

CLC Lodging Reservation Checklist

When to Use This Checklist

This checklist is designed to walk users through reservation management processes in OPERA Cloud and the CLC Web Portal for contracted stays, including:

- [Walk-In with CheckINN Card](#)
- [Reservation with CheckINN Card](#)
- [Additional Check-in Features](#)
- [Reservation Checkout and Billing: Short/Long-Term Stays](#)
- [Settling Guest Stays](#)
- [Applying Payments to the CLC Account](#)
- [Resources](#)

Note: The steps detailed in this checklist should be completed first in OPERA Cloud before completing the steps in the CLC Lodging Web Portal.

Walk-In with CheckINN Card

This section covers the process of checking in a CLC walk-in guest with a CheckINN card in both OPERA Cloud (OPC) and CLC Web Portal.

✓	Task/Section	Action
<input type="checkbox"/>	OPC: Walk-In	<ul style="list-style-type: none"> ▪ Follow the menu path Front Desk > Walk In Reservation.
<input type="checkbox"/>	OPC: Search	<ul style="list-style-type: none"> ▪ Define Arrival Date, Nights, Rooms, Adults / Children.
<input type="checkbox"/>	OPC: Profiles Options	<ul style="list-style-type: none"> ▪ Search and add the CLC corporate profile in the Company field. ▪ Click Search to view rates and availability.
<input type="checkbox"/>	OPC: Minimum Stay Availability	<ul style="list-style-type: none"> ▪ Select the CLC company Rate Code and the Room Type, then click Select.
<input type="checkbox"/>	OPC: Guest Information	<ul style="list-style-type: none"> ▪ In the Name field, enter the LAST, FIRST name of the guest to search for; either select an existing guest profile or if no results return click Create Guest Profile and enter the guest information.
<input type="checkbox"/>	OPC: Booking Details	<ul style="list-style-type: none"> ▪ Change Reservation Type to <i>DB - Direct Bill Guarantee</i>. ▪ In the Notes field, enter the CLC CheckINN card number. 
<input type="checkbox"/>	OPC: Payment Information	<ul style="list-style-type: none"> ▪ In the Payment Method field on Window 1 enter <i>CA - Cash</i>.
<input type="checkbox"/>	OPC: Book Now	<ul style="list-style-type: none"> ▪ Click the Book Now button to move to the Check-In page.
<input type="checkbox"/>	OPC: Reservation Overview	<ul style="list-style-type: none"> ▪ Verify routing instructions are setup and attached to the direct bill account by clicking the Routing Instructions link. If attached, skip to the next section. ▪ If no routing instructions exists, click New to add new instructions. Set Routing Type to <i>Folio</i> and assign to Folio 2. Set the Payee as the CLC company name. Move the <i>RT - Room & Tax</i> to the Selected column. Click Save and Add Payment. ▪ In the Add Payment window, select <i>DB - Direct Bill</i> in the Method field. Click Save.

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CLC Lodging Reservation Checklist, continued

Walk-In with CheckINN Card, continued

✓	Task/Section	Action
<input type="checkbox"/>	OPC: Room Selection	<ul style="list-style-type: none"> OPERA will select a room number automatically. Either click Accept Room Selection to keep the preselected room or click Select Another Room to look for another room.
<input type="checkbox"/>	OPC: Complete Check-In	<ul style="list-style-type: none"> Click the Complete Check-In button to finish the check-in.
<input type="checkbox"/>	CLC Web Portal: Check-In/Verify	<ul style="list-style-type: none"> Open a second tab on your browser and login to CLC Web Portal: https://www.clchotels.com/login.cfm Enter CLC CheckINN card number or Member Number. Click Check In/Verify  <p>Guest Check-In:</p> <ul style="list-style-type: none"> Guest information will display, including tax-inclusive rate. Select Room Type (Single or Double). Note: Room Type will automatically default to single. <i>As a reminder, CLC rates are contracted by number of people in room.</i> If double room is selected, select the arrival status of the guest. There are 3 options: <ul style="list-style-type: none"> Both Guests Present - Select this when both guests are checking in together. When permitted, you can use the same card number for both guests. Otherwise, enter the second guest's card number and information. 2nd Guest Not Present 1st Guest Already Checked In - Select this when the first guest has already arrived. You can select the guest that they are sharing the room with from the Share With dropdown box. Enter the remaining guest information to complete the check-in. <i>Note: Please be sure to enter the correct check-in date and time. The dates of the stay must be accurate. Companies audit their employees' travel by information that CLC provides. Companies often use CLC data for federal transportation reporting and employee tracking. Failure to enter correct check-in and checkout dates causes significant challenges that may result in future payments being taken back from your property to correct the error.</i> The Check-In Successful screen will then appear with the guest details. 

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CLC Lodging Reservation Checklist, Continued

Reservation with CheckINN Card

This section covers the process of checking in a reservation, crewfax, or rooming list with a CheckINN card in both OPERA Cloud and CLC Portal.

✓	Task/Section	Action
<input type="checkbox"/>	OPC: Check-In	<ul style="list-style-type: none"> From the dashboard, click on the Arrivals tile or follow the menu path Front Desk > Arrivals. Using Console view, locate and highlight the reservation to check-in. 
<input type="checkbox"/>	OPC: Profile & Reservation	<ul style="list-style-type: none"> Review reservation information details on the right side, confirm stay dates and room type with guest. Verify that CLC Company Profile is assigned, if not add to reservation in the Linked Profiles link.
<input type="checkbox"/>	OPC: Details	<ul style="list-style-type: none"> In the Notifications area, click the Notes link to view reservations notes. Create a new General Note and enter the CLC CheckINN number. In the Billing area, verify routing instructions are setup and attached to the direct bill account by clicking the Routing Instructions link. If already attached, skip to the next section. If no routing instructions exists, click New to add new instructions. Set Routing Type to <i>Folio</i> and assign to Folio 2. Set the Payee as the CLC company name. Move the <i>RT - Room & Tax</i> to the Selected column. Click Save and Add Payment. In the Add Payment window, select <i>DB - Direct Bill</i> in the Method field. 
<input type="checkbox"/>	OPC: Room Selection	<ul style="list-style-type: none"> OPERA will select a room number automatically. Either click Accept Room Selection to keep the preselected room or click Select Another Room to look for another room.
<input type="checkbox"/>	OPC: Check-In	<ul style="list-style-type: none"> Click the Complete Check-In button to finish the check-in.
<input type="checkbox"/>	CLC Web Portal: Check-In/Verify	<ul style="list-style-type: none"> Open a second tab on your browser and login to CLC Lodging Portal. https://www.clchotels.com/login.cfm Go to the Upcoming Arrivals screen and locate the guest.

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CLC Lodging Reservation Checklist, continued

Reservation with CheckINN Card, continued

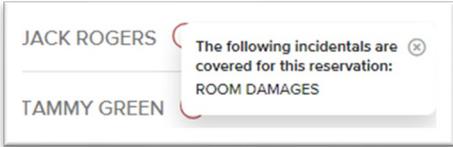
✓	Task/Section	Action												
<input type="checkbox"/>	CLC Web Portal: Check-In/Verify (continued)	<p>Guest Check-In: Click the Check-in button next to the record and follow the prompts.</p>  <table border="1" data-bbox="483 533 1382 646"> <tr> <td>UNAWAY, ARETHA</td> <td>0000000</td> <td>03/28 - 03/30</td> <td>Single</td> <td>Card</td> <td>Check-in</td> </tr> <tr> <td>AHEIM WOODBURY AHVON HILL</td> <td>0000000</td> <td>03/28 - 03/31</td> <td>Double</td> <td>Cardless (Crewfax)</td> <td>Check-in</td> </tr> </table> <ul style="list-style-type: none"> ▪ Guest information will display, including tax-inclusive rate. ▪ When a double room is selected, select the arrival status of the guest. There are 3 options: <ul style="list-style-type: none"> - Both Guests Present - Select this when both guests are checking in together. When permitted, you can use the same card number for both guests. Otherwise, enter the second guest's card number and information. - 2nd Guest Not Present - 1st Guest Already Checked In - Select this when the first guest has already arrived. You can select the guest that they are sharing the room with from the Share With dropdown box. ▪ Enter the remaining guest information to complete the check-in. <p><i>Note: Please be sure to enter the correct check-in date and time. The dates of the stay must be accurate. Companies audit their employees' travel by information that CLC provides. Companies often use CLC data for federal transportation reporting and employee tracking. Failure to enter correct check-in and checkout dates causes significant challenges that may result in future payments being taken back from your property to correct the error.</i></p> ▪ The Check-In Successful screen will then appear with the guest details.  <div data-bbox="570 1360 1057 1549" style="border: 1px solid gray; padding: 5px;"> <p>Check-in Successful!</p> <p><small>View Guest Details</small></p> <p>Authorization #: 000000</p> <p>Folio #: test</p> <p>Room Number: 1111</p> <p>Check-In Date: 03/13/2023</p> <p>Rate: \$65.52</p> <p><small>View Guest Details</small></p> </div>	UNAWAY, ARETHA	0000000	03/28 - 03/30	Single	Card	Check-in	AHEIM WOODBURY AHVON HILL	0000000	03/28 - 03/31	Double	Cardless (Crewfax)	Check-in
UNAWAY, ARETHA	0000000	03/28 - 03/30	Single	Card	Check-in									
AHEIM WOODBURY AHVON HILL	0000000	03/28 - 03/31	Double	Cardless (Crewfax)	Check-in									

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CLC Lodging Reservation Checklist, continued

Additional Check-in Features

This section covers the additional check-in features available in the CLC Web Portal, including Arrivals, Messages, and Incidentals.

✓	Task/Section	Action
<input type="checkbox"/>	CLC Web Portal: Upcoming Arrivals	<ul style="list-style-type: none"> The Upcoming Arrivals section on the dashboard provides a view of your upcoming arrivals 
<input type="checkbox"/>	CLC Web Portal: Guest Messages	<ul style="list-style-type: none"> View guest messages by clicking the  icon.
<input type="checkbox"/>	CLC Web Portal: Incidental Coverage	<ul style="list-style-type: none"> Click  to view covered incidentals. 
<input type="checkbox"/>	CLC Web Portal: Overdue Arrivals	<ul style="list-style-type: none"> Red text indicates an overdue arrival that has not been actioned with either a Check-In or No Show status in the portal. Reservations will remain for two days from the estimated arrival date before falling off the list. 

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CLC Lodging Reservation Checklist, continued

Additional Check-in Features, continued

✓	Task/Section	Action
	CLC Web Portal: Overdue Arrivals <i>(continued)</i>	<ul style="list-style-type: none"> Authorized Incidentals: If the customer has authorized incidentals for the stay, the authorized charges will be displayed on the top of the "Guest Check-In" page, and you will be able to bill for the incidental charges at checkout. The Hotel can request a personal credit card for any additional incidentals not noted as covered. Guest Messages: Any special requests or messages will appear at the top of the "Guest Check-In" page. <p>Note: In the event you enter a CLC Member Number or CLC Card Number that cannot be processed through the web portal or a guest has questions, please call CLC's Traveler Support Center at 1-800-845-9863.</p>

Reservation Checkout and Billing: Short/Long-Term Stays

This section covers the checkout and billing processes for your short-term CLC guests in both OPERA Cloud (OPC) and the CLC Web Portal. Also refer to the [next section](#) on billing long-term guest during their stay.

✓	Task/Section	Action
<input type="checkbox"/>	OPC: Checkout	<ul style="list-style-type: none"> From the dashboard, click the Departures tile or follow the menu path Front Desk > Departures. Using Console view, locate and highlight the guest to checkout. Click the Balance link amount to access the folio; review the folio. When ready to checkout, click Settle to settle each window's folio. Once complete click Checkout.
<input type="checkbox"/>	CLC Web Portal: Today's Departures	<ul style="list-style-type: none"> From Today's Departures on the Dashboard, click the Check Out button next to the room you are ready to bill. Select the actual checkout date and time. Enter the number of nights for which you are billing. <p>Note: Your contract with CLC has a 24-hour length of stay provision. DO NOT bill two nights for any guest who has not stayed greater than the 24 hours, regardless of check in/check out dates and times.</p> <ul style="list-style-type: none"> Click the Check Out button. You will receive "Check Out Complete" message verifying that your checkout was successful.

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CLC Lodging Reservation Checklist, continued

Reservation Checkout and Billing: Short/Long-Term Stays, continued

✓	Task/Section	Action
<input type="checkbox"/>	CLC Web Portal: Checkout Messages	<p>Here are some other messages that you may see:</p> <ul style="list-style-type: none"> You must submit this stay manually. Some CLC customers limit the number of nights which can be billed through the electronic process. If you receive this message, follow the instructions displayed on your page for the correct billing procedure. You have entered a length of stay that exceeds the typical length of stay for this customer. You will be asked to confirm the stay details and enter your initials to verify that the information that you are submitting is correct. Bill partial for long term stays When you have a guest stay at your hotel for a week or more, you should submit billing throughout the stay, rather than wait until the guest checks out. You can do this using the “Bill Partial” feature of the site. You will also need to process an Interim Bill for the guest in OPERA Cloud.  <p>The CLC system will perform an automatic checkout/check in procedure and submit billing through the current day. On your screen, you will see that the guest remains in the Checked-In Guests section.</p> <p>Note: CLC encourages you to bill for partial stays every five days.</p>

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CLC Lodging Reservation Checklist, continued

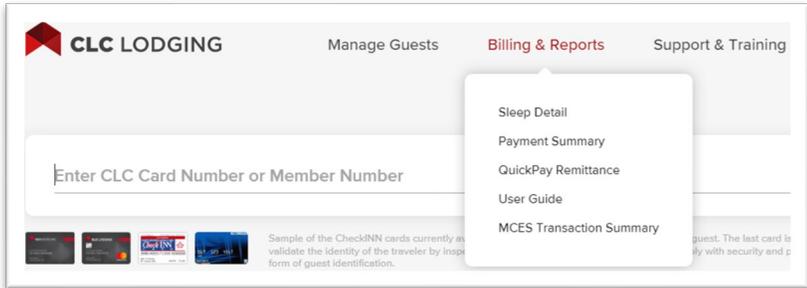
Settling Guest Stays This section covers settling the guest stays in the CLC Web Portal. Whether you checked out a guest or performed a partial bill, the next step is the same: *You must settle the guest stay to submit your bill to CLC Lodging.*

✓	Task/Section	Action
<input type="checkbox"/>	OPC: Settling Current Charges for an In-House Guests	<p>For guests staying more than five days, hotels should submit billing throughout the stay in both the CLC portal and in the PMS. In OPERA Cloud, this is called an Interim Bill which allows users to process the payment for a reservation account and generate a folio (bill) without checking out the reservation. These steps should be completed every five days until the end of the reservation.</p> <p>To process an Interim Bill, from the Billing screen of the guest, click on Window 2 and click ellipsis menu, then select Interim Folio. In the Interim Folio pop-up window, click the Settle Folio button for Window 2. Close the pop-up window</p> 
<input type="checkbox"/>	CLC Web Portal:	If your hotel has chosen to automatically settle at time of checkout (this is recommended), you're all set. Otherwise, follow the next steps:
<input type="checkbox"/>	CLC Web Portal: Guest Details Page	<ul style="list-style-type: none"> ▪ Rooms ready for settlement will appear in the Checked-Out Guests section of the Guest Details page. ▪ Under the Manage Guests dropdown menu, click the Settlement link. ▪ Review the Pre-Settlement Report and verify that all the information is correct. ▪ If you need to make changes to a stay, you will need to cancel the checkout from the Guest Details Page. This will put the room back in your Checked-In Guest list. From there, click Edit icon and update as necessary. When completed, checkout from the room again. You can then click the Settlement link from the Manage Guest dropdown menu to return to the Pre-Settlement Report ▪ Once everything in the report is correct, click the Settle button. ▪ You will receive an email confirming that CLC has received your settlement file. ▪ Within 15 minutes, settled transactions will appear on your Settlement Inquiry page. The settlement inquiry screen only goes back 90 days. ▪ You can monitor the progress of your transactions on the Settlement Inquiry page. This page will show the status of each billed stay: <ul style="list-style-type: none"> ✓ Entered (customer has not yet been invoiced) ✓ Invoiced (invoice number is displayed) ✓ Check Cut (check number is displayed)

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CLC Lodging Reservation Checklist, continued

Settling Guest Stays, continued

✓	Task/Section	Action
<input type="checkbox"/>	CLC Web Portal: Billing & Reports	<p>See the billing and reports dropdown menu for all your reconciliation reporting needs.</p> 

Applying Payments to the CLC Account

This section covers applying payments to the open invoices on the CLC Accounts Receivable.

Use the Manage Account Invoices screen to post payments or apply payments to accounts receivables invoices. Follow the menu path, **Financials > Accounts Receivable > Manage Accounts Receivable > Search for the CLC account > Click the Balance** to open the Manage Account Invoices page. Use the step below to apply a payment to invoices within a CLC account.

✓	Task/Section	Action
<input type="checkbox"/>	Apply Payment to Open Invoices	<ul style="list-style-type: none"> ▪ On the Manage Account Invoices page, select one or more invoices to which payment is to be applied. As invoices are selected, the Total Selected field updates to the total amount of the selected invoices. ▪ To pay the selected invoices, click Make Payment or Payment button. The Pay Invoices screen appears. Complete the following fields: <ul style="list-style-type: none"> ▪ Method - Select a payment method. If a credit card is selected, an additional screen will open for you to complete the payment details. ▪ Invoices - The <i>Selected Invoice</i> option is automatically selected. Payment is divided equally among the invoices selected. When more than one invoice is selected for payment, the total outstanding for all selected invoices appears in the <i>Amount</i> field. ▪ Amount - Total of the selected invoices appears in the field. ▪ Supplement and Reference - Optionally, enter any relevant comments for the payment in the Supplement (internal comment) or Reference (customer facing) fields. ▪ Click Post Payments.

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CLC Lodging Reservation Checklist, continued

Resources

Section	Resources
WebCheckINN	<ul style="list-style-type: none">Review the WebCheckINN Quick Reference Guide.
CLC QuickPay	<ul style="list-style-type: none">CLC's QuickPay process allows your hotel to receive payments faster. CLC will pay any qualified invoices by direct deposit into your hotel's bank account on the second business day after the transactions are validated. You will subsequently receive a check stub by fax or email. Learn more about QuickPay.
OPERA Cloud Documents	<ul style="list-style-type: none">New Qualified Rate ReservationGuest Checkout - Multiple Folios

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