



eDesk QUICK START GUIDE

eDesk ADR/OCC Screen

This Quick Start Guide outlines **when** and **how** to use the ADR/OCC screen in eDesk.

ADR/OCC Screen

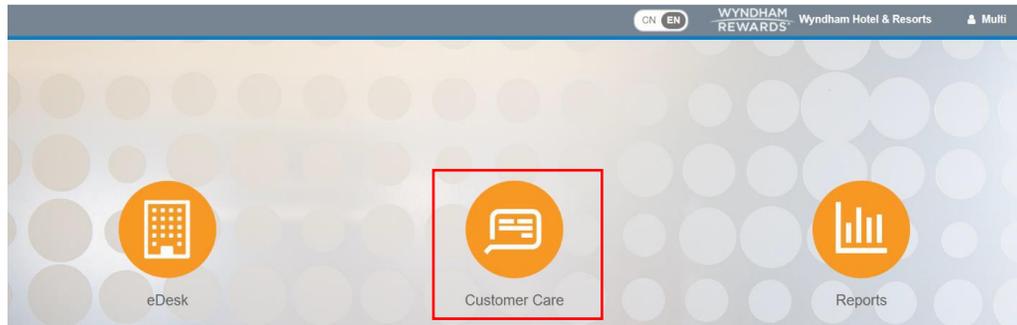
Two-Way Connected Hotels: Use the **ADR/OCC** screen to enter any missing **ADR** and **Occupancy** information not received from your property's PMS for hotel to receive **Award Night** (Free Night) reimbursements.

Two-Way Connected Hotels: Locate any missing **ADR** and **Occupancy** information in your **PMS Statistics Report**.

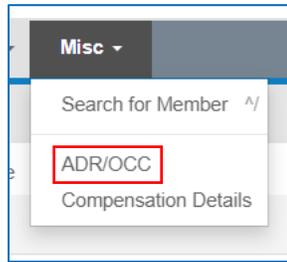
Non-Two-Way Connected Hotels: Add the **ADR** and **Occupancy** for **Award Night** (Free Night) dates after submitting an **Award Night** on the **+ post stay** screen for hotel to receive **Award Night** reimbursements.

Follow these instructions to complete missing information on the **ADR/OCC** screen:

- Upon entering eDesk, select the **Customer Care** icon.



- Select **ADR/OCC** under **Misc** on the top navigation menu.



- Then, enter hotel's 5-digit site number in the **Location** field.

 A screenshot of the 'Manage Compensation' form. The 'Location' field, marked with an asterisk, is highlighted with a red box. The 'Date' field is set to 'May 2024' and the 'Currency Type' is set to 'USD'. A 'Submit' button is visible on the right.

- Use the **Date** field to enter the desired month/year.

 A screenshot of the 'Manage Compensation' form. The 'Date' field, marked with an asterisk, is highlighted with a red box. The 'Location' field is filled with a blacked-out value. The 'Currency Type' is set to 'USD'. A 'Submit' button is visible on the right.

- Use the **Currency Type** field to select the currency in which your hotel operates. Select **Submit**.

 A screenshot of the 'Manage Compensation' form. The 'Currency Type' dropdown menu is highlighted with a red box. The 'Location' and 'Date' fields are filled with a blacked-out value and 'May 2024' respectively. A 'Submit' button is highlighted with a red box on the right.

- Then, click in the **Occupied Rooms** column of a row missing information (only required for dates of **Award Nights**). Fields for **Occupied Rooms** and **ADD/Edit ADR** will appear.

Date	Available Rooms	Occupied Rooms	Add/Edit ADR (USD)	Occupancy	Posted ADR (USD)
05/01/2024	120	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
05/02/2024	120	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- **Occupied Rooms:** Enter the number of occupied rooms for the applicable date.
- **Occupancy:** Field will automatically populate based on information in **Available Rooms** and **Occupied Rooms**.

Date	Available Rooms	Occupied Rooms	Add/Edit ADR (USD)	Occupancy	Posted ADR (USD)
05/01/2024	120				
05/02/2024	120	55	75.00 USD	45%	
05/03/2024	120				

- **Add/Edit ADR:** Enter **ADR** in currency in which hotel operates for **Award Night** date.

Date	Available Rooms	Occupied Rooms	Add/Edit ADR (XCD)	Occupancy	Posted ADR (USD)
05/01/2024	140	100		71%	\$37.04 USD
05/02/2024	140	115		82%	\$129.63 USD
05/03/2024	140	102	300.00 XCD	72%	

- Once all the missing information is entered, scroll to the bottom of the screen and select **Save**.

05/30/2024	140				
05/31/2024	140	120	250.00 XCD	85%	

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Cancel **Save**

- **Posted ADR (USD):** If hotel's operating currency is not USD, ADR entered in **Add/Edit ADR** will be converted to USD in this field, using the exchange rate for the date entered. Once converted, ADR will no longer appear in **Add/Edit ADR** field.

Date	Available Rooms	Occupied Rooms	Add/Edit ADR (XCD)	Occupancy	Posted ADR (USD)
05/01/2024	140	100		71%	\$37.04 USD
05/02/2024	140	115		82%	\$129.63 USD
05/03/2024	140	102		72%	\$111.11 USD

Important: Fields cannot be edited after user clicks **Save**.

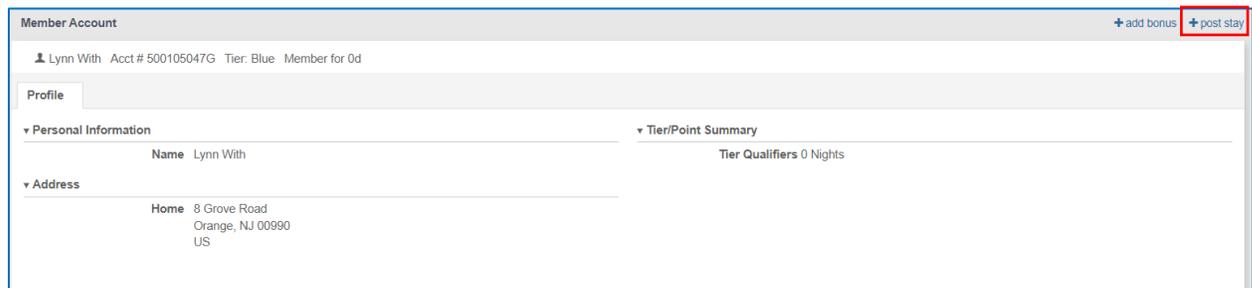
Post a Stay/Award Night Screen in eDesk

This Quick Start Guide outlines the steps to post a Wyndham Rewards member's stay (to ensure member earns points) or Award Night (to ensure hotel receives reimbursement) in eDesk.

Important: only properties *without* two-way connectivity should use this screen to post **Stays** and **Award Nights** (Free Nights & Discounted Nights with Points + Cash).

Post a Stay

1. Go to the member's **Member Account** and click **+ post stay** in the upper right of the screen.



Reminder: A stay must have a nightly rate of US\$25 or more for it to be considered an **Enrollment Stay**.

2. Following the below instructions, fill in all required fields indicated with an asterisk (*).

Post Stay Screen

The screenshot shows a 'Post Stay' form with the following fields:

- Transaction Type: Stay (dropdown)
- * Location: type to select (text input)
- * Check-In Date: mm/dd/yyyy (calendar icon)
- * Check-Out Date: mm/dd/yyyy (calendar icon)
- Booking Date: mm/dd/yyyy (calendar icon)
- * Confirmation #: (text input)
- * Folio ID #: (text input)
- * Entered Currency: (dropdown)
- * Folio Amount: (text input) with USD button
- * Room Revenue: (text input) with USD button
- * Standard Rate Plan: type to select (text input)
- Qualification Override: (dropdown)
- Save button

- **Transaction Type:** select **Stay** or **Award Night** from the drop-down menu.
 - Use **Award Stay** to submit Free Nights & Discounted Nights with Points + Cash.
 - When **Award Stay** is selected, enter the **Award Number** or **Confirmation Number** and ensure the pre-populated information is accurate.

Important: For reimbursement of Free Nights, also complete the **ADR/OCC** screen in eDesk (this is not required for Discounted Nights with Points + Cash).

- ***Location:** enter hotel's five-digit site number.
- ***Check-in Date**
- ***Check-out Date**
- **Booking Date**
- ***Confirmation #**
- ***Folio ID #**
- ***Entered Currency:** choose the applicable currency type from the drop-down menu
- ***Folio Amount**
 - Enter the total amount of the stay, including room rate, taxes & incidentals.
 - Enter "0" when posting a **Free Night**.
- ***Room Revenue**
 - Enter the total amount spent on the room rate only, excluding taxes & incidentals.
 - Enter "0" when posting a **Free Night**.

- ***Standard Rate Plan:** enter the rate plan as booked by the member (not needed for an **Award Night**).
 - **Qualification Override - Force Qualify Stay:** If the Standard Rate Plan (SRP) associated with the member’s stay falls into a Wyndham Rewards non-qualified market segment, you have the option to select **Force Qualify Stay** within **Qualification Override**. If you select **Force Qualify Stay**, the member will receive Wyndham Rewards points for the stay and your hotel will be charged the applicable Loyalty Program Charge.
3. Verify all the member stay information entered. After completing all the required fields, click **Save**.

The screenshot shows a 'Post Stay' form with the following fields:

- Transaction Type: Stay (dropdown)
- Location: type to select (text input)
- Check-In Date: mm/dd/yyyy (calendar icon)
- Check-Out Date: mm/dd/yyyy (calendar icon)
- Booking Date: mm/dd/yyyy (calendar icon)
- Confirmation #: (text input)
- Folio ID #: (text input)
- Entered Currency: (dropdown)
- Folio Amount: (text input) USD (button)
- Room Revenue: (text input) USD (button)
- Standard Rate Plan: type to select (text input)
- Qualification Override: (dropdown)

A red box highlights the 'Save' button at the bottom of the form.

IMPORTANT INFORMATION:

If a member is a no-show or cancels their reservation outside of your hotel’s cancellation policy, follow these instructions, as applicable:

- **No Show Stay/Cancelled Stay:**
 - **Stay:** If member was a no-show/cancelled outside of cancellation policy, enter the **Room Revenue** for one (1) night only. Member will receive points & hotel will be charged the applicable Loyalty Program Charge for one (1) night only (also applies to **Discounted Nights with Points + Cash**).
 - **Award Night:** If member was a no-show/cancelled outside of cancellation policy, hotel will receive reimbursement for one (1) night of **Free Night** (doesn’t apply to **Discounted Nights with Points + Cash**). Member will forfeit all points redeemed for **Award Night**.