



Identifying Wyndham Rewards Member Levels

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Member Levels Overview

Member Levels is a Wyndham Rewards program that rewards members with perks based on how often they stay at our hotels. As members complete more Qualifying Nights, they can unlock new levels and earn more perks.

There are four levels that members can unlock:

- Blue
- Gold
- Platinum
- Diamond

In addition, Titanium Level is available on an invitation-only basis for Wyndham Hotels & Resorts entity principals and other parties identified by Wyndham Rewards in its sole discretion.

Comprehensive details on Member Levels and perks can be found in the **Front Desk Guide**, as well as on the **Brand Standards Portal** (Wyndham Community > Brand & QA > Brand Standards) and in Section IV(C) of the [Wyndham Rewards Terms and Conditions](#).

Identifying Member Levels

Identifying a member's level is vital to the success of Member Levels at your hotel. Each hotel is responsible for delivering all on-site perks to members as a thank you for their loyalty.

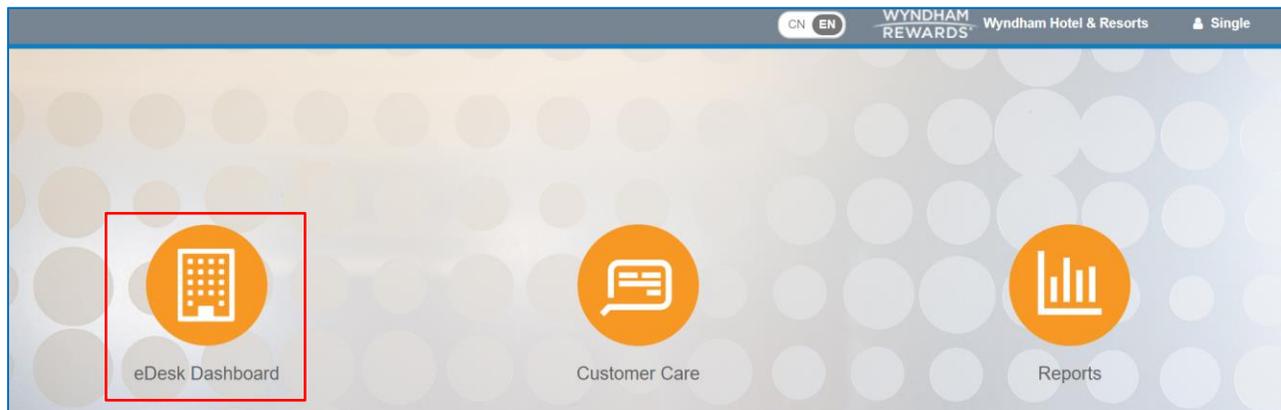
Members are eligible to receive Member Levels perks on all Qualified Stays as well as Free Nights and Discounted Nights with Points + Cash.

A hotel can identify a Member's Level in a variety of ways:

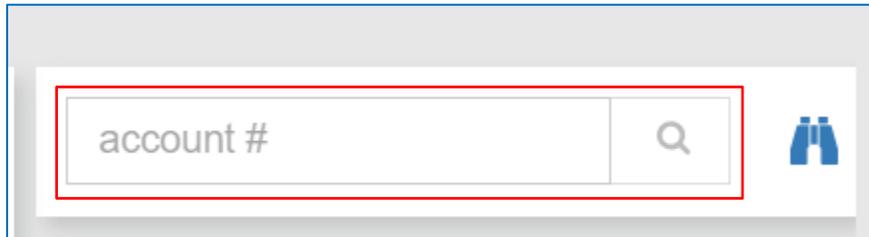
- Member Account in eDesk
- SynXis Property Management System
- OPERA Property Management System

eDesk Member Account

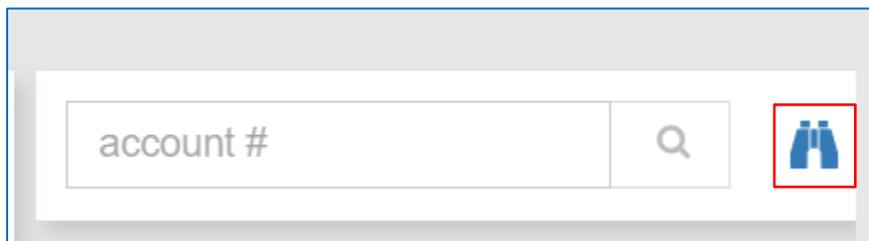
- Log into **Wyndham Community** and click on **Wyndham Rewards eDesk** in the **Quick Links** section on the left navigation menu.
- Upon entering **eDesk**, select **eDesk Dashboard** from the menu.



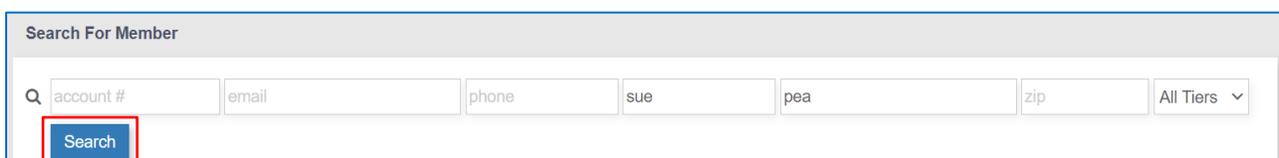
- Conduct a member search by entering a member number in the **Account #** field on the right navigation menu and selecting the magnifying glass icon.



- Or select the binocular icon to conduct a member search and enter the contact information provided by the member.



- Click the **Search** button to initiate the inquiry.

A screenshot of the "Search For Member" form. The form has a title "Search For Member" and a search bar with the text "account #". To the right of the search bar are several input fields: "email", "phone", "sue", "pea", "zip", and a dropdown menu labeled "All Tiers". A blue "Search" button is located at the bottom left of the form, highlighted with a red rectangular box.

- If the system determines a match, the results will appear below the **Search** button.

Search For Member

Q account # email phone sue pea zip All Tiers v

Search

[1 found]

Name v	Account #	Phone	Address	Since
Sue Pea	5003617... Blue	*****5577	10 Orange Road GR, NJ 12345 UNITED STATES	Apr 12, 2024

- Click on the **Name** to open their **Member Account**.
- Be sure to verify the information for the member you select. If the member selected is not determined to be a match, re-enter the search criteria to view the other results.
- Once you select a member from the **Search For Member** results, you will be directed to the member's **Member Account**. The Member's Level is indicated at the top of the page.

Member Account + add bonus + post stay

Sue Pea Acct # 500361722H Tier: Blue Member for 3m 25d

Profile

Personal Information	Tier/Point Summary
<p>Name Sue Pea</p> <p>Address</p> <p>Home 10 Orange Road Gr, NJ 12345 US</p>	<p>Point Forfeiture Dec 10, 2025</p> <p>Tier Qualifiers 1 Nights</p>

Identifying Member Levels in SynXis Property Hub

SynXis Property Hub Guest Board Page

To view the Member Level on the **Guest Board Page**, follow these steps:

1. Access the **Guest Board** by following the menu path **Front Office > Guest Board**.
2. The **Guest Board** displays guest reservations. Use the filters at the top to display only arrivals, stayovers or departures. Additionally, use the **Advanced Search** link to perform a more granular search using selected criteria.
3. The Member Level is displayed in the **Guest Information** column.

The screenshot shows the Sabre SynXis Property Hub interface. At the top, there is a navigation bar with tabs: HOME, FRONT OFFICE, ACCOUNTING, SETUP, MANAGE, REPORTS, and ADMINISTRATION. Below this, there are filters for Departing (0), Arriving (2), and Stay Overs (0). The main heading is "Guest Board for Fri., Aug. 02" with a subtext "(Last refreshed at 06:54 AM)". There is an "ADVANCED SEARCH" link. Below the heading, there is a search bar "Find reservations" and a table of reservations. The table has columns: STATUS, NAME, GUEST INFORMATION, CHECK IN, CHECK OUT, LENGTH OF STAY, and ACTIONS. Two reservations are listed: SARAH MILLER (Blue) and ROBERT SMITH JR. (Platinum). A red box highlights the "Blue" and "Platinum" member levels in the "GUEST INFORMATION" column, with a red arrow pointing to them from the top right. At the bottom, there is a pagination bar showing "1" of 50 results and "1-2 of 2 results".

STATUS	NAME	GUEST INFORMATION	CHECK IN	CHECK OUT	LENGTH OF STAY	ACTIONS
Arriving	MILLER, SARAH	Blue	Aug 02	Aug 03	1 night	CHECK IN
Arriving	SMITH JR, ROBERT	Platinum	Aug 02	Aug 03	1 night	CHECK IN

SynXis Property Hub Guest Stay Record

To view the Member Level on the **Reservation/Guest Information** screen, follow these steps:

1. From the **Guest Board**, retrieve the member's reservation by clicking on the guest's name.
2. The **Guest Stay Record** page will appear.
3. The guest's **Member Level** will appear below the guest's name. To view the member's loyalty number, click **View Guest Profile**.

The screenshot shows the Sabre Property Hub interface. At the top, the Sabre logo is on the left, and the hotel name 'Wyndham University Training Hotel 82290' and date 'Fri, Aug 02' are on the right. Below the header is a navigation menu with options: HOME, FRONT OFFICE, ACCOUNTING, SETUP, MANAGE, REPORTS, and ADMINISTRATION. A summary bar displays reservation details: Stay Dates (Aug 02 - Aug 03, 1 night), Guests (1), Room Type (NK1), Room No. (N/A), Reservation Status (Reserved), and Payment Method (MC-2124 Primary). Buttons for 'PRE-AUTHORIZE' and 'CHECK-IN' are visible. The main content area is titled 'Guest Stay Record' and includes a breadcrumb 'Guest Board / Guest Stay Record'. On the left, the guest's name 'MILLER, GRAH' is shown with a 'Blue' member level indicator and a 'View Full Profile' button. On the right, the 'Stay Information' section displays details for the stay dates, rate plan (RR0D), confirmation number (82290CY002396), and add-ons (N/A).

The 'Guest Details' modal window displays the following information:

- Loyalty Number: 98765432B
- Guest has given consent to save personal information for use on future reservations.
- Guest will receive marketing communications.

SynXis Property Hub Reports

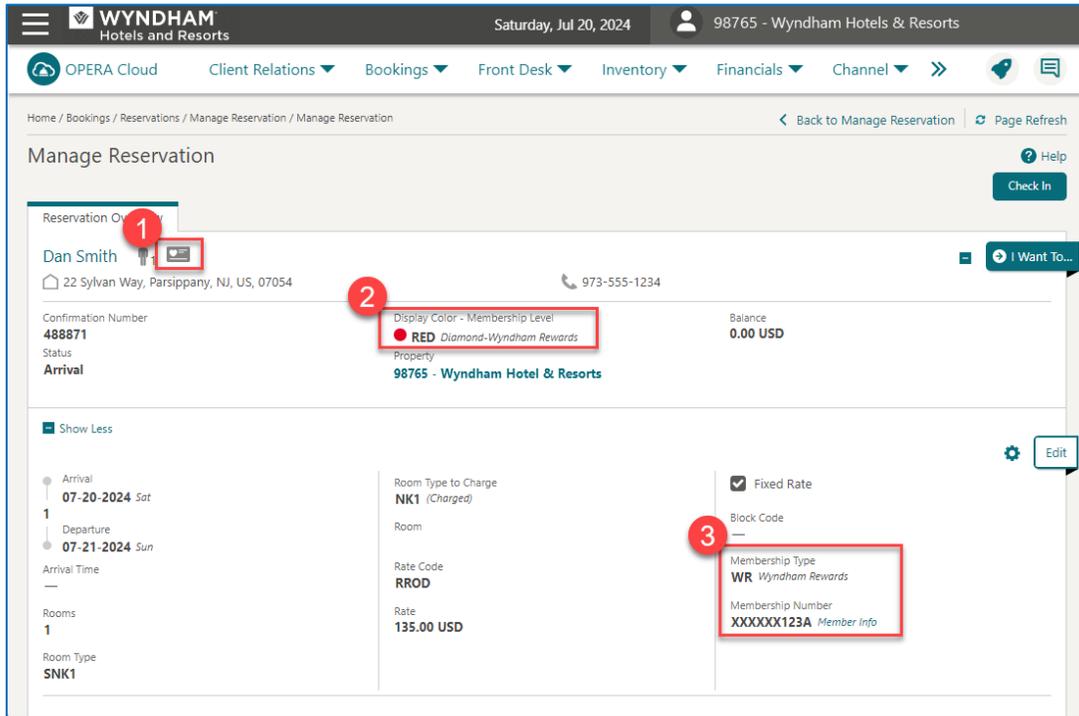
A guest's Member Level can be found on the **Standard Guest List** report in **SynXis Property Hub**: Reports > SynXis Property Hub (SPH) > Front Office > Define the Reservation Status and Date Range > Generate Report.

Standard Guest List Report: Today (02 Aug 2024)													Page 1 of 1	
Hotel: Wyndham University Training Hotel (82290)							Currency: USD			02 Aug 2024 15:37 UTC				
Guest Name	Confirmation Number	Status	Secondary Status	Arrival Date	Departure Date	GTD Type	Rate Plan	Rate	Company	Room Type	Adult/Child	Rewards Number	Loyalty Level	
MILLER, SARAH	82290CY002396	Confirmed	None	Aug 2, 2024	Aug 3, 2024	MC	RROD	120.00		NK1	1,0	502975666B	Blue	
SMITH JR, ROBERT	82290CY002397	Confirmed	None	Aug 2, 2024	Aug 3, 2024	VI	RROD	155.00		SNK1	1,0	502851559E	Platinum	

Identifying Member Levels in OPERA Cloud

OPERA Cloud Reservation Screen

The **Manager Reservation** page provides the guest's Wyndham Rewards information:



1. The **Membership Icon** next to the guest's name indicates that the reservation includes Wyndham Rewards information.
2. The guest's **Membership Level** identifies the member's Member Level as Blue, Gold, Platinum, Diamond, or Titanium.
3. Masked **Membership Number**.
4. Additionally, click the **Membership** reservation link to view the member's Wyndham Rewards information.



OPERA Cloud Guest Arrivals Report

A guest's Member Level can also be found on the **Arrivals: Detailed** in OPERA Cloud.

Follow these steps to access this report.

- Follow the menu path **Reports > Manage Reports**.
- On the **Manage Report** page, type **Arrivals** in the **Report Name** field.
- Click **Search**.
- Select the **Arrivals: Detailed** report in the **Report** column.
- Click **Edit Report Parameter**.
- On the **Report Parameter** page, scroll down to the **Display** section.
- Check the boxes for **Membership Type** and **Membership Level**.

Zero Rates Only

Display

<input type="checkbox"/> Fixed Charges <input type="checkbox"/> Packages <input type="checkbox"/> Payment Methods <input type="checkbox"/> Print Rate <input checked="" type="checkbox"/> Room Number <input type="checkbox"/> Routing Instructions	<input type="checkbox"/> Accompanying Names <input type="checkbox"/> Alternate Names <input type="checkbox"/> Preferences <input type="checkbox"/> Notes <input type="checkbox"/> Include Internal Notes <input type="checkbox"/> Note Types	Departments <input style="width: 100%;" type="text"/> <input type="checkbox"/> Awards <input checked="" type="checkbox"/> Membership Type <input checked="" type="checkbox"/> Membership Level <input type="checkbox"/> Membership Level
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- Click **Preview/Download** to view the report.
- The report will be displayed with a list of guests with their **Membership Type** and **Membership Level**.

WYNDHAM Hotels and Resorts												
Wyndham Hotels & Resorts												
Arrivals: Detailed												
Room No.	Name	Company		Arr. Date	Dep. Date	Room Type	Adl.	Chl.	Rms.	Mkt. Code	Src. Code	Res. Status
Conf No.	VIP	Last	Block Code	Arr. Time	Carr. Code	Method of Arrival	ETD					
Arrival Date 07-20-24												
	Smith, Dan			07-20-24	07-21-24	SNK1	1	0	1	R	PMS	CA
512096		503										
Membership Type: WR							Membership Level: DIAMOND					
Arrival Date Total							1	0	1			
Grand Total							1	0	2			

Identifying Member Levels in OPERA v5 OPERA v5 Reservation Screen

To view the Member Level on the **Reservation Screen** follow these steps:

- Retrieve the member's reservation.
- The **Reservation Screen** will appear.

The screenshot shows the 'Reservation' screen in OPERA v5. A red box highlights the member information fields: Member (WWR), Member # (123456789G), and Member Lvl. (PLATINUM). A blue circle with the letter 'A' is placed over the Member field. Another red box highlights the 'Member' button at the bottom left of the screen, with a blue circle containing the letter 'B' next to it. The screen also displays reservation details such as arrival and departure dates, room type, and rates.

- The **Member's Wyndham Rewards Number** and **Membership Level** is listed on the **Reservation** screen with the guest demographic information; or
- You can also view the Member's information by clicking on the **Member** lamp. The **Memberships** screen will appear. The guest's Member Level will appear under the **Level** column on the **Memberships** screen.

The screenshot shows the 'Memberships' screen in OPERA v5. A yellow box highlights the search criteria: Member Name (Smith, John) and Show Inactive (unchecked). A red box highlights the 'Level' column in the table, which shows 'PLATINUM LOYALTY' for the member.

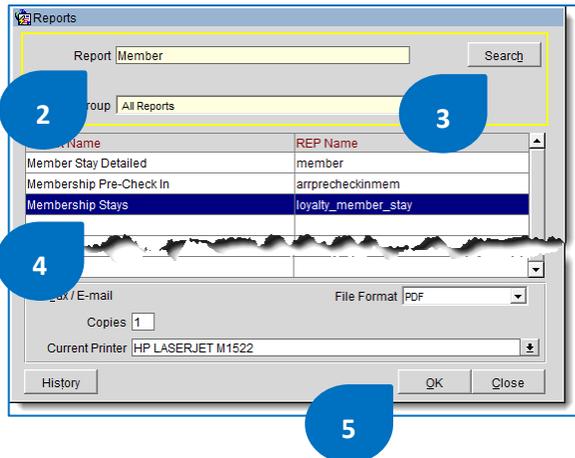
X	Type	Card Number	Description	Expiration	Level	Class
X	WWR	123456789G	Wyndham Rewards		PLATINUM LOYALTY	

OPERA v5 Guest Arrivals Report

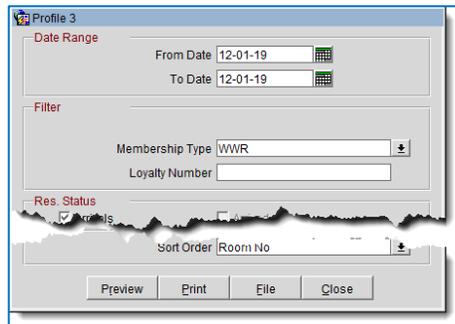
A guest's Member Level can also be found on the **Memberships Stays Report** in OPERA.

Follow these steps to access this report.

1. Follow the menu path **Miscellaneous > Reports**.
2. In the **Report** window, type **Member** in the **Report** field.
3. Click **Search**.
4. Select the **Membership Stays** report in the **Report Name** column.
5. Click **OK**.



6. The **Report Parameter** appears.
7. Enter the **From** and **To** date range for the report
8. Enter **WWR** in the **Membership Type** field
9. Click **Preview** to view the report.



10. The report will be displayed with a list of guests with the Member Level included under the **Level** column.

<i>Membership Stays</i>													
Room No.	Room Type	Name	Member Type	Level	Membership No.	Company Travel Agent	Arr. Date ETA	Dep. Date ETD	Adl.	Chl.	Rms.	Block Code	Resv Statu
			Base Points	Bonus Points	Total Points								
NQQ1	Testing	Test	WWR	PLATI	12345678A	T- BRAND.COM	03-22-16 12:00 AM	03-23-16	1	0	1		CC
Grand Total									1	0	1		