Purchase Points Rewards and *go meetsM* Training Manual

How can purchasing Wyndham Rewards points for members benefit your property?

Owners and General Managers can use the Purchase Points Rewards (PPR) and *go meet* programs to buy and issue Wyndham Rewards points to members.

When to use PPR: Properties can leverage the PPR 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.

When to use *go meet*: The *go meet* 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, <u>click here</u>.

The cost to award Wyndham Rewards points is \$0.005 per point (example: 10,000 points = \$50.00).

Properties will be billed directly to their Wyndham Hotels & Resorts franchise statement for all purchase points requests using both the PPR and *go meet* tools in eDesk*.

*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/go meet tools. To settle the outstanding balance with Wyndham Hotels & Resorts, please contact Financial.Services@wyndham.com to speak to a representative. Properties outside of the U.S. and Canada, please contact WHGInternationalFinance@wyndham.com.

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Log Into Wyndham Rewards eDesk

- 1. Log into Community
- 2. Click on the Loyalty & Marketing tab and choose Wyndham Rewards eDesk in the Quick Links section of the left navigation bar.

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Please note that access to purchase points using both the **PPR** and *go meet* functionality in eDesk is restricted to the below Community user roles. Please contact Wyndham Hotels & Resorts at 1-855-849-3487 (U.S. & Canada) or +1 320-321-0656 (outside U.S. & Canada) with any questions on your Community user role.

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

Purchase Points Rewards—Award Points

1. Click on the **Purchase Points** link on the left-hand navigation under **Misc.**

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2. Land on the Purchase Points Rewards page and click on the Award Points button.

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Marribae Homa	Wyndham Rewards Purchase Points Rewards Program
Member Search LQ Member Search	Reward your valuable Wyodham Rewards members for their loyality to your property! Owners and General Managers can use the Aurchase Points Rewards tool to buy and issue Wyndham Rewards points to members. Awarding points is a great way to show outcomer appreciation, promote legally, and increase productivity.
Enroll Member	The cost to award Wyndham Rewards points is \$0.005 USD per point.
Earnings	All alies are final. Once the Award Polinis button is clicked, your property will be billed for these charges. Purchases can not be canceled and refunds on purchases are not available. Bee the Wyndham Rewards Purchase Points Rewards Firms and Combines for addisense international international on the second se
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- 3. Complete the form on the Purchase Points Tool page by entering the following information for each member. **Note:** all fields marked with an asterisk are required.
- **Member Number*** Wyndham Rewards member number of member to be awarded points.
- Member Name Name will automatically populate when the member number field is populated.

Please ensure that the member name matches the member who is to receive the points.

- Reason for Awarding Points* Choose the reason for awarding points from the dropdown list provided.
 - PPR Guest Loyalty
 - o PPR Stay Incentive
 - PPR Customer Service
 - PPR Enrollment Incentive

- PPR Employee Incentive
- PPR Other

Note: If you are awarding points to a group or meeting planner, please see the go meet point awarding process on page 7.

- **Points Awarded*** Number of points to be awarded to the member.
- **Cost of Points** Cost of points will automatically populate when the **Points Awarded** field is completed.

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Member Number*	Member Name	Reason for Awarding Points*		Points Awarded*	Cost of Points (\$USD)
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PPR Point Awarding Caps:

- Up to 10 members can be awarded points per transaction.
- Please keep in mind the following point caps when using the PPR functionality in eDesk:

Maximum of 45,000 points awarded per member, per property, per month. Maximum of 250,000 points awarded in total per property, per month.

- Contact 1-800-306-0703 or PPR.Requests@wyndham.com for requests exceeding these point caps.
- Verify that the number of points to be awarded is entered correctly. The total number of points and cost for the transaction will automatically sum at the bottom of the form. Click the **Submit** button to award points to the member(s) listed.
- 5. Confirm all information is correct on the Purchase Points Confirmation page then click the **Award Points** button. If any of the information listed is incorrect, click on the **Edit** button to return to the Purchase Points Tool page and correct any errors.

Below is a summary of your transaction that lists the members that will be awarded points.

Member Number	Member Name	Reason for Awarding Points		Points Awarded	Cost of Points (\$USD)
197164129D	Fresco Withington	PPR - Guest Loyalty		10,000	\$50.00
			Total	10,000	\$50.00
Please confirm the following	ng order by clicking on the Award Points bu	tton.			
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All sales are final. Once Points Rewards Terms a	the Award Points button is clicked, your nd Conditions for additional informatior	property will be billed for these charges. Purchase	s can not be cancele	ed and refunds on purchases are r	not available. See the Wyndham Rewards Purchase

6. Once the **Award Points** button is selected, a pop up will appear asking you to confirm that you would like to proceed. Click **Yes** to complete your purchase.

Note: All sales are final. Once your request is placed, your property will be billed for the PPR charges. Purchases cannot be canceled and are nonrefundable. See the Terms and Conditions on page 10 for additional information.



Purchase Points Rewards Reporting

The Purchase Points Rewards Report recaps all PPR requests submitted via the eDesk PPR tool at your property. The report is limited to data applicable to your property and can be run for a specific day or date range (limited to 31 days). Report history can be accessed for up to two years. Please allow one day for point purchases to be reflected on the PPR report.

To access report:

- Click on the **Reports** link on the left navigation.
- Click on the **Purchase Points Rewards Report**.

Purchase Points Rewards Report Brand Site # Wyndham Hotels & Resorts	Start Date	End Date Search		
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To run report:

- Select Start Date.
- Select End Date.
- Select **Report Format:** HTML, PDF or Spreadsheet. The reports can be exported if you select either the PDF or spreadsheet format.
- Click Submit.
- Click on the browser's **back** button to return to the Purchase Points Rewards Report page.

go meet — Award Points

- 1. Click on the Go Meet link on the left-hand navigation under Misc.
- 2. Land on the *go meet* point awarding page and enter the following information for each member.

Note: all fields marked with an asterisk are required.

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mber Home Member Search Enroll Member	go meetSM Reward group and meeting Qualifying revenue compon	planners with Wyn ents include guest	dham Rewards points rooms, meeting room	at 1 point per 1 USD spent (or equivalent currency conversion, as determined at time points are awarded). rental fees, and food and beverage charges, exclusive of taxes and other fees. Visit <u>www.wondhercewards.com/gomeet</u> for full terms and conditions.	
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	Point Earning Points are calculate	d by awarding 1 W	lyndham Rewards p	bint per \$1U8D spent.	

- Event Details
 - Member Number* Wyndham Rewards Member number of member to be awarded points.
 - **Member Name** Name will automatically populate when the member number field is populated.

Please ensure that the member name matches the member who is to receive the points.

- **Event Type*** Choose the event type from the drop-down list provided.
 - go meet Association
 - go meet Corporate
 - go meet SMERF
 - go meet Special Catering
 - go meet Sports
 - go meet Tour
 - go meet Wedding
 - go meet Other
- Event/Contract ID
- Event Start Date*
- Event End Date*

- Event Description
- Event Revenue Details
 - Currency Type* Choose the applicable billing currency for your property.
 - Enter the revenue for at least one of the below categories:
 - Meeting Room
 - Food & Beverage
 - Guest Room
 - Other
- Point Earning
- **Points*** Enter the number of points to award.

Note: Point earning is calculated at 1 point per \$1 USD spent.

- **Cost of Points (\$USD)** Cost of points will automatically calculate when Points field is populated.
- 3. Confirm all information is correct and verify that the number of points to be awarded is entered correctly before clicking the **Submit** button.

go meet Point Awarding Caps:

• Please keep in mind the following point caps when using the go meet functionality in eDesk:

Maximum of 100,000 points awarded per member, per property, per month. Maximum of 500,000 points awarded in total per property, per month.

- Contact 1-800-306-0703 or PPR.Requests@wyndham.com for requests exceeding these point caps.
- 4. Once the **Submit** button is clicked, a pop up will appear at the top of the page asking you to confirm if you would like to proceed. Click **Yes** to complete your purchase.
- 5. A confirmation screen will display the details of the *go meet* transaction.

Note: All sales are final. Once your request is placed, your property will be billed for the go meet charges. Purchases cannot be canceled and are nonrefundable. See the Terms and Conditions on page 10 for additional information.

go meet Reporting

The *go meet* Report recaps all *go meet* requests submitted via the eDesk *go meet* tool at your property. The report is limited to data applicable to your property and can be run for a specific day or date range (limited to 31 days). Report history can be accessed for up to two years. Please allow one day for point purchases to be reflected on the *go meet* report.

To access report:

- Click on the **Reports** link on the left navigation.
- Click on the **Go Meet Report**.

To run report:

- Select Start Date.
- Select End Date.
- Select **Report Format:** HTML, PDF or Spreadsheet. The reports can be exported if you select either the PDF or spreadsheet format.
- Click Submit.
- Click on the browser's **back** button to return to the Go Meet Report page.

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					Event	Contract ID	Start Date	Event End Date	Meeting Revenue	Beverage Revenue	Room Revenue	Other Revenue	Total Event Revenue	Currency	Points Awarded	Cost of Points(USD)	Purchaser	Date Entered
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Note: Scroll to the right in the HTML report to view all fields.

Wyndham Rewards Purchase Points Terms and Conditions

The Wyndham Rewards Purchase Points program allows Wyndham Hotels & Resorts branded franchised and managed properties to award Wyndham Rewards points ("Points") to members. These Points can be awarded through the Purchase Points Rewards program as an incentive to your customers and employees or, in the case of the *go meet*SM program, meeting planners, all of whom are or become Wyndham Rewards members (collectively, "Eligible Recipients"). These Terms and Conditions govern your participation in the Wyndham Rewards Purchase Points program (the "Program"), which is comprised of both Purchase Points Rewards and *go meet*. By participating in this Program, you expressly agree to these Terms and Conditions.

- 1. The Program is offered by Wyndham Rewards, Inc. ("Sponsor").
- 2. You can access the Program tools in the eDesk application via Community. These tools are available only to Wyndham Hotels & Resorts branded franchised and managed properties (each a "Property" and, collectively, the "Properties") and are not eligible for purchase for individual use.
- 3. Points are for distribution to Eligible Recipients only.
- 4. Points must be purchased and awarded in the same transaction. A point balance cannot be maintained within the Purchase Points tools.
- 5. Properties with an outstanding account balance of \$500 or more over 90 days with Wyndham Hotels & Resorts are not permitted to purchase Points via the Purchase Points and *go meet* tools. Upon payment of the overdue balance, Properties will regain eligibility to submit requests using these tools. To settle the outstanding account balance with Wyndham Hotels & Resorts, please contact Financial.Services@wyndham.com or 1-855-849-3487 to speak to a representative. Properties outside of the U.S. and Canada, please contact WHGInternationalFinance@wyndham.com or +1 320-321-0656.
- 6. Points must be awarded using the Purchase Points Rewards or *go meet* sections of the eDesk application and may only be distributed to Eligible Recipients by the technology provided by Sponsor.
- 7. **Purchase Points Rewards**: A Property can award a maximum of 45,000 Points per Eligible Recipient per month and can award a maximum total of 250,000 Points per month.
- 8. *go meet*: A Property can award a maximum of 100,000 Points per Eligible Recipient per month in connection with the *go meet* program and can award a maximum total of 500,000 Points in connection with the *go meet* program per month.
- 9. All sales are final. Points awarded cannot be cancelled and are non-refundable.
- 10. A Property may not charge Eligible Recipients for Points. If a Property re-sells, redistributes, transfers to any non-Eligible Recipient, uses Points for any improper purpose, distributes Points to non-Eligible Recipients or engages in any other fraud or abuse of the Program as determined by Sponsor in its sole, Sponsor may, at its option, cancel, void, refuse to honor and/or confiscate such Points, suspend or terminate Property's participation in the Program, and pursue all other rights and

remedies available under the franchise, license, or management agreement and applicable law.

- 11. Once Points are distributed to an Eligible Recipient, the Points and the use of such Points is subject to all of the Terms and Conditions of the Wyndham Rewards Program, including, but not limited to, Point expiration periods.
- 12. Sponsor reserves the right to refuse access to the Program tools by any Property which becomes involved in a business which competes with Sponsor, its affiliates, or a Wyndham Rewards member, engages in illegal or immoral activity, or whose reputation may otherwise, in Sponsor's sole judgment, reflect negatively on Sponsor or Wyndham Hotel Group, in addition to any remedy available to Sponsor and Wyndham Hotels & Resorts.
- 13. Except as otherwise provided in these Terms and Conditions, a Property's membership and rights in the Program are not assignable or transferable.
- 14. All taxes arising out of the purchase of Points, other than taxes based on Sponsor's net income, are the Eligible Recipient's sole responsibility.
- 15. Sponsor may modify, alter or revise these Terms and Conditions or terminate the Program at any time without notice.
- 16. These Terms and Conditions are subject to interpretation by Sponsor in its sole discretion and are governed by New Jersey law.