WYNDHAM
U N I V E R S I T Y

Quick Start Guide

OPERA Cloud
WYNDHAM REWARDS ENROLLMENTS

This Quick Start Guide outlines the steps to enroll guests in Wyndham Rewards from the PMS. For more information on managing enrollments from within OPERA Cloud, consult the Wyndham Rewards in OPERA Cloud job aid.

BEFORE ENROLLING

1. Ask the guest if they'd like to enroll in Wyndham Rewards.

2. If they're already a Member or not sure, conduct a member search via eDesk to ensure the guest isn't already a Member.

3. The following information is required to enroll a Member in the program:

- ✔ FIRST & LAST NAME
- ✔ ADDRESS
- ✔ CITY, STATE, POSTAL CODE
- ✔ PHONE NUMBER
- ✔ EMAIL ADDRESS

ENROLLING IN OPERA CLOUD

1. From the guest's reservation, click the **ENROLL GUEST** link above the Reservation Overview tab.

2. The Enroll Guest page appears. The guest details are pre-populated based on the guest's profile. **VERIFY** with the guest and **COMPLETE** information for all required fields.

3. Click **ENROLL** to process enrollment and return to the reservation.

4. Once the enrollment is complete and the reservation is re-opened, the member's Wyndham Rewards number will appear in the Reservation Overview tab details section with a Membership icon 💳 next to the guest name and occupancy.

5. Inform guest they should receive a confirmation email with their member number and encourage them to download the Wyndham Hotels & Resorts mobile app.

Support & Resources

HTCS

Phone
855-849-3487

Chat
community.wyndham.com

Training Resources

This Quick Start Guide provides a high level summary only. For detailed instructions, see additional OPERA Cloud job aids available on Wyndham Community under the OPERA Cloud section.
Wyndham Community > Resources & IT Help > Hotel Resources > Hotel Systems Training > Explore Resources > OPERA Cloud