

Hotelplanner

Best Practice

WYNDHAM

HOTELS & RESORTS

Hotelplanner

The Hotelplanner platform is automated to generate reminders to respond to RFP's, to contact clients, to enter pick up, and to create invoices.

A best practice is to review property offers on a weekly basis and update accordingly.

There are two ways to update property offers that will stop invoicing from Hotelplanner.

- ✓ Before Check out date - offers that have been referred for consideration
- ✓ After Check out date - offers that have a commission due

Before Check Out Date

- ✓ Log into your account
- ✓ Click on Summary
- ✓ Click on Tab Referred for Consideration

The screenshot shows a web browser window with the URL `hotel-login.hotelplanner.com/Hotel/#selected`. The page title is "My Account Summary" for "Wyndham San Diego Bayside". A navigation bar at the top contains various menu items, with "Summary" selected. Below the navigation bar, a red arrow points to the "Referred for Consideration (12)" tab in a row of tabs. The main content area displays a list of referred groups. The first group is "70 Rooms in San Diego, CA", with a "View Request" button and a "NEW feature! Easily send this client your contract via HelloSign. Go to eContracting" notification. The request details are as follows:

Request:	Association by Susan Cox (Region: International) (Fri 02/18/22 - Sun 02/20/22)
Contact:	Susan Cox, +1 000-000-0000, yaquikitty@yahoo.com PLEASE CONTACT
Group Name:	Susan Cox Group Client Information & Commission
Status:	Open For Offers
Rate:	\$199.00 USD plus 12.75% taxes (10% Commission)

- ✓ Locate offer you wish to update
- ✓ Click on Status
- ✓ Click on Status Update

HP All Hotels x HP Reservation Request Details x HP Account Summary x HP About Channels

hotel-login.hotelplanner.com/Hotel/#selected

Apps New Tab Sales Force Cvent RFP Search WH Wyndham Hotel Gr... HP Hotelplanner Opportunity Name My Portal MicroStrategy Wyndham Nation Sharepoint

View Request

ID: 5905762
Sent: 02/28/2020
IP: 104.129.202.57

HP

10 Rooms in Shelter Island, CA

NEW feature! Easily send this client your contract via HelloSign. [Go to eContracting](#)

Request: Wedding by Bianca Aguirre (Region: CA-US) (Sat 06/13)

Contact: Bianca Aguirre, +1 951-663-8658, cultivate951@gmail.com

Group Name: Aguirre Wedding Client Information & Commission

Status: Closed for New Offers

Rate: \$169.00 USD plus 12.75% taxes (7% Commission)

Comments: Courtesy room blocks have a limit of ten (10) rooms per night. If more than ten (10) rooms per night are desired then a guaranteed room block agreement will need to be signed with a credit card on fi... [more](#)

Author: Jill Marie Vaquera from IP address 104.129.202.57 on 02/28/2020 06:41 PM CST

STATUS MY RESPONSE

- Status Update
- Update Status to Booked
- Modify Group Code & View Rooming List
- Send Contract

View Request

ID: 5892775
Sent: 02/24/2020
IP: 104.129.202.57

HP

15 Rooms in Coronado, CA

NEW feature! Easily send this client your contract via HelloSign. [Go to eContracting](#)

Request: Work Crew by Ethan Morton (Region: ID-US) (Fri 02/12/21 - Mon 02/15/21)

Contact: Ethan Morton, 2088905776, ethan@commercialnw.com **PLEASE CONTACT**

Group Name: Commercial Northwest 2021 Client Information & Commission

Status: Closed for New Offers

Rate: \$189.00 USD plus 12.75% taxes (7% Commission)

Comments: At present, we are not holding these dates on your behalf. We would be happy to do so upon your request, based on availability. NOTE: Standard guest rooms do not include Bay View guest rooms. ... [more](#)

STATUS MY RESPONSE

Back to top

Type here to search

10:41 AM 6/10/2020

WYNDHAM HOTELS & RESORTS

- ✓ A new window should open
- ✓ Click on the drop down arrow

The screenshot shows a web browser window with multiple tabs. The active tab is 'Reservation Request Details' for '10 Rooms in Shelter Island, CA'. A modal window titled 'Please provide your status update below' is open, displaying request details and a form for status updates. A red arrow points to the dropdown arrow in the 'PLEASE PROVIDE THE CURRENT STATUS OF THIS REQUEST:' field.

View Request 10 Rooms in Shelter Island, CA **STATUS** **MY RESPONSE**

ID: 5905762 **NEW feature!** Easily send this client your contract via HelloSign. [Go to eContracting](#)

Please provide your status update below [Close]

ID: 5905762
Request: Wedding by Bianca Aguirre (Region: CA-US) (Sat 06/13/20 - Sun 06/14/20)
Contact: Bianca Aguirre, +1 951-663-8658, cultivate951@gmail.com
Group Name: Aguirre Wedding
Rate: \$169.00 USD plus 12.75% taxes (7% Commission)

[Show Additional Details](#)

Status Update Needed

PLEASE PROVIDE THE CURRENT STATUS OF THIS REQUEST:

[Dropdown Menu] **Update Status**

NOTES TO PLANNER:
(Optional) Enter additional notes related to this status

Rate: \$189.00 USD plus 12.75% taxes (7% Commission) **Back to top**

Comments: At present, we are not holding these dates on your behalf. We would be happy to do so upon your request, based on availability. NOTE: Standard guest rooms do not include Bay View guest rooms. ... [more](#)

- ✓ Select Client No longer interested in hotel
- ✓ Click Update Status

The screenshot shows a web browser window with multiple tabs. The active tab is 'Reservation Request Details' for '10 Rooms in Shelter Island, CA'. A modal window is open with the title 'Please provide your status update below'. The modal contains the following information:

- ID: 5905762
- Request: Wedding by Bianca Aguirre (Region: CA-US) (Sat 06/13/20 - Sun 06/14/20)
- Contact: Bianca Aguirre, +1 951-663-8658, cultivate951@gmail.com
- Group Name: Aguirre Wedding
- Rate: \$169.00 USD plus 12.75% taxes (7% Commission)

Below the details is a section titled 'Status Update Needed' with the instruction 'PLEASE PROVIDE THE CURRENT STATUS OF THIS REQUEST:'. A dropdown menu is open, showing the selected option: 'Client is no longer interested in our hotel.'. To the right of the dropdown is an orange 'Update Status' button. A large red arrow points down to this button. Below the dropdown is a text area for 'NOTES TO PLANNER:' with the placeholder '(Optional) Enter additional notes related to this status'. At the bottom right of the modal is a 'Back to top' button.

Confirmation of Status Update



Thank you

After Check Out Date

- ✓ Log into account
- ✓ Click on Summary
- ✓ Go To Tab Commissions Due

The screenshot shows a web browser window with the URL `hotel-login.hotelplanner.com/Hotel/#commdue`. The page title is "My Account Summary" for "Wyndham San Diego Bayside". A red arrow points to the "Commissions Due (2)" tab in the navigation bar. Below the tabs, there is a section for "10 Rooms in San Diego, CA" with a "View Request" button and details for a wedding group.

HotelPlanner | **MEETINGS.com** | Show All Channels | Reservation ID | Sign Out

Account Settings | Hotel Profile | Payment Methods | Meeting Space | Rooming Lists | Hotel Contacts | Citywides | Refer a Client | Need Dates | Reviews

Summary | Instant Offers | Rate Plans | Search Requests | eContracting | Preferred Membership | Archived Offers | My Stats | Training | Help Center

My Account Summary

Wyndham San Diego Bayside

NOTE: You have not responded to **1 request** matching your notification settings

Success Tip #1: Did you know you can earn 50% of commissions by referring us your unbooked leads? [Show me how easy it is](#)

Open Offers (53) | No Availability (15) | Declined Offers (0) | Referred for Consideration (12) | Booked Groups (13) | **Commissions Due (2)**

Below are the groups that have checked out and commission on actualized room revenue is due from your hotel.

Show Groups from My Account Only

Show stays where our hotel indicated they cancelled or no-showed

View Request

10 Rooms in San Diego, CA

Pick-up: 2 room nights [View Pick-up Report](#)

Request: Wedding by Matthew Bandi (Region: International) (Fri 03/13/20 - Sun 03/15/20)

Contact: **Matthew Bandi**, 16235233521, mattbandi12@gmail.com

Group Name: **Rosa-Bandi Wed** [Client Information & Commission](#)

Status: Closed for New Offers

ID: 5550813
Sent: 09/30/2019
IP: 104.129.202.50

This group is booked.

- ✓ Locate the offer you wish to update
- ✓ Click on Invoice
- ✓ Click on Submit Pick Up Report

The screenshot shows a web browser window with the URL `hotel-login.hotelplanner.com/Hotel/#commdue`. The page displays a navigation bar with tabs for 'Open Offers (53)', 'No Availability (15)', 'Declined Offers (0)', 'Referred for Consideration (12)', 'Booked Groups (13)', and 'Commissions Due (2)'. Below the navigation bar, there is a section titled 'Below are the groups that have checked out and commission on actualized room revenue is due from your hotel.' with a dropdown menu set to 'Show Groups from My Account Only' and a checkbox for 'Show stays where our hotel indicated they cancelled or no-showed'.

The main content area shows two offer cards. The first card is for '10 Rooms in San Diego, CA' with a 'View Request' button on the left. The card details include: ID: 5550813, Sent: 09/30/2019, IP: 104.129.202.50, and a status of 'This group is booked.' The offer details are: Request: Wedding by Matthew Bandi (Region: International) (Fri 03/13/20 - Sun 03/15/20); Contact: Matthew Bandi, 16235233521, mattbandi12@gmail.com; Group Name: Rosa-Bandi Wed Client Information & Commission; Status: Closed for New Offers; Rate: \$169.00 USD plus 12.75% taxes (7% Commission); Comments: Courtesy room blocks have a limit of ten (10) rooms per night. If more than ten (10) rooms per night are desired then a guaranteed room block agreement will need to be signed with a credit card on fi... more; Author: Jill Marie Vaquera from IP address 104.129.202.50 on 09/30/2019 11:18 AM CST. A dropdown menu is open over the 'INVOICE' button, showing options: Download Invoice, Pay now, Re-Email Invoice, and Submit Pick-up Report. A red arrow points to the 'INVOICE' button.

The second card is for '30 Rooms in San Diego, CA' with a 'View Request' button on the left. The card details include: ID: 5281425, Sent: 05/15/2019, IP: 104.129.202.50, and a status of 'This group is booked.' The offer details are: Request: Wedding by Julia Van Beek (Region: VA-US) (Fri 03/13/20 - Sun 03/15/20); Contact: Julia Van Beek, +1 703 880 0361, julivanbeek26@gmail.com.

- ✓ A new window will open
- ✓ Click on drop down arrow
- ✓ Select Enter Cancellation Information
- ✓ Upload a screen shot, documentation or PDF showing guest name/group name not in your property management system, click Update Pick Up and this will suspend invoice. **Important, for each offer, complete the Update Pick Up process within 48 hours of the requested scheduled departure date.**

The screenshot shows a web browser window with the URL `hotel-login.hotelplanner.com/Hotel/#commdue`. A modal dialog titled "Please provide your status update below" is open. It contains the following information:

- ID:** 5550813
- Request:** Wedding by Matthew Bandi (Region: International) (Fri 03/13/20 - Sun 03/15/20)
- Contact:** Matthew Bandi, 16235233521, mattbandi12@gmail.com
- Group Name:** Rosa-Bandi Wed
- Rate:** \$169.00 USD plus 12.75% taxes (7% Commission)

Below this information is a "Pick-up Needed" section with the instruction "PLEASE SELECT AN ACTION FOR THIS REQUEST:". A dropdown menu is open, showing three options: "Enter pick-up / actualized room nights information", "Enter pick-up / actualized room nights information Stay dates have changed", and "Enter cancellation information". A red arrow points to the dropdown arrow. To the right of the dropdown is an "Update Pickup" button. Below the dropdown is a file upload section with a "Choose File" button and the text "No file chosen". To the right of the file upload section are links for "Need a W9?" and "Average Rate Calculator". At the bottom right, there is a list of "Accepted File Types": PDF Document (pdf), Word Document (doc, docx), Spreadsheet (xls, xlsx, csv), and Image (bmp, gif, jpg, png). A note at the bottom right states: "Revenue/Pick-up reports must be received within 10 days after the check-out date." and "Our IATA no. is: 10766055."

Confirmation of Status Update



Thank you

Additional Training

Log into your account and click on Training, weekly courses are offered and advanced registration is required.

- ✓ New User
- ✓ Advanced User
- ✓ E-contracting / Best Practices
- ✓ Efficient Accounting & Reconciliation

Questions - Contact:

Hubert Tupay, Account Director - Hotelplanner

Hubert.tupay@wyndham.com