



LoyaltyConnect User Guide

SIX SENSES EDITION



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About this Guide

This document is written with hotel users in mind and as a companion to the IHG Rewards Reference Guide. The most recent version of the reference guide can be downloaded from IHG Rewards Source in Merlin.

This guide also answers questions that most hotel staff have when learning LoyaltyConnect to deliver IHG Rewards as a program. You'll find lots of step-by-step instructions, screenshots and examples throughout the material.

This is our primary documentation, and is continually updated with new topics, changes to existing content, and improvements in the way the material is presented. To provide feedback about this guide, or if you have clarifications or requests, please contact Loyalty Operations at globalloyaltyoperations@ihg.com.

Who Should Use It?

This guide is intended for users of different degrees of knowledge and experience with LoyaltyConnect.

This guide assumes that you have obtained access and had been assigned with an appropriate role to use the application. If you need access, please reach out to your General Manager. For more information about permissions and roles, see [LoyaltyConnect Access](#).

Help and Support

DCO Transmission and LPU Issues

When accessing Loyalty Pending Updates (LPU), if there is no data for a date, or if there is only certain data showing (e.g., check-outs but no folio data), then the DCO may not have sent. Contact your local PMS vendor to ask them to resend the DCO files. You can also open a ticket through [IHG Service Now](#) in [Merlin](#).

If there is a backlog of DCO files that need to be sent, your PMS vendor can advise you on the process.

Remember that any dates that do not show data for IHG:

- The LPU will not award points to IHG Rewards members until the DCO file has been resent and received by IHG.
- To prevent causing inconvenience to the member, ensure that you contact [Hotel Help Desk](#) to ask them to manually credit any guests who have not received their points.



Employee Rate Eligibility

- Support Phone Number is 800-810-4499
- A self-service ticket can also be opened from [IHG Service Now](#) in [Merlin](#).

Hotel Systems

Non-IHG Rewards support for Guest Reservations System or Holidex Plus and Property Management Systems (PMS)

- US/Canada: 1-800-810-4499
- EUROPE: +44 870 606 1300**

IHG Invoice Inquiries

For questions about IHG invoices in general, please email cps@ihg.com. If you have invoice issues associated with Reward Night reimbursement, please contact the [Hotel Help Desk](#).

PMS Support

For questions or issues specific to your PMS, please contact your PMS vendor.

Program and Reimbursement Issues

The IHG Rewards Hotel Help Desk is a highly knowledgeable team put together to specifically assist hotels with IHG Rewards issues.

When contacting the team, please make sure you have as much information about the issue as possible to ensure quick and efficient resolution. Their email address is: askihgrewardsclub@ihg.com (all Regions). When sending an e-mail to the Hotel Help Desk you will receive a response within 24 hours.

- US/Canada
 - (8 am to 11 pm Eastern Time, 7 days a week)
 - Phone: 1-877-275-7258
 - Fax: 1-801-606-5914
 - TDD: 1-800-238-5544
- Mexico
 - Phone: 001-800-272-9273
 - Fax: 001-800-725-8232



- South/Central America and Caribbean
 - Phone: 1-801-975-3063 (English)*
 - Phone: 1-801-975-3013 (Spanish)*
 - Fax: 1-801-974-3086*
- Asia Australasia
 - Tel: +63 2 8857 8777
 - Fax: +63 2 8857 8787
- Middle East and Africa
 - Tel: +44 (0) 871 942 9220
 - Fax: +44 (0) 871 942 9103
- Greater China:
 - Tel: +800 999 8009 (for Mainland China landline only)
 - Tel: +86 21 2033 4921 (9:00–18:00, Mon–Fri)
 - Email: askihgrewardsclub.cn@ihg.com
- Europe
 - Open 24 hours a day, 7 days a week.
 - Tel: +44 203 34 99032 (international calling rates may apply)

Potential Fraud and Suspicious Cases

- Please contact globalloyaltyoperations@ihg.com if you encounter suspicious actions related to a member or an employee's IHG Rewards account.
- IHG will not be held liable for any cost incurred by the hotel due to fraudulent activities.



Introduction to LoyaltyConnect

What it is designed to do for your hotel?

- LoyaltyConnect helps you manage your business related to your IHG Rewards guests more efficiently.
- It allows your hotel team members to update IHG Rewards member profile data upon request from the IHG Rewards guest, providing a better guest experience.
- It provides a more efficient way to process IHG Rewards stays and Reward Night reimbursements freeing your team members to focus their energies on providing Loyalty You Can't Buy.

Who is this tool for?

LoyaltyConnect should be used by any hotel team member that:

- Checks-in your IHG Rewards guests
- Needs to access an IHG Rewards member profile to look up member level status or total points
- Processes Loyalty Pending Update (LPUs) stay adjustments and Reward Night reimbursement
- Processes enrollments into the IHG Rewards or Ambassador programs
- Checks the status of your DCO files
- Enters Reward Night taxes
- Manages Point Awards

How does this affect hotel operations?

Hotels are expected to:

- Review IHG Rewards arrivals to determine their member level status to ensure a proper IHG Rewards guest check-in experience and the preparation of the relevant Wellness Platter according to tier level. For more information about Wellness Platter, please visit the Six Senses page in Source.
- Process List of Pending Updates (LPU) stays adjustments within 24 hours of departure. Failure to do so can cause incorrect assessment fees and delay points being issued to a member.
- Process Reward Night stays for reimbursement. Please note: High Occupancy night (96% or above) Reimbursements still require your hotel appropriate Managers Report details for review and approval. Please click [here](#) for examples of appropriate reports.
- Immediately award points to a member for Service Recovery, etc.



- Check the DCO File Transfer status. If LPU is not populating, you could potentially have an error with your DCO file transmission. If this is the case, please contact your local PMS Vendor and open a ticket.

How will it be measured?

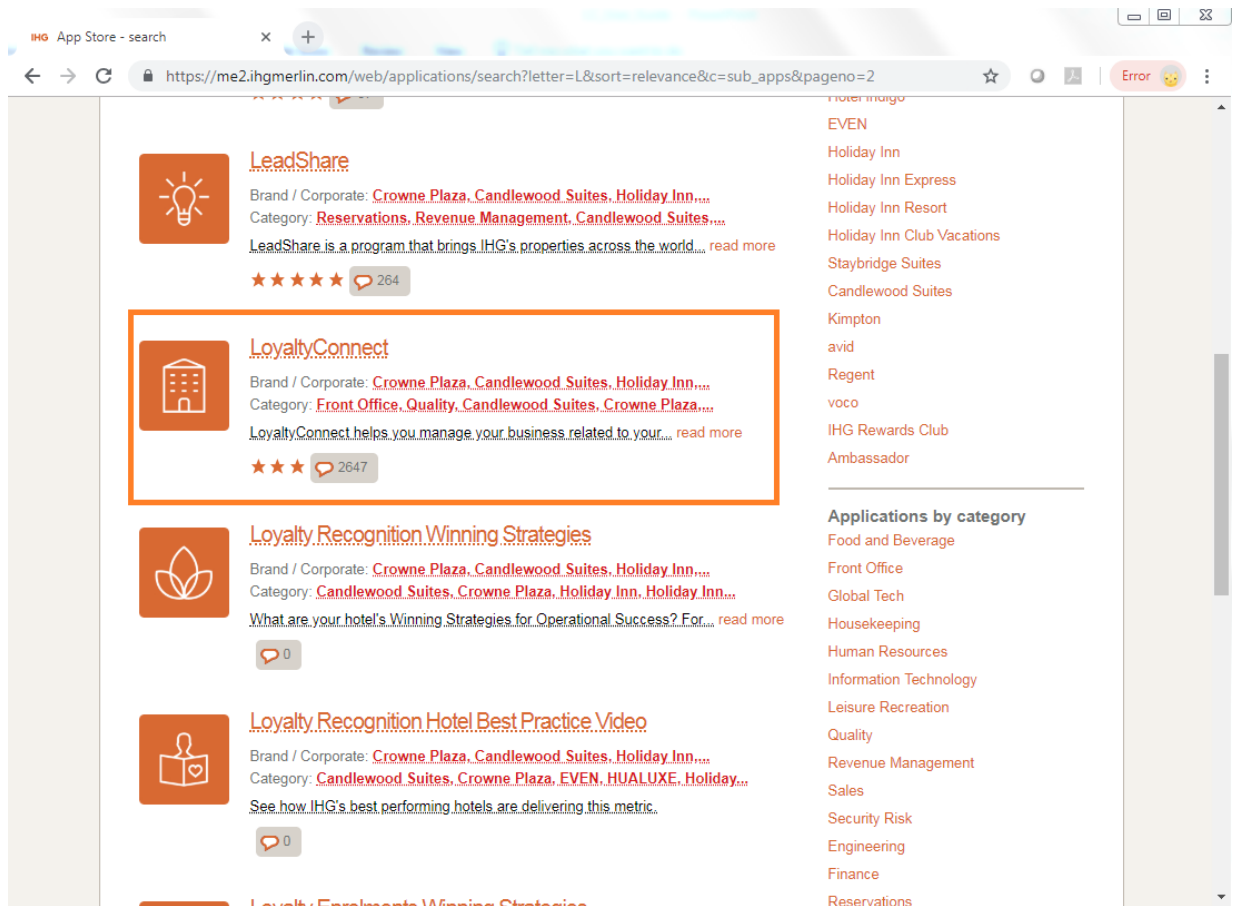
To make certain that your hotel continues to provide a great guest experience, award points to eligible IHG Rewards members for their stay and receive reimbursement for Reward Nights or Free Nights, your team members must constantly use LoyaltyConnect.

Accessing LoyaltyConnect

Login to LoyaltyConnect

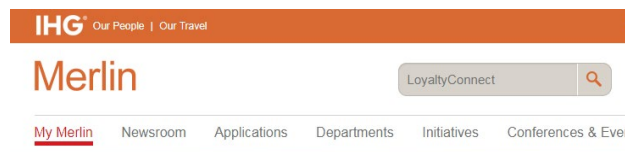
To access LoyaltyConnect in Merlin:

1. Start at your “Hotel Merlin” homepage.
2. Click on the Applications Tab.
3. Click on LoyaltyConnect.



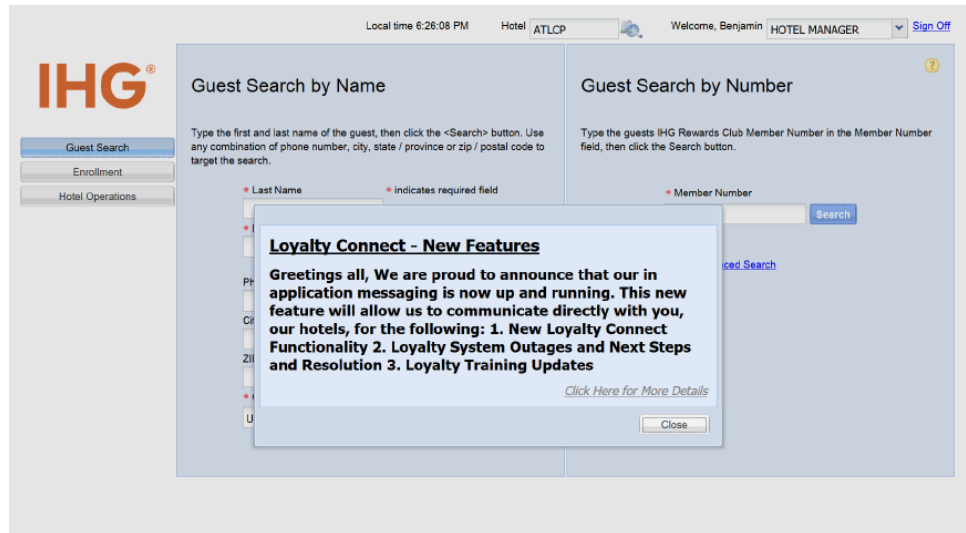
OR:

Simply type “LoyaltyConnect” in the Search Bar then hit Enter.



Successful Login

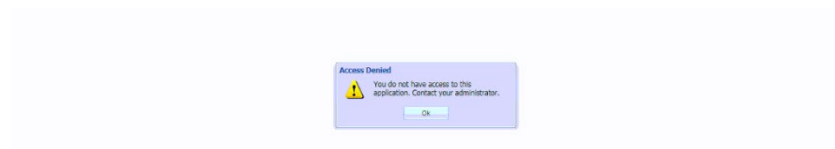
You will see a message display when you successfully log in to LoyaltyConnect



- This provides real-time updates for ongoing defects, future system enhancements or other related issues regarding system release notes and planned outages that are relevant to you.
- This only displays once per log in session.
- There may be hyperlinks within the message that you can click if you would like more information. These hyperlinks will route you to Merlin.

Failed Login

There are 3 possible reasons why login fails.



1. No access

- If you do not have access, please reach out to your General Manager or anyone at the hotel who have Hotel Security role.
- If you are a General Manager and you don't have access to LoyaltyConnect, or the General Manager position is open at the hotel, please contact [Hotel Help Desk](#) to request Hotel Security role.



2. Inactive access

- The system is set to monitor log in activity due to security. If you have not logged into LoyaltyConnect within a 6-month timeframe, the system will no longer allow access and throw an error. Should need assistance regaining access that has been previously granted, please reach out to your General Manager or anyone at the hotel who have Hotel Security role. [See Inactive Access.](#)

3. Connection issues

- If you have an active access and still cannot login, it could be a connection issue. As a workaround, access LoyaltyConnect using Firefox/Mozilla via Merlin.
- Or open a Firefox/Mozilla browser and type the URL <https://loyaltyconnect.ihg.com/hotel>.
- Open a ticket in Service Now at ihg.service-now.com if the issue persists.

LoyaltyConnect Access

Before your team members can access LoyaltyConnect, their network ID must be created first by opening a Service Now ticket and assigning it to MyID. Once this is completed, the General Manager must login to LoyaltyConnect, then assign the appropriate LoyaltyConnect roles to the team member.

If the hotel has a Security Administrator on property, the General Manager can assign the HOTEL SECURITY role to this person to manage access and roles within LoyaltyConnect.

Below you will find the LoyaltyConnect Security Roles with examples for each role:

LoyaltyConnect Security Roles	Has Access To	Assign Role To (Recommendation Examples)
Hotel Back Office	Guest Search, Hotel Operations	<ul style="list-style-type: none">• Accounting• Reservations• Night Audit
Hotel Front Desk	Guest Search, Enrollment, Hotel Operations	<ul style="list-style-type: none">• Front Desk• Reservations• PBX Operator
Sales Manager	Guest Search, Enrollment, Hotel Operations	<ul style="list-style-type: none">• Events Manager• Meeting Specialist
Hotel Manager	Guest Search, Enrollment, Hotel Operations	<ul style="list-style-type: none">• General Manager• GSM• FOM
Hotel Operations Manager	Guest Search, Hotel Operations, Order Point Voucher, Approve Point Awards Deposit	<ul style="list-style-type: none">• FOM• GSM• Champion
Hotel Security	Guest Search, Security	<ul style="list-style-type: none">• General Manager• Security Admin



Security Roles

Please use the following matrix when assigning roles within LoyaltyConnect to see what functionality within the system matches best to the job description of the team member needing access.

Hotel Operations	Action	Hotel Back Office	Hotel Front Desk - Standard	Hotel Front Desk – Fee Based	Sales Manager	Hotel Manager	Hotel Operations Manager	Hotel Security
Point Awards (Welcome Amenity, Service Recovery, Hotel Promotions, etc.)	View and Search Point Awards		✓	✓			✓	
	Post Point Awards (less than 1000 points)		✓	✓			✓	
	Post Point Awards (more than 1000 points)						✓	
	Decline Welcome Amenity		✓	✓			✓	
	Approve Point Awards						✓	
	Reject Point Awards						✓	
IHG Business Rewards	View Posted Events	✓			✓	✓		
	Create Events	✓			✓	✓		
	Approve Events	✓			✓	✓		
	Adjust Events Revenue	✓			✓	✓		
Personal Information	View personal information, phone, and email (masked)	✓	✓	✓	✓	✓	✓	✓
	Add or update personal information, phone, or email (accounts with less than 50,000 points only)		✓	✓	✓	✓		
Customer Information	View Enhanced Member Profile	✓	✓	✓	✓	✓	✓	✓

Hotel Operations	Action	Hotel Back Office	Hotel Front Desk - Standard	Hotel Front Desk – Fee Based	Sales Manager	Hotel Manager	Hotel Operations Manager	Hotel Security
Customer Information	View Profile Flags							
Communication Preferences	View Communication Preferences		✓	✓	✓	✓		
	Update Communication Preferences	I	✓	✓	✓	✓		
Program Specific Information	View Programs	✓	✓	✓	✓	✓	✓	✓
	View Earning Preference	✓	✓	✓	✓	✓	✓	✓
	Change Earning Preference							
	View Member Point Balance, Status	✓	✓	✓	✓	✓	✓	✓
	View Tier Level Activity	✓	✓	✓	✓	✓	✓	✓
Enrollment	Enroll in IHG Rewards Club		✓	✓	✓	✓		
	Create Employee Enrollment ID		✓	✓	✓	✓		
	Enroll in Ambassador			✓		✓		
	Enroll in Karma							
	Enroll in IHG Business Rewards		✓					

Hotel Operations	Action	Hotel Back Office	Hotel Front Desk - Standard	Hotel Front Desk – Fee Based	Sales Manager	Hotel Manager	Hotel Operations Manager	Hotel Security
Enrollment Continued	Renew Ambassador			✓		✓		
Reports	View Hotel Admin Reports	✓			✓	✓	✓	
Stay Information	Search and View Stays	✓				✓		
	View LPU	✓				✓		
	Adjust whether Stays Qualify to Earn Points	✓				✓		
Reward Nights	View Hotel's Taxes and Fees	✓				✓		
	Update Hotel's Taxes and Fees	✓				✓		
	View Hotel Occupancy and ADR	✓				✓		
	Update Hotel Occupancy and ADR	✓				✓		
	View Reimbursement and Certificate Status Detail	✓				✓		
	View Free Night Reimbursement that are not reimbursed following the Occupancy Rules of Reward Nights	✓				✓		
Security	Assign roles to users							✓
	View roles assigned to users							✓
	Activate inactive users							✓
Order Point Vouchers	Order Point Vouchers						✓	

Viewing Security Roles

Only users with **Hotel Security** role can view the roles assigned to other users.

1. Access LoyaltyConnect from Merlin Application Menu.
2. Select Hotel Security role.

Local time 11:32:01 AM Hotel Welcome, **HOTEL SECURITY** [Sign Off](#)

User Management

Hotel First Name Last Name

Job Title Role **All**

3. On the User Management Screen, use the “Role” dropdown to select “All” and click Search.

IHG

User Management

Hotel **MNLCP** First Name Last Name

Job Title Role **All**

Username	First Name	Roles
APACzoletar	Restituto	HOTEL BACK OFFICE
APACyusere	Serene	HOTEL FRONT DESK - STANDARD
APACyumenh	Hernan	HOTEL FRONT DESK - FEE BASED
APACyeungpe	Peter	SALES MANAGER
APACvinaram	Micahlei	HOTEL MANAGER
APACvillanles	Leslie	HOTEL OPERATIONS MANAGER
APACvillaman	Anthony	HOTEL SECURITY

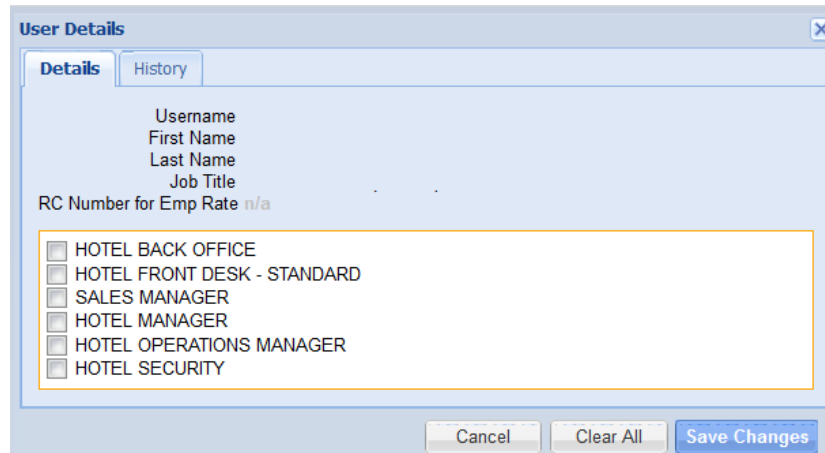
4. All employees who have a Merlin ID for your hotel will display. If the employee isn't listed, this means they do not have a Merlin ID. The role or roles assigned to each user appears in the “Roles” column. If nothing is listed, the employee does not have access to LoyaltyConnect.

Assigning Security Roles

- Security roles must be assigned to all LoyaltyConnect users to give them access to the application.
- Before your team members can access LoyaltyConnect, their network ID must be created first by opening a Service Now ticket and assigning it to MyID. Once this is completed, the General Manager must login to LoyaltyConnect, then assign the appropriate LoyaltyConnect roles to the team member.
- If the General Manager is unable to access LoyaltyConnect, or the General Manager position is open at the hotel, please have the General Manager contact Hotel Help Desk to request Hotel Security role.

To assign roles:

1. From the Search results, click on the underlined name of the user. A User Details Screen displays.



The screenshot shows a 'User Details' window with two tabs: 'Details' and 'History'. The 'Details' tab is active. It displays the following information: Username, First Name, Last Name, Job Title, and RC Number for Emp Rate (n/a). Below this information is a list of roles with checkboxes:

- HOTEL BACK OFFICE
- HOTEL FRONT DESK - STANDARD
- SALES MANAGER
- HOTEL MANAGER
- HOTEL OPERATIONS MANAGER
- HOTEL SECURITY

At the bottom of the window are three buttons: 'Cancel', 'Clear All', and 'Save Changes'.

2. Click on the check box for each role you wish to assign the user. Users may have more than one role. See table below for an explanation of the LoyaltyConnect user roles. Press "Save Changes".
3. The new role displays in the "Role" column on the User Management List.

Inactive Security Role

- A user with Inactive Security Role is unable to access LoyaltyConnect.
- 6 months of non-use will deactivate the access.
- A GM or someone with Hotel Security can refresh the access.

To refresh an access:

1. Login to LoyaltyConnect.
2. Select Hotel Security role.
 - a. If you are a GM and does not have Hotel Security, please contact [Hotel Help Desk](#).
3. Click Search to display the list of users associated with your hotel.
4. Click on the underlined name of the user. A User Details Screen displays.\



5. Unselect the current role then select another role then hit Save Changes.
6. Click the username again then unselect the current role then select the correct role.
7. Hit Save Changes. The access is now active.

Editing or Removing Access

- It is the hotel's responsibility to remove a staff's access to LoyaltyConnect to prevent misuse and fraud.
- Deactivating the staff's Merlin ID does not remove LoyaltyConnect access.
- Any users with Hotel Security role can remove a staff's access.
- If help is needed, contact [Hotel Help Desk](#).

To remove a role:

1. From the Search results, click on the underlined name of the user.
2. In the User Details Screen:
 - a. Click on the check box for each role you wish to assign the user.
 - b. Click on the roles you wish to remove so that the checkbox becomes unchecked.
 - c. LoyaltyConnect will not allow you to remove all roles assigned to a user – at least one role should be left. It is preferred to leave the Hotel Front Desk role on a user when removing a user's access.
3. Click Save Changes.

Tips on Access and Roles

- If the General Manager is not available to assign access on the hotel's scheduled launch date, please contact [Hotel Help Desk](#) with a delegate name that needs to have Hotel Security role for the launch. This individual will be responsible for assigning the LoyaltyConnect roles for the hotel in the absence of a General Manager.
- The system is set to monitor log in activity due to security. If an employee has not logged into LoyaltyConnect within a 6-month timeframe, the system will no longer allow access and throw an error. Should a General Manager need assistance regaining access that has been previously granted, please contact [Hotel Help Desk](#) for account recovery.
- Corporate users who need LoyaltyConnect can request access via [IHG Service Now](#) or by filling out this [form](#).

Searching for a Member

LoyaltyConnect allows you to search for an IHG Rewards member. You can search for a member through Guest Search in LoyaltyConnect.

The screenshot displays the IHG LoyaltyConnect interface. On the left, a navigation menu includes 'Guest Search' (highlighted with an orange box), 'Enrollment', and 'Hotel Operations'. The main area is split into two panels. The left panel, 'Guest Search by Name', contains a text box for the guest's name, a 'Search' button, and a list of search criteria: Last Name, First Name, Phone Number, City, State or Province, ZIP or Postal Code, and Country/Region (set to 'UNITED STATES'). The right panel, 'Guest Search by Number', contains a 'Member Number' text box and a 'Search' button. An 'OR' separator is placed between the two panels. A help icon is visible in the top right corner of the right panel.

Roles Required

Searching for a member is enabled to all users regardless of their role.

Navigation

1. Go to Merlin.
2. Click on 'Applications'.
3. Click on LoyaltyConnect.
4. Click 'Access this tool'.
5. Click Guest Search.

Search Methods

There are 3 ways to search for a member.

- [Guest Search by Name](#)
- [Guest Search by Number](#)
- [Advanced Search](#)



Guest Search by Name

IHG

Guest Search
Enrollment
Hotel Operations

Guest Search by Name

Type the first and last name of the guest, then click the <Search> button. Use any combination of phone number, city, state / province or zip / postal code to target the search.

* Last Name * indicates required field

* First Name

Phone Number

City, State or Province

ZIP or Postal Code

* Country/Region
UNITED STATES

- Use Guest Search by Name if the member doesn't know their IHG Rewards member number.
- You need to have the member's Last Name, First Name and Country/Region to be able to search. Make sure it is the member's country of residence used when they registered the first time.
- You can also enter their Phone Number, City, State or Province, Zip or Postal Code to refine your search.

Guest Search by Number

Guest Search by Number ?

Type the guests IHG Rewards Club Member Number in the Member Number field, then click the Search button.

* Member Number

[Advanced Search](#)

R

- If you know the member's IHG Rewards number, use Guest Search by Number and you should be able to pull up the member's account instantly.

Advanced Search

Guest Search by Number ?

Type the guests IHG Rewards Club Member Number in the Member Number field, then click the Search button.

* Member Number

[Advanced Search](#)

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- If you are unable to pull up the member's account using Guest Search by Name or Guest Search by Number, you can do an Advanced Search.
- Advanced Search lets you enter other information the member might have to locate their account.
- Like Guest Search by Name, you need to have the member's Last Name, First Name and Country to do an Advance Search.

- Then you can add the member's personal information like address, email address, membership type and even their past stays.

The screenshot shows the 'Guest Search' form with the following fields: Member Number, Number, Last Name, First Name, Street Address, City, State or Province, ZIP or Postal Code, UNITED STATES (dropdown), Phone, Email, RC (dropdown), Stay Details (expanded), MNLGS (dropdown), ddMMMy (calendar), +/- 0 Mon (dropdown), Folo Number, Room Number, Credit Card Number, and Confirmation Number. Callouts provide additional information: one points to the Stay Details section stating 'You can also enter information about the member's past stays here to help locate their account.', and another points to the RC dropdown with a list of codes: RC (IHG Rewards), BR (IHG Business Rewards), AMB (InterContinental Ambassador), KAR (Kimpton), and EMP (Employee Enrollment ID).

Search Results

Guest Name	Member Number	Points Balance	RC Level	Address	City	State	ZIP/Postal Code	Country	Phone
MCDONNELL, JOHN	776336900	0	CLUB	1705 CLEARWATER AVE	BLOOMING	IL	61704-2200	UNITED STATES	3093103020
Smith, Bart	173122212	0	CLUB	5001 STONECREST DR	MCKINNEY	TX	75071-7840	UNITED STATES	2145324594
Smith, Brian	333476667	17090	PLATINUM	4100 68th St S.E.	Caledonia	MI	49316	UNITED STATES	6166983745
SMITH, JOHN	819059709	0	CLUB	PO BOX 136	BENTONVILLE	AR	72712-0130	UNITED STATES	4792734604
Smith, John	310401777	0	CLUB	7019 AMANDA DR	JACKSONVILLE	AR	72076-9300	UNITED STATES	5018333363
Smith, John	335280444	0	CLUB	2881 HABBERTON RD	SPRINGDALE	AR	72764-8540	UNITED STATES	4797503025
smith, john	677886623	0	CLUB	4327 S BANDIT RD	GILBERT	AZ	85297-9630	UNITED STATES	17179039037
Smith, John	624657173	0	CLUB	1880 WELFORD LN	HAYWARD	CA	94544-8300	UNITED STATES	5102640722
Smith, John	550103424	0	CLUB	1 N COVE	IRVINE	CA	92604-4510	UNITED STATES	3103342122
SMITH, JOHN	410151413	0	CLUB	22502 WOODCREST CIR	LAKE FOREST	CA	92630-3140	UNITED STATES	7147683604

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- Whichever method you prefer, always verify their details to make sure you're looking at the right IHG Rewards account.
- If you are unable to open any account or the system displays an error when you attempt to open an account, the account may be restricted or has been closed. Please contact [Hotel Help Desk](#) for more information.

Enrollment

Enrolling new members and creating an Employee Enrollment ID for IHG Rewards can be processed in LoyaltyConnect.

Roles Required

Enrolment is enabled to all users with the following Roles

- Hotel Front Desk – Standard
- Hotel Front Desk – Fee Based
- Hotel Manager
- Sales Manager

Navigation

1. Go to Merlin.
2. Click on 'Applications'.
3. Click on LoyaltyConnect.
4. Click 'Access this tool'.
5. Click Enrollment.

The screenshot shows the IHG LoyaltyConnect interface. On the left, a navigation menu has 'Enrollment' highlighted with a blue bar. The main content area is titled 'Enroll' and contains the following elements:

- Programs:** Three radio button options: RC, BR, and EMP.
- Customer Information:** A large text input field for 'Country/Region*' with a dropdown arrow, and a 'Hotel Code*' dropdown menu currently showing 'NYCMH'.
- Buttons:** 'Cancel' and 'Submit' buttons located at the bottom right of the form.

Creating an Employee Enrolment ID

Hotel team members that are responsible for enrolling guests in to IHG Rewards are required to have a unique Employee Enrolment ID (PROGRAM: EMP) to enrol guests and receive credit for eligible enrolments.

The Employee Enrolment ID is not the same as your Employee ID number and is created by enrolling to the EMP Program in LoyaltyConnect.

1. Log into LoyaltyConnect.
2. Click Enrollment.
3. Click EMP, then complete all required fields, and click Submit.

Enroll

Programs

RC BR EMP

Customer Information

Country/Region* Select

Written Language* English

Native Language Select

Salutation First Name* Middle Name Last Name* Suffix Title Degree

Name Select Select Select Select Select Select Select

Gender Select

Date of Birth Select Select

Address

* Required Field

Country/Region* Select

Type* Residence

Address 1*

Address 2

Address 3

Address 4

Address 5

City/Post Town*

- Note: Complete related fields in the enrolment section. Only the fields marked with a red * are required for enrollment. It is advisable to complete as many of the other fields as possible.
- Email address is not required when enrolling an EMP account.

Additional Information

EMP Member ID (if known)

Hotel Code* BALMN

Cancel Submit

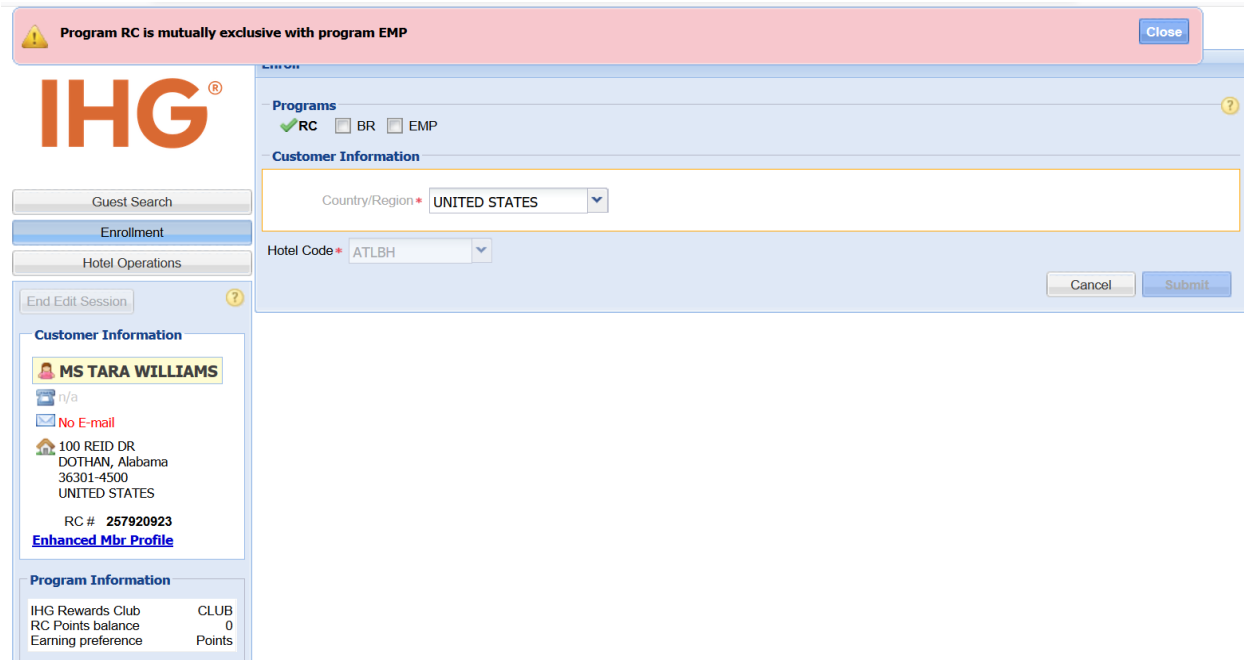
- Note: When you enroll an employee, there is no need to fill out the Employee Member ID field.

6. The Enrollment Successful box will appear. Click Done.



An Enrollment ID (EMP) account must be exclusive and should not be associated to any existing IHG Rewards account.

If you try to enroll an EMP account under an existing IHG Rewards account or try to click EMP and RC at the same time you will receive the following error message:



To fix this, ignore the current enrollment then follow the steps below:

1. Click Enrolment.
2. Click EMP.
3. Fill in the employee's details.
4. Click Submit.
5. Take note of the Employee Enrolment ID.

Enrolling New Members

When you enroll a new guest to the program, you are not only helping your hotel to achieve its target, you are helping the other hotels in the system too.

Often, new members stay in other IHG brand properties, which means that other hotels are also benefitting from your enrollment.

You must have one of the following roles to enroll a member into the program.

Role	Allows Enrollment To
Hotel Front Desk – Standard	RC, BR, EMP
Hotel Front Desk – Fee Based	RC, AMB, BR, EMP
Hotel Manager	RC, AMB, BR, EMP
Sales Manager	RC, BR, EMP

To enroll a guest into the program, follow the steps below:

1. Log into LoyaltyConnect.
2. Click Enrollment.
 - Check the box to indicate which program to enroll the guest into.

Enroll

Programs

RC AMB BR EMP

Customer Information

Country/Region * UNITED STATES

Hotel Code * NYCHA

Cancel Submit

- Select **RC** if you are enrolling a guest to IHG Rewards
- **BR** for IHG Business Rewards
- **AMB** for InterContinental Ambassador
- **KAR** for Kimpton
- **EMP** for an Employee Enrollment ID

3. Complete all mandatory fields, as indicated by the red asterisk, on the enrollment screen. Some fields (e.g., Passport) may be required by specific countries.

Customer Information

Country/Region*

Written Language*

Native Language

Salutation First Name* Middle Name Last Name* Suffix Title Degree

Name

Gender

Date of Birth

Address

* Required Field

Country/Region*

Type*

Address 1*

Address 2

Address 3

Address 4

Address 5

City/Post Town*

Province

Postal code

4. Complete Phone and Email. If the email address is not valid, a yellow icon will appear on the guest's profile.

- If the system continues to indicate the email address is invalid after you have attempted to enter the guest's email address two times, please alert the guest that to receive communications from IHG Rewards, they will need to add their correct email address via IHG.com.

Phone

Type

Country Code Phone

Email

Type Format

Email

- If your hotel does not use pre-numbered enrollment forms, skip the RC Member ID field blank. If your hotel How to Use pre-numbered enrollment forms, you must input the IHG Rewards number that appears on the form in the RC Member ID field.

Additional Information

RC Member ID (if known)

5. The Earning Preference field defaults to IHG Rewards points. If the guest chooses to collect miles, select miles from the drop-down box, then select the carrier and enter the alliance number.

The screenshot shows a form with three main fields: "Earning Preference" (a dropdown menu with "RC Points" selected), "Hotel Code *" (a dropdown menu with "NYCMH" selected), and "Your Employee ID *" (an empty text input field). Below these fields are "Cancel" and "Submit" buttons. The "Earning Preference" dropdown is highlighted with an orange border.

6. Enter your Employee Enrollment ID in the Your Employee ID field.

The screenshot shows the same form as above, but now the "Your Employee ID *" text input field is highlighted with an orange border.

7. Click on the Submit button. The IHG Rewards number displays in a pop-up box. Write down the guest name and their IHG Rewards member number and pass it to the member.

The screenshot shows the "Address" section of the form with fields for "Country/Region *" (UNITED ST), "Type *" (Residence), "Address 1 *" (4 Main Street), "Address 2", and "City *" (Beverly Hills). Below this is the "Phone" section with fields for "Type" (Business), "Country Code" (Select), and "Phone". A pop-up box titled "Enrollment Successful" is overlaid on the form, displaying "RC 125408509" and buttons for "Enroll Another" and "Done". The pop-up box is highlighted with an orange border.

Tips:

- Ensure you add the member's number to the guest reservation record in Guest Reservations System or Holidex Plus and the PMS prior to the guest's check-out.
- After completing the enrollment process for a new Ambassador member, you must process the AMB fee through your PMS.
- Enrollment made easy: if a guest is a member of any program (IHG Rewards, InterContinental Ambassador) and wishes to enroll in one of the other programs, just check the appropriate box at the top and click <Submit>. The current member information is used.

Account Management

You can manage guest information and communication preferences in LoyaltyConnect.

Roles Required

This is enabled to all users regardless of their role.

Updating Member Profiles

1. Log into LoyaltyConnect.
2. To update a member profile, begin by conducting a Guest Search. Remember you have three methods for searching.

The screenshot displays the IHG LoyaltyConnect interface for guest search. On the left, a navigation menu includes 'Guest Search' (highlighted), 'Enrollment', and 'Hotel Operations'. The main content area is divided into three search options, each highlighted with a red box and a number:

- 1 Guest Search by Name:** This section includes a text box for the guest's name, a 'Search' button, and a list of other search criteria: Phone Number, City, State or Province, ZIP or Postal Code, and Country/Region (set to 'UNITED STATES').
- 2 Guest Search by Number:** This section features a 'Member Number' text box and a 'Search' button.
- 3 Advanced Search:** This option is represented by a blue link labeled 'Advanced Search'.

An 'OR' separator is placed between the first and second search methods. A mouse cursor is visible at the bottom right of the interface.

- [Guest Search by Name](#)
- [Guest Search by Number](#)
- [Advanced Search](#)

3. Enter the member's data you have then click Search.

4. Verify the guest's information and click on the appropriate Guest Name.

Guest Name	Member Number	Points Balance	RC Level	Address	City	State	ZIP/Postal Code	Country	Phone
Wiley, Larry	421053651	0	CLUB	1189 BORDEAUX ST	LIVERMORE	CA	94550-5671	UNITED STATES	9254437979
WILEY, LARRY	956262942	0	CLUB	412 SEAGULL DR	LEWES	DE	19958-2307	UNITED STATES	3026457351
WILEY, LARRY	266722762	0	CLUB	11303 ABINGTON AVE	DETROIT	MI	48227-1024	UNITED STATES	
WILEY, LARRY	268165652	0	CLUB	1 CORPORATE DR	SOUTHFIEL	MI	48076-3711	UNITED STATES	14153438511
Wiley, Larry	286829082	0	CLUB	3480 DICKERSON PIKE	NASHVILLE	TN	37207-2511	UNITED STATES	
wiley, larry	473151346	0	CLUB	PO BOX 151	PRINCETON	WV	24740-0151	UNITED STATES	3043897931
WILEY, LARRY	518436363	0	CLUB	1852 LACKLAND HILLKWAY	SAINT LOU	MO	63146	UNITED STATES	9254437979
Wiley, Lauren	220360030	0	CLUB	3518 NICOLLET AVE APT 30	MINNEAPOL	MN	55408-4560	UNITED STATES	6514422958
Wiley, Lauren	950139902	0	CLUB	1315 EAST BLVD UNIT 326	CHARLOTT	NC	28203-5982	UNITED STATES	7042481098
Wiley, Laurie	915493869	0	CLUB	10234 LUCORE ST	HOUSTON	TX	77017-3432	UNITED STATES	7134256907

- To update a member's Company Name, Business Type, Address, Phone, SMS, and Email, go to Personal Information. Click Edit to begin.

IHG®

Guest Search
Enrollment
Hotel Operations

End Edit Session

Customer Information

Mr Larry Wiley
9254437979
@comcast.net
1189 BORDEAUX ST
LIVERMORE, California
94550-5671
UNITED STATES
RC # 421053651
[Enhanced Mbr Profile](#)

Program Information

IHG Rewards Club CLUB
RC Points balance 0
Earning preference Points

[Back to Results](#) [New Search](#)

Customer Information | **Program Information**

Personal Information | **Communication Preferences**

Name **Mr Larry G Wiley** Gender **Male** Date of Birth **n/a** Country/Region **UNITED STATES** [Edit](#)

Native Name Native Language **n/a**

Company Name **n/a**
Business Type **n/a**

Addresses

Residence **1189 BORDEAUX ST LIVERMORE, California** Preferred [Edit](#)
[Add address](#)

Phones

Residential **n/a** **9254437979** [Copy to SMS](#) **Phone** Preferred [Edit](#)
[Add phone](#)

SMS
[Add SMS](#)

Emails

Undefined **@comcast.net** Preferred [Edit](#)
[Add email](#)

Comments

- Only one section may be edited at a time.

- Enter the updated information into the appropriate fields. Click Save.

IHG®

Guest Search
Enrollment
Hotel Operations

End Edit Session

Customer Information

Mr Larry Wiley
9254437979
@comcast.net
1189 BORDEAUX ST
LIVERMORE, California
94550-5671
UNITED STATES
RC # 421053651
[Enhanced Mbr Profile](#)

Program Information

IHG Rewards Club CLUB
RC Points balance 0
Earning preference Points

[Back to Results](#) [New Search](#)

Customer Information | **Program Information**

Personal Information | **Communication Preferences**

Name **Mr Larry G Wiley** Gender **Male** Date of Birth **n/a** Country/Region **UNITED STATES** [Edit](#)

Native Name Native Language **n/a**

Company Name **n/a**
Business Type **n/a**

Addresses

*** Required Field**

Country/Region **UNITED STATES** Address 1 **396 Buckhannan Ave** Preferred
Address 2 Save as entered
Type **Residence** City **LIVERMORE**
State **California** Zip Code **94550-5671**
[Cancel](#) [Save](#)
[Add address](#)

Phones

Tips on Updating Personal Information

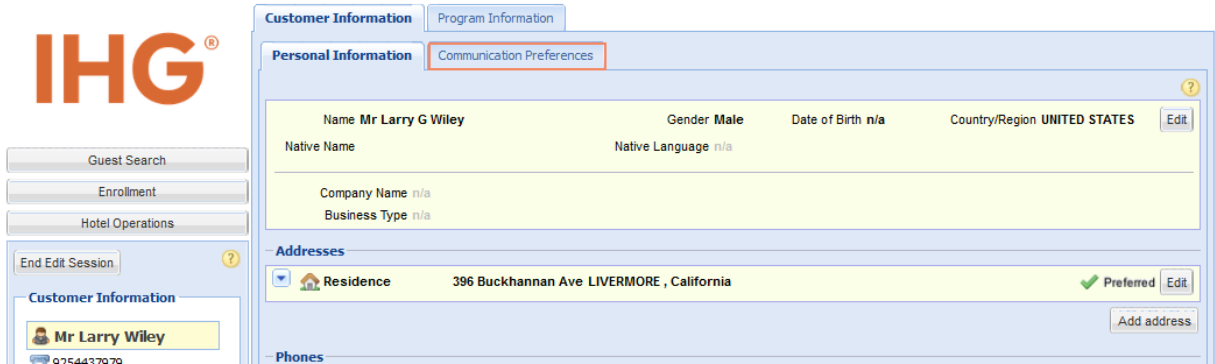
- If a member wishes to put an alternate information on the account, you may do so by clicking the 'Add' button. For example, if the member wants to put another address, you can click Add address.

The screenshot displays the IHG Customer Information page for Mr. Larry G. Wiley. The page is divided into several sections: Personal Information, Communication Preferences, Addresses, and Phones. The Personal Information section includes fields for Name (Mr Larry G Wiley), Gender (Male), Date of Birth (n/a), Country/Region (UNITED STATES), Native Name, and Native Language (n/a). The Addresses section shows a single residence address: 396 Buckhannan Ave LIVERMORE, California, marked as Preferred. A red box highlights the 'Add address' button in the bottom right corner of the Addresses section. The left sidebar contains navigation options like Guest Search, Enrollment, Hotel Operations, and End Edit Session.

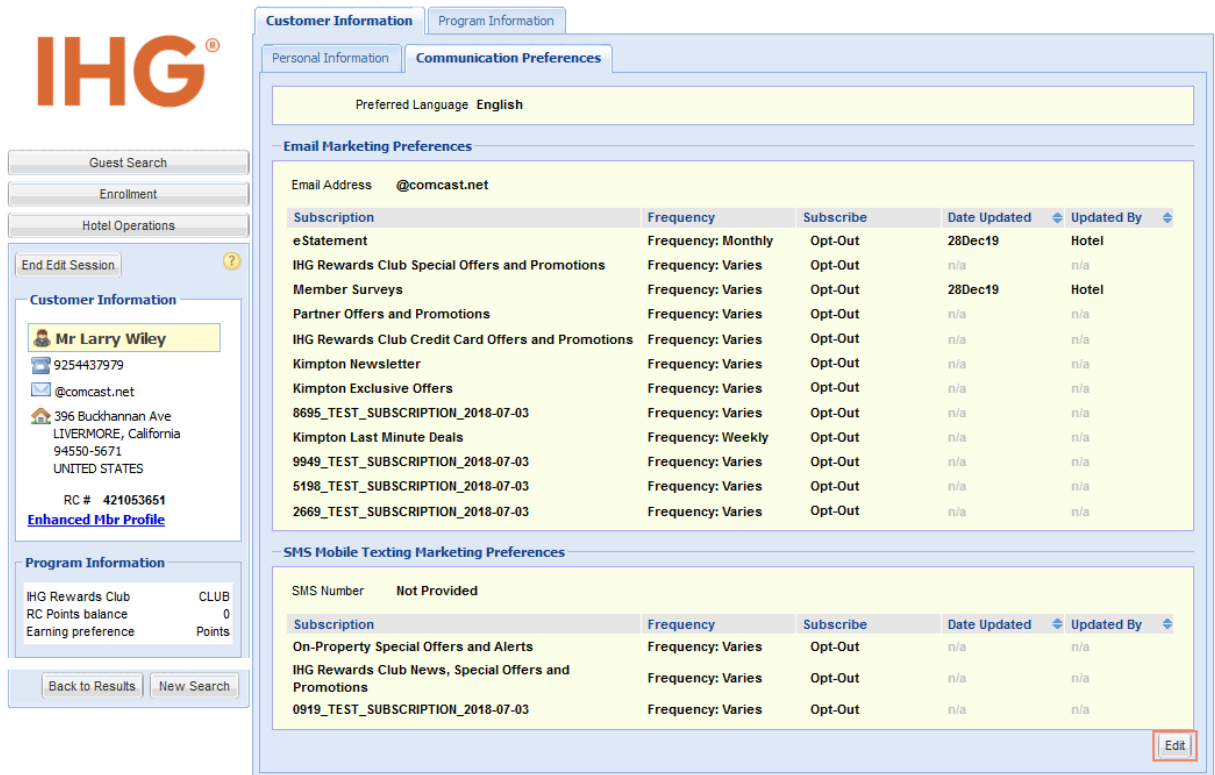
- When a member does not have an email address and has a point balance of less than 50,000 points, you will have the option to 'Add Email'. However, if they have more than 50,000 points, you will not be able to add an email address and an error message will appear. When this happens, direct the member to contact the IHG Rewards Service Center.
- When adding an email address, LoyaltyConnect will remove all text before the @ symbol. This is intended and is done to preserve the security of the account.
- You cannot add another email address. There can only be one email address per account.

Updating Member Communication Preferences

1. To update a member's communication preferences, click Communication Preferences.



2. The Communication Preferences tab displays the member's current Email Marketing Preferences as well as the SMS Mobile Texting Marketing Preferences. This includes information on frequency, current subscription status, date updated, and the channel where it was updated. To change any of this information, click Edit.



- a. Email, Brand Newsletter & SMS subscriptions will vary based on membership program, members level and region / country of residence.

- b. If the member is not receiving SMS text messages after providing an SMS number, you may click Resend to send another confirmation text which the guest will need to verify.
3. The following items may be updated on this screen. Click Save after updating selections.
 - a. Preferred Language
 - b. Subscribe All / Unsubscribe All
 - c. Individual Subscription items

The screenshot displays the IHG member profile management interface. On the left is a sidebar with navigation options: Guest Search, Enrollment, Hotel Operations, and an End Edit Session button. The main content area is titled 'Customer Information' and 'Communication Preferences'. It features a 'Preferred Language' dropdown set to 'English'. Below this is the 'Email Marketing Preferences' section, which includes an 'Email Address' dropdown set to '@comcast.net' and buttons for 'Subscribe All' and 'Unsubscribe All'. A table lists various email subscriptions with columns for Subscription, Frequency, Subscribe (with an Opt-Out dropdown), Date Updated, and Updated By. The 'Subscribe' column for all items is highlighted with a red box. Below the email marketing section is the 'SMS Mobile Texting Marketing Preferences' section, which shows the 'SMS Number' as 'Not Provided' and a table of SMS subscriptions with similar columns to the email marketing section. At the bottom right of the main content area are 'Cancel' and 'Save' buttons.

Customer Information | Program Information

Personal Information | **Communication Preferences**

Preferred Language: English

Email Address: @comcast.net | [Subscribe All](#) | [Unsubscribe All](#)

Subscription	Frequency	Subscribe	Date Updated	Updated By
eStatement	Frequency: Monthly	Opt-Out	28Dec19	Hotel
IHG Rewards Club Special Offers and Promotions	Frequency: Varies	Opt-Out	n/a	n/a
Member Surveys	Frequency: Varies	Opt-Out	28Dec19	Hotel
Partner Offers and Promotions	Frequency: Varies	Opt-Out	n/a	n/a
IHG Rewards Club Credit Card Offers and Promotions	Frequency: Varies	Opt-Out	n/a	n/a
9949_TEST_SUBSCRIPTION_2018-07-03	Frequency: Varies	Opt-Out	n/a	n/a
2669_TEST_SUBSCRIPTION_2018-07-03	Frequency: Varies	Opt-Out	n/a	n/a
5198_TEST_SUBSCRIPTION_2018-07-03	Frequency: Varies	Opt-Out	n/a	n/a
Kimpton Exclusive Offers	Frequency: Varies	Opt-Out	n/a	n/a
Kimpton Last Minute Deals	Frequency: Weekly	Opt-Out	n/a	n/a
8695_TEST_SUBSCRIPTION_2018-07-03	Frequency: Varies	Opt-Out	n/a	n/a
Kimpton Newsletter	Frequency: Varies	Opt-Out	n/a	n/a

SMS Mobile Texting Marketing Preferences

SMS Number: Not Provided

Subscription	Frequency	Subscribe	Date Updated	Updated By
On-Property Special Offers and Alerts	Frequency: Varies	Opt-Out	n/a	n/a
IHG Rewards Club News, Special Offers and Promotions	Frequency: Varies	Opt-Out	n/a	n/a
0919_TEST_SUBSCRIPTION_2018-07-03	Frequency: Varies	Opt-Out	n/a	n/a

Cancel | Save



Enhanced Member Profile and Hotel Comments

The Enhanced Member Profile (EMP) provides easy access to single enhanced view of IHG Rewards members with information collected across all IHG hotels and channels. This enhanced view provides additional member detail beyond what is found in the hotel PMS.

The EMP allows you to view and share key guest insights with other IHG Hotels. This allows us to build more relevant, rewarding relationships with our most valued members and make them feel like we really know them.

Mr Edgar Easy
Spire Elite
Ambassador

IHG Rewards Club # **124870799** Member Since **04-JUN-2015** IHG Rewards Points **895,354**
[Terms of Use](#) [Help Guide](#)

▼ Guest Information

Guest Actions ATLAT (Atlanta, GA 2017-08-15) #63104015
Key Guest Info/Actions
[Business Rewards Members](#)

Guest Details

Personal Info Gender: Male Birthday: Apr-30 Home Country: US Preferred Language: English	Company Info Company: Oracle Corporate Rate: IL4SB Corporate Rate Amenities: Wireless Included	Communication Preferences Email: *****ton@ihg.com Email Opt-in: None Phone Number: *****9202 SMS Opt-in: Some SMS Verification: Yes	Guest Engagement Avg F&B: Not Available IHG Co-Branded CC: No Brand Most Visited: InterContinental 45% IHG Mobile App: Not Available.
---	--	---	--

Guest Stay History

Stays at my hotel / IHG hotels (last 12 months) 9/24 Previous Amenities Breakfast in the Hotel Restaurant Business Centre	Last 3 Stays SHGZD (Shanghai,SH on 7/1/17) HKGHC (Hong Kong on 6/1/17) ZRHAA (Afoltern am Albis on 5/19/17)	Reservations (2 wks out) PEGAP (Beijing,BJ on 8/18/17) DALAR (Dallas,TX on 8/6/17)
---	---	---

▼ Guest Interests/Profile Preferences [Edit](#)

Profile Preferences

Room and Bed Preferences Elevator Proximity AE: Away from Elevator Floor Location HF: High Floor Smoking Preference NS: Non-smoking	Favorite Destination CY: City RT: Resort	Traveling with Pet Pet Name : Sparky Pet Type : Maltese
--	---	--

Guest Interests

Guest Interests I2: Cooking I5: Outdoors I8: Food and Wine	Dietary Preferences Do you have any dietary preferences? VE: Vegetarian	Exercise Preferences A4: Outdoor activities A8: Running	Relaxation Preferences R3: Hot tea or coffee to unwind
--	--	--	--

Smoking Option
Smoking Preference
NS: Non-smoking

Guest Insights
Favorite Team : Atlanta United
If I Wasn't Working I'd Be... : Playing Basketball
Anything Else We Should Know? : Late checko...

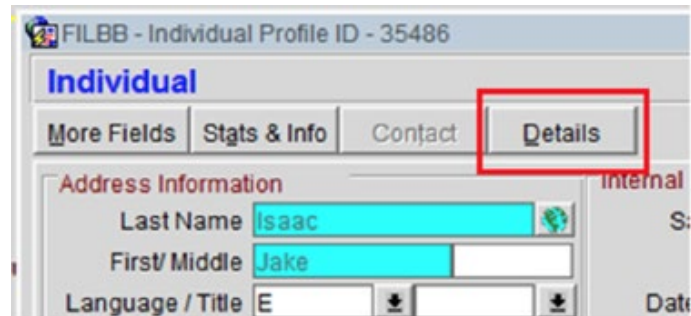
- Access to IHG 's rich guest information for IHG Rewards members (not available for non-members)
- Access to guest HeartBeat feedback
- Ability for hotels to view/share guest comments with other IHG hotels
- Ability to update member profile Stay Preferences



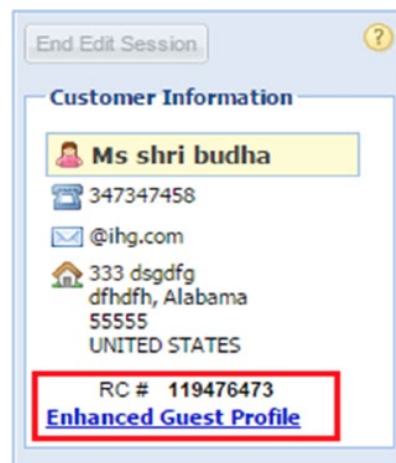
How to Get Started

The EMP can be accessed in two ways:

1. From the member's existing PMS guest profile by clicking the "Guest Details" button.



2. On the member's profile in LoyaltyConnect.



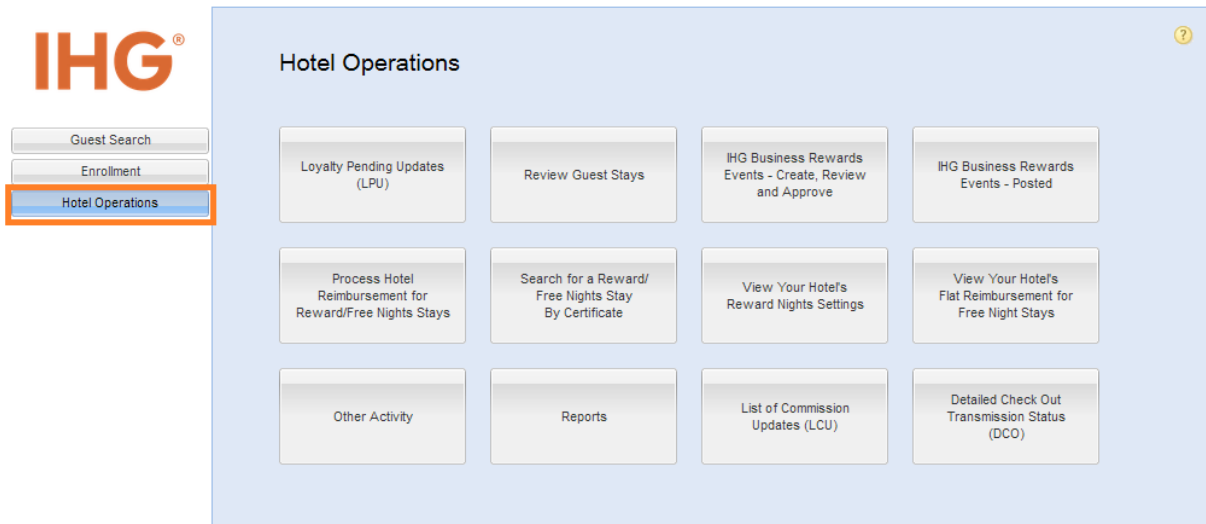
How to Use

For Arrivals Planning & On-property Guests:

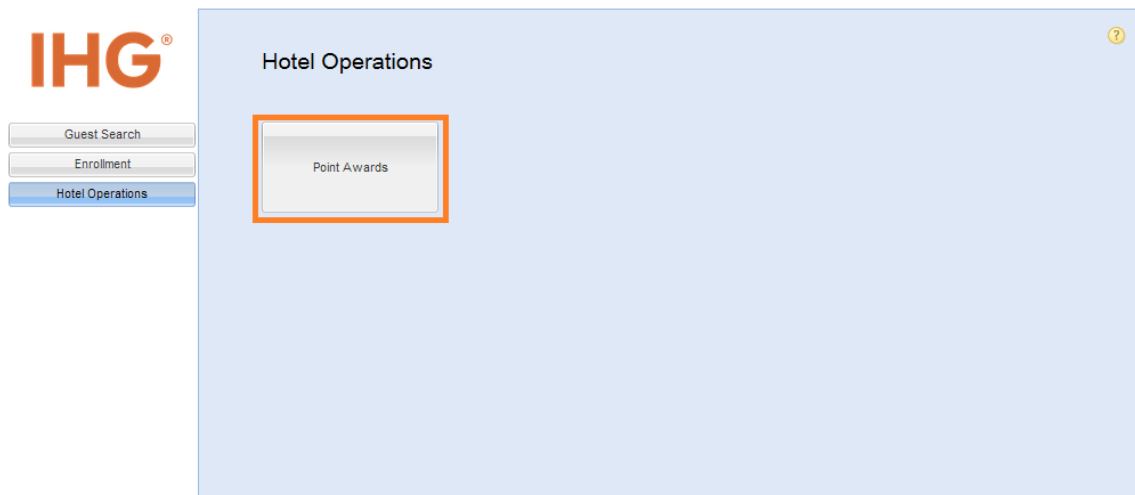
The EMP guest information is great for referencing during pre-arrivals planning as well as for on-property guests. This information allows us (and you!) to develop closer connections with our IHG Rewards members.

Hotel Operations

- Most IHG Rewards related functions are housed in **Hotel Operations**.
- This is where you go to award points to a member, request for Reward Night reimbursement, generate reports, and manage your hotel's DCO files.
- Your role dictates what functions you see in **Hotel Operations**.



Point Awards



- Point Awards is a function under Hotel Operations.
- Use this to deposit points into a member account in real time.



- Hotel Front Desk – Standard and Hotel Front Desk – Fee Based can make deposits of under 1,000 points.
- Hotel Operations Manager can deposit points of any denomination and approve deposit requests of 1,000 points and above.

Roles Required

Point Awards is enabled to all users with the following Roles

- Hotel Front Desk – Standard
- Hotel Front Desk – Fee Based
- Hotel Operations Manager

Navigation

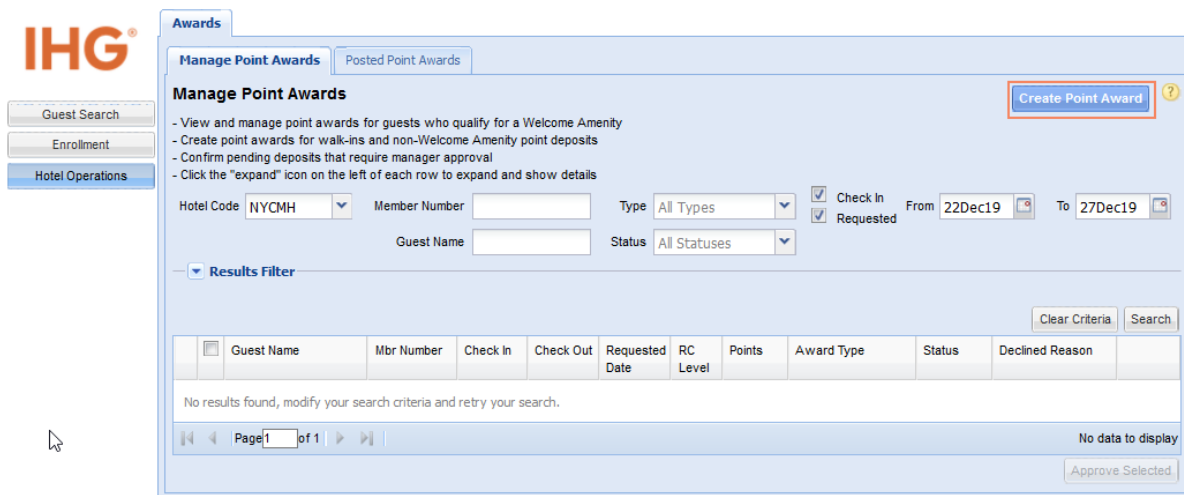
1. Go to Merlin.
2. Click on 'Applications'.
3. Click on LoyaltyConnect.
4. Click 'Access this tool'.
5. Click 'Hotel Operations'.
6. Click 'Point Awards'.

The following section provides details on depositing points through LoyaltyConnect. This includes instructions on:

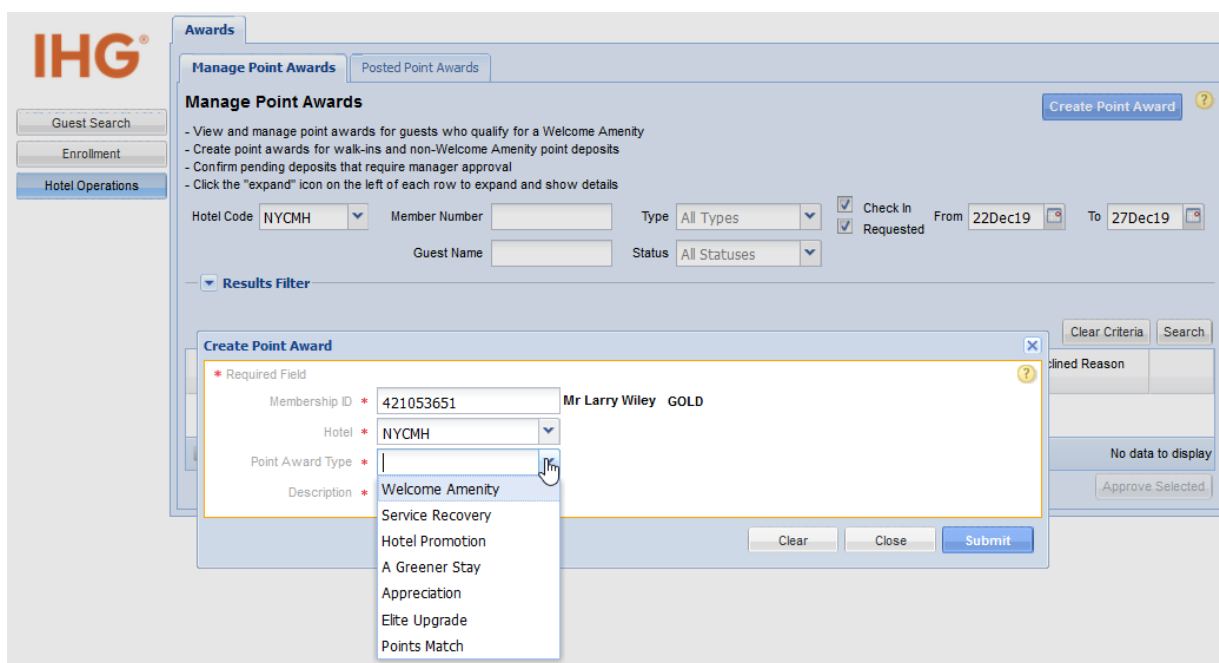
- Manual Point Award Requests
- Processing Pending Point Awards
- Searching Posted Point Awards

Manual Point Award Requests

1. Select Create Point Award.



2. Fill out the required fields.



- Membership ID (IHG Rewards member number)
- Choose Point Award Type
- Choose Description

- Choose Reason and enter comment when prompted.

3. Click Submit.

Tips on Creating a Point Award

- If you have the role of Hotel Operations Manager, the point award will be posted directly to the member's account.
- If you have the role of Front Desk – Standard or Front Desk - Fee Based AND the point amount is below 1,000 points, the point award will be posted directly to the member's account.
- If you have the role of Front Desk – Standard or Front Desk - Fee Based AND the point amount is 1,000 points or more, the request will go into a Pending status and will need to be approved by the Hotel Operations Manager. When this happens, this popup will appear on-screen. Select Yes to send for approval or select No to cancel the request.

The screenshot displays the IHG 'Awards' management interface. The main window is titled 'Manage Point Awards' and includes a 'Create Point Award' button. Below the title, there are instructions: '- View and manage point awards for guests who qualify for a Welcome Amenity', '- Create point awards for walk-ins and non-Welcome Amenity point deposits', '- Confirm pending deposits that require manager approval', and '- Click the "expand" icon on the left of each row to expand and show details'. The interface features several input fields: 'Hotel Code' (NYCMH), 'Member Number', 'Type' (All Types), 'Check In' (22Dec19), 'Requested' (checked), and 'To' (27Dec19). A 'Results Filter' section is also visible. A 'Create Point Award' popup window is open, showing a 'Warning' message: 'You have requested 3000 points to be posted to the account of member number 421053651. This point amount exceeds your limit. This request will be placed in pending status awaiting further approval.' The popup includes 'Yes' and 'No' buttons. The background form shows 'Membership ID * 421053651' and 'Mr Larry Wiley GOLD'. Other fields like 'Point Award', 'Desc', 'R', and 'Comment' are partially visible. At the bottom of the popup, there are 'Clear', 'Close', and 'Submit' buttons.

Processing Pending Point Awards – Hotel Operations Manager

1. Log into LoyaltyConnect.
2. Select the Hotel Operation Manager role.
3. Click Hotel Operations.
4. Click Point Awards.
5. All Pending point awards will appear at the top of the list.

The screenshot shows the 'Manage Point Awards' interface. On the left, there is a navigation menu with 'Hotel Operations' selected. The main area has tabs for 'Manage Point Awards' and 'Posted Point Awards'. Below the tabs, there are instructions: '- View and manage point awards for guests who qualify for a Welcome Amenity', '- Create point awards for walk-ins and non-Welcome Amenity point deposits', '- Confirm pending deposits that require manager approval', and '- Click the "expand" icon on the left of each row to expand and show details'. There are search filters for Hotel Code (NYCMH), Member Number, Type (All Types), Status (All Statuses), and Check In/Requested dates (22Dec19 to 27Dec19). A table lists one award for 'Wiley, Larry' with a status of 'Pending'. The table columns are: Guest Name, Mbr Number, Check In, Check Out, Requested Date, RC Level, Points, Award Type, Status, and Declined Reason. A 'Reject' button is visible next to the award entry.

6. To view additional details about the request, such as the team member whom requested the points, click the expander icon next to the appropriate guest name.

This screenshot shows the same interface as the previous one, but with the 'Wiley, Larry' award entry expanded. The 'Expand' icon (a plus sign in a square) next to the guest name is highlighted with a red box. The expanded view shows additional details for the award, including a 'Reject' button. The table row for 'Wiley, Larry' now includes a 'Reject' button in the 'Declined Reason' column.

7. To approve Pending Point Awards:

The screenshot shows the 'Manage Point Awards' interface. On the left, there are navigation buttons: 'Guest Search', 'Hotel Operations', and 'Order Point Voucher'. The main area has tabs for 'Manage Point Awards' and 'Posted Point Awards'. Below the tabs, there are instructions and a 'Create Point Award' button. A search and filter section includes fields for Hotel Code (NYCMH), Member Number, Type (All Types), Check In/Requested dates (22Dec19 to 27Dec19), Guest Name, and Status (All Statuses). A 'Results Filter' section is also present. The main table displays a list of awards. The first row is selected, and its details are expanded in a green box. The details include Confirmation Number, Rate Code, Room Rate, Hotel Currency, Corp Acct Number, IATA Number, Employee User ID (AMER/Vanguar), Employee ID, Location (NYCMH), Source Type (HOTEL), Channel (MHUI), and Loyalty Offer Code. The award details show a Transaction ID (SVCR2K), Transaction Name (Hotel Awarded Points), Transaction Description (Service Recovery 2,000 Points), Cost Of Points (10.00), and Reason (Noise Complaint). At the bottom right, the 'Approve Selected' button is highlighted with a red box.

- Select the necessary row(s)
- To select all guests on a page, click the box next to Guest Name
- Click Approve Selected

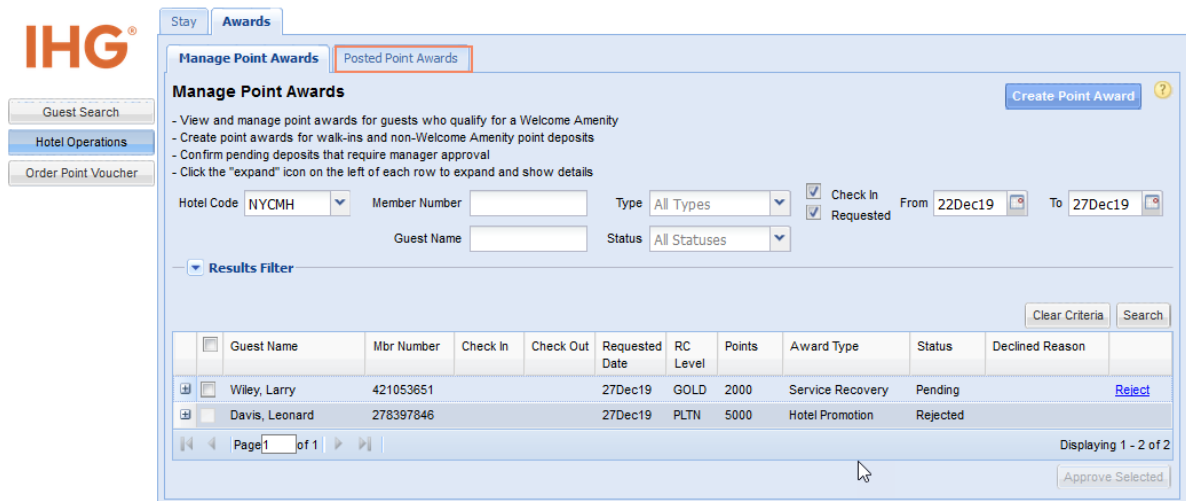
8. To reject a Pending Point Award, click Reject for the row you would like to reject.

The screenshot shows the 'Manage Point Awards' interface. On the left, there are navigation buttons: 'Guest Search', 'Hotel Operations', and 'Order Point Voucher'. The main area has tabs for 'Manage Point Awards' and 'Posted Point Awards'. Below the tabs, there are instructions and a 'Create Point Award' button. A search and filter section includes fields for Hotel Code (NYCMH), Member Number, Type (All Types), Check In/Requested dates (22Dec19 to 27Dec19), Guest Name, and Status (All Statuses). A 'Results Filter' section is also present. The main table displays a list of awards. The first row is selected, and its details are expanded in a green box. The details include Confirmation Number, Rate Code, Room Rate, Hotel Currency, Corp Acct Number, IATA Number, Employee User ID (AMER/Vanguar), Employee ID, Location (NYCMH), Source Type (HOTEL), Channel (MHUI), and Loyalty Offer Code. The award details show a Transaction ID (SVCR2K), Transaction Name (Hotel Awarded Points), Transaction Description (Service Recovery 2,000 Points), Cost Of Points (10.00), and Reason (Noise Complaint). At the bottom right, the 'Approve Selected' button is highlighted with a red box.

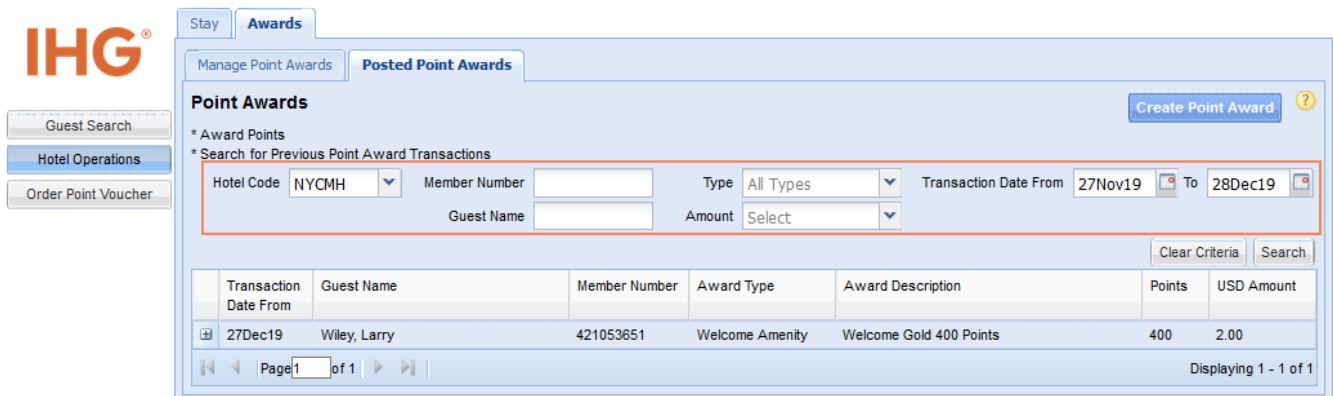
- a. A message will appear asking you to confirm the rejection. Select Yes to reject the request.

Search Posted Point Awards

1. Log into LoyaltyConnect.
2. Select your role.
 - This ability is enabled for users with Front Desk or Hotel Operations Manager role.
3. Click Hotel Operations.
4. Click Point Awards.
5. Click Posted Point Awards.



6. The Posted Point Awards Screen contains all Point Awards that have previously been posted to members' accounts. You can search by the following attributes:



- Hotel Code
- Member Number



- Guest Name
- Type
- Amount
- Transaction Date

7. After inputting your search criteria, click Search. The results returned will include those records that match your search criteria.

Program Abuse

We have procedures in place to identify Point Awards abuse.

Your hotel can protect itself by:

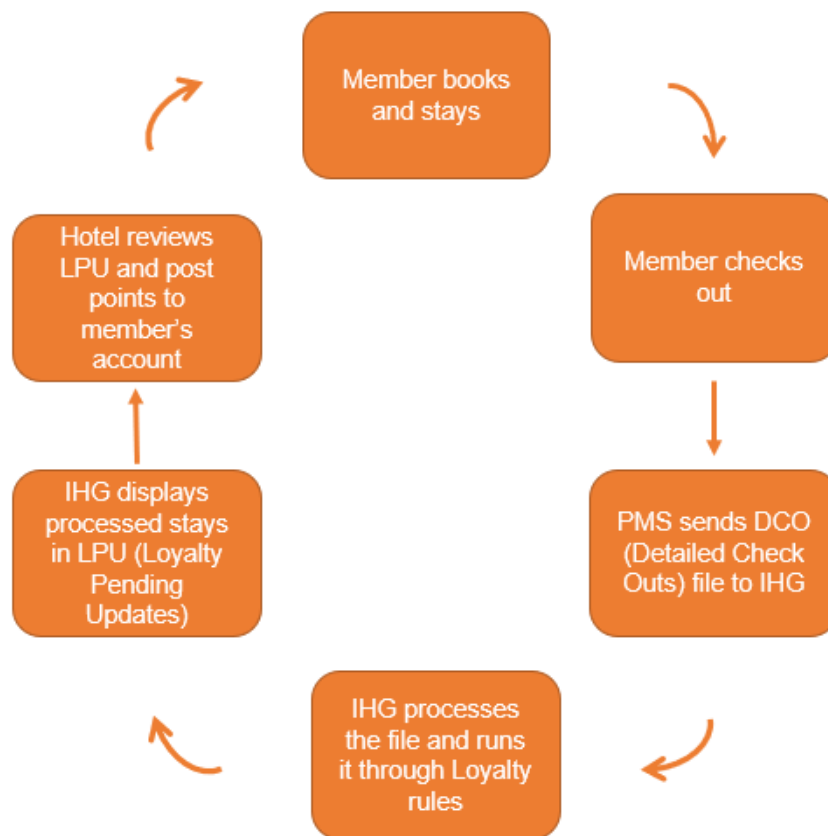
- Reviewing all deposits made using the Point Awards tool to ensure the distributions are accurate and the points are being deposited into the correct member accounts. These deposits are immediately listed on the "Posted Point Awards" tab in LoyaltyConnect.
- Reviewing all deposits by running or requesting an automated daily email of the Point Deposit and Goodwill Events Report available within IHG Reporting.
- Periodically reviewing your employees' LoyaltyConnect user roles.

If you suspect program abuse, please contact our team at globalloyaltyoperations@ihg.com.

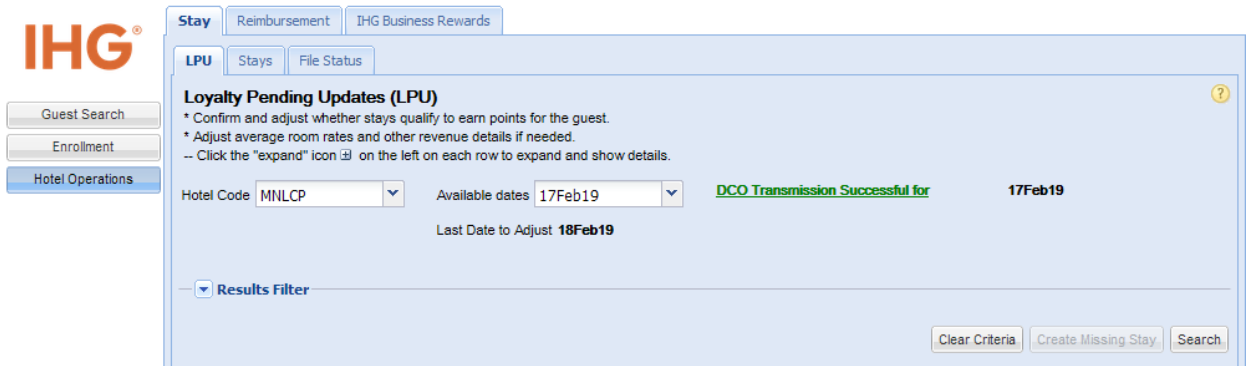
Points for Member Stays

Loyalty Pending Updates (LPU)

This section outlines the procedures that must be completed to process Loyalty Pending Updates (LPUs) to award Points for Member Stays.



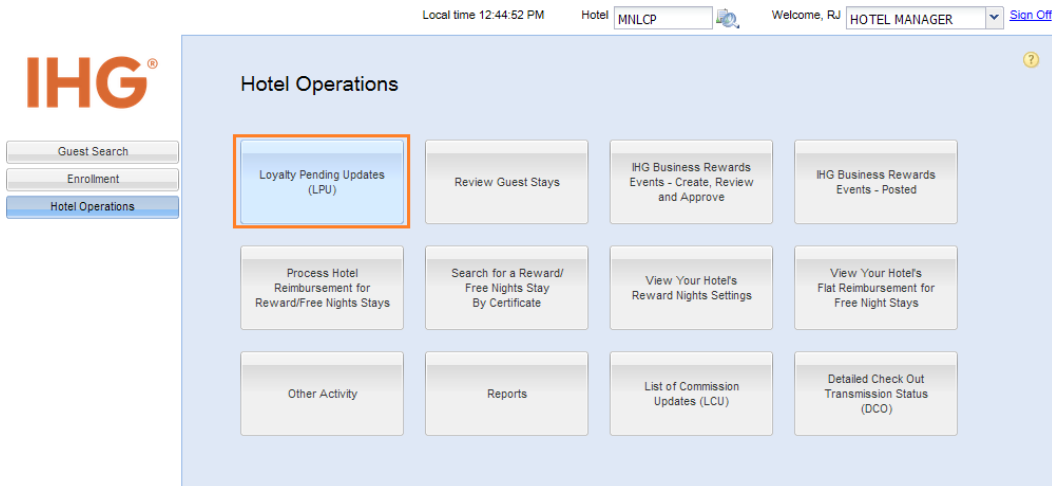
- Each time a guest stays in your hotel, that data is sent from your PMS to IHG via LoyaltyConnect. These files are called DCO files. Your PMS transmits this file each night for all checkouts. See next page to see what a successful transmission looks like.



- Once received, IHG analyzes them and marks which stays should be awarded points. Then, they are displayed to you via the Loyalty Pending Updates screen or LPU, so you can review and modify them before they get posted to the members' account.
- You have 24 hours from the date of checkout to review the LPU with your end of day activities. See steps below.
 - Only users with Hotel Manager role can perform this task.

Completing Loyalty Pending Updates (LPUs)

1. Log into LoyaltyConnect.
2. Click on 'Hotel Operations'.
3. Click on 'Loyalty Pending Updates (LPU)'.





- Prior to reviewing the pending updates, download the IHG Rewards: Daily Estimated Assessment Report shown below (Merlin>IHG Reporting>Guest>IHG Rewards>Assessment Preliminary Report) and the PMS Daily Check Out/Revenue Report. These reports will help with determining the accuracy of stays and determine any adjustments that must be made.

IHG
InterContinental Hotels Group

PRIORITY CLUB WORLDWIDE: DAILY ESTIMATED ASSESSMENT REPORT – PRELIMINARY
Report Run Date: 01-MAY-17, MON 7:39 PM (EST)

Check-Out Date: 30-APR-17

Hotel Name: ATLANTA/ROSWELL (ATLRS)

Member Name	Membership Id	Nights	Room Nbr	Room	Food	Beverage	Phone	Meeting and Banquet	Misc Must Pay Points	Misc Optional Pay Points	Misc No Points	Room Tax	Standard Process Stays Loyalty Revenue		Assessment*
													Total Revenue	Total Qualified Revenue	
Aberson, Aaron	118861250	1	168	107.52	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	107.52	107.52	5.1
Behymer, Jennifer	760604547	1	204	108.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	108.00	108.00	5.1
Boscaglia, Christy	157252356	2	308	194.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	194.00	194.00	9.2
Brown, Kimberly	831022095	2	259	188.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	188.00	188.00	8.9
Coghill, Wayne	608504081	1	312	108.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	108.00	108.00	5.1
Cunningham, Robert	245745982	1	274	105.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	105.60	105.60	5.0
Dimarco, Fran	575206465	1	170	94.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	94.00	94.00	4.4
Epps, Darryl	748023325	1	212	103.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	103.00	103.00	4.8
Fairbanks, Lisa	764872247	2	276	193.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	193.00	193.00	9.1
Fant, Scott	620028113	1	211	30.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	30.00	0.00	0.0
Farrington, David	503049127	1	389	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	100.00	4.7
Foster, Ryne	167613956	1	372	85.54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	(203.32)	(117.78)	85.54	4.0

- View the Average Daily Rate (ADR) for each guest record to ensure accuracy. If an adjustment is needed, click on the 'Adjust' hyperlink.

IHG

Stay Reimbursement IHG Business Rewards

LPU Stays File Status

Loyalty Pending Updates (LPU)

* Confirm and adjust whether stays qualify to earn points for the guest.
* Adjust average room rates and other revenue details if needed.
-- Click the "expand" icon on the left on each row to expand and show details.

Hotel Code: MNLCP Available dates: 17Feb19 **DCO Transmission Successful for 17Feb19**
Last Date to Adjust: 18Feb19

Results Filter

Clear Criteria Create Missing Stay Search

	Guest Name	Mbr Number	Check In	Nights	Room Number	Rate Code	Room Rate	Qualifying Flag	Reason	Total Non-Qualifying	Total Qualifying	
⊞	Abadiano, Deanna Gr	247047966	16Feb19	1	1716	IKME5	4,206.00	Yes		1,377.44	5,054.00	Adjust
⊞	Adalia, Leah	403012036	16Feb19	1	806	IDOXN	2,852.00	No		3,798.21	937.29	Adjust
⊞	Al-Marri, Saleh	596271671	14Feb19	3	912	IDME2	4,681.33	Yes	Adjust Revenue	4,327.06	12,240.23	Adjust
⊞	Al-Marri, Saleh	596271671	14Feb19	3	1407	IDME2	4,148.00	Yes		3,111.00	12,444.00	Adjust
⊞	Alejandro, Marjorie	269278692	16Feb19	1	1009	IDOXN	3,266.75	No		5,314.39	848.00	Adjust
⊞	Alonzo, Badorie	195660197	15Feb19	2	9091	UW14	5,213.44	Yes		3,051.93	12,212.16	Adjust
⊞	Ang, Jayson	322276461	16Feb19	1	1412	IKME5	4,434.00	Yes		1,320.50	5,282.00	Adjust
⊞	Angeles, Celine Joyc	315116703	16Feb19	1	1112	IDOXN	1,472.00	No		3,011.60	4,888.40	Adjust
⊞	Antiojo, Cecil	575637176	16Feb19	1	1717	IVANI	1,175.56	No		1,472.89	15.57	Adjust
⊞	Arao, Ruben	599607070	16Feb19	1	1720	IVANI	1,175.56	No		1,548.26	358.20	Adjust
⊞	Baizas, Anna Isabel	221111389	16Feb19	1	1616	IDOXN	2,852.00	No		4,177.00	848.00	Adjust
⊞	Balete, Solidad Lim	262059254	16Feb19	1	820	IKFMY	3,552.00	Yes		1,100.00	4,400.00	Adjust
⊞	Barcelona, Bon	614473347	16Feb19	1	1608	IVEDI	2,566.64	No		3,330.80	0.00	Adjust



- LoyaltyConnect is designed to make recommendations, based on rules set by the Loyalty Team, whether points should be awarded on stays or not. The 'Qualifying Flag' field will default to Yes for most Qualifying Rates. Most Non-qualifying Rates will default to No.

Loyalty Pending Updates (LPU)
* Confirm and adjust whether stays qualify to earn points for the guest.
* Adjust average room rates and other revenue details if needed.
-- Click the "expand" icon on the left on each row to expand and show details.

Hotel Code: MNLCP Available dates: 17Feb19 DCO Transmission Successful for 17Feb19
Last Date to Adjust 18Feb19

Results Filter: [Clear Criteria] [Create Missing Stay] [Search]

Guest Name	Mbr Number	Check In	Nights	Room Number	Rate Code	Room Rate	Qualifying Flag	Reason	Total Non-Qualifying	Total Qualifying
Abadiano, Deanna	247047966	16Feb19	1	1716	IKME5	4206.00	Yes	Select	1,377.44	5,054.00
Adana, Lean	403072036	16Feb19	1	806			Yes		5,796.21	937.29
Al-Marri, Saleh	596271671	14Feb19	3	912			No	Adjust Revenue	4,327.06	12,240.23
Al-Marri, Saleh	596271671	14Feb19	3	1407	IDME2	4,148.00	Yes		3,111.00	12,444.00
Alejandro, Marjorie	269278692	16Feb19	1	1009	IDOXN	3,266.75	No		5,314.39	848.00
Alonzo, Badorie	195660197	15Feb19	2	9091	UW14	5,213.44	Yes		3,051.93	12,212.16
Ang, Jayson	322276461	16Feb19	1	1412	IKME5	4,434.00	Yes		1,320.50	5,282.00
Angeles, Celine Joyc	315116703	16Feb19	1	1112	IDOXN	1,472.00	No		3,011.60	4,888.40
Antojo, Cecil	575637176	16Feb19	1	1717	IVANI	1,175.56	No		1,472.89	15.57
Arao, Ruben	599607070	16Feb19	1	1720	IVANI	1,175.56	No		1,548.26	358.20
Baizas, Anna Isabel	221111389	16Feb19	1	1616	IDOXN	2,852.00	No		4,177.00	848.00
Balete, Solidad Lim	262059254	16Feb19	1	820	IKFMY	3,552.00	Yes		1,100.00	4,400.00
Barcelona, Bon	614473347	16Feb19	1	1608	IVEDI	2,566.64	No		3,330.80	0.00
Bernardino, Maria Ro	788558060	16Feb19	1	1220	IDOXN	2,852.00	No		3,777.00	848.00
Black, Philip	251093561	14Feb19	3	9090	IDME0	7,875.33	Yes		6,823.26	23,626.00

You will be able to set the Qualifying Flag on most rates. LoyaltyConnect, however, will revert your changes if the rate you are changing is a Force Qualifying Rate or a Force Non-qualifying Rate. A Force Qualifying Rate is a rate that always awards points to members; while a Force Non-qualifying Rate is rate that always doesn't give points. These rates are determined solely by the Loyalty Team.

- Once the Qualifying Flag is adjusted, click 'Save'.

Loyalty Pending Updates (LPU)
* Confirm and adjust whether stays qualify to earn points for the guest.
* Adjust average room rates and other revenue details if needed.
-- Click the "expand" icon on the left on each row to expand and show details.

Hotel Code: MNLCP Available dates: 17Feb19 DCO Transmission Successful for 17Feb19
Last Date to Adjust 18Feb19

Results Filter: [Clear Criteria] [Create Missing Stay] [Search]

Guest Name	Mbr Number	Check In	Nights	Room Number	Rate Code	Room Rate	Qualifying Flag	Reason	Total Non-Qualifying	Total Qualifying
Abadiano, Deanna	247047966	16Feb19	1	1716	IKME5	4206.00	Yes	Select	1,377.44	5,054.00
Adana, Lean	403072036	16Feb19	1	806			Yes		5,796.21	937.29
Al-Marri, Saleh	596271671	14Feb19	3	912			No	Adjust Revenue	4,327.06	12,240.23
Al-Marri, Saleh	596271671	14Feb19	3	1407	IDME2	4,148.00	Yes		3,111.00	12,444.00
Alejandro, Marjorie	269278692	16Feb19	1	1009	IDOXN	3,266.75	No		5,314.39	848.00
Alonzo, Badorie	195660197	15Feb19	2	9091	UW14	5,213.44	Yes		3,051.93	12,212.16
Ang, Jayson	322276461	16Feb19	1	1412	IKME5	4,434.00	Yes		1,320.50	5,282.00
Angeles, Celine Joyc	315116703	16Feb19	1	1112	IDOXN	1,472.00	No		3,011.60	4,888.40
Antojo, Cecil	575637176	16Feb19	1	1717	IVANI	1,175.56	No		1,472.89	15.57
Arao, Ruben	599607070	16Feb19	1	1720	IVANI	1,175.56	No		1,548.26	358.20
Baizas, Anna Isabel	221111389	16Feb19	1	1616	IDOXN	2,852.00	No		4,177.00	848.00
Balete, Solidad Lim	262059254	16Feb19	1	820	IKFMY	3,552.00	Yes		1,100.00	4,400.00
Barcelona, Bon	614473347	16Feb19	1	1608	IVEDI	2,566.64	No		3,330.80	0.00
Bernardino, Maria Ro	788558060	16Feb19	1	1220	IDOXN	2,852.00	No		3,777.00	848.00

IHG Rewards GZGRP Qualified Rates

Guest rooms booked as part of a group, meeting or event block where the individual guest pays their own charges (room, tax, incidentals) *will qualify for points*. As a result, you may no longer treat individually paid group rates as non-qualifying. You must start paying points on these rates.

In the event guest room charges are billed to a master account, ***the stay will not qualify for points***.

Because most group rates are not automatically marked as qualifying when they transition to the PMS and then go through the DCO process, your hotel must manually adjust group reservations in the LPU to ensure they are marked as qualifying.

To adjust:

1. During contract negotiation with the event planner, determine if the rooms booked will be qualified or non-qualified
2. When completing the group contract, your team should mark the group rooms as qualified when entering their reservations in your PMS. This marking should be made in the comments, so the guests are eligible to earn points
3. After the group has checked out, the person processing the LPU data should refer to the comments in the following reports to determine if the rate should be qualified:
 - a. If your hotel uses Opera, check the Member Stay Detailed report comments to see if the rate is qualified
 - b. If your hotel uses Amadeus PM Pro, refer to the Departures (members) report to see if the rate is qualified
4. If the notes in the PMS report indicate the rates should be qualified, the person processing the LPU needs to go into the LPU file and manually update each room booked so the qualifying stay indicator shows as “Yes”.

Guest Name	Mbr Number	Check In	Nights	Room Number	Rate Code	Room Rate	Qualifying Flag	Reason	Total Qualifying
1KPOINTS, POINTS	899997933	08Oct12	1	3	IGCOR	171.90	Yes		1,168.90
BAKER, AMY	709997923	08Oct12	1	10	GZGRP	109.65	No		0.00
BEAR, TEDDY	909997280	04Oct12	3	24	IDAAA	36.55	Yes		109.65
DAVIS, AMANDA	779997749	04Oct12	3	13	IMAGI	57.30	No		-180.00
DISQUALIFYING IATA, DISQI	909997851	08Oct12	1	7	IVEDI	171.90	No		0.00
FELLOWS, JONATHAN	609998137	05Oct12	2	14	PJ	94.97	No		0.00
FMDS DEPOSIT, IRRCK	979997288	05Oct12	2	17	IRRCK	94.97	Yes		189.95
FMDS IRRCK, DEPOSIT	969997707	03Oct12	4	15	IRRCK	42.97	Yes		1,101.80



DCO (Detailed Check-Out) File Status Screen

Most PMS versions used by IHG hotels can generate their DCO files and send it to IHG. There, however, may be instances where the transmission fails, and files are not sent. Here's how a failed transmission looks like.

Loyalty Pending Updates (LPU)

* Confirm and adjust whether stays qualify to earn points for the guest.
* Adjust average room rates and other revenue details if needed.

Hotel Code: DUBTC Available dates: n/a **DCO Transmission status unavailable** n/a
Last Date to Adjust: n/a

Results Filter

Clear Criteria Create Missing Stay Search

Guest Name	Mbr Number	Check In	Nights	Room Number	Rate Code	Room Rate	Qualifying Flag	Reason	Total Non-Qualifying	Total Qualifying
No results found.										

Page 1 of 1 No data to display

LPU will not award points to IHG Rewards members until the DCO file has been resent and received by IHG. Therefore, it becomes your responsibility to re-establish the transmission.

To enable you to understand DCO errors and actions, additional details are available in LoyaltyConnect which will tell you why your DCO transmissions are failing and be empowered to make proper corrections in your PMS to send DCO files to automatically award points to members for their stays.

The File Status Screen allows your hotel to understand if a DCO file has been transmitted and processed successfully so that you can identify if issues exist and what actions to take to have them corrected.

File Transmission Status

* Review details of files transmitted from the PMS to IHG.

Search: DUBTC Check Out From: 14Jan19 To: 18Feb19

Clear Criteria Search

Check Out Date	Transmission File Type	Transmission Timestamp (EST)	Loyalty DCO Status	Error Type	Total Records	# of Errors	Hotel Action	Presumed Stay Initiated	Presumed Stay Date
17Feb19	DCO		Failure	Not Received				N/A	
16Feb19	DCO		Failure	Not Received				N/A	
15Feb19	DCO		Failure	Not Received				N/A	
14Feb19	DCO		Failure	Not Received				N/A	
13Feb19	DCO		Failure	Not Received				Yes	17Feb19
12Feb19	DCO		Failure	Not Received				Yes	16Feb19
11Feb19	DCO		Failure	Not Received				Yes	15Feb19
10Feb19	DCO		Failure	Not Received				Yes	14Feb19
09Feb19	DCO		Failure	Not Received				Yes	13Feb19
08Feb19	DCO		Failure	Not Received				Yes	12Feb19

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You must have Hotel Manager role to access this screen.

1. Access LoyaltyConnect.
2. Click Hotel Operations.
3. The Hotel Operations screen displays. Click the Detailed Check Out Transmission (DCO) button.
4. File Status Screen displays.

Check Out Date	Transmission File Type	Transmission Timestamp (EST)	Loyalty DCO Status	Error Type	Total Records	# of Errors	Hotel Action	Presumed Stay Initiated	Presumed Stay Date
09Feb19	DCO	09-Feb-19 Sat 19:00:00	Success		1	0		N/A	
08Feb19	DCO		Failure	Not Received				N/A	
07Feb19	DCO	07-Feb-19 Thu 19:00:00	Failure	There are no transr	0	0	Call PMS Vendor	N/A	
06Feb19	DCO	06-Feb-19 Wed 19:00:00	Success		2	0		N/A	
05Feb19	DCO	05-Feb-19 Tue 19:00:00	Success		6	0		N/A	
04Feb19	DCO	04-Feb-19 Mon 19:00:00	Success		70	0		N/A	
03Feb19	DCO	03-Feb-19 Sun 19:00:00	Success		14	0		N/A	
02Feb19	DCO	02-Feb-19 Sat 19:00:00	Success		7	0		N/A	
01Feb19	DCO	01-Feb-19 Fri 19:00:00	Success		6	0		N/A	
31Jan19	DCO	31-Jan-19 Thu 19:00:00	Success		16	0		N/A	

- Loyalty DCO Status

Check Out Date	Transmission File Type	Transmission Timestamp (EST)	Loyalty DCO Status	Error Type	Total Records	# of Errors	Hotel Action	Presumed Stay Initiated	Presumed Stay Date
09Feb19	DCO	09-Feb-19 Sat 19:00:00	Success		1	0		N/A	
08Feb19	DCO		Failure	Not Received				N/A	

- i. Success means that DCO file was received and processed.
- ii. Failure means DCO file was not received or records within the file contain an error.

- Error Type

Check Out Date	Transmission File Type	Transmission Timestamp (EST)	Loyalty DCO Status	Error Type	Total Records	# of Errors	Hotel Action	Presumed Stay Initiated	Presumed Stay Date
09Feb19	DCO	09-Feb-19 Sat 19:00:00	Success		1	0		N/A	
08Feb19	DCO		Failure	Not Received				N/A	

- i. There are Multiple Error Types that can be displayed in the Error Type Column. To view the detailed description of the error, hover over the Error Type with your mouse. This information should be provided to Hotel Systems Support when reaching out for assistance to have the errors corrected. See [DCO Error Types](#) for complete list.

ii. Each of the errors above require that you contact a specific department to get it fixed.

- Total Records

Check Out Date	Transmission File Type	Transmission Timestamp (EST)	Loyalty DCO Status	Error Type	Total Records	# of Errors	Hotel Action	Presumed Stay Initiated	Presumed Stay Date
09Feb19	DCO	09-Feb-19 Sat 19:00:00	Success		1	0		N/A	
08Feb19	DCO		Failure	Not Received				N/A	

i. Total Records field displays the amount of Records (Stay Data) that was in the DCO file.

ii. A message box will display error details and can be used provide to Hotel Systems Support or your PMS Vendor to expedite troubleshooting.

- # of Errors

Check Out Date	Transmission File Type	Transmission Timestamp (EST)	Loyalty DCO Status	Error Type	Total Records	# of Errors	Hotel Action	Presumed Stay Initiated	Presumed Stay Date
16Oct18	DCO		Failure	Not Received				N/A	
15Oct18	DCO		Failure	Not Received				N/A	
13Oct18	DCO		Failure	Not Received				Yes	17Oct18
12Oct18	DCO		Failure	Not Received				Yes	16Oct18
11Oct18	DCO		Failure	Not Received				Yes	15Oct18
10Oct18	DCO		Failure	Not Received				Yes	14Oct18
09Oct18	DCO		Failure	Not Received				Yes	13Oct18
08Oct18	DCO		Failure	Not Received				Yes	12Oct18
07Oct18	DCO	10-Jul-18 Tue 20:00:00	Success		1	0		N/A	
06Oct18	DCO	10-Oct-18 Wed 20:00:00	Failure	Information in the I	2	1	Call PMS Vendor	N/A	

Page 1 of 3

Information in the File is Incorrect

Displaying 1 - 10 of 30

i. If errors exist, under the Column display “# of Errors” you will see the values displayed as a hyperlink.

ii. The # of Errors column displays the number of errors found in the stay data within the DCO file. You can ascertain how many stays were processed by subtracting the value in the ‘# of Errors’ from the value in ‘Total Records’ for that stay date.

iii. If a success status is received and additional DCO submissions are made for the same check out date, they will be marked as unexpected and no hotel action is needed.

- Hotel Action

Check Out Date	Transmission File Type	Transmission Timestamp (EST)	Loyalty DCO Status	Error Type	Total Records	# of Errors	Hotel Action	Presumed Stay Initiated	Presumed Stay Date
10Jan19	DCO	10-Jan-19 Thu 19:00:00	Success		6	0		N/A	
09Jan19	DCO	09-Jan-19 Wed 19:00:00	Failure	There are no trans	0	0	Call PMS Vendor	Yes	13Jan19

i. If a hotel action is needed it will be displayed within the Hotel Action Column.

ii. Most DCO errors should be reported to your PMS vendor.

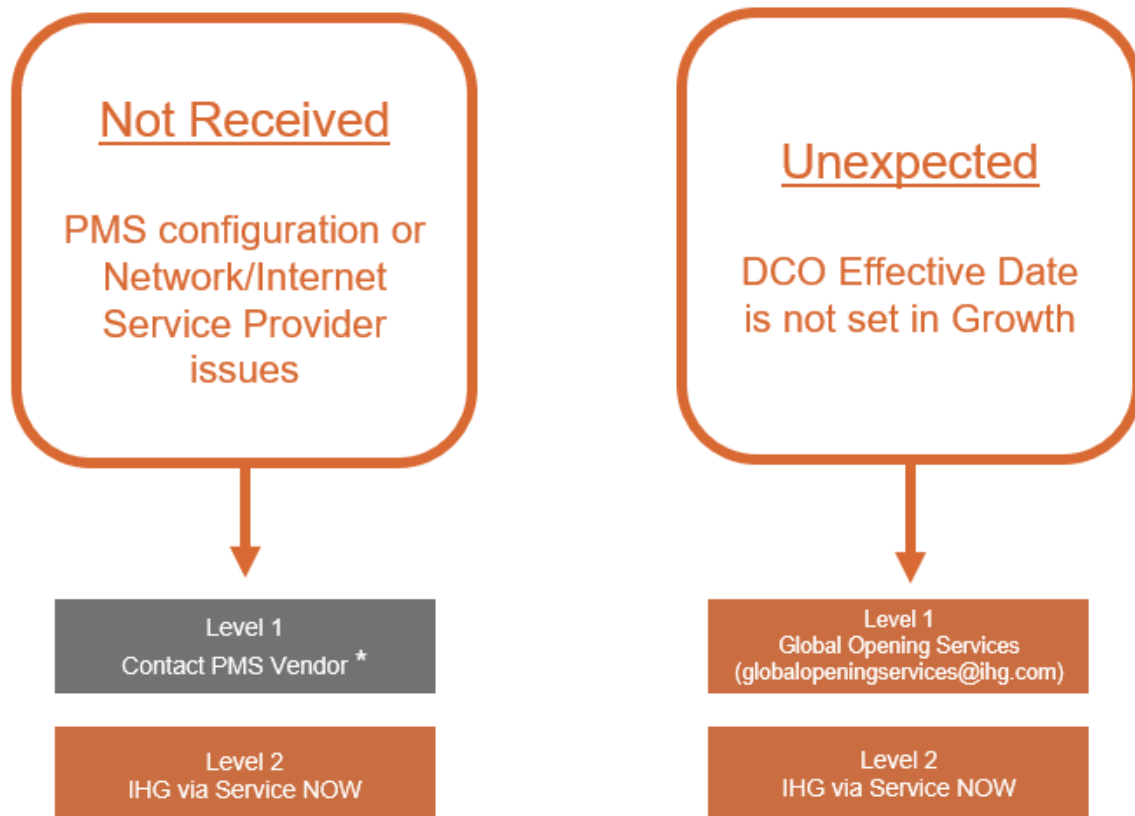
- Presumed Stay Initiated

Check Out Date	Transmission File Type	Transmission Timestamp (EST)	Loyalty DCO Status	Error Type	Total Records	# of Errors	Hotel Action	Presumed Stay Initiated	Presumed Stay Date
10Jan19	DCO	10-Jan-19 Thu 19:00:00	Success		6	0		N/A	
09Jan19	DCO	09-Jan-19 Wed 19:00:00	Failure	There are no transr	0	0	Call PMS Vendor	Yes	13Jan19

- If no DCO file is received after 96 hours, the system will automatically create stays based on booking data (Automated Presumed Stay Process). These stays will only count Room Rate towards Qualifying Loyalty Revenue for your hotel.
- Presumed Stay will also ensure that members receive their points on a timely manner should a failed transmission occurs.

DCO Error Types

While there are several Error Types that you can see in LoyaltyConnect, **Not Received** and **Unexpected** are two error types that most need your attention.





Not Received

This error is usually caused by an issue with your PMS configuration or with your internet connection. This needs to be escalated to your PMS vendor by opening an MOS ticket.

The vendor will perform troubleshoot techniques until the connection is restored. If they find out that the issue is happening on the IHG side, you need to escalate it to the GSS Install Desk by opening a Service Now ticket at <https://ihg.service-now.com>

Unexpected

This error means that IHG is not expecting to receive your DCO files and usually happens when your DCO Effective Date has not been set in Growth. This can be resolved by contacting the Global Opening Services Team via email at globalopeningservices@ihg.com and asking them to set your DCO Effective Date.

The connection should commence 24 hours after the date is set. If this does not resolve the issue, you need to escalate it to the GSS Install Desk opening a Service Now ticket at <https://ihg.service-now.com>.

Other Errors

Here are some examples of Possible Stay Level Errors. You are not expected to be as familiar with all of these or why they are caused.

Oftentimes, we see errors can occur because required data is missing from the folio information in the PMS.

Error Description	# of Errors
Currency code is not known for date Mon Sep 10 00:00:00 UTC 2018	1
Currency code XXX is not known for date Mon Sep 10 00:00:00 UTC 2018	1
Hotel code must be equal to hotel code that was extracted from file name	1
Hotel code mustn't be empty	1
Record contains one or more field error	42
DcoAlternateNameParser failed to parse 'Alternate Name'	2
DcoMainDataParser failed to parse 'Accommodation Sequence Number'	1
DcoMainDataParser failed to parse 'Arrival Code'	1
DcoMainDataParser failed to parse 'Average Daily Rate'	1
DcoMainDataParser failed to parse 'Check-In Date'	2
DcoMainDataParser failed to parse 'Check-Out Date'	3
DcoMainDataParser failed to parse 'Cumulative Beverage Revenue'	1
DcoMainDataParser failed to parse 'Cumulative Food Revenue'	1
DcoMainDataParser failed to parse 'Cumulative Mandatory Point Award Revenue'	2
DcoMainDataParser failed to parse 'Cumulative Meeting/Banquet Revenue'	2
DcoMainDataParser failed to parse 'Cumulative No Point Award Revenue'	2
DcoMainDataParser failed to parse 'Cumulative Non-Revenue'	1
DcoMainDataParser failed to parse 'Cumulative Optional Point Award Revenue'	2
DcoMainDataParser failed to parse 'Cumulative Room Revenue'	1
DcoMainDataParser failed to parse 'Cumulative Telephone Revenue'	2
DcoMainDataParser failed to parse 'Decimal Places'	1
DcoMainDataParser failed to parse 'GNR Number'	1
DcoMainDataParser failed to parse 'Market Segment Code'	1
DcoMainDataParser failed to parse 'Number of nights'	1
DcoMainDataParser failed to parse 'Room Rate'	1
DcoMainDataParser failed to parse 'Total Cumulative Revenue'	2
DcoPmsParser failed to parse 'Check-In Time'	1
DcoPmsParser failed to parse 'PMS Folio Number'	1
DcoV3LoyaltyAllianceParser failed to parse 'Guest Club Data field'	5
Mandatory super field was missed: 015	1
Mandatory super field was missed: DO001	4

For further information about these errors or if you need help, please contact your PMS vendor.

Review Guest Stays

You can view guest stays through Review Guest Stays in LoyaltyConnect.

Roles Required

This function is available to the following roles.

- Hotel Back Office
- Sales Manager
- Hotel Manager
- Hotel Operations Manager

Navigation

1. Go to Merlin.
2. Click on 'Applications'.
3. Click on LoyaltyConnect.
4. Click 'Access this tool'.
5. Click Hotel Operations.
6. Click Review Guest Stays.

How to Use

The screenshot displays the 'Review Guest Stays' interface. At the top, there are tabs for 'Stay', 'Reimbursement', and 'IHG Business Rewards'. Below these are sub-tabs for 'LPU', 'Stays', and 'File Status'. The main area is titled 'Review Guest Stays' and includes instructions: '* Review details of all guest stays (including non-members) for a range of dates.', '* View check in and check out dates, room number, folio number and more.', and '* Filter list to focus on enrolling stays.' Below the instructions is a search bar with 'ATLCP' entered, a date range from '06Jan19' to '10Feb19', and several checkboxes: 'Service Center Created Stay' (checked), 'System Stay' (checked), 'Enrolling Stay' (unchecked), 'Check In' (unchecked), and 'Check Out' (checked). There is also an 'IHG Rewards Club Stay' checkbox. A 'Results Filter' section is visible below the search criteria. At the bottom, a table shows the search results:

Guest Name	Mbr Number	Check In	Check Out	Nights	Room Number	Conf Number	Folio	Qualifying Flag	Enrolling Stay
Adkins, Dan		10Jan19	13Jan19	3	904	27711288	870740	Yes	No

This screen is read-only.



It displays all guest stays at your hotel, including non-IHG Rewards members, for a range of dates. Use checkboxes to customize your view.

- Service Center Created Stays – These are stays created by IHG Rewards Service Center Representatives on your behalf. This happens when a stay does not appear on the member’s account and they are looking for their points. When a stay is created, you may or may not be billed for the cost of points. To know more information about created stays, please contact askingrewardsclub@ihg.com.
- System Stay – These are stays that are in the system.
- Enrolling Stay – These are stays made by guests who enroll in IHG Rewards during a stay. A qualifying Enrolling Stay awards a member a flat 1,000 points. For more information about Enrolling Stays, please see the IHG Rewards Quick Reference Guide.
- IHG Rewards Stay – These are stays made by IHG Rewards members.

If you are looking for a specific stay, you can use Results Filter to narrow down your results. Click View Stay Details to view revenue details, changes (if any), and the transaction history.

General Tips

- You can change or update these stays if you can see them in the Loyalty Pending Updates (LPU) screen. Changes are highly discouraged once they post on the member’s IHG Rewards account.
- Stays that do not have a Member Number are made by non-IHG Rewards members. Use this opportunity to enroll them to the program and meet your enrollment incentive targets. For more information about the incentive program, please refer to the IHG Rewards Quick Reference Guide.



InterContinental Ambassador

Program Overview

InterContinental Ambassadors receive IHG Rewards Platinum status and benefits at all non-InterContinental Hotels & Resorts when the booking is made through an IHG channel. InterContinental Ambassador membership fees are:

- Enroll/Renew: \$100 USD for employees (no discount on points)
 - This can be done by calling the Ambassador Service Center at the following numbers:
 - 1-888-211-7996 (U.S. & Canada)
 - 0871 942 9099 (UK) - (Calls cost 13p per minute plus your phone company's access charge)
 - +44 870 400 9099 (Rest of World)
 - Please note that the employee discount for Ambassador memberships cannot be combined with any other offer or promotion and will not count towards EFR and Ambassador targets and rewards.
- Enroll: \$200 (all channels) or for 40,000 IHG Rewards Club Points (online and CRO only)
- Renew: \$200 (all channels); for 40,000 IHG Rewards Club Points (online and CRO only).
 - Renewals receive 15,000 IHG Rewards Club points when choosing the \$200 renewal option

InterContinental Ambassador is a loyalty program that targets and rewards InterContinental Hotels & Resorts' guests only.

Ambassador Member Benefits

For complete list of Ambassador Member Benefits at InterContinental Hotels & Resorts, please [click here](#) or visit the InterContinental Ambassador website at <https://www.ihg.com/intercontinental/content/us/en/ambassador>.

Royal Ambassador

Royal Ambassador status is extended by invitation only to a small percentage of InterContinental Ambassador members, based on their activity at InterContinental Hotels & Resorts.

Guaranteed Benefits Plan

The Benefits Guaranteed Plan is applicable to Royal Ambassador and Ambassador members to ensure we have a consistent service recovery plan when unable to deliver on Ambassador guaranteed benefits. Hotels are required to offer members a choice of a credit or points in accordance with the Guaranteed Benefits Plan guidelines.

If a Royal Ambassador or an Ambassador chooses to receive points as compensation, hotels should use the [Hotel Point Deposit Tool](#) in LoyaltyConnect. All team members with LoyaltyConnect access will be able to deposit



points in increments of less than 1,000. Front desk users can request deposits of 1,000 points and greater, but these deposits will require the approval of users with Hotel Operations Manager role access.

For steps to deposit points, please click [here](#).

Enrolling an IHG Rewards Member to InterContinental Ambassador

Members may enroll online, through the Service Center or at any IHG property. Members must be IHG Rewards members before they can be enrolled as an Ambassador.

Beginning April 2020, you can enroll members to InterContinental Ambassador. You must have the role **Hotel Front Desk – Fee Based** to perform this action.

Below are the steps you can follow if they decide to enroll with you.

1. Log into LoyaltyConnect.
2. Click Enrollment then, check AMB.

The screenshot shows the 'Enroll' interface in LoyaltyConnect. On the left, a sidebar contains buttons for 'Guest Search', 'Enrollment' (highlighted with a red box), and 'Hotel Operations'. The main area is titled 'Enroll' and includes a 'Programs' section with checkboxes for 'RC', 'AMB' (checked and highlighted with a red box), 'BR', and 'EMP'. Below this are expandable sections for 'RC Overview' and 'AMB Overview'. The 'Customer Information' section contains three dropdown menus: 'Country/Region' set to 'UNITED STATES', 'Written Language' set to 'English', and 'Native Language' set to 'Select'.

3. Complete all mandatory fields, as indicated by the red asterisk, on the enrollment screen. Some fields such as Passport, may be required by specific countries. Click Submit.

4. Purchase Details displays. Click Submit.

The screenshot shows a web form with several sections: **Address** (Country/Region: UNITED ST, Address 1: 3650 Jenna Lane), **Phone** (Country Code: 1, Phone: 513-989-3883), and **Enrollment** (Type: Business). A modal window titled "Purchase Details" is open, displaying "Ambassador Enrollment" with a "Total Amount" of "PURCHASE AMBASSADOR HOTEL \$200". The modal has "Close" and "Submit" buttons.

5. Enrollment successful. Collect their payment and welcome them to the program.

The screenshot shows the full enrollment form. The "Enrollment" section is highlighted with a blue box, displaying "Enrollment Successful" and "Do not forget to collect a payment: 200.00 USD". Below this, there are "Enroll Another" and "Done" buttons. The "Address" section shows "Address 1: 3650 Jenna Lane". The "Phone" section shows "Country Code: 1" and "Phone: 513-989-3883". The "Email" section shows "Type: Business" and "Format: HTML". The "Additional Information" section shows "RC Member ID (if known)" and "Earning Preference: RC Points". The "Hotel Code" is "NYCHA" and "Your Employee ID" is "131037042". The form has "Cancel" and "Submit" buttons at the bottom.

- The Ambassador will receive their Weekend Night Certificate electronically in their email after confirming their membership.
- Their benefits will begin immediately, and they may access their member card via the IHG App.
- Within 48 hours, their member status and an Ambassador status expiration date will be available on their IHG Rewards account page.

Renewing InterContinental Ambassador Status

When an Ambassador's status expires, they have 30 days to renew it. They can do so online, through the Service Center or at any IHG property.

LoyaltyConnect enables the Renew button on an account to help you determine which Ambassadors are eligible to renew.

Below are the steps you can follow if they decide to renew with you.

1. Log into LoyaltyConnect.
2. Click Guest Search to pull up the Ambassador's account.

Local time 3:05:06 PM Hotel NYCHA Welcome, HOTEL FRONT DESK - Sign Off

IHG[®]

Guest Search

Enrollment

Hotel Operations

Guest Search by Name

Type the first and last name of the guest, then click the <Search> button. Use any combination of phone number, city, state / province or zip / postal code to target the search.

* Last Name * indicates required field

* First Name

Phone Number

City, State or Province

ZIP or Postal Code

* Country/Region

UNITED STATES Clear Search

OR

Guest Search by Number

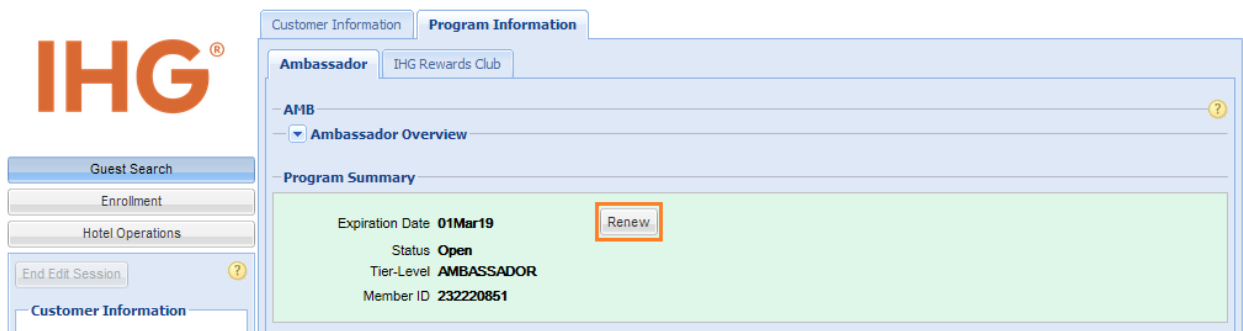
Type the guests IHG Rewards Club Member Number in the Member Number field, then click the Search button.

* Member Number

232220851 Search

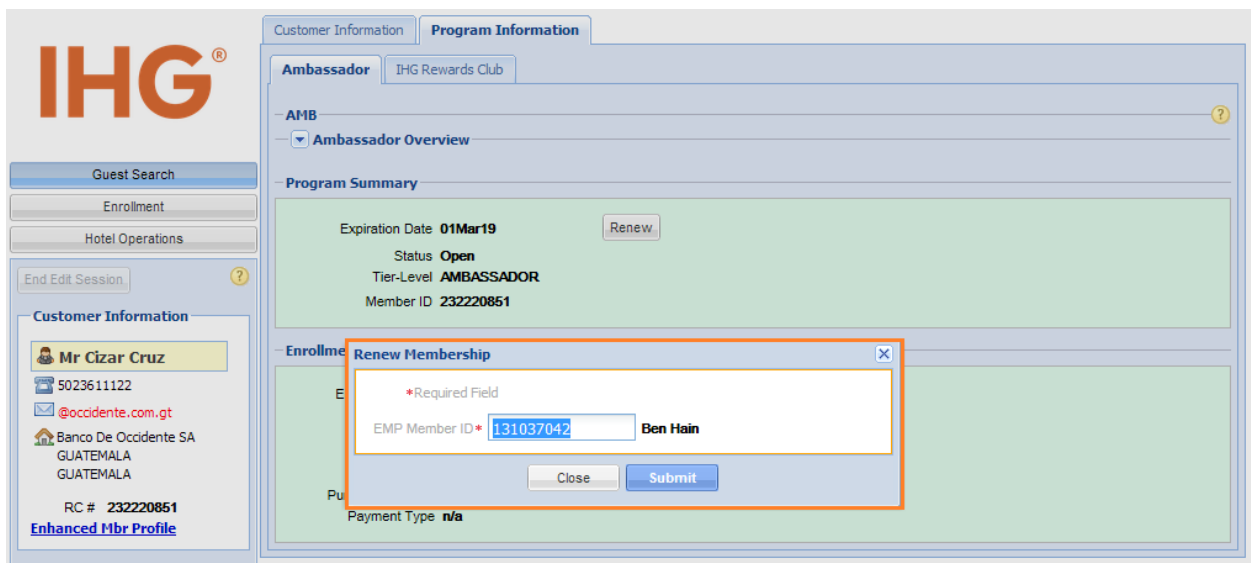
[Advanced Search](#)

3. The account displays. Click Program Information, Ambassador, then Renew.

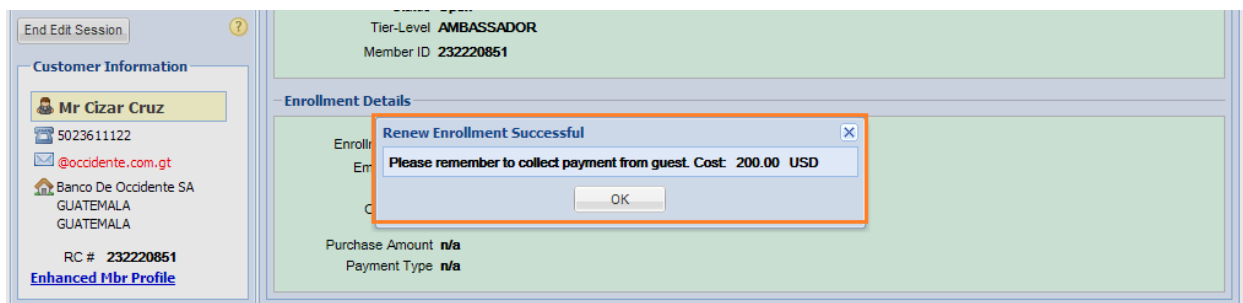


- If the Renew button is grayed out, it means that the Ambassador is not eligible for renewal. You may have to enroll the member again to the program following the steps outlined in [Enrolling an IHG Rewards Member to InterContinental Ambassador](#).

4. Enter your Employee ID then click Submit.



5. Collect payment from the member. Click 'OK'.



6. The member's Ambassador is renewed



Digital Free Night Certificates

InterContinental Ambassador goes electronic as it eliminates paper certificates in favor of a digital experience.

Beginning 1 March 2019, all new and renewing Ambassadors will receive a Digital Weekend Night Certificate on their accounts.

Royal Ambassadors, on the other hand, will be granted a free night to use at any IHG property. This is in addition to the complimentary weekend night that's valid on the second night of a paid stay.

Digital Weekend Night Certificate

Members will still be required to book in advance using the "Ambassador Complimentary Weekend Night" rate (previously called "Ambassador Certificate"). The digital Weekend Night will be automatically loaded to a member's profile upon enrollment in the Ambassador program.

The booking process remains the same. Ambassadors should visit <https://www.intercontinental.com/ambweekend> to book their stay or contact any Central Reservations Office.

It can be used for weekend stays only. 'Weekend' is determined as follows: Friday, Saturday and Sunday, except in the Middle East where hotels may define the weekend as Thursday, Friday and Saturday.

The Digital Weekend Night Certificate appears in LoyaltyConnect as Ambassador Weekend Night Certificate under Benefit Details within the Ambassador Tab.

The screenshot displays the IHG LoyaltyConnect interface. The main page shows the 'Ambassador' tab under 'Program Information'. A 'Benefits Details' pop-up window is open, showing a table of benefits for 2019. The table has columns for Benefit ID, Name, Created, Expiration, Redeemed, and Hotel Code. Two rows are visible, both for 'Ambassador Weekend Night Certificate'.

Benefit ID	Name	Created	Expiration	Redeemed	Hotel Code
720109	Ambassador Weekend Night Certificate	05Feb19	01Apr20		Redeem
720113	Ambassador Weekend Night Certificate	05Feb19	31Dec19		Redeem

Below the table, it indicates 'Page 1 of 1' and 'Displaying 1 - 2 of 2'. The background interface shows the member's name 'Martin King', address '3 RAVINIA DR, ATLANTA, Georgia, 30346-2118, UNITED STATES', and RC # 143668153.



Royal Ambassador Free Night

Within six weeks of receiving Royal Ambassador status, their account (accessible online via IHG.com or through the IHG app) will reflect their Royal Ambassador Free Night. It can be booked online or in the app. Royal Ambassadors may also contact our reservations office to book.

Apart from their weekend night, Royal Ambassadors are granted a free night to use at any IHG property, excluding InterContinental Alliance Hotels and IHG Army Hotels, for nights no greater than 70,000 points in value. It must be consumed by year end.

Once the night has been redeemed, the night will no longer be available for use.

It can be used in conjunction with the weekend night if it is not the first night of their complimentary weekend night stay. To illustrate, it'll be a total of 3 nights at the same property (2 nights using the weekend night certificate and 1 night using the free night certificate). The Royal Ambassador is required to make two separate reservations for these.

The Royal Ambassador Free Night also appears in LoyaltyConnect as Ambassador Weekend Night Certificate under Benefit Details within the Ambassador Tab.

Customer Information | **Program Information**

Ambassador | IHG Rewards Club

AMB ?

Ambassador Overview

Program Summary

Benefits Details

Benefit ID	Name	Created	Expiration	Redeemed	Hotel Code
720109	Ambassador Weekend Night Certificate	05Feb19	01Apr20		Redeem
720113	Ambassador Weekend Night Certificate	05Feb19	31Dec19		Redeem

Page 1 of 1 | Displaying 1 - 2 of 2

Purchase Amount **n/a**
Payment Type **n/a**

You will be able to tell the difference by looking at the expiration dates. The Digital Weekend Night Certificate expires when the Ambassador membership expires, while the Royal Ambassador Free Night expires by year end.

Check-in Procedure for Digital Night Stays

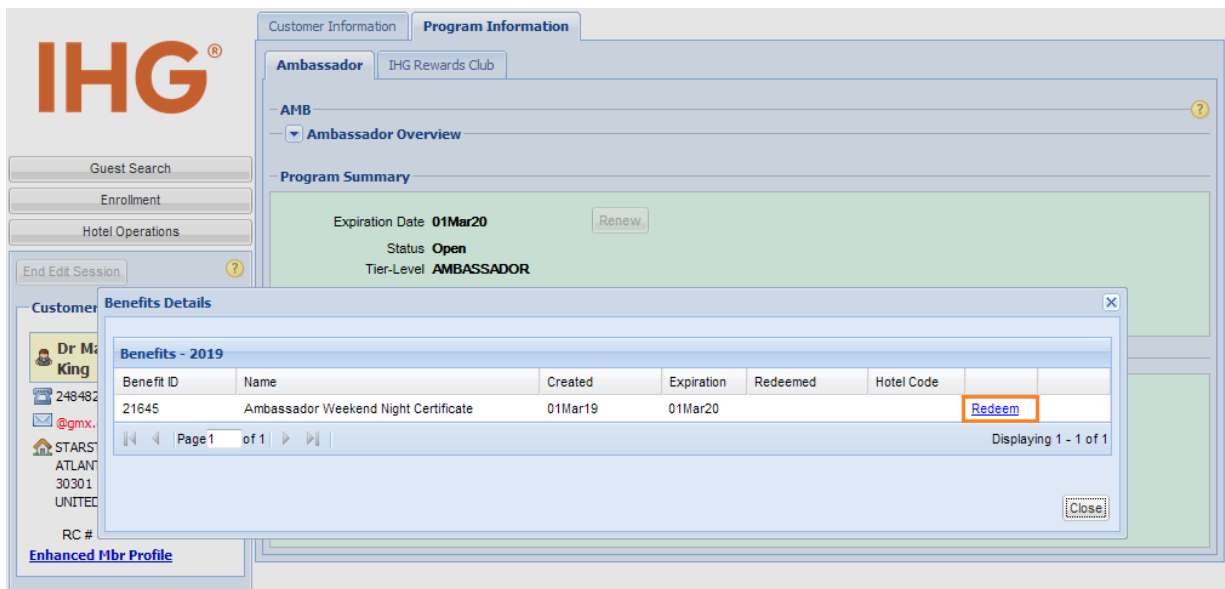
As this is a new experience, it is important to keep everything as seamless as possible. Follow these steps below when an Ambassador or a Royal Ambassador is checking in for a digital night stay:

1. Log into LoyaltyConnect.
2. Click Guest Search to pull up the Ambassador's account.

3. The account displays. Click Program Information, Ambassador, then Benefits.

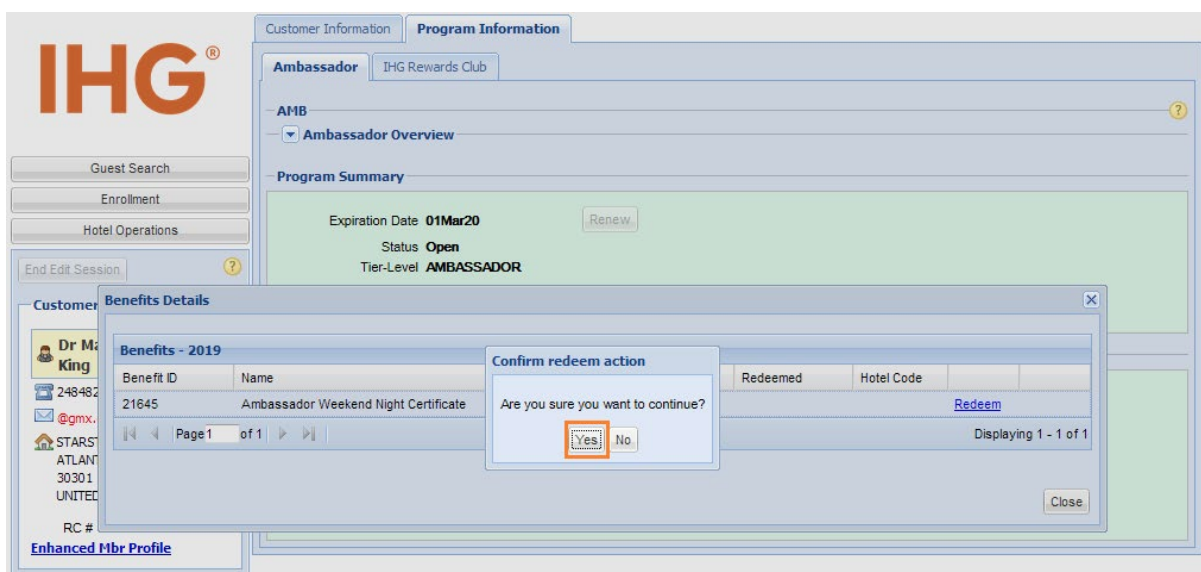
- Only users with Hotel Front Desk - Fee Based and Hotel Manager roles will be able to access the Benefits Tab.

4. Collect their paper certificate if they are carrying one, then click Redeem.



- If they only have a paper certificate and does not have a digital version on their account, please follow current check-in procedure.
- If there are multiple certificates, the best practice is to use the certificate that is first to expire.

5. Click 'Yes'.



- The certificate is redeemed. It will display the date when it was redeemed, as well as, the hotel code of the property where it was redeemed.

The screenshot displays the IHG Rewards Club interface. On the left, there is a sidebar with the IHG logo and navigation buttons: Guest Search, Enrollment, Hotel Operations, and End Edit Session. The main content area is titled 'Program Information' and shows 'Ambassador' status for the 'IHG Rewards Club'. Below this, there is a 'Program Summary' section with the following details: Expiration Date 01Mar20, Status Open, and Tier-Level AMBASSADOR. A 'Renew' button is visible next to the expiration date. A 'Benefits Details' window is open, showing a table of benefits for 2019. The table has columns for Benefit ID, Name, Created, Expiration, Redeemed, and Hotel Code. One row is visible, showing a certificate with ID 21645, name 'Ambassador Weekend Night Certificate', created on 01Mar19, expiring on 01Mar20, redeemed on 01Mar19, and at hotel code ABJHA. The 'Redeemed' and 'Hotel Code' columns for this row are highlighted with an orange border. The window also shows 'Page 1 of 1' and 'Displaying 1 - 1 of 1'.

Benefit ID	Name	Created	Expiration	Redeemed	Hotel Code
21645	Ambassador Weekend Night Certificate	01Mar19	01Mar20	01Mar19	ABJHA

Important: If you redeemed a certificate by mistake or need help with the certificate, you may contact the Ambassador Service Center or [Hotel Help Desk](#) for assistance.



Reward Nights and Free Nights

Regardless of your hotel brand, when a member books a Reward Night/Free Night stay at your hotel, he/she should experience an unforgettable stay with lasting positive memories. Reward Night/Free Night stays should NOT be free, non-revenue generating stays. Remember, these members are our most valuable guests.

While staying on a Reward Night/Free Night our members should receive all benefits applicable to their tier, e.g. room upgrades, early check-in/late check-out, Wellness Platter (welcome amenity), etc. and they should be recognized and acknowledged for being a loyal member of IHG Rewards Club including InterContinental Ambassador, Royal Ambassador, and Kimpton Inner Circle.

The delivery of unforgettable experiences on a Reward Night/Free Night is based on our commitment to the member in making the redemption stay the most memorable experience possible.

Activating Reward Night/Free Night Rate Categories

For you to accept Reward Night/Free Night reservations, the rate category "IVANI" must be activated and associated with a V1 rate code in Guest Reservations System. For Six Senses, the recommended price point for rate categories attached to the V1 rate code is 50% off C1 where C1 is equal to BFR of your standard room.

Following successful association, Reward Night/Free Night inventory equal to either 2 rooms or 5% of your guest room inventory, whichever is greater, will be allocated in Guest Reservations System. Kindly note that during periods when your cancellation window is at 45 days or greater, the Reward Night inventory may be reduced to 2% of total guest room inventory.



Reward Night and Free Night Reimbursement

Reimbursement Structure

Annually, your hotel may fall into one of three reimbursement levels based on your Reward Night penetration rate. The Reward Night penetration rate will be determined based on the prior year's 12-month billing period of October to September (i.e. 2020 Reward Night Penetration would be determined using the billing period of September 27, 2018 to September 26, 2019). Your reimbursement level will be based on a percent of your Leading (Standard) Room's daily ADR, as well, as the occupancy on the night of the stay*. See table below.

		Daily Occupancy			
		<85%	85 to less than 90%	90 to less than 96%	96%+
Reward Night Penetration	<3%	40%	55%	75%	90%
	3-6%	50%	65%	85%	95%
	>6%	60%	75%	90%	95%

**Until the end of 2022, all Six Senses hotels will fall into the 3 – 6% reimbursement level. Each hotel's reimbursement will be based on a percent of its Leading (Standard) Room's daily ADR as well as its occupancy on the night of the stay*

Note: If there are nights when there are no Leading (Standard) Room paid nights, your hotel's reimbursement will be determined using your hotel's standard room ADR from the previous calendar year OR daily ADR, whichever is lower. For newly opened hotels with no ADR from the previous year, budgeted ADR OR daily ADR, whichever is lower, will be used to determine reimbursement when there are no Leading (Standard) Room paid nights.

New Hotel Openings (NHOPs)

New hotels (NHOPs) will be reimbursed at the 3-6% Reward Night penetration level. After a rolling six months, nine months, and 12 months of start date, each NHOPs' Reward Night penetration rate will be measured.

At these checkpoints, if the Reward Night penetration level is above or below their current level, they will be moved into the corresponding level. The hotel will remain at the Reward Night penetration level calculated at the final (12-month) checkpoint through the end of the following billing year.

Auto-Reimbursement: Accepting/Adjusting Reward Night/Free Night Reimbursement Values

You must have **Hotel Manager** role to perform this function. If this is the first time you are requesting for reimbursement, make sure your tax rates and/or fees have been updated in LoyaltyConnect. See [Setting Tax Reimbursement for Reward Nights/Free Nights](#) for steps.

1. Access LoyaltyConnect → Hotel Operations → Process Hotel Reimbursement for Reward/Free Nights Stays

2. Search for the desired Stay Date
3. The stay starts in **INITIATED** status
4. Pulling from Guest Reservation System/Concerto (GRS), LoyaltyConnect will display your Reimb OCC% and Reimb ADR for the days selected. The system will also display the % of ADR reimbursement that your hotel will receive for that stay date. In addition, the **Total Daily Reimb (*estimate)** amount for the day will be displayed. This amount is an estimate, denoted by the * until the reimbursements move to Paid status.

Process Hotel Reimbursement for Reward/Free Nights Stays

- * Review Occupancy and ADR. Note: Reimbursement OCC % and ADR based on GRS and exclusions applied.
- * Type Occupancy % and ADR (if needed) in the applicable fields
- * Submit requests for reimbursement.
- * Upload supporting documentation if required using an accepted file format: pdf.
- * Check status of previous requests.
- * Review paid reimbursements.
- * Please reference the Hotel Reimbursement Validation Report for details.

– Click the "expand" icon on the left on each row to expand and show details.

Hotel Code: Status: From: To: Type: Search

Stay Date	Night Count	Reimb OCC %	Reimb ADR	Adjusted OCC %	Adjusted ADR	Override OCC %	Override ADR	Status	% of ADR	Total Daily Reimb (*estimate)	Hotel Currency	Days Left to Accept	
09Jul20	3							INITIATED			USD	17	
08Jul20	1							INITIATED			USD	16	
07Jul20	1							INITIATED			USD	15	
06Jul20	1	74.83	92.89					INITIATED	25%	31.94*	USD	14	Accept Adjust
05Jul20	2	72.73	88.72					INITIATED	25%	61.68*	USD	13	Accept Adjust
04Jul20	2	79.72	89.55					INITIATED	25%	61.94*	USD	12	Accept Adjust

Page 1 of 1 | Displaying 1 - 6 of 6

5. You will see two hyperlinks with options to **Accept** or **Adjust** these values.

Process Hotel Reimbursement for Reward/Free Nights Stays

- * Review Occupancy and ADR. Note: Reimbursement OCC % and ADR based on GRS and exclusions applied.
- * Type Occupancy % and ADR (if needed) in the applicable fields
- * Submit requests for reimbursement.
- * Upload supporting documentation if required using an accepted file format: pdf.
- * Check status of previous requests.
- * Review paid reimbursements.
- * Please reference the Hotel Reimbursement Validation Report for details.

– Click the "expand" icon on the left on each row to expand and show details.

Hotel Code: Status: From: To: Type: Search

Stay Date	Night Count	Reimb OCC %	Reimb ADR	Adjusted OCC %	Adjusted ADR	Override OCC %	Override ADR	Status	% of ADR	Total Daily Reimb (*estimate)	Hotel Currency	Days Left to Accept	
09Jul20	3							INITIATED			USD	17	
08Jul20	1							INITIATED			USD	16	
07Jul20	1							INITIATED			USD	15	
06Jul20	1	74.83	92.89					INITIATED	25%	31.94*	USD	14	Accept Adjust
05Jul20	2	72.73	88.72					INITIATED	25%	61.68*	USD	13	Accept Adjust
04Jul20	2	79.72	89.55					INITIATED	25%	61.94*	USD	12	Accept Adjust

Page 1 of 1 | Displaying 1 - 6 of 6

- The **Days Left to Accept** allows you to see the days left to accept or adjust them. You can also do nothing and let the system to **Auto-Accept**.

Process Hotel Reimbursement for Reward/Free Nights Stays

- * Review Occupancy and ADR. Note: Reimbursement OCC % and ADR based on GRS and exclusions applied.
- * Type Occupancy % and ADR (if needed) in the applicable fields
- * Submit requests for reimbursement.
- * Upload supporting documentation if required using an accepted file format. pdf.
- * Check status of previous requests.
- * Review paid reimbursements.
- * Please reference the Hotel Reimbursement Validation Report for details.
- Click the "expand" icon on the left on each row to expand and show details.

Hotel Code: **ATLPR** Status: **All Statuses** From: **04Jul20** To: **09Jul20** Type: **Select** Search

Stay Date	Night Count	Reimb OCC %	Reimb ADR	Adjusted OCC %	Adjusted ADR	Override OCC %	Override ADR	Status	% of ADR	Total Daily Reimb (*estimate)	Hotel Currency	Days Left to Accept
09Jul20	3							INITIATED			USD	17
08Jul20	1							INITIATED			USD	16
07Jul20	1							INITIATED			USD	15
06Jul20	1	74.83	92.89					INITIATED	25%	31.94*	USD	14
05Jul20	2	72.73	88.72					INITIATED	25%	61.68*	USD	13
04Jul20	2	79.72	89.55					INITIATED	25%	61.94*	USD	12

Page 1 of 1 | Displaying 1 - 6 of 6

- Click **Accept** to agree to **Total Daily Reimb (*estimate)** amount.

Process Hotel Reimbursement for Reward/Free Nights Stays

- * Review Occupancy and ADR. Note: Reimbursement OCC % and ADR based on GRS and exclusions applied.
- * Type Occupancy % and ADR (if needed) in the applicable fields
- * Submit requests for reimbursement.
- * Upload supporting documentation if required using an accepted file format. pdf.
- * Check status of previous requests.
- * Review paid reimbursements.
- * Please reference the Hotel Reimbursement Validation Report for details.
- Click the "expand" icon on the left on each row to expand and show details.

Hotel Code: **ATLPR** Status: **All Statuses** From: **04Jul20** To: **09Jul20** Type: **Select** Search

Stay Date	Night Count	Reimb OCC %	Reimb ADR	Adjusted OCC %	Adjusted ADR	Override OCC %	Override ADR	Status	% of ADR	Total Daily Reimb (*estimate)	Hotel Currency	Days Left to Accept
09Jul20	3							INITIATED			USD	17
08Jul20	1							INITIATED			USD	16
07Jul20	1							INITIATED			USD	15
06Jul20	1	74.83	92.89					INITIATED	25%	31.94*	USD	14
05Jul20	2	72.73	88.72					INITIATED	25%	61.68*	USD	13
04Jul20	2	79.72	89.55					INITIATED	25%	61.94*	USD	12

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- Click **Confirm & Accept** when the confirmation message appears. By accepting, the status changes from INITIATED to **ACCEPTED** which means your hotel will be paid the **Total Daily Reimb (*estimate)** amount in the next billing period.

Process Hotel Reimbursement for Reward/Free Nights Stays

* Review Occupancy and ADR. Note: Reimbursement OCC % and ADR based on GRS and exclusions applied.
 * Type Occupancy % and ADR (if needed) in the applicable fields
 * Submit requests for reimbursement.
 * Upload supporting documentation if required using an accepted file format: pdf.
 * Check status of previous requests.
 * Review paid reimbursements.
 * Please reference the Hotel Reimbursement Validation Report for details.
 - Click the "expand" icon on the left on each row to expand and show details.

Hotel Code: ATLPR Status: All Statuses From: 04Jul20 To: 09Jul20 Type: Select Search

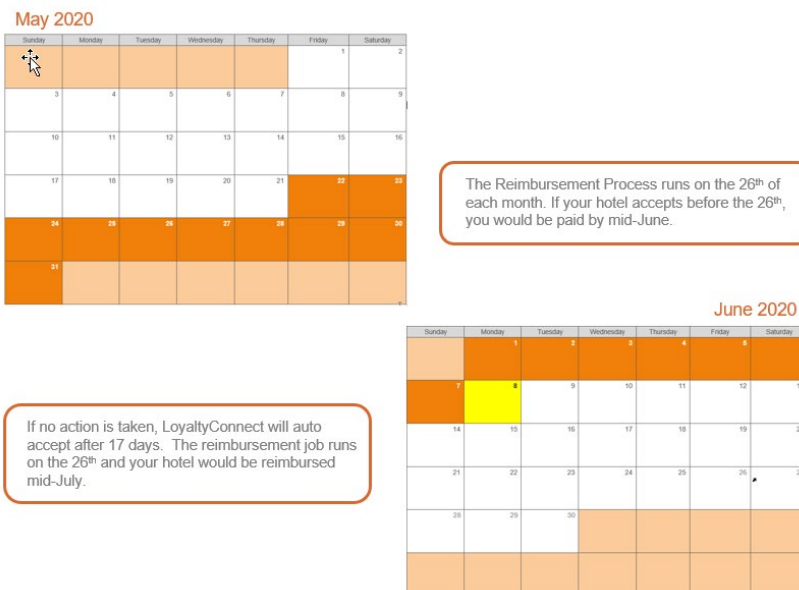
Stay Date	Night Count	Reimb OCC %	Reimb ADR	Adjusted OCC %	Adjusted ADR	Override OCC %	Override ADR	Status	% of ADR	Total Daily Reimb (*estimate)	Hotel Currency	Days Left to Accept
09Jul20	3										USD	17
08Jul20	1										USD	16
07Jul20	1										USD	15
06Jul20	1								25%	31.94*	USD	14
05Jul20	2								25%	61.68*	USD	13
04Jul20	2	79.72	89.55					INITIATED	25%	61.94*	USD	12

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Auto-Accept

With the Reimbursement process automated, there is no action required; however, by proactively accepting the **Reimb OCC%** and **Reimb ADR**, you ensure that your hotel is reimbursed in a timely manner and avoid potential delays that could occur if a record is auto accepted after the reimbursement financial process runs on the 26th of every month.

This illustration shows an example of how accepting the reimbursement amount early could potentially mean your hotel will be paid one month sooner.



Adjusting Reimbursement Values

If you believe that the **System OCC%** and **System ADR** are incorrect, please calculate the reimbursement amount using the **Six Senses reimbursement structure** and enter that amount in “Adjusted ADR.” You may also review the Hotel Reimbursement Validation Report in [IHG Reporting](#) before making any adjustments.

You must have **Hotel Manager** role to perform this function. To adjust, follow these steps:

1. On **Review Occupancy and ADR**, click **Adjust** and input new values under **Adjusted OCC%** and/or **Adjusted ADR**.

Process Hotel Reimbursement for Reward/Free Nights Stays

* Review Occupancy and ADR. Note: Reimbursement OCC % and ADR based on GRS and exclusions applied.
 * Type Occupancy % and ADR (if needed) in the applicable fields
 * Submit requests for reimbursement.
 * Upload supporting documentation if required using an accepted file format: pdf.
 * Check status of previous requests.
 * Review paid reimbursements.
 * Please reference the Hotel Reimbursement Validation Report for details.
 -- Click the "expand" icon on the left on each row to expand and show details.

Hotel Code: ATLPR Status: All Statuses From: 04Jul20 To: 09Jul20 Type: Select Search

Stay Date	Night Count	Reimb OCC %	Reimb ADR	Adjusted OCC %	Adjusted ADR	Override OCC %	Override ADR	Status	% of ADR	Total Daily Reimb (*estimate)	Hotel Currency	Days Left to Accept	
09Jul20	3							INITIATED			USD	17	
08Jul20	1							INITIATED			USD	16	
07Jul20	1							INITIATED			USD	15	
06Jul20	1	74.83	92.89					INITIATED	25%	31.94*	USD	14	Accept Adjust
05Jul20	2	72.73	88.72					INITIATED	25%	61.68*	USD	13	Accept Adjust
04Jul20	2	79.72	89.55					INITIATED	25%	61.94*	USD	12	Accept Adjust

Page 1 of 1 | Displaying 1 - 6 of 6

2. Input new values under **Adjusted OCC%** and/or **Adjusted ADR** then click **Save & Accept**.

Process Hotel Reimbursement for Reward/Free Nights Stays

* Review Occupancy and ADR. Note: Reimbursement OCC % and ADR based on GRS and exclusions applied.
 * Type Occupancy % and ADR (if needed) in the applicable fields
 * Submit requests for reimbursement.
 * Upload supporting documentation if required using an accepted file format: pdf.
 * Check status of previous requests.
 * Review paid reimbursements.
 * Please reference the Hotel Reimbursement Validation Report for details.
 -- Click the "expand" icon on the left on each row to expand and show details.

Hotel Code: ATLCP Status: All Statuses From: 05Sep20 To: 10Sep20 Type: Select Search


Stay Date	Night Count	Reimb OCC %	Reimb ADR	Adjusted OCC %	Adjusted ADR	Override OCC %	Override ADR	Status	% of ADR	Total Daily Reimb (*estimate)	Hotel Currency	Days Left to Accept	
10Sep20	2							INITIATED			USD	15	
09Sep20	2	80	83.54					INITIATED	35.00	77.84*	USD	14	Accept Adjust
07Sep20	1	72.30	80.24	100				INITIATED	35.00	36.45*	USD		
05Sep20	8			99.00	100			INITIATED		n/a	USD		

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3. Click **Confirm & Accept**.

The screenshot shows the 'Review Occupancy and ADR' section of the IHG Reimbursement interface. A modal dialog is open, prompting the user to upload supporting documentation. The dialog contains the following text: 'The adjustment entered requires review. Please upload your supporting documentation using an accepted file format: pdf.' Below this text are fields for 'Import File' and 'Add Another File', along with 'Save & Submit' and 'Cancel' buttons. The background interface shows a table with columns for Stay Date, Night Count, Reimb OCC %, Reimb ADR, Adjusted OCC %, Adjusted ADR, Override OCC %, Override ADR, Status, % of ADR, Total Daily Reimb (*estimate), Hotel Currency, and Days Left to Accept. The table contains four rows of data for stays on 10Sep20, 09Sep20, 07Sep20, and 05Sep20.

4. The system will evaluate the reimbursement rules and will prompt you to submit supporting documentation, if required, to process the reimbursement request. If you click **Cancel** when prompted and do not upload any documents, the reimbursement request is not submitted and the record stays in Initiated status.

5. Upload your documentation then click **Save & Submit**. The status will move from **INITIATED** to **PENDING**. A download icon  will appear as well. You can download documents submitted for up to 120 days from the date of upload.

The screenshot shows the same IHG Reimbursement interface as above, but the modal dialog is closed. The table now shows the status of the reimbursement request for the stay on 09Sep20 has changed from 'INITIATED' to 'PENDING'. A download icon is now visible in the 'Days Left to Accept' column for this row. The other rows remain in their previous states: 'INITIATED' for 10Sep20 and 07Sep20, and 'ACCEPTED' for 05Sep20.



Important: When uploading documents, make sure its file name does not contain spaces or special characters. If you encounter an error, please rename the file and try again. We also recommend trying it on a different browser such as Chrome or Firefox. If this doesn't fix the issue, please contact Hotel Help Desk or open a support ticket via [IHG Service Now](#).

- An email will be generated to IHG Rewards Club prompting them to review the documents you submitted. Once approved, the status changes from **PENDING** to **ACCEPTED** which means your hotel will be paid the new **Total Reimbursement (*estimate)** amount in the next billing period.

Entering Reimbursement Values

There may be instances where there is not enough data available to accurately calculate **Reimb OCC%** and **Reimb ADR**. These are indicated by the symbol 

In this case, your hotel should manually input the values to process the reimbursement for the stay date. To manually input the values, please follow the steps shown in the [Adjusting Reimbursement Values](#) section.

Reimbursement Documentation

The following are acceptable system generated reports. Please upload them in .PDF format.

Opera PMS	Amadeus PM Pro	Oasis PMS
Manager's Report	Occupancy Revenue Per Rate Code Report	Rate Category Report (please include all rates)
Rate Category by Room Type Report	Manager's Statistics Report	Daily Revenue Report

For instructions on how to generate these reports, please contact your PMS vendor.



Frequently Asked Questions

1. Is there anything that I must do to process Reward Night reimbursements?
 - You do not need to take any action to process reimbursements. The system will automatically process reimbursements after 17 days. However, you have the option to proactively accept **Reimb OCC%** and **Reimb ADR** to ensure a quicker reimbursement. For detailed steps on how to accept these values, see [Accepting Reimbursement Values](#).
2. If I do not agree with the reimbursement calculation, what steps do I take?
 - If you don't agree with the **Reimb OCC%** or **Reimb ADR** that is provided, please make sure you have synced your hotel's PMS data feed to IHG recently and then review the Hotel Reimbursement Validation Report in IHG Reporting before adjusting them in LoyaltyConnect. To adjust, click on the Adjust button for the desired stay date. Then, manually input the Adjusted ADR and/or Adjusted OCC and submit. For detailed steps on how to submit an adjustment, see [Adjusting Reimbursement Values](#).
3. How do I dispute the reimbursement after the adjustment window has passed?
 - If the system has automatically changed the status of a record to Accepted and you wish to submit a dispute, please contact [Hotel Help Desk](#) and they will assist with the dispute process.
4. Why isn't ADR and Occupancy populated for the stay dates?
 - There may be instances where there is not enough data available to accurately calculate Reimb ADR and Reimb OCC%. In this case, your hotel should manually input the Adjusted ADR and Adjusted OCC, using the Six Senses reimbursement structure to process the reimbursement for the stay date. For detailed steps to manually submit ADR and OCC, see [Entering Reimbursement Values](#).
5. How can I ensure I get reimbursed in a timely manner?
 - Hotels should review the Reimb ADR and Reimb OCC% for each stay date. If the numbers provided by the system are correct, we recommend that you proactively accept. If they are not correct, then your hotel should submit an adjustment as soon as possible. For detailed steps on how to accept system numbers or submit an adjustment, see [Accepting Reimbursement Values](#) and [Adjusting Reimbursement Values](#). Being proactive to accept or adjust the system numbers ensures that your hotel is reimbursed in a timely manner. If no action is taken, after 17 days the system will automatically accept the Reimb ADR and Reimb OCC%. This may cause some delay in reimbursement depending on when the auto accept occurs in relation to the reimbursement financial cycle.
6. What if I accidentally click on accept?
 - Once you click Accept, the system will ask you to confirm that you wish to Accept the Reimb ADR and Reimb OCC%. If you don't wish to proceed, click Cancel. If you Accept a record and then need to submit a dispute, please contact the [Hotel Help Desk](#) and they will assist with the dispute process.



7. When does my hotel get reimbursed?

- On the 10th of the month, hotels are reimbursed for nights with an **Accepted** status on or before the 26th of the previous month.

8. What document formats are supported in the upload from LoyaltyConnect?

- LoyaltyConnect supports upload of documents in .pdf format. The file name of the documents you are uploading should not include any spaces or special characters such as @, #, \$, %, &, * or + on their file name.

9. Once I upload supporting documentation, what's the process?

- Once your hotel submits the adjustment with supporting documentation, Hotel Help Desk will review the request. If more information is needed, Hotel Help Desk will reach out to your hotel to request the information. Otherwise, if the documentation provided substantiates the adjustment, then the record is approved, and the reimbursement will be processed on the 26th of the month.

10. I encountered an error and it won't let me upload supporting document, what can I do?

- Make sure the document's file name does not have spaces or special characters such as @, #, \$, %, &, * and + and try again. We also recommend trying it on a different browser such as Chrome or Firefox. If this doesn't fix the issue, please contact Hotel Help Desk or open a support ticket via IHG Service Now or <https://ihg.service-now.com>.

11. If I don't accept, what happens?

- If a hotel does not proactively Accept or Adjust the Reimb ADR and Reimb OCC%, then after 17 days the system will automatically accept the values and the hotel will be reimbursed based on those figures.

12. How long do I get to populate any adjustments?

- You have 17 days to adjust the Reimb ADR and Reimb OCC%. After that time, the system will automatically accept the system values and your hotel will be reimbursed based on those values.

13. Why did the ADR or OCC values change from what was originally populated?

- You may see a different Reimb ADR and Reimb OCC% than earlier because the system may recalculate the numbers based on the most recent data available to IHG.

14. How long do I have to access my reimbursement supporting documentation?

- Once you upload documents in LoyaltyConnect, you can download them directly from the LoyaltyConnect for 120 days from the date of upload.

15. Can I adjust my reimbursements when in pending status?

- No, a record in Pending status cannot be further adjusted. If you need to make changes to Adjusted ADR and/or Adjusted OCC% or have any follow-ups, please contact the Hotel Help Desk.

16. Can I still process Free Nights with the new Auto Reimbursement process?

- Yes, if the Free Night is structured to follow the same reimbursement process as Reward Nights, then it will display on the same screen and be processed the same way as Reward Nights.

17. Why does my total reimbursement amount say estimated?

- For records in Initiated, Accepted, or Pending status, we display an estimated total reimbursement amount (designated by an asterisk *). Once the record moves to Paid status, the asterisk is removed, and the actual total reimbursement amount is displayed.

Setting Tax Reimbursement for Reward Nights or Free Nights

From November 1 to 30, you will be able to update your tax rates and fees in LoyaltyConnect for the following calendar year. To report a change in tax rates outside of this timeframe, please contact the [Hotel Help Desk](#).

Government-mandated, state and/or locally administered taxes or fees that would have been charged on a paid stay will be considered as standard and will be reimbursed on Reward Nights.

Resort fees, discretionary service charges and gratuities are not included as standard.

To update tax rates and/or fees during the November 1 to 30 tax update windows. You must have **Hotel Manager** role to perform this function.

1. Access LoyaltyConnect → Hotel Operations → View Your Hotel's Reward Night Settings
2. Scroll down to the **Taxes and Fees** section. Click **Create New**.

The **Create New** button is visible during the month of November. If you do not see the button, please contact [Hotel Help Desk](#).

Taxes and Fees

Tax rates and Fees may only be adjusted during the month of November each calendar year. If there have been no changes to your current tax rates, no action is required. If there are questions or adjustments are needed outside of the open enrollment period, please contact Hotel Help Desk for further assistance at askingrewardsclub@ihg.com.

Check Out Beginning Date	Percent %	Fee	Currency
27Dec19	8.00 %	0.00	EUR

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3. Enter the correct Tax Percentage and/or Flat Fee amount and then **Save**.



Reservations: “No-Shows”, Cancellations, or Changes

All Reward Night and Free Night reservations require a credit card on file. You may not require or enforce advance deposits on Reward Night and Free Night reservations.

If a member cancels or “no-shows” a Reward Night or Free Night after the cancellation window has passed, the member’s points will not be refunded, or the Free Night certificate will be voided. IHG will reimburse your hotel for the Reward Night or Free Night based on our reimbursement agreement. (Note: The process for reimbursement of Reward Nights or Free Nights that are canceled after the cancellation policy window has passed will be confirmed in Q1 2021.)

If a member “No-Shows” a Reward Night or Free Night reservation, you should change the reservation to “No-Show” in Guest Reservations System. You should not charge the member’s credit card for any charges associated with the canceled Reward Night or Free Night.

Changes to Reward Night or Free Night Reservations

Changes should not be made to Reward Night and Free Night reservations. Changing any information on a Reward Night and Free Night reservation from your hotel’s PMS may cause:

- Cancelled reservations
- Re-depositing points back into the member’s account
- Non-payment of Reward Night or Free Night reimbursements

If a change is made, please contact the [Hotel Help Desk](#) on behalf of the member to correct the booking and ensure it’s accurate.

Reinstatement Reimbursement Request

If your hotel was not reimbursed for a Reward Night or Free Night booking but the member stayed, you will need to ask for a Reinstatement Reimbursement Request as follows:

1. Contact **Hotel Help Desk** via email at askihgrewardsclub@ihg.com.
2. Include your hotel Inn Code (5-character mnemonic) in the subject line of the email.
3. Attach a PDF of the [supporting document](#) and it must include:
 - Guest stay folio
 - Signed registration card



- Excel Spreadsheet that contains reservation confirmation number, stay dates, first and last name, member ID number, and requested payment amount broken down by individual reservation (hotel calculations will be reviewed for accuracy)

Viewing Reimbursement Status for Individual Reward Night/Free Night Reservations

You can view the reimbursement status of everyone Reward Night/Free Night stay for a given date. From the "Review Occupancy and ADR" screen, click on the + sign next to the stay date.

The Reward Night/Free Night Setting screen displays:

- The reimbursement amount the hotel will be paid
- Exception payments that have been made to your hotel
- Taxes and fees for your hotel

To update tax and fee fields, see [Setting Tax Reimbursement for Reward Nights/Free Nights](#).

Search for a Reward Night/Free Night Stay

LoyaltyConnect allows you to search for specific Reward Night/Free Night or Free Night certificates to view reimbursement status.

Search for a Reward/Free Nights Stay By Certificate

* Select Hotel, enter Certificate Number or define a Date Range and click the 'Search' Button
-- Click the "expand" icon on the left on each row to expand and show details.

Hotel Code: ATLCP Certificate Number: [] Check In: 26Jan19 To: 10Feb19 Type: All

Results Filter

Confirmation Number	Member Id	Certificate Type	Last Name	Check In	Check Out	Certificate Number	Total Active Nights	Total Reimbursed
49515698	636168029	Free Night	Thaker	24Jan19	27Jan19	134649712	3	0.00
26261265	222313365	Free Night	Thaker	24Jan19	27Jan19	134649574	3	0.00

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- Use the search field to narrow criteria and the drop-down box to select certificate type
- Click <Search> to display records

Order Point Voucher

IHG Rewards Points & Upgrade Vouchers come in booklets of 25 paper vouchers each and in various denominations: 1,000, 5,000 and 10,000 points and Gold Elite upgrades.

Guests who receive vouchers simply go to www.ihgwardsclub.com/deposit to deposit the vouchers and automatically add points or status to their account. Guests that are not current IHG Rewards members can enroll at the hotel, through the IHG Rewards website, or via the IHG App.

Vouchers can be used to help drive loyalty and IHG Rewards contribution at a hotel.

Gold Elite Certificates automatically upgrade an IHG Rewards member to Gold Elite Status which normally requires a guest to stay more than 10 nights at an IHG hotel. Benefits for Gold members include priority check-in, 10% bonus on base points and an exclusive Gold Elite Customer Service phone number.

IHG Rewards members can deposit the certificate online at www.ihgwardsclub.com/deposit or via the IHG App.

How to Order

Users with Hotel Operations Manager role can order point vouchers, cancel point voucher orders, and view order history through LoyaltyConnect.

1. Log into LoyaltyConnect through the applications menu in Merlin.
2. Select Hotel Operations Manager from the dropdown.


The screenshot displays the IHG Rewards Club website interface for user search. At the top right, a user is logged in as 'OPERATIONS MANAGER' with a 'Sign Off' link. The main content area is split into two search options: 'Guest Search by Name' and 'Guest Search by Number'. The 'Guest Search by Name' section prompts the user to enter the guest's name and provides fields for Last Name, First Name, Phone Number, City, State or Province, ZIP or Postal Code, and Country/Region. The 'Guest Search by Number' section prompts the user to enter the guest's IHG Rewards Club Member Number. A central 'OR' button allows switching between the two search methods. A left-hand navigation menu includes 'Guest Search', 'Hotel Operations', and 'Order Point Voucher'. The 'Guest Search by Name' section also includes a 'Clear' button and a 'Search' button.

3. Click the “Order Point Voucher” button on the left side menu.

The screenshot shows the IHG Rewards Club interface. On the left, a vertical menu contains three buttons: 'Guest Search', 'Hotel Operations', and 'Order Point Voucher', with the latter highlighted by an orange border. The main content area is split into two panels. The left panel, titled 'Guest Search by Name', contains instructions: 'Type the first and last name of the guest, then click the <Search> button. Use any combination of phone number, city, state / province or zip / postal code to target the search.' It features several input fields: 'Last Name' (marked with a red asterisk and 'indicates required field'), 'First Name', 'Phone Number', 'City, State or Province', 'ZIP or Postal Code', and 'Country/Region' (a dropdown menu currently set to 'UNITED STATES'). There are 'Clear' and 'Search' buttons at the bottom. The right panel, titled 'Guest Search by Number', contains instructions: 'Type the guests IHG Rewards Club Member Number in the Member Number field, then click the Search button.' It has a 'Member Number' input field and a 'Search' button. A blue 'Advanced Search' link is also present. A large 'OR' button is positioned between the two panels. At the top right, there is a 'Hotel' dropdown, a 'Welcome,' message, a user role dropdown set to 'OPERATIONS MANAGER', and a 'Sign Off' link.

- a. If you have access to more than one hotel account, select hotel from popup display.
- b. If you are a single hotel user, it defaults to your hotel.

Note: An error message may be displayed your hotel has not been set up with an account for ordering vouchers. Please contact the [Hotel Help Desk](#) for assistance.

 There was a problem accessing the Hotel Account. Please contact the IHG® Rewards Club Hotel Help Desk. [Close](#)

- Next click the “Events (view/create)” tab.

The screenshot shows the IHG Customer Information page. The 'Events (view/create)' tab is highlighted in the top navigation bar. The main content area is divided into sections: Personal Information, Addresses, Phones, SMS, Emails, and Comments. The Personal Information section shows details for HICP NYCMH, including Name, Gender, Date of Birth, Country/Region, Native Name, and Native Language. The Addresses section shows a preferred address for Business at CP-Times Square Manhattan New York, New York. The Phones section shows a preferred phone number for Business: 12129774000. The Emails section shows a preferred email address: @IHG.COM. The left sidebar contains a navigation menu with options like Guest Search, Hotel Operations, and Order Point Voucher, along with a Customer Information summary for HICP NYCMH.

- Select the “New Orders” tab to display a list of vouchers available for order, then click on the “Voucher ID” link to select which voucher to order.

The screenshot shows the IHG Customer Information page with the 'New Orders' tab selected. The main content area displays a 'Voucher Search' section with a table of available vouchers. The table has columns for Voucher ID, Voucher Name, Point Voucher Denomination, and Cost per Voucher. The 'New Orders' tab is highlighted in the top navigation bar. The left sidebar contains a navigation menu and a Customer Information summary for HICP NYCMH.

Voucher ID	Voucher Name	Point Voucher Denomination	Cost per Voucher
PVH10K	Hotel Vouchers Queen's English 10000	10000	50.00 USD
PVH1K	Hotel Vouchers Queen's English 1000	1000	5.00 USD
PVH25	Hotel Vouchers Queen's English 250	250	1.25 USD
PVH50	Hotel Vouchers Queen's English 500	500	2.50 USD
PVH5K	Hotel Vouchers Queen's English 5000	5000	25.00 USD
PVR25	Welcome Vouchers Queens English 250	250	1.25 USD
PVR50	Welcome Vouchers Queens English 500	500	2.50 USD
UCGOLD	Gold Upgrade	n/a	20.00 USD

- Select the number of “Books” desired for order, then click “Place Order”.

Voucher Order ✕

Voucher Order Summary

Item Description	Cost per Voucher	Quantity in increments of 25	Total Cost
Hotel Vouchers Queen's English 10000	50.00 USD	25	1,250.00 USD
Delivery Option Paper Fulfillment			

Shipping Info

Name HICP NYCMH
 CP-Times Square Manhattan
 1605 Broadway at 49th St.
 Address New York, New York
 10019
 UNITED STATES

Note: Total cost depends on number of books selected.

- Click “Yes” to continue with this transaction. Purchase confirmation displays upon clicking Submit and your hotel will be billed on their regular monthly statement.

Voucher Order ✕

Voucher Order Summary

Item Description	Cost per Voucher	Quantity in increments of 25	Total Cost
Hotel Vouchers Queen's English 10000	50.00 USD	25	1,250.00 USD
Delivery Option Paper Fulfillment			

Shipping Info

Name HICP NYCMH
 CP-Times Square Manhattan
 1605 Broadway at 49th St.
 Address New York, New York
 10019
 UNITED STATES

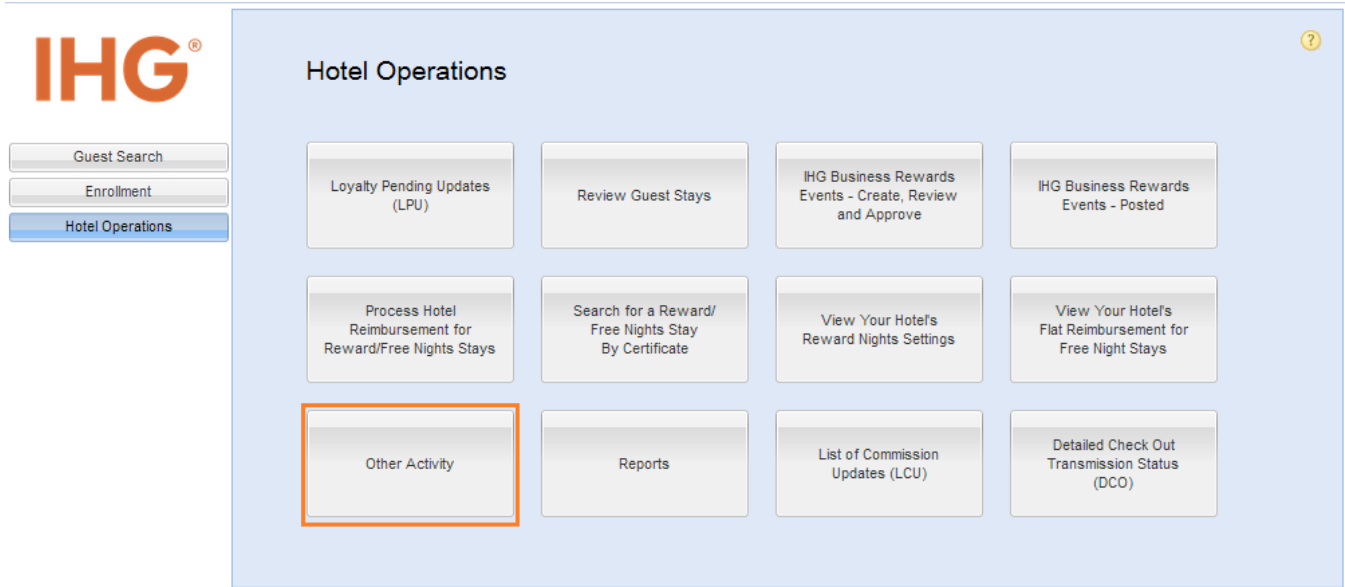
Warning

1,250.00 USD will be billed to hotel NYCMH for this voucher order.
 Do you wish to continue with this transaction?

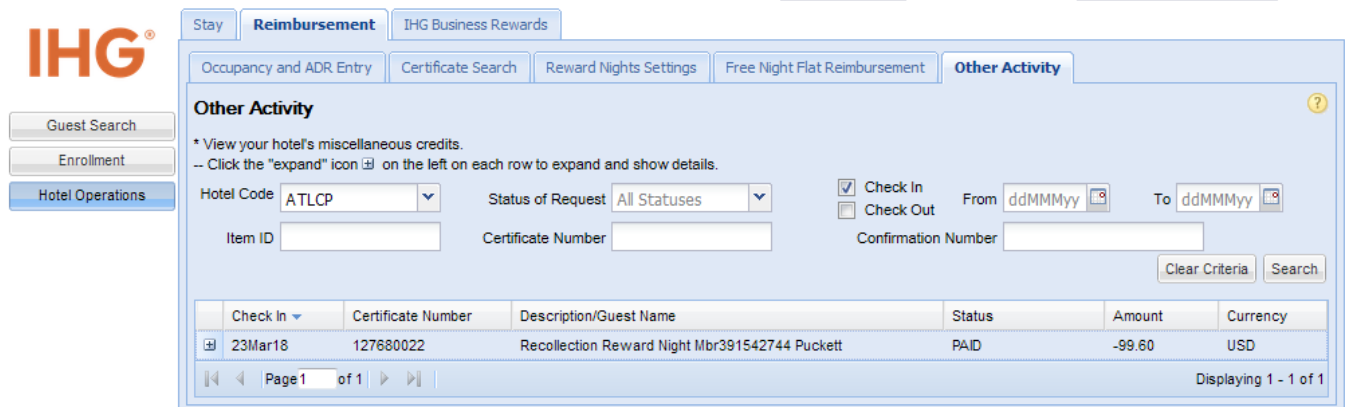
Other Activity

In LoyaltyConnect, go to the Other Activity tab, miscellaneous credits or reimbursement information will display, this information will be replicated to your hotel invoice.

From the Hotel Operations menu, click on the Other Activity link and the Activity report displays.



The status indicates whether credit is approved or paid. Click on the + sign next to the date to view the details for each credit.



Reports

IHG Rewards reports are available through the IHG Reporting tool by clicking on reports through the Hotel Operations button or by clicking on the Reports tab in the tool. From here you'll be available to view and print.

The screenshot shows the IHG Hotel Operations dashboard. On the left, there is a vertical navigation menu with three buttons: "Guest Search", "Enrollment", and "Hotel Operations". The "Hotel Operations" button is highlighted with a blue bar. The main area of the dashboard is titled "Hotel Operations" and contains a grid of 13 buttons. The "Reports" button in the bottom row, second column, is highlighted with an orange border. A small yellow question mark icon is located in the top right corner of the dashboard area.

Hotel Operations			
Guest Search	Loyalty Pending Updates (LPU)	Review Guest Stays	IHG Business Rewards Events - Create, Review and Approve
Enrollment	Process Hotel Reimbursement for Reward/Free Nights Stays	Search for a Reward/ Free Nights Stay By Certificate	IHG Business Rewards Events - Posted
Hotel Operations	Other Activity	Reports	View Your Hotel's Reward Nights Settings
		List of Commission Updates (LCU)	View Your Hotel's Flat Reimbursement for Free Night Stays
			Detailed Check Out Transmission Status (DCO)



IHG Employee Room Benefit Program

As you go through the process to enroll your employees, please remember:

- Employees do not need to be enrolled all at once
- A Merlin ID is required for all IHG managed hotel employees to use the benefit
- All employees must be enrolled in IHG Rewards to use to enjoy the benefit. To enroll in LoyaltyConnect, see [Enrolling New Members](#).
- The employee will need to add their IHG Rewards number to MyID. Instructions and job aids can be found on Merlin or you can click [here](#).

Franchise Hotels: If the employee does not have a Merlin ID and they plan to use the IHG Employee Room Benefit, you need to make sure the employee has been validated in our systems. Validation expires every six (6) months, so plan to update employee validation before an employee travel.

When an employee leaves or is terminated, you will need to remove eligibility in the program. Do so by following the steps outlined in this document.

Prepare for an Employee Arrival

Employees only qualify for the employee rate program if they are a current employee. It is recommended that as part of your front desk arrivals set-up for the day, you need to validate employee rate eligibility at the same time you are preparing your IHG Rewards arrivals.

1. Pull IHG Rewards or employee arrivals from your PMS
 - Note: It is more efficient if the report you use includes both rate and the IHG Rewards number)
2. In LoyaltyConnect:
 - Retrieve the employee's IHG Rewards account
 - Click Program Information
 - Under 'Employee Rate Eligibility' verify it states "YES"

The screenshot shows a software interface with two main sections. The first section is titled 'Tier Level Annual Activity' and contains a table with the following data:

Tier Level Annual Activity From January 1, 2019			
		Activity for 2019	Needed to Maintain SPIRE
+	Qualifying points	380	74620
+	Qualifying nights	1	74

The second section is titled 'Employee Rate Eligibility' and contains a summary row with the following information:

Eligible for employee rate	Yes	Expires	Does not expire	Channel	Merlin	Location	<i>n/a</i>
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- If it is marked “NO”, put a trace on the reservation. The guest (employee) is not eligible for employee rate. If eligibility is not established, offer the guest the best available rate for the current reservation.
- At check-in, instruct the employee to contact their manager to update their LoyaltyConnect with eligibility status.

Activate an Employee without a Merlin ID

1. Go to Merlin > Applications > LoyaltyConnect
2. Select the Hotel Security role. If you do not have the Hotel Security role available to you, and do not know who it is for your hotel, contact your Area Manager.
 - Note to Security Admin: You can grant additional managers access to the Hotel Security role in LoyaltyConnect using the Security Administration Job Aid.
3. The Security User Management screen displays. Click “Manage Emp Rate Eligibility” on the left side.
4. Click “Add New”
5. Enter in employee’s IHG Rewards member number
6. Click “Save”
7. Your employee can now participate in the IHG Employee Room Benefit program.

Maintain Employee Eligibility (Franchised hotels)

1. Click “Manage Emp Rate Eligibility”
2. Click on the employee’s member number
3. To remove eligibility from the program, uncheck the box next to Eligible and click “Save”
4. To extend eligibility, click “Extend”, which updates the expiration date by six months from the current date.

Glossary

- **Reimb OCC%** – The value for Occupancy that IHG calculates for the hotel for a given stay date. Calculation based on data received from GRS.
- **R ADR** – The per night reimbursement amount, based on Leading (Standard) Room ADR that IHG calculates for the hotel for a given stay date. Calculation based on data received from GRS.
- **Adjusted OCC** – The Occupancy percentage that the hotel enters manually when the System OCC is incorrect, and the hotel wishes to adjust the values provided by the system.
- **Adjusted ADR** – The Average Daily Rate that the hotel enters manually when the hotel believes the System ADR is incorrect and wishes to adjust the values provided by the system.
- **Override OCC** – The Occupancy percentage that the Hotel Help Desk Agent enters manually to override or correct the value entered by the hotel.
- **Override ADR** – The Average Daily Rate that the Hotel Help Desk Agent enters manually to override or correct the value entered by the hotel.
- **Total Reimbursement** – The calculation of the total reimbursement amount expected for the stay date. The amount is an estimate, noted by an asterisk. Once the record moves to Paid status, the asterisk is removed, and the actual total reimbursement amount is displayed.
- **Days Left to Accept** – This is the number of days that hotels must either Accept or Adjust the System OCC and System ADR before the system will automatically change the status from Initiated to Accepted.
- **Hotel Help Desk** - A group within the larger Partner Relationship Support Team based in Manila that is responsible for reviewing supporting documents provided by hotels and processing high occupancy and disputed reimbursement requests.
- **Loyalty Connect UI (LCUI)** - Application used by hotels to review and submit Reward Night and Free Night reimbursement requests.
- **Service Center UI (SCUI)** – Application used by Hotel Help Desk Agents to review and process reimbursement requests.
- **Standard Room** – This is the lead in room category that is assigned to C1 within Concerto. The following is defined at each Six Senses property:
 - Bhutan
 - Six Senses Bhutan – Lodge Suite
 - Cambodia
 - Six Senses Krabey Island – Hideaway Pool Villa Suite
 - China
 - Six Senses Qing Cheng Mountain - Six Senses Suite
 - Fiji
 - Six Senses Fiji – Hideaway Pool Villa
 - Indonesia
 - Six Senses Uluwatu, Bali -Sky Suite



- Israel
 - Six Senses Shagarut - Suite
- Maldives
 - Six Senses Laamu – Lagoon Water Villa
- Oman
 - Six Senses Zighy Bay – Pool Villa
- Portugal
 - Six Senses Douro Valley – Quinta Superior
- Seychelles
 - Six Senses Zil Pasyon – Panorama Pool Villa
- Singapore
 - Six Senses Duxton – Superior Shophouse
 - Six Senses Maxwell – Merchant Room
- Thailand
 - Six Senses Samui – Hideaway Villa
 - Six Senses Yao Noi – Hideaway Pool Villa
- Turkey
 - Six Senses Kaplankaya – Ridge Terrace Room
 - Six Senses Kocatas Mansions, Istanbul – Deluxe Room
- Vietnam
 - Six Senses Con Dao – Ocean Villa Duplex Pool Villa
 - Six Senses Ninh Van Bay – Hill Top Pool Villa