CLC CheckINN Certified Hotel Program
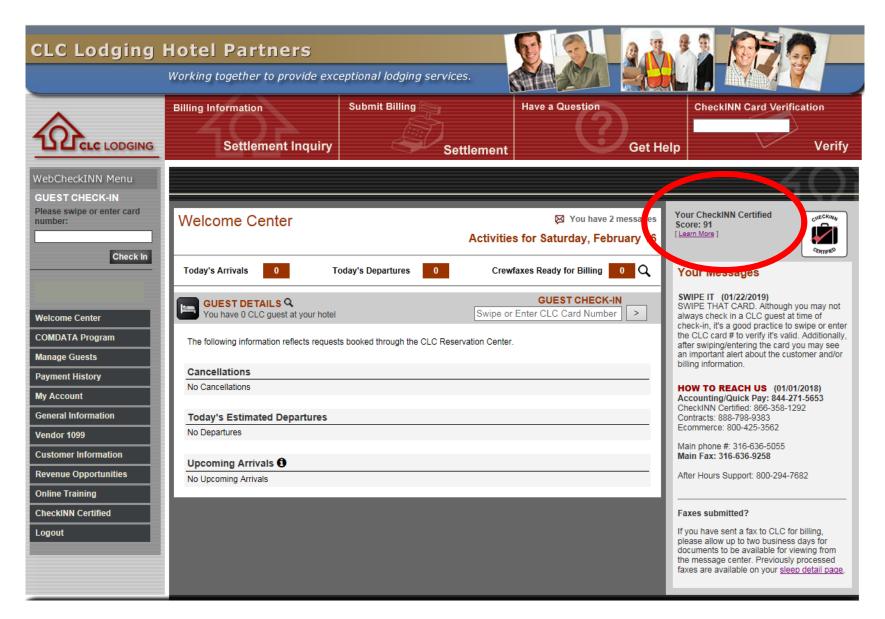
CIC Category Snapshot

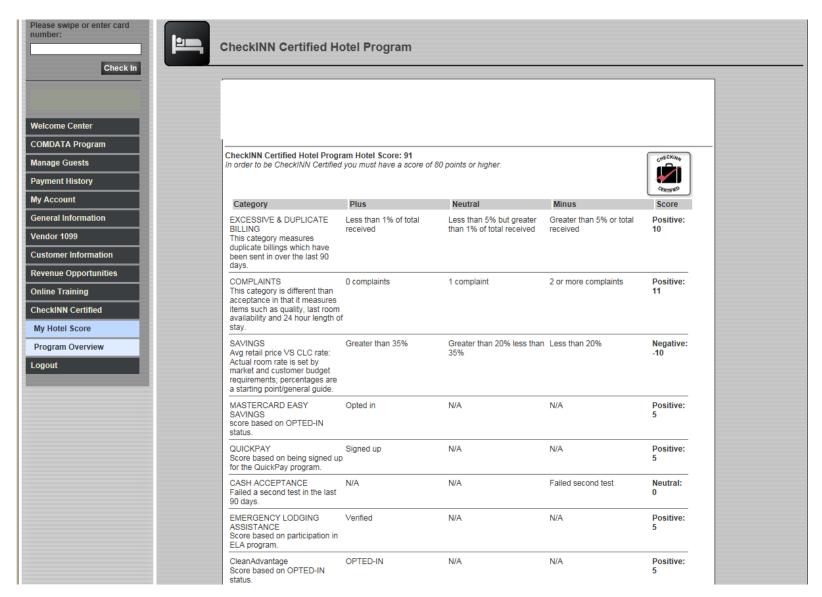|	Category	Plus	Neutral	Minus	Weight
BILLING	Electronic %	90% electronic	greater than 75% but less than 90% electronic	less than 75% electronic	9
	Billing Accuracy	1 error or 99.9% correct	greater than 98% less than 99.9%	less than 98% correct	12
	Billing Speed	0 over 60 days and 90% under 15 days	0 over 60 days less than 90% under 15 days	Any over 60	11
	Excessive Billing	less than 1% of total received	less than 5% but greater than 1% of total received	greater than 5% or total received	10
SERVICE	Education	Positive score on Accuracy, Speed, Excessive Billing and Electronic % or test taken all 4 modules	No negative scores on Accuracy, Speed, Excessive Billing and Electronic % or at least 1 test taken	Negative score on any of the following Accuracy, Speed, Excessive Billing and Electronic % and no tests taken	8
	Acceptance	no complaints	1 complaint	2 or more	12
	Complaints	no complaints	1 complaint	2 or more	11
REVENUE MGMT.	Savings	greater than 35%	greater than 20% less than 35%	less than 20%	10
	Rate Stability	current or previous contracted rate effective for greater than 24 months	neither contract in place for over 24 months and at least one over 12 months	current and previous contracted rate effective for less than 12 months	9
	Rate Stability 2	no black out dates	1 or 2 instances	More than 3 instances in a year	8
BONUS	Emergency Lodging Assistance	verified			5
	MasterCard Easy Savings	opted in			5
	Quick Pay	signed up			5
	Clean Advantage	opted in			5
	Cash Acceptance			failed second test	5

Certified at 80+ Points

3

Viewing Your Score

Viewing Your Score

Viewing Your Score

Category Descriptions

BILLING

Billing Categories - 4

Possible Points - 42

Category Descriptions: Electronic Percentage

Electronic Percentage

Measurement/Time Frame:
Electronic billing thru the CLC web portal is the most efficient and accurate method of processing stays. Additionally, it avoids mail time as well as delays resulting from physical entry by CLC. This category measures stays which can be billed electronically over last 90 days.

Billing Tips:

- Always check guests into the CLC web portal as soon as possible after the guest checks into your property.
- You only have a limited amount of time to enter the check in date otherwise you will be having to submit the stay information manually, causing delays in your receiving payment.

Scoring:

PLUS	90% electronic
NEUTRAL	greater than 75% but less than 90% electronic
MINUS	less than 75% electronic
WEIGHT	9

Category Descriptions: Billing Accuracy

Billing Accuracy

Measurement/Time Frame:
Billing accuracy is extremely important. Companies monitor employees travel and government agencies require compliance to Federal standards. This category measures the number of credits CLC has issued within the last 90 day period.

Billing Tips:

- Bill accurately which includes correct check in and check out date.
- Remember 24 hour length of stay as agreed to in your contract.

Scoring:

PLUS	1 error or 99.9% correct
NEUTRAL	greater than 98% less than 99.9%
MINUS	less than 98% correct
WEIGHT	12

Category Descriptions: Billing Speed

Billing Speed

Measurement/Time Frame:
Not only is accuracy of billing important, but timely billing assists customers with accurate budgeting. Additionally customers often do project based billing, passing along costs to their respective customers. This category measures bills invoiced to the customer in the last 90 days. It measures the date-out billed vs date CLC received.

Billing Tips:

- Bill timely. CLC recommends you settle stays at least every 3-5 days thru your web portal.
- Send appropriate documentation for manually transmitted stays i.e. guest folio or authorization and the CLC card #. CLC cannot process guest stays from a general ledger statement.

Scoring:

PLUS	0 over 60 days and 90% under 15 days
NEUTRAL	0 over 60 days less than 90% under 15 days
MINUS	Any over 60
WEIGHT	11

Category Descriptions: Excessive Billing

Excessive and Duplicate Billing

Measurement/Time Frame:
Submitting the same bill in for payment multiple times indicates a property may not have an understanding of the CLC billing process or is not reconciling guest stays appropriately. This category measures duplicate billings which have been sent in over the last 90 days.

Billing Tips:

- Don't send in stays for any guest which is already showing in the "Sleep Detail" of your hotel web portal.
- Any documents which you send should clearly identify what you are expecting CLC to do with the document.
- Documentation should be complete.

Scoring:

PLUS	less than 1% of total received
NEUTRAL	less than 5% but greater than 1% of total received
MINUS	greater than 5% or total received
WEIGHT	10

Category Descriptions

SERVICE

Service Categories - 3

Possible Points - 31

Category Descriptions: Education

Education

Measurement/Time Frame:
Completing hotel training Modules 1-4 in last 180 days.
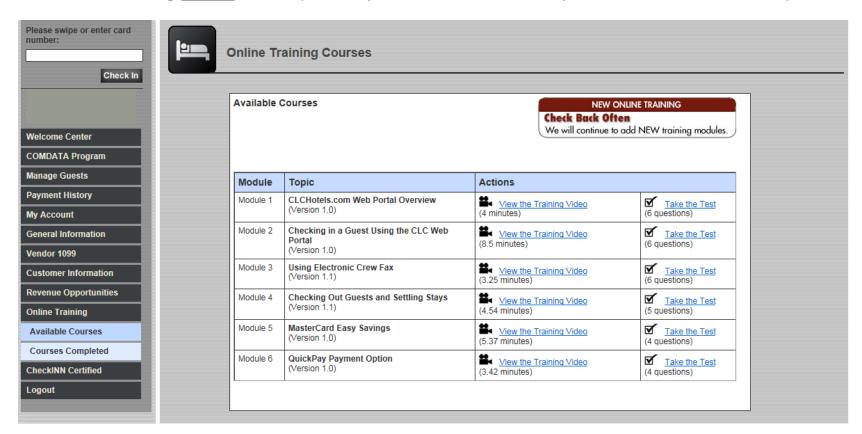
Billing Tips:

- In your web portal, click "Online Training", "Available Courses" and then open and review each training module, taking the test at the end of the session.
- Each module takes less than 5 minutes.

Scoring:

PLUS	Positive score on Accuracy, Speed, Excessive Billing and Electronic % or test taken all 4 modules
NEUTRAL	No negative scores on Accuracy, Speed, Excessive Billing and Electronic % or at least 1 test taken
MINUS	Negative score on any of the following Accuracy, Speed, Excessive Billing and Electronic % and no tests taken
WEIGHT	8

Category Description: Education

- **Online Training:**
  - Within WebCheckINN, each Hotel should complete the below under "Online Training"
    - View the Training Modules 1 – 6 *(The modules are 3.5 minutes to 8.5 minutes)*
    - Complete the Tests for Modules 1 – 6
    - Online training **MUST** be completed by the Hotel at least every 6 months to maintain the positive Education score

Category Descriptions: Acceptance

<u>Acceptance</u>

Measurement/Time Frame:
It is important a CLC customer/guest can rely on hotels listed in the customer directories. Employees who arrive at hotels must know the hotel is accepting CLC guests unless the property is fully occupied. This category measures any CLC internal call log entry in last 90 days relating to acceptance. (CrewFAX included)

Billing Tips:

- Make sure your front desk and reservation staff is aware of CLC and how to handle or process CLC guests/stays.

Scoring:

PLUS	no complaints
NEUTRAL	1 complaint
MINUS	2 or more
WEIGHT	12

Category Descriptions: Complaints

Complaints

Measurement/Time Frame:
Has a CLC customer complained about the property in the last 90 days. This category is different than acceptance in that it measures items such as quality, last room availability and 24 hour length of stay.

Billing Tips:

- Beyond traditional standard hotel service levels, make sure staff is knowledgeable about CLC contract terms specifically 24 hour length of stay and last room availability.

Scoring:

PLUS	no complaints
NEUTRAL	1 complaint
MINUS	2 or more
WEIGHT	11

Category Descriptions

Revenue Management

Revenue Management Categories - 3

Possible Points - 27

Category Descriptions: Savings

Savings

Measurement/Time Frame:
Avg retail price VS CLC rate: Actual room rate is set by market and customer budget requirements; percentages are a starting point/general guide.

Billing Tips:

- CLC customer directories are set with a rate cap in place. Having a lower negotiated rate allows the hotel to be in more customer directories.

Scoring:

PLUS	greater than 35%
NEUTRAL	greater than 20% less than 35%
MINUS	less than 20%
WEIGHT	10

Category Descriptions: Rate Stability

Rate Stability

Measurement/Time Frame:
Review of previous contract and current contract.

Billing Tips:

- Maintain your current rate for at least 24 months. Changing your rate affects the number of customer directories which you appear in.

Scoring:

PLUS	current or previous contracted rate effective for greater than 24 months
NEUTRAL	neither contract in place for over 24 months and at least one over 12 months
MINUS	current and previous contracted rate effective for less than 12 months
WEIGHT	9

Category Descriptions: Rate Stability 2

Rate Stability 2

Measurement/Time Frame:
Dates within the current contract that the CLC rate is not available; "blacked-out".

Billing Tips:

- Most CLC guests make reservation day of arrival, so sold out nights are not generally impacted by CLC customers. Also keep in mind that CLC customers are also in the hotel when occupancy is low.

Scoring:

PLUS	no black out dates
NEUTRAL	1 or 2 instances
MINUS	More than 3 instances in a year
WEIGHT	8

Category Descriptions

BONUS

Bonus Categories - 5

Possible Points - 20

Category Descriptions: Emergency Lodging Assistance

Emergency Lodging Assistance

Measurement/Time Frame:
Verified hotel in the Emergency Lodging Assistance program.

Billing Tips:

- "THIS IS A GIMME"□□ Be prepared to assist displaced families and individuals from your area in an emergency situation.□□ Sign up your hotel for the Emergency Lodging Assistance (ELA) program.□□ This program is operated by CLC on behalf of FEMA.□□ It houses displaced guests in disaster affected areas and allows the government to pay for the short term lodging.□□ This program operates outside of the contractual CLC agreement, and rates are determined according to published GSA Government Per Diem amounts.□□ Visit ela.corplodging.com for more information on the program.

Scoring:

PLUS	verified
WEIGHT	5

Category Descriptions: Master Card Easy Savings

MasterCard Easy Savings

Measurement/Time Frame:
Opted In.

Billing Tips:

- "THIS IS A GIMME"☐☐ Sign up by going to your hotel web portal. Click on Revenue Opportunities then click on submit on the right hand side of the "box". *
- MCES drives revenue to your property for guests who are not part of the CLC program.
- It does not affect CLC guests.

Scoring:

PLUS	opted in
WEIGHT	5

Category Descriptions: QuickPay

QuickPay

Measurement/Time Frame:
Signed up.

Billing Tips:

- "ANOTHER GIMME " To enroll, on your web portal, click on "General Information" then☐☐ "Payment Options". ☐☐Click on the link "CLC Lodging QuickPay Agreement". Complete the form and return it to CLC along with a voided check.
- QuickPay gets you paid quicker.
- Reconciliation is easier.
- QuickPay also lowers your outstanding days in AR.

Scoring:

PLUS	signed up
WEIGHT	5

Category Descriptions: Clean Advantage

CleanAdvantage

Measurement/Time Frame:
Opted In.

Billing Tips:
If requested to load rate please load at the contracted rate.

Scoring:

PLUS	Opted in
WEIGHT	5

Category Descriptions: Cash Acceptance

Cash Acceptance

Measurement/Time Frame:
Failed a second test in the last 90 days.

Billing Tips:

- Do not accept any payment for CLC guests other than thru CLC.
- This is a violation of your lodging agreement.
- CLC randomly contacts hotels to determine if properties are violating this contract provision.

Scoring:

MINUS	failed second test
WEIGHT	5

Thank You