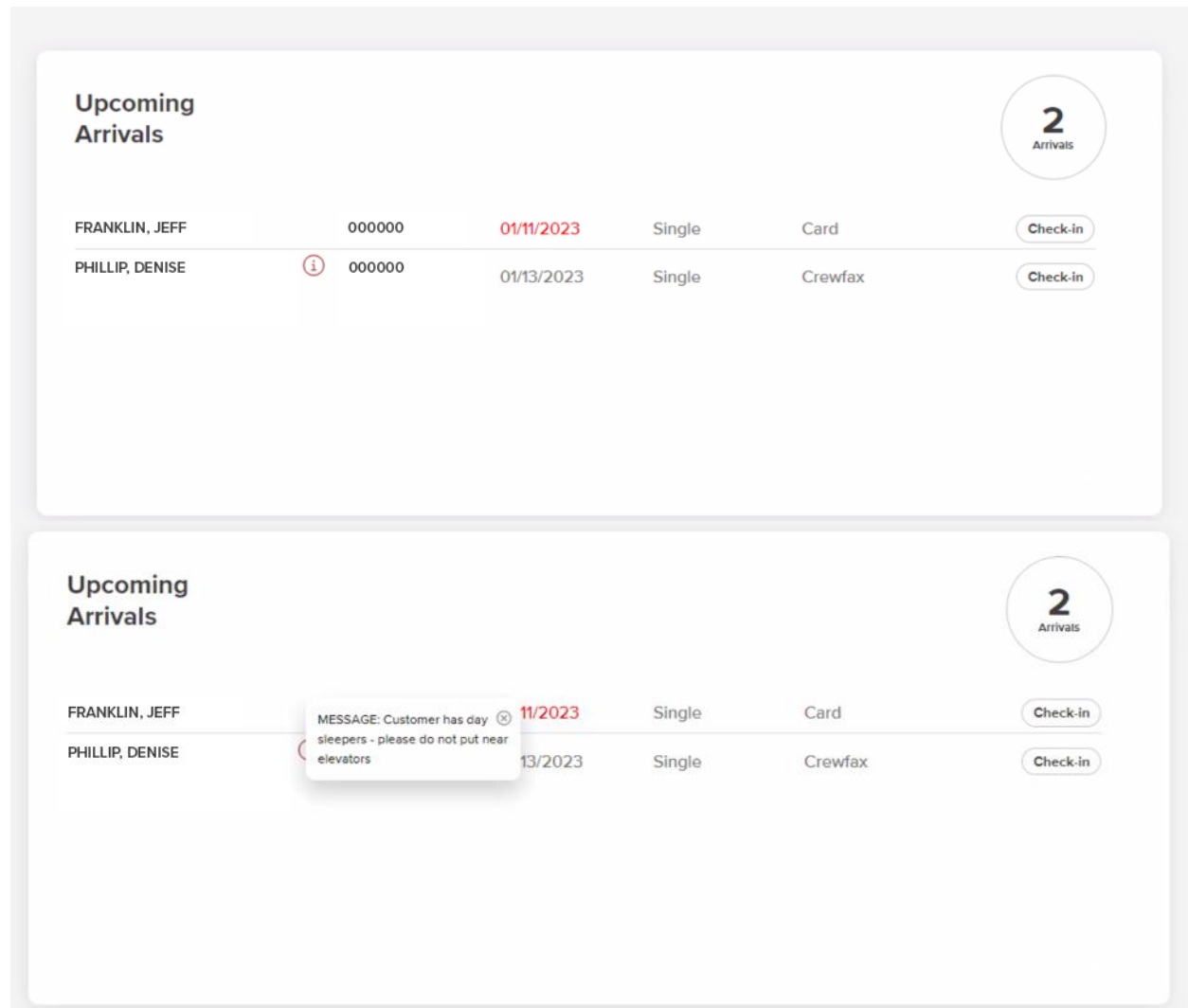
# Additional Check in Features

**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.



**Upcoming Arrivals** 2 Arrivals

FRANKLIN, JEFF	000000	01/11/2023	Single	Card	<a href="#">Check-in</a>
PHILLIP, DENISE	 000000	01/13/2023	Single	Crewfax	<a href="#">Check-in</a>

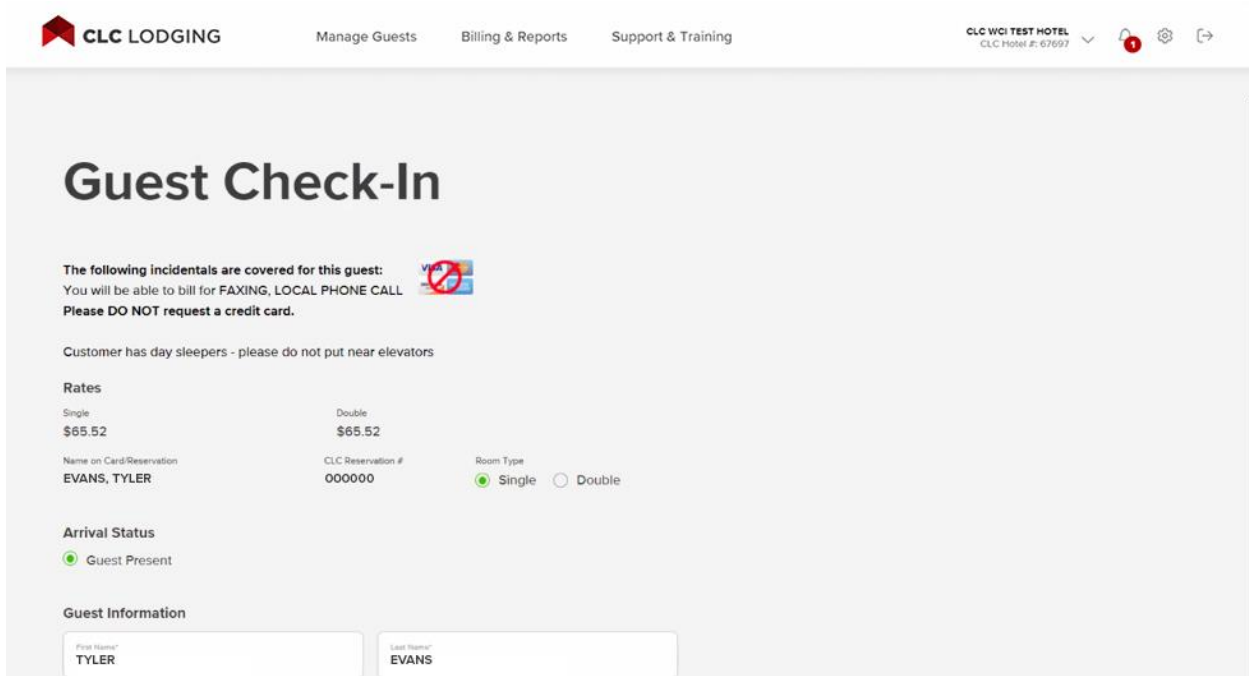
**Upcoming Arrivals** 2 Arrivals

FRANKLIN, JEFF	MESSAGE: Customer has day sleepers - please do not put near elevators 	11/2023	Single	Card	<a href="#">Check-in</a>
PHILLIP, DENISE		13/2023	Single	Crewfax	<a href="#">Check-in</a>

## 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.



The screenshot shows the CLC LODGING web portal. The top navigation bar includes links for Manage Guests, Billing & Reports, and Support & Training. The user is logged in as CLC WCI TEST HOTEL with a CLC Hotel #: 67697. The main heading is "Guest Check-In".

**The following incidentals are covered for this guest:** You will be able to bill for FAXING, LOCAL PHONE CALL. Please DO NOT request a credit card. A "VAT" icon is also present.

Customer has day sleepers - please do not put near elevators

**Rates**

Single	Double
\$65.52	\$65.52

Name on Card/Reservation: EVANS, TYLER      CLC Reservation #: 000000      Room Type: ☒ Single ☐ Double

**Arrival Status**

☒ Guest Present

**Guest Information**

First Name: TYLER      Last Name: EVANS

**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**.