



WebCheckINN® Quick Reference

Keep This Guide Handy For Reference

Step 1: Log in

- ✓ Access Internet at www.clchotels.com
- ✓ Enter “user name” and “password”

Step 2: Check in Guest – Must be done within 84 hours of checking into hotel

Test card number for practice use: 3081400133300002724

- ✓ At *WebCheckINN* menu screen, swipe CLC card through Magtek reader or key in the 19-digit number and enter or click on “Check In.”
- ✓ Guest Check-In screen populates with cardholder information. Enter Room Number and Folio Number/reference number. If CLC card number was manually keyed, enter the Check-In Date and Check-In Time. Enter Estimated Check-Out Date and use tab key. Estimated Number of Nights automatically populates. Click on “Check In.”
- ✓ Screen display responds that Check-In was successful and provides an authorization number. To see check-in results, click on “View Guest Details.”
- ✓ **For double occupancy:** Swipe or key in the first card, enter the required information, click “Check In.” Swipe or key in the second card, enter the required information using the **same room number** as the first guest, and click “Check In.”
- ✓ **For cards that default to a double occupancy:** Follow instructions for **double occupancy** if the guest will have another guest staying in the same room. If the guest will not be sharing the room with another, change the radio button default to Single while checking the guest in; otherwise, once the guest is checked in, a message will appear in “View Guest Details” to change the default.
- ✓ If one card is presented for a double occupancy or more than one room (**multi-use card**), the Guest Check-In screen must have a place to enter the first and last name of the guest. Swipe or key in the same card for each guest and be sure to enter the **name of each guest** staying in the room.

Step 3: Check Out Guest

- ✓ From *WebCheckINN* menu, click on “Guest Details.”
- ✓ Find the stay you want to check out, click “Check Out Room,” Guest Check-Out screen appears. Enter checkout date, time, and length of stay. Click on “Check Out.”
- ✓ Click on “Guest Details” to see guest now is in “Checked Out” area of screen.
- ✓ If guest staying more than 7 days, click “Bill Partial” every 3 - 5 days. Guest appears as checked out and checked back in. Click “Bill Partial” every 3-5 days, and “Check Out Room” when guest leaves hotel.
- ✓ For **double occupancy**, at Guest Check-Out screen, choose “Both guests are checking out” or “Guest is not checking out” next to the name of the guest staying in room if only one guest is checking out. Enter checkout date, time, and length of stay. Click on “Check Out.” Both guests are checked out; and if one guest is staying, that guest is checked back in.

Step 4: Settlement

To bill CLC, generally completed during night audit

- ✓ From *WebCheckINN* menu, select “Settlement.”
- ✓ Pre-settlement report with all checked-out stays appears on screen.
- ✓ Review stays for accuracy; correct if needed, and print a copy for your records.
- ✓ Mouse click on “Settle” box.
- ✓ CLC will send e-mail verifying settlement receipt.

Need Additional Information?

See the “Help” section of *WebCheckINN* under “General Information” after logging in

Or

Participate in our *WebCheckINN* training, 2 p.m. Central Time, 1st & 3rd Wednesdays each month

For Further Assistance, Call Us at 800-425-3562

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