



**Wyndham Rewards**  
**eDesk Application**  
**September 2024 - updated**

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## WYNDHAM REWARDS EDESK APPLICATION

The Wyndham Rewards eDesk application is a tool that enables hotels to administer the Wyndham Rewards program. Your hotel's connectivity status with Wyndham Hotels & Resorts (WHR) determines when your hotel should use eDesk. Please refer to the below lists based on your hotel's connectivity status.

Hotels with two-way connectivity have a connection, as established by the hotel and WHR's Hotel Technology Client Support team (HTCS), with WHR via their property management system (PMS).

Please note, most hotels located outside of the United States and Canada use a PMS *without* two-way connectivity.

If you are unsure of your hotel's connectivity status, please contact the appropriate number on page [17](#).

Properties **without** two-way connectivity to WHR must use eDesk to:

- Conduct a member search
- Enroll a guest in Wyndham Rewards
- Post members' point-earning stays, including Discounted Nights with Points + Cash
- Submit Free Night reimbursement requests
- Add average daily rate (ADR) and occupancy statistics (to process Free Night reimbursement requests)
- Purchase points
- Award Groups, Meetings & Events points
- View Quarterly Valid Enrollment Targets
- Track progress in The Rewards Circle

Properties **with** two-way connectivity to WHR can use eDesk to:

- Conduct a member search
- Purchase points
- Award Groups, Meetings & Events points
- Submit Free Night reimbursement requests\*
- View Quarterly Valid Enrollment Targets

- Track progress in The Rewards Circle
- Add missing ADR and occupancy statistics

**\*Please note:** This is specific only to certain Wyndham Grand®, Wyndham Hotels and Resorts® and Wyndham Garden® hotels that must use eDesk to submit requests for Free Night reimbursements regardless of their two-way connectivity with WHR.

## ACCESS EDESK

eDesk can be accessed by signing into **Wyndham Community** and clicking on **Wyndham Rewards eDesk** located in the **Quick Links** section of the left navigation menu.

To request eDesk access:

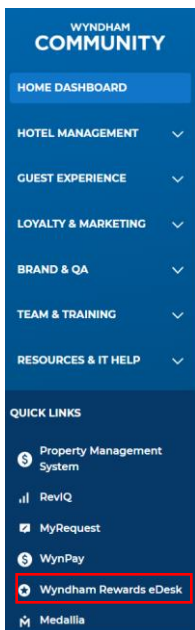
Top level users (GM, Site Principles and Entity Principles):

- Contact the Operations Support Desk at:
  - 1 (855) 849-3487 (U.S. & Canada) or
  - 1 (320) 324-0656 (outside U.S. & Canada)
- Email: [osd@wyndham.com](mailto:osd@wyndham.com)

Line Level users (Sales Team, Management Company, Front Desk, etc.): contact your hotel's GM.

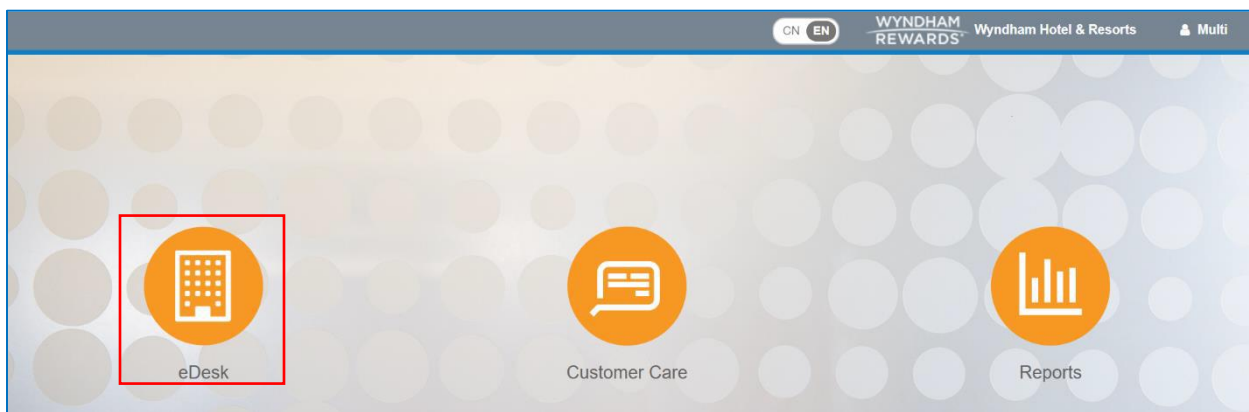
eDesk has a 30-minute time-out per session. This means if a user's session is inactive for more than 30 minutes, they will be logged out. To log back in, click **Wyndham Rewards eDesk** located in the **Quick Links** section of the left navigation menu on **Wyndham Community**.

1. Log into **Wyndham Community**
2. Select **Wyndham Rewards eDesk** in the left navigation menu (*see image on next page*)



## EDESK PROPERTY DASHBOARD

Upon entering eDesk, select the **eDesk** icon.



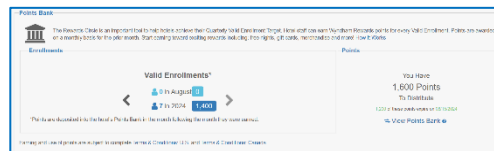
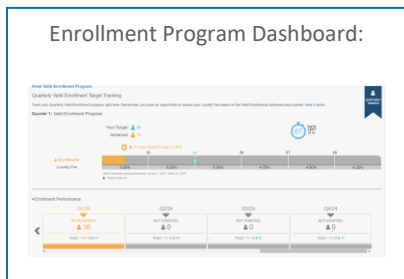
1. This will take you to your hotel’s **eDesk Dashboard**.
2. First, if you have more than one property, enter the 5-digit site number in the **Location** field.



Upon accessing eDesk, you will be taken to the **Property Dashboard**. This dashboard provides the following information:

- Hotel Valid Enrollment Program

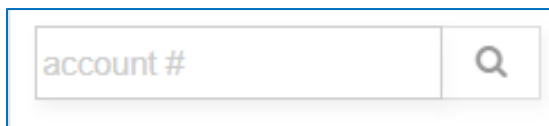
- The Rewards Circle
  - Individual Rewards Circle Dashboard for U.S. properties using a SynXis or OPERA Cloud PMS.
  - Points Bank for all other properties.



## SEARCH FOR AN EXISTING MEMBER

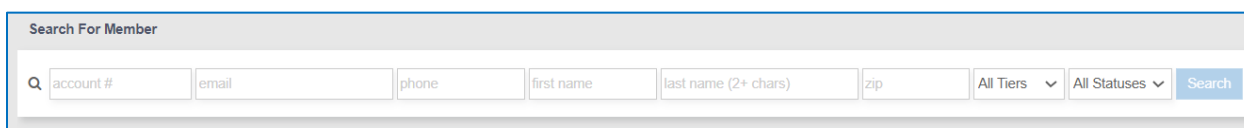
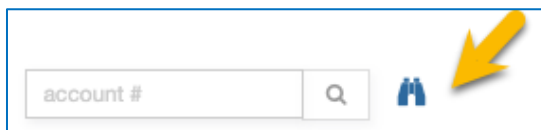
Ask every guest if they are a Wyndham Rewards member. If they're not sure or don't know their Wyndham Rewards member number, offer to look it up for them. A member can be found by using their Wyndham Rewards member number, e-mail address, phone number or by other types of contact information (first name, last name, zip code).

- Search for member by entering their member account number in the **account #** field in the upper right of the dashboard and clicking on the **magnifying glass** icon.



or

- If you need more advanced search options, click on the **binocular** icon in the upper right of the dashboard and enter the information provided by the member in the **Search For Member** fields as shown below.



**Please note:**

When searching by **phone number** for a member located in the U.S., Canada & China:

- First, enter **country code** (“+1” for U.S. & Canada / “+86” for China).  
Example: +15556667777 (U.S. guest);
- If this doesn’t work, try again *without* the **country code** (“+1” or “+86”).  
Example: 5556667777 (U.S. guest).
- If no account is found, ask the guest to enroll (see below for instructions for [Enrolling New Member](#)).

**ENROLLING NEW MEMBER**

Click on the + **Enroll** field in the upper right of the dashboard.



Fill in all required fields indicated with an asterisk (\*):

- **Phone** – in the case of U.S., Canada & China, include **country code** (“+1” for U.S. & Canada / “+86” for China); example: +15556667777 (U.S. guest)
- **Email Address\*\***
- **First Name**
- **Last Name**
- **Address**
- **Enrollment Employee** (Enroller’s Wyndham Rewards member number)\*\*\*
- **Site ID** (hotel’s five-digit site number) – this number is required to associate the enrollment to your hotel (one of the requirements for an enrollment to count as a Valid Enrollment)

Once all the required fields are entered, select **Save** to submit the enrollment.

Enroll New Member
✕

\* Phone

\* Email

\* First Name

\* Last Name

**Additional Information**

Address 1

Address 2

\* Country/Region

\* City

\* Postal Code

Enrollment Employee

\* Site ID

**Please note:** An error message will display if guest provides information that duplicates an existing member's account. In this case, perform a member search (see [Search for an Existing Member](#) above).

\*\*Encourage members to provide a personal email address upon enrollment to receive updates and offers on the Wyndham Rewards program. An email address is also required at the time of enrollment for the enrollment to count as a **Valid Enrollment** towards the **Enrollment Program** and **The Rewards Circle**. For more information on Valid Enrollments and the Enrollment Program, please see the **Wyndham Rewards Front Desk Guide** on **Wyndham Community** (Loyalty & Marketing > Wyndham Rewards > Wyndham Rewards Resources).

\*\*\*Hotel staff who enroll new members have the option to enter their Wyndham Rewards member number at the time of an enrollment. This allows Wyndham Rewards to track enrollments by agent and award incentives to eligible enrollers. Hotels are encouraged to utilize this functionality to track enrollments by staff members and provide incentives and rewards to top enrollers when possible.



## MEMBER PROFILE

Once enrolled, the **Member Account** will open and you can view the member's **Profile**.

The screenshot shows a 'Member Account' page for Agnes Connolly. At the top right, there are two buttons: '+ add bonus' and '+ post stay'. Below the header, the member's name 'Agnes Connolly', account number 'Acct # 500017040A', tier 'Blue', and membership duration 'Member for 1y 3m 16d' are displayed. The 'Profile' tab is active. The page is divided into two columns: 'Personal Information' and 'Tier/Point Summary'. Under 'Personal Information', fields include Name (Mr Agnes T Connolly Jr), Gender (Female), Company (Greenholt Group), and Birth Date (Jul 2, 2021). Under 'Tier/Point Summary', fields include Point Forfeiture (Jun 04, 2025) and Tier Qualifiers (0 Nights). A third section, 'Address', shows a Home address: 420 N 5th Street, Suite 1000, Msp, MN 32311, US.

## POST A STAY/AWARD NIGHT

**Please note:** only properties *without* two-way connectivity should post **Stays** and **Award Nights** (Free Nights & Discounted Nights with Points + Cash) via eDesk.

To post a stay, (1) go to the **Member Account** (see [Search for an Existing Member Number](#)) and then (2) click **+ post stay** in the upper right of the screen.

The screenshot shows a 'Member Account' page for Lynn With. At the top right, there are two buttons: '+ add bonus' and '+ post stay', with the '+ post stay' button highlighted by a red box. Below the header, the member's name 'Lynn With', account number 'Acct # 500105047G', tier 'Blue', and membership duration 'Member for 0d' are displayed. The 'Profile' tab is active. The page is divided into two columns: 'Personal Information' and 'Tier/Point Summary'. Under 'Personal Information', the Name field is 'Lynn With'. Under 'Tier/Point Summary', the Tier Qualifiers field is '0 Nights'. A third section, 'Address', shows a Home address: 8 Grove Road, Orange, NJ 00990, US.

1. Fill in all required fields indicated with an asterisk (\*):
  - **Transaction Type:** select **Stay** or **Award Night** from the drop-down menu.
    - Use **Award Stay** to submit Free Nights & Discounted Nights with Points + Cash.

- When **Award Stay** is selected, enter the **Award Number** or **Confirmation Number** and ensure the pre-populated information is accurate.

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**Important:** For Free Night reimbursements, first complete the **+ post stay** screen. Then, go to the **ADR/OCC** screen and enter **ADR** and **occupancy** for the date(s) of the **Award Night** (see **ADR/OCC**). This is not required for Discounted Nights with Points + Cash.

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- **Location:** enter hotel's five-digit site number.
- **Check-in Date**
- **Check-out Date**
- **Booking Date**
- **Confirmation #**
- **Folio ID #**
- **Entered Currency:** choose the applicable currency type from the drop-down menu.
- **Folio Amount:** enter the total amount of the stay, including room rate, taxes & incidentals. Enter "0" when posting a **Free Night**.
- **Room Revenue\*:** enter the total amount spent on the room rate only, excluding taxes & incidentals. Enter "0" when posting a **Free Night**.
- **Standard Rate Plan:** enter the rate plan as booked by the member (not needed for an **Award Night**)
- **Qualification Override - Force Qualify Stay:** If the Standard Rate Plan (SRP) associated with the member's stay falls into a Wyndham Rewards non-qualified market segment, you have the option to select **Force Qualify Stay** within **Qualification Override**. If you select **Force Qualify Stay**, the member will receive Wyndham Rewards points for the stay and your hotel will be charged the applicable Loyalty Program Charge.

\*If a member is a no-show or cancels their reservation outside of your hotel's cancellation policy, follow these instructions, as applicable:

- **No Show Stay/Cancelled Stay:**
  - **Stay:** If member was a no-show/cancelled outside of cancellation policy, enter the **Room Revenue** for one (1) night only. Member will receive points & hotel will be charged the applicable Loyalty Program Charge for one (1) night only (also applies to **Discounted Nights with Points + Cash**).
  - **Award Night:** If member was a no-show/cancelled outside of cancellation policy, hotel will receive reimbursement for one (1) night of **Free Night**

(doesn't apply to **Discounted Nights with Points + Cash**). Member will forfeit all points redeemed for **Award Night**.

2. Verify all the member stay information entered. After completing all the required fields, click **Save**.

The screenshot shows a 'Post Stay' form with the following fields:

- Transaction Type: Stay (dropdown)
- Location: type to select (text input)
- Check-In Date: mm/dd/yyyy (calendar icon)
- Check-Out Date: mm/dd/yyyy (calendar icon)
- Booking Date: mm/dd/yyyy (calendar icon)
- Confirmation #: (text input)
- Folio ID #: (text input)
- Entered Currency: (dropdown)
- Folio Amount: (text input) USD (button)
- Room Revenue: (text input) USD (button)
- Standard Rate Plan: type to select (text input)
- Qualification Override: (dropdown)
- Save: (button, highlighted with a red box)

**Reminder:** A stay must have a nightly rate of US\$25 or more for it to be considered an **Enrollment Stay**. For additional information, see the Wyndham Rewards Front Desk Guide on **Wyndham Community** (Loyalty & Marketing > Wyndham Rewards > Wyndham Rewards Resources).

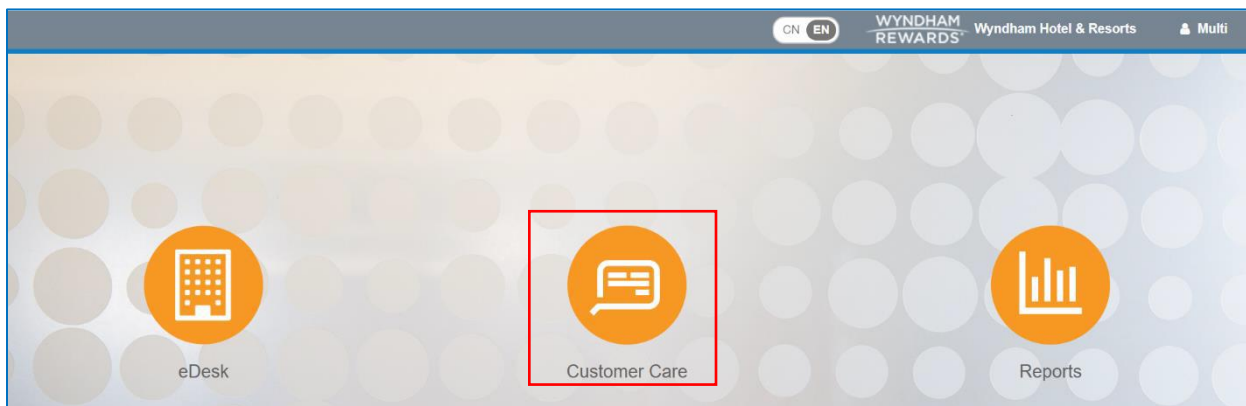
## ADR/OCC

**Properties with two-way connectivity:** If your property is missing a reimbursement for a Free Night, it may be the result of missing ADR and/or occupancy information. Typically, this information is provided by your property's PMS for properties with two-way connectivity to WHR. However, there are times when this information is not received and a reimbursement cannot be processed. In this case, use the **ADR/OCC** screen to enter any missing information.

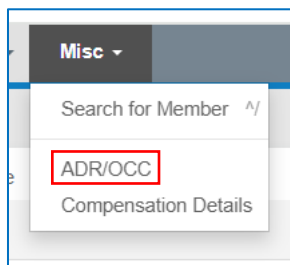
**Properties without two-way connectivity:** After you submit a Free Night through the **+ post stay** screen in a member's account, add the **ADR** and **occupancy** for the date of the award night using the **ADR/OCC** screen.

Using the **ADR/OCC** screen:

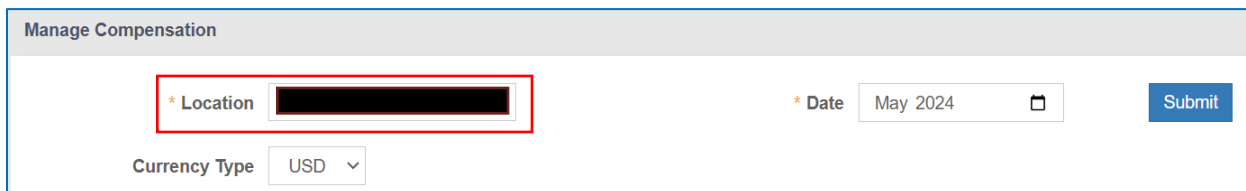
1. From the **Tally** screen, select **Customer Care**.



2. Then, select **ADR/OCC** under **Misc** on the top navigation menu.



3. Enter hotel's 5-digit site number in **Location** field.



4. Use the **Date** field to enter the desired month/year.

Manage Compensation

\* Location

\* Date

Currency Type

5. Use the **Currency Type** field to select the currency in which your hotel operates. Select **Submit**.

Manage Compensation

\* Location

\* Date

Currency Type

6. Then, click in the **Occupied Rooms** column of a row missing information (only required for dates of **Free Nights**). Fields for **Occupied Rooms** and **ADD/Edit ADR** will appear.

Date	Available Rooms	Occupied Rooms	Add/Edit ADR (USD)	Occupancy	Posted ADR (USD)
05/01/2024	120	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
05/02/2024	120				
05/03/2024	120				
05/04/2024	120				
05/05/2024	120				
05/06/2024	120				

7. **Occupied Rooms**: Enter the number of occupied rooms for the applicable date.
8. **Occupancy**: Field will automatically populate based on information in **Available Rooms** and **Occupied Rooms**.

Date	Available Rooms	Occupied Rooms	Add/Edit ADR (USD)	Occupancy	Posted ADR (USD)
05/01/2024	120				
05/02/2024	120	55	75.00 USD	45%	
05/03/2024	120				

9. **Add/Edit ADR:** Enter **ADR** in currency in which hotel operates for **Free Night** date.

Date	Available Rooms	Occupied Rooms	Add/Edit ADR (XCD)	Occupancy	Posted ADR (USD)
05/01/2024	140	100		71%	\$37.04 USD
05/02/2024	140	115		82%	\$129.63 USD
05/03/2024	140	102	300.00 XCD	72%	

10. Once all the missing information is entered, scroll to the bottom of the screen and select **Save**.

05/30/2024	140				
05/31/2024	140	120	250.00 XCD	85%	

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Cancel    **Save**

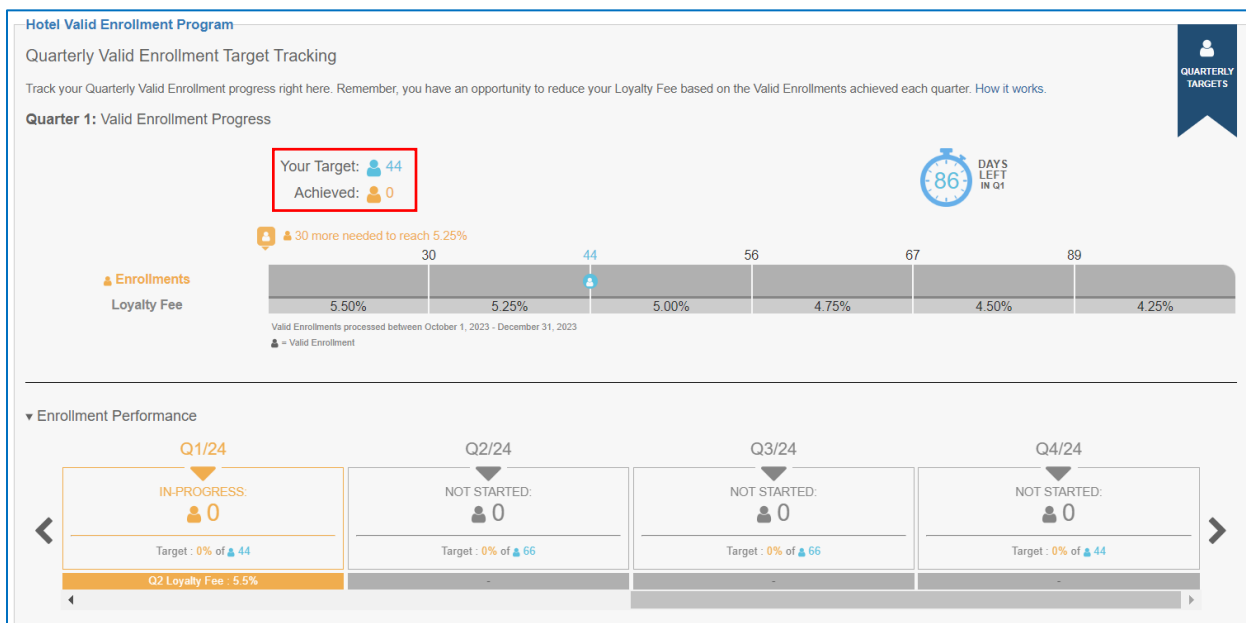
11. **Posted ADR (USD):** If hotel's operating currency is not USD, ADR entered in **Add/Edit ADR** will be converted to USD in this field, using the exchange rate for the date entered. Once converted, ADR will no longer appear in **Add/Edit ADR** field.

Date	Available Rooms	Occupied Rooms	Add/Edit ADR (XCD)	Occupancy	Posted ADR (USD)
05/01/2024	140	100		71%	\$37.04 USD
05/02/2024	140	115		82%	\$129.63 USD
05/03/2024	140	102		72%	\$111.11 USD

# ENROLLMENT PROGRAM

Hotels can view their Enrollment Program progress on the eDesk Dashboard:

- **Quarterly Valid Enrollment Target Tracking:** Provides your hotel’s Quarterly Valid Enrollment Target and progress.
- **Enrollment Performance:** Shows your hotel’s enrollment performance and seasonality by calendar quarters.



## THE REWARDS CIRCLE

The Rewards Circle Incentive Program helps owners and GMs motivate their staff to enroll more Wyndham Rewards members. This incentive is designed to provide meaningful incentives to individual hotel employees for each Valid Enrollment they process on a monthly basis – at no additional cost to your hotel.

### HOW IT WORKS

Employees can earn Wyndham Rewards points for each Valid Enrollment they process (up to 119,800 points per year). Points will be awarded the month after the Valid Enrollments are processed.

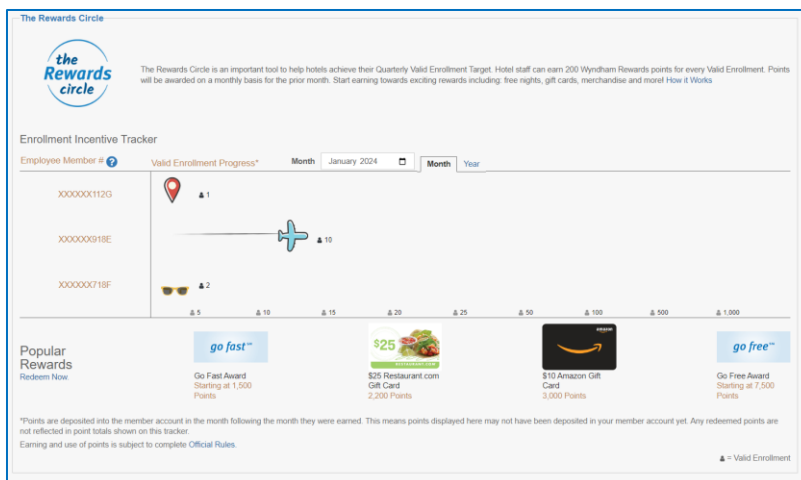
The method by which hotel employees receive their monthly Wyndham Rewards points is determined by the country in which their hotel is located and the property management system used at their hotel:

- **Hotels located in the United States with a SynXis PMS, OPERA Cloud or eDesk:** Staff members can track their monthly Valid Enrollments on The Rewards Circle Valid Enrollment Incentive Tracker, located in The Rewards Circle section of the eDesk Dashboard. Points are deposited directly into the hotel staff members' Wyndham Rewards account at no additional cost to your hotel.
  - Provides individual monthly Valid Enrollment Incentive Tracker (properties in U.S. with SynXis PMS & OPERA Cloud)
  - Indicates number of Valid Enrollments processed in current month & year

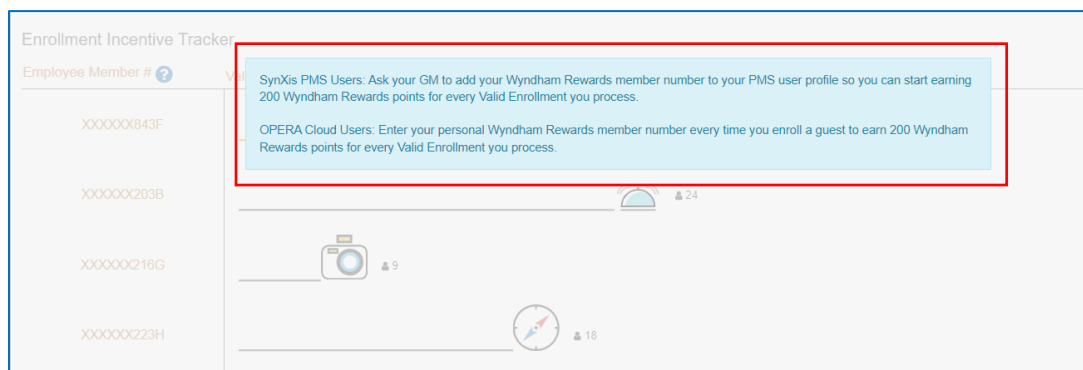
#### Please note:

- Be sure to refer to the **Employee Member #** column (contains last four characters of your member number) to identify your progress in The Rewards Circle.
- Your member number will not display in the **Employee Member #** column for any month in which you do not process a Valid Enrollment.






- **SynXis PMS/OPERA Cloud:** If your employees' member numbers aren't added to their user profiles (SynXis PMS) or within the OPERA Identity Manager (OPERA Cloud), the **Important Notice** in the below screenshot will display.



- **eDesk Users:** Front Desk Agents must add their Wyndham Rewards member number to the **Enrollment Employee** field every time they process an enrollment.
- **Hotels located outside of the U.S. and U.S. properties utilizing an OPERA PMS (other than OPERA Cloud):** Hotels can view their progress in The Rewards Circle using the Points Bank, located in The Rewards Circle section of eDesk.
  - The **Enrollments** section displays:
    - the number of Valid Enrollments processed in the current month;
    - the number of Wyndham Rewards points earned in the current month;
    - the number Valid Enrollments processed in the current year; and
    - the number of points earned in the current year.

**Points Bank**

 The Rewards Circle is an important tool to help hotels achieve their Quarterly Valid Enrollment Target. Hotel staff can earn Wyndham Rewards points for every Valid Enrollment. Points are awarded on a monthly basis for the prior month. Start earning toward exciting rewards including: free nights, gift cards, merchandise and more! [How It Works](#)

**Enrollments**

**Valid Enrollments\***

◀ 0 in June 0 ▶

0 in 2024 0 ▶

\*Points are deposited into the hotel's Points Bank in the month following the month they were earned.

**Points**

You Have  
**500 Points**  
To Distribute

500 of these points expire on 08/10/2024

[⇒ View Points Bank ⓘ](#)

Earning and use of points are subject to complete [Terms & Conditions: U.S.](#) and [Terms & Conditions: Canada](#)

- Use the left arrow to view the previous month's Valid Enrollments and points.
- Use the right arrow to return to the current month's Valid Enrollments and points.

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*Note: Wyndham Rewards points are awarded to your hotel's Points Bank on or about the tenth of the month following the month in which they are earned.*

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- The **Points** section displays:
  - The number of points available in your hotel's Points Bank;
  - The expiration date of the points which will expire first; and
  - A link to distribute your hotel's points to your employees.

## POINTS BANK – HOW TO DISTRIBUTE POINTS

**Points Bank**

 The Rewards Circle is an important tool to help hotels achieve their Quarterly Valid Enrollment Target. Hotel staff can earn Wyndham Rewards points for every Valid Enrollment. Points are awarded on a monthly basis for the prior month. Start earning toward exciting rewards including: free nights, gift cards, merchandise and more! [How It Works](#)

**Enrollments**

**Valid Enrollments\***

0 in June 0

0 in 2024 0

\*Points are deposited into the hotel's Points Bank in the month following the month they were earned.

**Points**

You Have  
**500 Points**  
To Distribute

500 of these points expire on 08/10/2024

[⇒ View Points Bank ⓘ](#)

Earning and use of points are subject to complete [Terms & Conditions: U.S.](#) and [Terms & Conditions: Canada](#)

### 3. Select **View Points Bank**

**Points**

You Have  
**92,700 Points**  
To Distribute

92,700 of these points expire on 07/23/2024

[⇒ View Points Bank ⓘ](#)

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Reminder: Points expire 60 days after they are added to your Points Bank. Check your Transaction History to view expiration date(s).

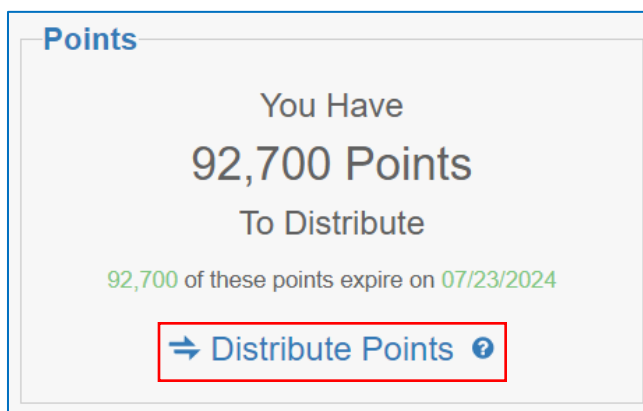
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- The **Transaction History** section displays:
  - **Bonus(es):**
    - The number of points deposited into your hotel's Points Bank;
    - The date(s) **Bonus(es)** were deposited into your hotel's Points Bank.
  - **Redemption(s):**
    - The number of points distributed to your hotel's employees;
    - The dates of each redemption;

- The Wyndham Rewards member number used for each Redemption.

Description	Member ...	Type	Activity...	Post Date	Points
The Rewards Cir...		Bonus		05/24/2024	97700
Points Distribute...	500361722H	Redemption		06/07/2024	-5000

- Select **Distribute Points**.



- Enter the employee's Wyndham Rewards member number in the **Transfer to** field;
- Select the magnifying button;

Distribute Points ✕

\* Transfer To  ✕ 🔍

\* Points To Transfer

- The member's name will display under the **Transfer To** field;
- Confirm the member's name;

Distribute Points

\* Transfer To 500361722H

Name [Sue Pea](#)

\* Points To Transfer

Distribute

- If the Wyndham Rewards member number isn't correct, the following error message will display:

Distribute Points

\* Transfer To 123456790n

Member account not found

\* Points To Transfer

Distribute

- Add the number of points to distribute to the member in the **Points to Transfer** field;
- Select **Distribute**.

Distribute Points

\* Transfer To 500361722H

Name [Sue Pea](#)

\* Points To Transfer 5000

Distribute

- The transaction will display in the **Transaction History**;
- The number of points in the **Points** section will represent the new total.

**Points**

You Have  
**87,700 Points**  
To Distribute

87,700 of these points expire on 07/23/2024

[Distribute Points](#)

Earning and use of points is subject to complete Official Rules.  
U.S. and Official Rules: Canada

**Transaction History**

Description	Member ...	Type	Activity...	Post Date	Points
Points Distribute...	500361722H	Redemption	06/09/2024	06/09/2024	-5000
Points Distribute...	500361722H	Redemption	06/07/2024	06/07/2024	-5000
The Rewards Cir...		Bonus	05/24/2024	05/24/2024	97700

## Transaction History:

- Use the filter buttons to search/sort the **Description, Member, Type, Activity, Post Date & Points** columns.

The screenshot shows a table titled "Transaction History" with columns: Description, Member, Type, Activity, Post Date, and Points. A filter dropdown is open over the Description column, showing options "Contains" and "Filter...". Below the dropdown, the table contains three rows:

Description	Member	Type	Activity	Post Date	Points
The Rewards Circle Points Bank Monthly Award		Bonus	05/24/2024	05/24/2024	97700
Points Distributed to Employee		Redemption	06/09/2024	06/09/2024	-5000
Points Distributed to Employee		Redemption	06/07/2024	06/07/2024	-5000

- If **The Rewards Circle Points Bank Monthly Award** is the **Description**:
  - the date in the **Activity & Post Date** columns reflects the date when points are earned through The Rewards Circle.
- If **Points Distributed to Employee** is the **Description**:
  - The date in the **Activity & Post Date** columns reflects the date when points were distributed to the employee.

The screenshot shows the same "Transaction History" table. Red boxes highlight the following cells:

- The Description "The Rewards Circle Points Bank Monthly Award" in the first row.
- The Activity and Post Date "05/24/2024" in the first row.
- The Description "Points Distributed to Employee" in the second row.
- The Activity and Post Date "06/07/2024" in the third row.

## Points Expiration:

This section displays:

- The expiration date for the Wyndham Rewards points deposited into your hotel's Points Bank;
- The number of points earned, distributed or expired;

- The number of available points left to distribute.

Points Expiration				
Points must be distributed within 60 days or they expire from your Points Bank. Once points are distributed to an account, they follow the Wyndham Rewards program expiration rules.				
▼ Status	Earned	Distributed	Expired	Available
Expiration Date: Aug 10, 2024.	1,000	500	0	500
Expiration Date: Jul 23, 2024.	97,700	97,700	0	0

## PURCHASE POINTS REWARDS & GROUPS, MEETINGS & EVENTS

Owners and General Managers can use the **Purchase Points Rewards** and **Groups, Meetings & Events** programs to award Wyndham Rewards points to members.

Purchase Points Rewards (PPR): Properties can leverage the PPR awards program to demonstrate customer appreciation, resolve customer service issues and promote repeat business. Properties can also utilize PPR to incentivize and award top performing staff members.

Groups, Meetings & Events: The Groups, Meetings & Events program supports the groups and meetings segment and should be used as a tool to incent and close groups and meetings business. For more information on the *go meet* program, [click here](#).

The cost to award Wyndham Rewards points is \$0.005 per point (example: 10,000 points = \$50.00). Properties are billed directly to their Wyndham Hotels & Resorts franchise statement for all purchase points requests using both the Purchase Points Awards and Groups, Meetings & Events tools in eDesk\*.

Please note that access to PPR and Groups, Meetings & Events functionality in eDesk is restricted to the following **Wyndham Community** user roles:

- Site Principal
- Entity Principal
- General Manager & Assistant General Manager

\*Properties with an outstanding balance of \$500 or more over 90 days with Wyndham Hotels & Resorts are not eligible to purchase points. Upon payment of the overdue balance, the property will regain eligibility to submit requests using the eDesk PPR/Groups, Meetings & Events tools.

To settle the outstanding balance with Wyndham Hotels & Resorts, please contact:

- U.S. & Canada: [Financial.Services@wyndham.com](mailto:Financial.Services@wyndham.com)
- Outside U.S. and Canada: [WHGInternationalFinance@wyndham.com](mailto:WHGInternationalFinance@wyndham.com)

## HOW TO ACCESS POINT PURCHASE AWARDS & GROUPS, MEETINGS & EVENTS

1. Navigate to a member's [Member Account](#)
2. Click **+ add bonus** (located in the upper right of the **Member Account** screen)

The screenshot shows the 'Member Account' page for Lynn With. The page includes a header with the member's name, account number (500105047G), tier (Blue), and membership duration (0d). Below the header, there are sections for 'Profile', 'Personal Information', and 'Address'. The 'Personal Information' section shows the member's name and tier/point summary. The 'Address' section shows the home address: 8 Grove Road, Orange, NJ 00990, US. In the top right corner, there is a '+ add bonus' button highlighted with a red box, and a '+ post stay' button next to it.

3. Complete the fields in the **Add Bonus** screen as follows:
  - a. **Type:** Select **Point Purchase Bonus** from the drop-down menu; the **Bonus** field will populate
  - b. **Bonus:**
    - i. Enter **PPR** for Purchase Points categories to display;
    - or
    - ii. Enter **MEET** for Groups, Meetings & Events categories to display.
  - c. Select the appropriate **PPR** or **MEET** category; the **Amount** field will populate.

The screenshot shows the 'Add Bonus' form with the following fields filled:
 

- Type:** Point Purchase Bonus
- Bonus:** PPR
- Comment:** A dropdown menu is open, showing a list of categories including 'Purchase Points - Customer Service (PPR-CS)', 'Purchase Points - Employee Incentive (PPR-EMI)', 'Purchase Points - Enrollment Incentive (PPR-ENI)', 'Purchase Points - Guest Loyalty (PPR-GL)', 'Purchase Points - Medallia Survey (PPR-MED)', and 'Purchase Points - Other (PPR-OTH)'.

 At the bottom, there is a 'Save Bonus' button and a note 'Will create a call log'.

The screenshot shows the 'Add Bonus' form with the following fields filled:
 

- Type:** Point Purchase Bonus
- Bonus:** Meet
- Comment:** A dropdown menu is open, showing a list of categories including 'Association Event (MEET-ASSO)', 'Corporate Event (MEET-CORP)', 'Other Event (MEET-OTHER)', 'SMERF Event (MEET-SMERF)', 'Special Catering Event (MEET-SOCIAL)', and 'Sports Event (MEET-SPORTS)'.

 At the bottom, there is a 'Save Bonus' button and a note 'Will create a call log'.

- d. **Amount:** Enter the number of points you wish to award the member.
- e. **Property Code:** Enter your five-digit site number.
- f. **Comment:** Enter a reason for awarding the points.
- g. Click **Save Bonus**.



The screenshot shows a web form titled "Add Bonus". It contains the following fields and values:

- Type:** Point Purchase Bonus (dropdown menu)
- Bonus:** Purchase Points - Employee Incentive (PPR-EMI) (text input)
- Amount:** 1000 (text input) with "Loyalty" (text input) next to it.
- Property Code:** type to select (text input)
- Comment:** Monthly enrollment winner (text area)

At the bottom of the form, there is a blue button labeled "Save Bonus" which is highlighted with a red rectangular box. To the right of the button, it says "Will create a call log".

**Please note:** All sales are final. Once your request is placed, your property will be billed for the cost of the points (\$0.005 / point). Terms and conditions are available in **Wyndham Community** (Loyalty & Marketing > Wyndham Rewards > Wyndham Rewards Resources > Purchase Points Rewards / Incentives for Meeting Planners).

## CONTACT INFORMATION

### Wyndham Rewards Member Services

- General questions from franchisees: 1 (800) 967-8747 or [WRInquiries@wyndham.com](mailto:WRInquiries@wyndham.com) (United States & Canada)

### Billing and Reimbursement

- U.S. and Canada: 1 (866) 272-7653
- Outside U.S. and Canada: 00-888-297-1751
- [WR.Billing@wyndham.com](mailto:WR.Billing@wyndham.com)
- Hours: Monday–Friday: 9 a.m. – 5 p.m. ET

### Operations / Technology Support

Please contact the applicable number below with any questions about your hotel's connectivity status.

- U.S. and Canada: 1 (855) 849-3487
- United Arab Emirates: 97 1800 032 0004
- United Kingdom: 44 800 883 0462
- Mexico: 52 800 880 4521

- All other countries: +1 (320) 321-0656