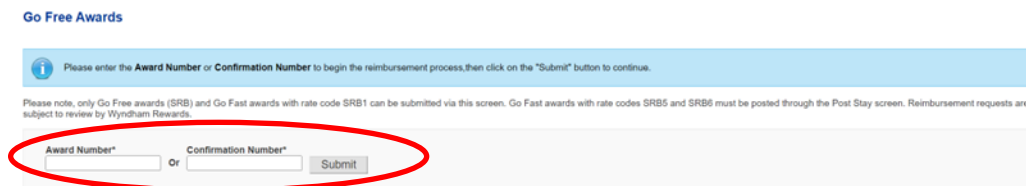


eDesk Go Free Award Reimbursements

The following provides the instructions for submitting a **go free** award night reimbursement. You are encouraged to process reimbursement requests in eDesk within 60 days of the member's check-out date to ensure timely reimbursement. Reimbursement requests submitted over 180 days after the **go free** award check-out date are subject to forfeiture.

Select **Go Free Awards** in the left navigation menu and complete the following steps:

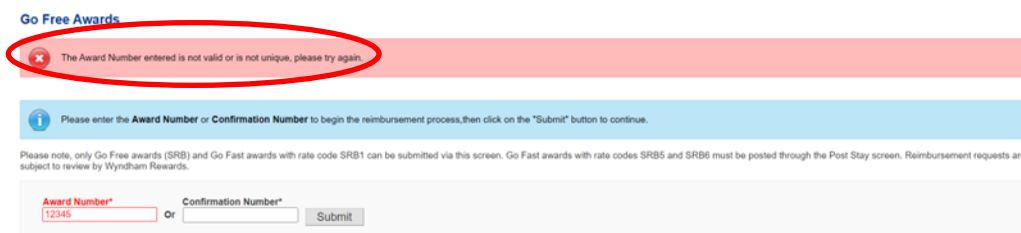
1. Enter an **Award Number** or **Confirmation Number** for the member redeeming the **go free** award. The **Award Number** and **Confirmation Number** are available in the member's reservation.
2. Select **Submit** to retrieve the member's information for the **go free** award.



The screenshot shows the 'Go Free Awards' form. At the top, there is a blue header with the text 'Go Free Awards'. Below the header, there is a light blue box with an information icon and the text: 'Please enter the Award Number or Confirmation Number to begin the reimbursement process, then click on the "Submit" button to continue.' Below this, there is a note: 'Please note, only Go Free awards (SRB) and Go Fast awards with rate code SRB1 can be submitted via this screen. Go Fast awards with rate codes SRB5 and SRB6 must be posted through the Post Stay screen. Reimbursement requests are subject to review by Wyndham Rewards.' The main form area has two input fields: 'Award Number*' and 'Confirmation Number*', separated by 'Or'. A 'Submit' button is to the right of the 'Confirmation Number*' field. A red circle highlights the 'Award Number*' field and the 'Submit' button.

3. Go Free Award Reimbursement Error Message

The below error screen will appear if the **Award Number** or **Confirmation Number** is not found in the eDesk system. If it displays, verify the **Award Number** or **Confirmation Number** in the member's reservation and correct any mistakes.



The screenshot shows the 'Go Free Awards' form with an error message. At the top, there is a blue header with the text 'Go Free Awards'. Below the header, there is a light blue box with an information icon and the text: 'Please enter the Award Number or Confirmation Number to begin the reimbursement process, then click on the "Submit" button to continue.' Below this, there is a note: 'Please note, only Go Free awards (SRB) and Go Fast awards with rate code SRB1 can be submitted via this screen. Go Fast awards with rate codes SRB5 and SRB6 must be posted through the Post Stay screen. Reimbursement requests are subject to review by Wyndham Rewards.' The main form area has two input fields: 'Award Number*' and 'Confirmation Number*', separated by 'Or'. A 'Submit' button is to the right of the 'Confirmation Number*' field. A red circle highlights the 'Award Number*' field, which contains the text '12345'. Above the 'Award Number*' field, there is a red error message box with a red 'x' icon and the text: 'The Award Number entered is not valid or is not unique, please try again.'

If you continue to have difficulties, contact Wyndham Rewards Billing and Reimbursement (see contact information on page 3).

Details for the *go free* award, including member and hotel information, will populate.

4. Complete the following required fields:

- **Date of stay**
- **Average Daily Rate**
- **Currency Type**
- **Total Rooms**
- **Total Occupied Rooms**

5. If the guest is a no-show, select **No Show**, then enter the required *go free* award details.

6. Use the **Clear** button to clear all fields on this screen.

7. Once all of the required fields are complete, select **Add** to submit the *go free* reimbursement request.

Go Free Award Reimbursement Calculation

Once you have submitted the *go free* award reimbursement request, eDesk will calculate the reimbursement amount that will appear as a credit on your monthly franchisee statement.

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e-DESK

Go Free or Go Fast Award

Environment: UAT 1 Customer Service Administration

Member:
Home
Member Search
Enroll Member

Earnings:
Post Stay

Redemptions:
Go Free and
Go Fast Awards

Misc:
Purchase Points
Go Meet
Reservation Dashboard

Reports
Reports

Reimbursement Information

Member Name: Shelkar Sharma
Member Number: 1903790100
Award Number: 100077440

Site: ST AUGUSTINE
Arrival Date: February 06, 2017
Departure Date: February 07, 2017
CNR#: 11239747

☐ Guest is a no show
If guest is a no show, please check the no show box above.

Date	Average Daily Rate	Currency Type	Total Rooms	Total Occupied Rooms	Occupancy Rate
2/5/17	<input type="text"/>	<input type="text" value="US Dollar"/>	68	<input type="text"/>	%
2/6/17	<input type="text"/>	<input type="text" value="US Dollar"/>	68	<input type="text"/>	%

Go Free Award Reimbursement Minimum

Regardless of ADR, the following minimum amounts apply to *go free* reimbursements as determined by a property's overall satisfaction score ("OSAT Score") and redemption tier:

OSAT Score*	Redemption Tier	Minimum Reimbursement
≥ 7.0	7,500 points	US\$30
	15,000 points	US\$35
	30,000 points	US\$40
< 7.0	7,500 points	US\$25
	15,000 points	US\$25
	30,000 points	US\$25

A *go free* award night reimbursement minimum amount is determined by (i) a property's OSAT score as of the first of the month in which the billing period begins, and (ii) the billing period in which the *go free* award night is reimbursed, regardless of check-in/checkout dates. For example:

OSAT Score ≥ 7.0 (September 1):

- Redemption Tier: 15,000 points
- Billing Period in which *go free* award night is reimbursed: September 22 - October 21
- Reimbursement Minimum: US\$35

OSAT Score < 7 (September 1):

- Redemption Tier: 15,000 points
- Billing Period in which *go free* award night is reimbursed: September 22 - October 21
- Reimbursement Minimum: US\$25

* For the reimbursement minimum amounts described above to apply, a property's monthly OSAT Score must be based on at least 30 surveys completed within the 12 months prior to the applicable month. If a property has fewer than 30 surveys over the prior 12 months, then the property's ***go free*** reimbursement minimum will be US\$25.

Contact Information

Wyndham Rewards Member Services

- General questions from members: 1-866-996-7937 (U.S. & Canada)
(Please refer to the "Help" page on www.WyndhamRewards.com for phone numbers outside U.S. and Canada.)
- General questions from franchisees:
1-800-967-8747 (U.S. & Canada); or
WRInquiries@wyndham.com

Billing and Reimbursement

U.S. and Canada: 1-866-272-7653
Outside U.S. and Canada: 00-888-297-1751
WR.Billing@wyndham.com

Member Services Hours

Monday–Friday: 9 am – 11 pm ET; Saturday and Sunday: 9 am – 6 pm ET
Spanish and French speaking agents are available Monday–Friday: 9 am – 6p m ET

Operations / Technology Support

Please contact the applicable number below with any questions about your hotel’s connectivity status.

U.S. and Canada: 1-855-849-3487
Outside U.S. & Canada: 1-320-321-0656

Wyndham Rewards Member Services is closed on:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas