

Wyndham Rewards Enrollment Tracking by User

Contents

There are several tools available to assist in tracking Wyndham Rewards enrollments by employee.

In this document we will review:

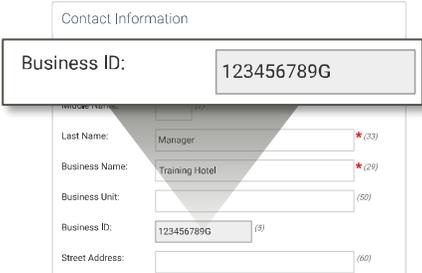
- Adding Employees' Wyndham Rewards Member Numbers in SynXis Property Hub
- Tracking Wyndham Rewards Member Enrollments by Employees

Adding Employees' Wyndham Rewards Member Numbers in SynXis Property Hub

In order to track enrollments by user, each employee's Wyndham Rewards member number needs to be entered into their SynXis Property Hub user profile in the **Configuration > Users > User Maintenance** screen.

Each employee must have their own SynXis Property Hub user profile associated with their own Wyndham Rewards member number.

- If an employee is not a member of Wyndham Rewards, the employee will need to enroll in the program before their enrollments can be tracked.
- If an employee already has a Wyndham Rewards member number but does not remember it, you can use eDesk to look up their member number.

Step	Action	Screenshot
1	Once each employee has their Wyndham Rewards member number, in SynXis Property Hub, go to Configuration > Users > User Maintenance . A new tab opens, find the employee's name and click the edit pencil (✎) next to each name.	
2	In the Details tab, under the Contact Information section, insert the employee's Wyndham Rewards member number in the Business ID field. Click Save in the upper right hand corner of the screen.	

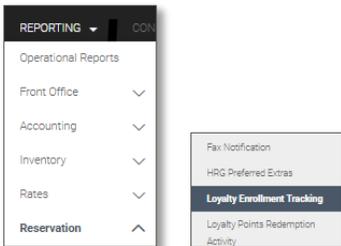
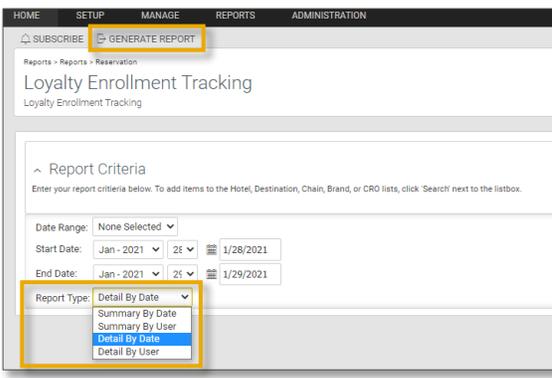
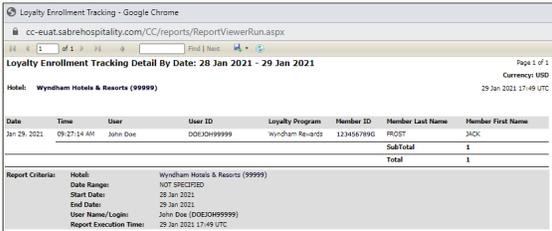
Continued on next page

Wyndham Rewards Enrollment Tracking by User, continued

Tracking Wyndham Rewards Member Enrollments by Employees

Hotels are required to enroll a certain number of guests in the Wyndham Rewards Loyalty program each quarter. Franchised hotels' Quarterly Valid Enrollment Target can be found on the eDesk Dashboard. To better track guest enrollments by employee, view the **Enrollment Loyalty Tracking** report in SynXis Property Hub. This report is available in SynXis Property Hub version 4.9.0 and higher.

Note: These enrollments may not all be classified as valid. Valid Enrollments can be tracked in the Enrollment Report available on eDesk only.

Step	Action	Screenshot
1	To track employees' enrollments, go to Reporting > Reservation > Loyalty Enrollment Tracking .	
2	In the Report Criteria, define the Start and End dates of the report and set the Report Type to <u>Detail By Date</u> . Click Generate Report .	
3	The report displays in a new window and list enrollments occurring during the defined date range, along with the user information of the employee who enrolled the guest.	

Wyndham Hotels & Resorts, Inc. ("WHR") offers the suggestions in this presentation and in any provided materials for your consideration. You have full and complete control over, and responsibility for, your contracts, daily operations (including, without limitation, room rates), labor relations, employment practices as well as the safety and security of your property. WHR does not represent, warrant or make any guaranty regarding the accuracy or completeness of the information provided, or that you will achieve any specific results if you implement these suggestions. Nothing herein constitutes an offer, commitment or obligation of any kind on the part of WHR. Please note, if you are an employee of a hotel managed by a subsidiary of WHR, your actions with regard to the substantive matter involved in this training should still be guided first and foremost by Wyndham's Business Principles, policies, standard operating procedures and the trainings received directly from WHR.

©2021 Wyndham Hotels & Resorts, Inc. All rights reserved. Except as otherwise noted on any specific forms or pages, these materials are confidential and may not be reproduced in any manner without the prior written consent of Wyndham Hotels & Resorts, Inc.