

Wyndham Rewards

Overview

Wyndham Rewards Overview

Wyndham Rewards is Wyndham Hotel & Resorts' signature loyalty program designed to offer members rewarding benefits. As members complete more qualified stays, they can unlock new levels and earn points that can be redeemed for great benefits.

Wyndham Rewards is important to our hotels because it strengthens relationships with existing customers, generates repeat business, attracts new guests, and increases awareness of all of our brands.

This document provides information relevant to managing Wyndham Rewards from OPERA Cloud during the check-in and checkout process.

Additional Information

For additional information, including training and document resources, visit the following Wyndham Community pages:

- [Wyndham Community > Loyalty & Marketing > Wyndham Rewards > Wyndham Rewards Resources](#)
 - [Wyndham Community > Resources & IT Help > Hotel Resources > Hotel Systems Training](#)
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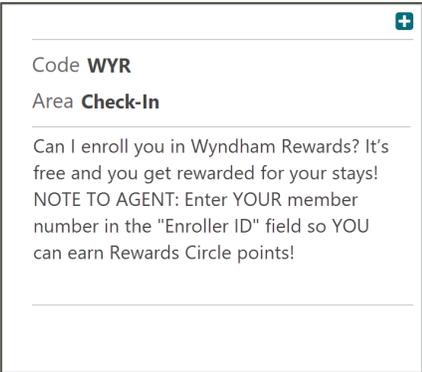
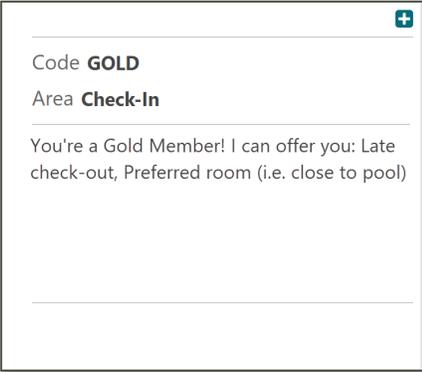
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Wyndham Rewards Check-In Alerts

Overview

OPERA Cloud alerts have been added during check-in to help hotel staff to enroll and recognize Wyndham Rewards Members.

There are two types of alert messages:

Type	Description	Alert Example
Enrollment	Alerts staff that a non-Wyndham Rewards member is checking in, prompting staff to encourage the guest to enroll in our award-winning loyalty program.	 <p>Code WYR Area Check-In</p> <p>Can I enroll you in Wyndham Rewards? It's free and you get rewarded for your stays! NOTE TO AGENT: Enter YOUR member number in the "Enroller ID" field so YOU can earn Rewards Circle points!</p>
Recognition	Alerts staff that an existing member is checking in, prompting them to thank the member for their loyalty by recognizing their member level (<i>Blue, Gold, Platinum, Diamond, Titanium</i>) and offering on-property perks.	 <p>Code GOLD Area Check-In</p> <p>You're a Gold Member! I can offer you: Late check-out, Preferred room (i.e. close to pool)</p>

Enrollment from OPERA Cloud

Overview

In this section, we will review:

- Wyndham Rewards Enrollment Importance
- Requirements for Enrollment
- Enrollment from OPERA Cloud

Wyndham Rewards Enrollment Importance

Enrolling new Wyndham Rewards members from OPERA is an important part of the program. In addition, hotels are required to meet the Quarterly Valid Enrollment Target, or they may be subject to the Loyalty Fee Increase and Missed Valid Enrollment Fee.

Requirements for Enrollment

To complete an enrollment that may be used towards a Valid Enrollment the following guest information is required. (For more information about the requirements of a Valid Enrollment, please consult the Wyndham Rewards Front Desk Guide.)

- Guest Name (First and Last Name)
- Guest Address (Address Line 1)
- City
- State
- Zip/Postal Code
- Country
- Guest Phone Number
- Guest Email Address

Important

In order to track enrollments by user, each employee's Wyndham Rewards member number needs to be entered into their user profile in OPERA Identity Management by the hotel administrator.

Enrollment from OPERA Cloud

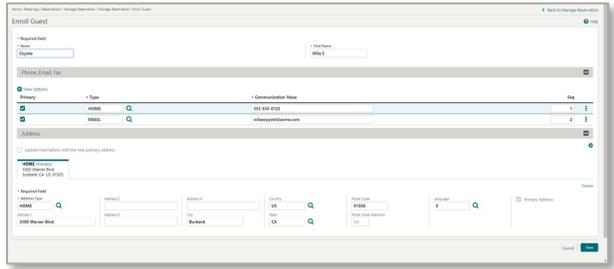
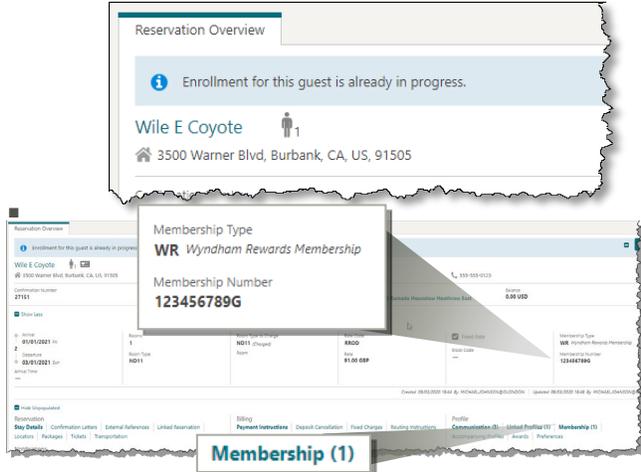
Use the steps below to understand the Wyndham Rewards enrollment process from OPERA Cloud.

Step	Action	Screenshot
1	<p>For reservations with no Membership information, the Enroll Guest link populates above the guest's name.</p> <p>Once the guest has consented to enrollment, start the enrollment process by clicking the Enroll Guest link.</p>	

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Enrollment from OPERA Cloud, continued

Enrollment from OPERA Cloud, continued

Step	Action	Screenshot
2	<p>The Enroll Guest page appears. The guest details are pre-populated based on the guest's profile. Complete or correct information for all required fields.</p> <p>Note: Whenever possible, obtain a valid email address, which is a requirement of any Valid Enrollment.  If a member has an online travel agency (OTA) email address, be sure to update it so the member receives their member number and can access their account. Some of the most common OTA email addresses end in: @expedia.com, @hotwire.com, @booking.com, @travelocity.com, @priceline.com, etc.</p> <p>When finished, click Save.</p>	
3	<p>The enrollment is sent to be processed and the Reservation Overview page displays the message 'Enrollment for this guest is already in progress.'</p> <p>Note: Wyndham Rewards enrollments may take 1 - 10 minutes to populate the new Wyndham Rewards member number in OPERA Cloud. During this time, other activities can be completed in OPERA Cloud.</p> <p>Once completed, the new Wyndham Rewards membership information is displayed on the guest's reservation and is attached to their profile.</p>	

Add an Existing Wyndham Rewards Number

Overview

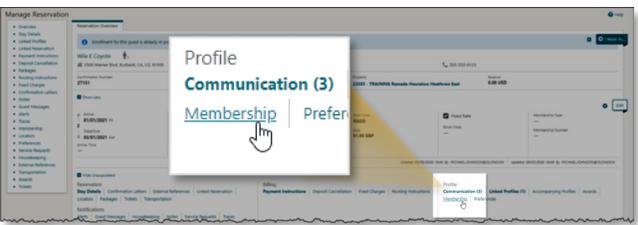
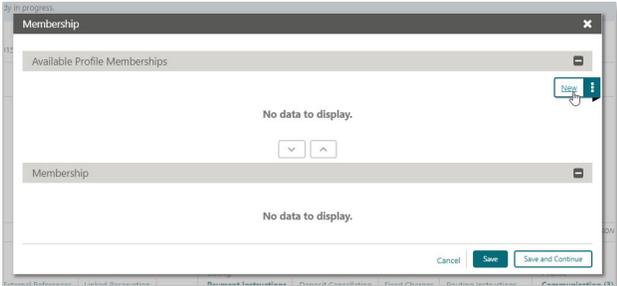
Existing Wyndham Rewards members may arrive without their Wyndham Rewards number associated to the booking. When this scenario occurs you need to manually attach the Wyndham Rewards number to their existing reservation.

Important

For a member to properly earn points on a qualified stay, the Wyndham Rewards membership number must be added prior to check-out.

Add an Existing WR Number

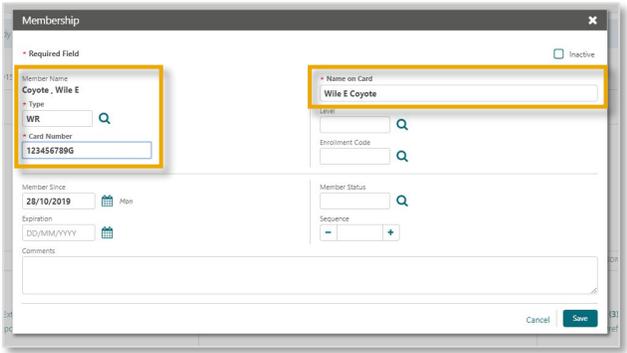
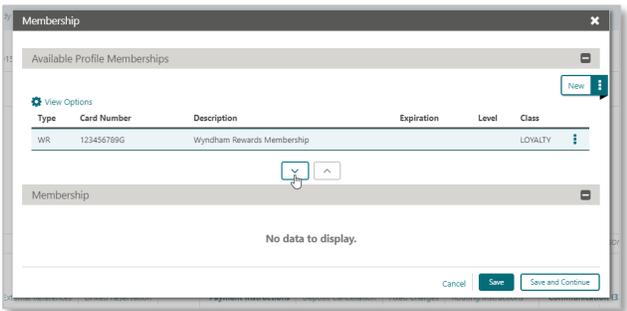
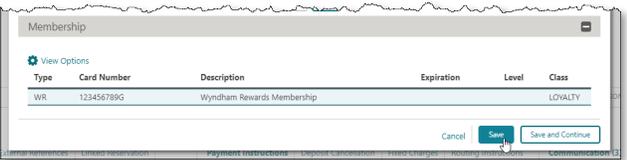
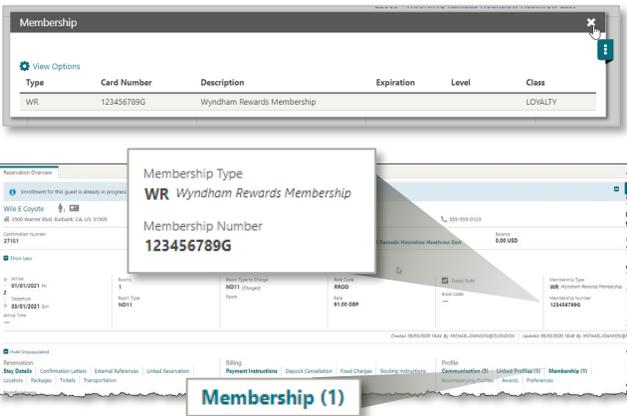
Follow the steps in the table below to add an existing Wyndham Rewards Membership Number to a reservation. (If the member does not have their Wyndham Rewards membership number, perform a member search in eDesk to obtain the number.

Step	Action	Screenshot
1	From the reservation screen, click the Membership link in the Profile section.	
2	The Membership box appears, click the Manage .	
3	The Membership box expands to display the Available Profile Memberships and Membership sections. Click New to add a new membership.	

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Add an Existing Wyndham Rewards Number, Continued

Add an Existing WR Number, continued

Step	Action	Screenshot
4	<p>The Membership window displays the member's name and auto-populates the Type field to WR (Wyndham Rewards).</p> <p>Insert the member's Wyndham Rewards number into the Card Number field.</p> <p>Click Save.</p>	
5	<p>The newly added membership is added to the guest profile and displayed under the Available Profile Memberships section.</p> <p>To add it to the reservation, with the membership information highlighted, click the down arrow  to add it to the Membership section.</p>	
6	<p>Once the guest's membership information is in the Membership section, click Save.</p>	
7	<p>The Membership box displays attached membership information for the reservation. Click the x to close the box.</p> <p>The member's Wyndham Rewards information is displayed on the reservation, and the Membership link updates to show an attached membership.</p>	

Free Nights and Points + Cash Reservations

Free Nights and Points + Cash Check-in

In this section, we will cover:

- Free Nights and Discounted Nights with Points + Cash Perks
- Identifying Free Night and Discounted Nights with Points + Cash Reservations
- Setting Up Routing for Free Nights Reservations
- Checking In a Free Nights Reservation
- Checking Out a Free Nights Reservation
- Checking Out Discounted Nights with Points + Cash Reservation
- Checking Out Discounted Nights with Points + Cash Reservation

Free Nights and Discounted Nights with Points + Cash Perks

Free Nights (FNS) and Discounted Nights with Points + Cash (Points + Cash) are Wyndham Rewards Member perks. At Wyndham Rewards hotels, customers redeem their points for either a free room or a deeply discounted room rate, plus points.

For additional information (including training and resources), view [Wyndham Community > Loyalty & Marketing > Wyndham Rewards > Wyndham Rewards Resources](#)

Identifying Free Night and Discounted Nights with Points + Cash Reservations

FNS reservations can be identified with the rate code **SRB** and a rate of 0.00 on the reservation screen.

Points + Cash reservations can be identified with the rate code **SRB6** on the reservation screen.

Setting Up Routing for Free Nights Reservations

To ensure accurate billing of FNS award reservations, the Wyndham Rewards profile must be attached to the reservation.

Each day before the night audit is run, follow the steps in the table below to attach the Wyndham Rewards profile and set up routing on FNS reservations. This process can also be completed during check-in.

Step	Action	Screenshot
1	<p>Check for FNS Guest In-House from OPERA Cloud.</p> <ul style="list-style-type: none"> Click on Bookings > Reservations > Manage Reservations Remove the arrival date Insert SRB in the Rate Code field Select Checked In in the Reservation Status field Click Search. 	

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Free Nights and *Points + Cash* Reservations, Continued

Setting Up Routing for Free Nights Reservations, continued

Step	Action	Screenshot																				
2	<p>Did FNS reservations (SRB rate code) appear in the search results?</p> <ul style="list-style-type: none"> If NO, no further action is required. If YES, continue to step 3. 	<table border="1"> <thead> <tr> <th>I Want To...</th> <th>Property</th> <th>Confirmation Number</th> <th>External Reference</th> <th>Name</th> <th>Alternate Name</th> <th>Rate Code</th> <th>Block Code</th> <th>Reservation Type</th> <th>Room Type</th> </tr> </thead> <tbody> <tr> <td></td> <td>22503</td> <td>18906</td> <td></td> <td>Doe, John</td> <td></td> <td>SRB</td> <td></td> <td>Checked In</td> <td>ND1</td> </tr> </tbody> </table>	I Want To...	Property	Confirmation Number	External Reference	Name	Alternate Name	Rate Code	Block Code	Reservation Type	Room Type		22503	18906		Doe, John		SRB		Checked In	ND1
I Want To...	Property	Confirmation Number	External Reference	Name	Alternate Name	Rate Code	Block Code	Reservation Type	Room Type													
	22503	18906		Doe, John		SRB		Checked In	ND1													
3	<p>Click the → I Want To... 4 and select the Linked Profiles hyperlink.</p>																					
4	<p>The Linked Profiles window appears, click on the Associated Profile tab. Click the Edit button and insert 'Wyndham' in the company profile field. Click the magnified glass icon to complete the search.</p>																					
5	<p>Select the Wyndham Rewards profile and click Select and then Save on the Linked Profiles window.</p> <p>Note: Generally, the Wyndham Rewards company profile contains default routing instructions.</p>	<table border="1"> <thead> <tr> <th>I Want To...</th> <th>Master/Sub</th> <th>Name</th> <th>Profile Type</th> <th>Corp ID</th> <th>Address 1</th> <th>City</th> <th>Stat</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>Wyndham Rewards</td> <td>Company</td> <td></td> <td>22 Sylvan Way</td> <td>Parsippany</td> <td>NU</td> </tr> </tbody> </table>	I Want To...	Master/Sub	Name	Profile Type	Corp ID	Address 1	City	Stat			Wyndham Rewards	Company		22 Sylvan Way	Parsippany	NU				
I Want To...	Master/Sub	Name	Profile Type	Corp ID	Address 1	City	Stat															
		Wyndham Rewards	Company		22 Sylvan Way	Parsippany	NU															
6	<p>Confirm Selection when prompted to verify default routing.</p>																					
7	<p>Repeat the procedure for all FNS in-house reservations</p>	--																				

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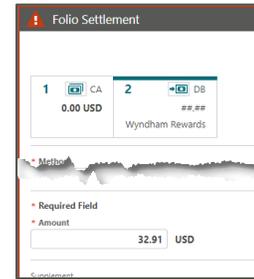
Free Nights and *Points + Cash* Reservations, Continued

Checking In a Free Nights Reservation

For FNS reservations, the base room and tax for the free night are billed to Wyndham Rewards, and the guest only pays incidental charges. Additionally, during check-in, you can set up routing on the reservation to the Wyndham Rewards profile as defined in the next section.

Checking Out a Free Nights Reservation

When checking out a FNS awards reservation, only the room and tax charges posted to the Wyndham Rewards folio (window 2) are direct billed to the Wyndham Rewards AR account. Any incidental or other charges posted to other folios (windows) are the responsibility of the guest.



Checking in a Discounted Nights with Points + Cash Reservation

For Points + Cash (SRB6) reservations, the guest pays a discounted amount off the BAR rate and there are no additional reimbursement amounts, therefore no additional steps are needed to check-in the guest.

Checking Out Discounted Nights with Points + Cash Reservation

For Points + Cash (SRB6) reservations, the guest pays a discounted amount off the BAR rate and there are no additional reimbursement amounts; conduct a normal check out of the reservation and process charges to the guest's payment method.

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