

Purchase Points Rewards and *go meet*SM 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, [click here](#).

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.

Table of Contents

Log Into Wyndham Rewards eDesk.....	2
Purchase Points Rewards—Award Points	3
Purchase Points Rewards Reporting	6
<i>go meet</i> —Award Points	7
<i>go meet</i> Reporting	9
Program Rules.....	10

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.

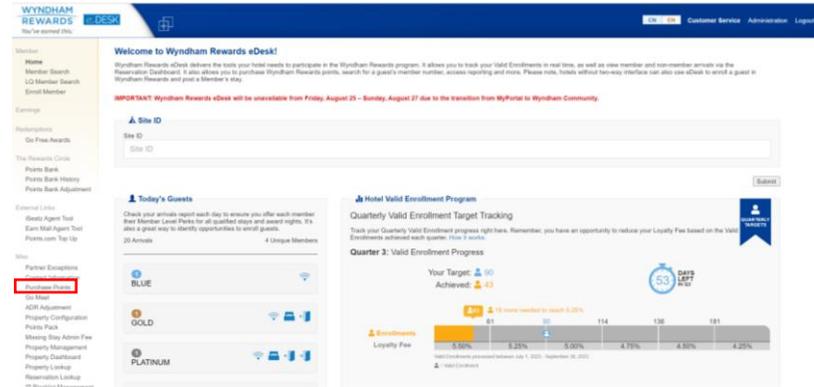
The screenshot shows the 'Member Search' interface in the Wyndham Rewards eDesk. The page has a blue header with the Wyndham Rewards logo and 'eDesk' text. Below the header, there's a navigation menu on the left with various options like 'Home', 'Member Search', 'LO Member Search', 'Event Member', 'Examples', 'Redemptions', 'Go Free Awards', 'The Rewards Circle', 'Points Bank', 'Points Bank History', 'Points Bank Adjustment', 'External Links', 'Award Agent Tool', 'Earn Mail Agent Tool', 'Points.com Top Up', 'Misc', 'Partner Exceptions', 'Contact Information', 'Purchase Points', 'Go Meet', 'ADR Adjustment', 'Property Configuration', 'Points Pack', 'Missing My Address Fee', 'Property Management', 'Property Dashboard', 'Property Lookup', 'Reservation Lookup', and 'W Backlist Management'. The main content area is titled 'Member Search' and contains a 'Basic Search' section with fields for 'Member Number', 'Phone', and 'E-mail Address', each with a 'Search' button. Below this is an 'Advanced Search' section with a 'Search Type' dropdown set to 'Starts With' and an 'Exact' option. It includes radio buttons for 'Status' (All, Active, Inactive) and a checkbox for 'Include Suspended/Closed'. There are also fields for 'Last Name', 'First Name', 'Phone', 'E-mail Address', 'City', 'Zip / Postal Code', 'State / Province' (a dropdown menu), and 'Country' (a dropdown menu), each with a 'Search' button.

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.**



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



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 drop-down list provided.
 - PPR - Guest Loyalty
 - 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.

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.

4. 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

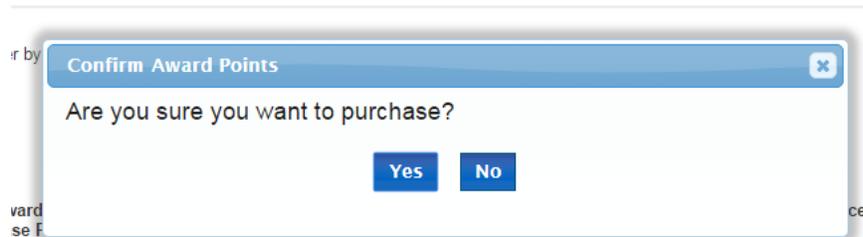
Please confirm the following order by clicking on the Award Points button.



All sales are final. Once the Award Points button is clicked, your property will be billed for these charges. Purchases can not be canceled and refunds on purchases are not available. See the Wyncham Rewards Purchase Points Rewards Terms and Conditions for additional information.

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**.

The screenshot shows the WYNDHAM REWARDS e-DESK interface. The top navigation bar includes 'WYNDHAM REWARDS e-DESK' and 'Customer Service Administration Logout'. The left navigation menu has 'Administration', 'Home', 'Reports', and 'Reports'. The main content area is titled 'Purchase Points Rewards Report'. It features a search bar with fields for 'Brand' (Wyndham Hotels & Resorts), 'Site #', 'Start Date', and 'End Date', along with a 'Search' button. Below the search bar is a table with columns: 'Date Posted', 'Arrival Date', 'Departure Date', 'Member Number', 'Member Name', 'Award by...', 'Points Awarded...', and 'Cost of Points'. The table currently displays 'No Rows To Show'. At the bottom right, there is a 'Download Report' button and a pagination indicator showing '0 to 0 of 0' and 'Page 0 of 0'.

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.

The screenshot shows the 'go meetSM' page in the Wyndham Rewards system. The page is titled 'go meetSM' and includes a sub-header: 'Reward group and meeting planners with Wyndham Rewards points at 1 point per 1 USD spent (or equivalent currency conversion, as determined at time points are awarded). Qualifying revenue components include guest rooms, meeting room rental fees, and food and beverage charges, exclusive of taxes and other fees. Visit www.wyndhamrewards.com/gomeet for full terms and conditions.'

The main form is divided into two sections:

- Event Details:** This section contains fields for 'Member Number*', 'Member Name', 'Event Type*' (a dropdown menu), 'Event/ Contract ID', 'Event Start Date*', and 'Event End Date*'. There is also a text area for 'Event Description'.
- Event Revenue Details:** This section is for entering revenue information. It includes a 'Currency Type*' dropdown (set to 'USD'), a note to 'Please enter at least one revenue line item.', and a table for revenue components: 'Meeting Room', 'Food & Beverage', 'Guest Room', and 'Other'. Below this table is the 'Event Total' field, which shows '0.00' and a note '(Converted to USD: 0.00 USD)'. There is also a 'Point Earning' section with a note: 'Points are calculated by awarding 1 Wyndham Rewards point per \$1USD 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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Member Name	Member Number	Event Type	Event Description	Contract ID	Event Start Date	Event End Date	Meeting Revenue	Food & Beverage Revenue	Room Revenue	Other Revenue	Total Event Revenue	Currency	Points Awarded	Cost of Points(USD)	Purchaser	Date Entered
MOLLY GOODRICH		go meet Association	Explore NY Opera		01/22/23	01/26/23	\$0.00	\$0.00	\$11,120.00	\$0.00	\$11,120.00	USD	11120	\$55.60	RAUCHBA	02/01/23
Joe Krucal		go meet Corporate	Krucal Staffing room block		01/01/23	01/29/23	\$0.00	\$0.00	\$416,604.00	\$0.00	\$416,604.00	USD	416604	\$2,083.02	424775	02/08/23
Karine Marinneau		go meet Sports Event	NYC Marathon group		11/03/22	11/09/22	\$0.00	\$0.00	\$50,556.00	\$0.00	\$50,556.00	USD	50556	\$252.78	RAUCHBA	02/15/23
EDDIE CHANG		go meet Special	Let's Make Big Moves		01/02/23	01/13/23	\$10,700.00	\$0.00	\$7,068.00	\$0.00	\$17,768.00	USD	17758	\$89.79	RAUCHBA	02/15/23
Total # rows: 4							\$10,700.00	\$0.00	\$485,338.00	\$0.00	\$496,038.00		496038	\$2,480.19		

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, re-distributes, 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.