



# NEWS <sup>TO</sup> USE

June 19, 2023

## Weekly News to Use Updates for Radisson-Branded Hotels

### Instant Book with Alliance Reservation Network (ARN) Changes

Alliance Reservation Network (ARN) is a travel technology booking engine and partner of the global sales team. The majority of ARN's customers are sports tournament operators. In May 2022, Radisson rolled out an integration with Alliance Reservation Network (ARN) allowing a direct connection to your Opera property management system and their GPS Link solution for sports bookings received through ARN. We will be discontinuing this technology as of Friday, July 14, and your hotel will revert to the previous experience with ARN which was receiving rooming lists and entering the reservations as needed.

### Additional Details

When an ARN event planner chooses your hotel's rates and terms, you'll receive an email notification from [groupdocs@allresnet.com](mailto:groupdocs@allresnet.com) indicating your hotel has been selected. This is your trigger to build the block in Opera and work with the ARN planner on the rooming list.

### Required Actions

Pay close attention to emails being sent to your hotel from [groupdocs@allresnet.com](mailto:groupdocs@allresnet.com) indicating a group has been secured and create the blocks as needed. The ARN GPS Link solution will end on Friday, July 14. After that, your hotel will need to build the blocks and use the rooming lists for reservations.

## Questions

If you have any questions about this change, please contact [radrfp@choic-hotels.com](mailto:radrfp@choic-hotels.com).

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## Reminder: Centralized Direct Bill Process Ending Soon

Two weeks ago, we shared that the Centralized Direct Bill process supporting the Centimark account will be turned off on June 30. This change is part of technological impacts as we integrate to the Choice technology platforms. Centimark is the only global sales customer currently using the Centralized Direct Billing process.

### Additional Details

Once the Centralized Direct Bill process is turned off, no further centralized billing will be completed through the Radisson accounting process. The travel manager for Centimark has been made aware and any Centimark travelers will be booking by virtual credit card or by using a credit card authorization. We will be removing the company holds in place for Centimark, which prevents any reservations being able to book without a guarantee.

### Required Actions

As of June 30, no further account support is in place for Centralized Direct Bill. Centimark travelers staying at your hotel after June 30, or checking out after June 30, will be paid by virtual credit card or credit card authorization.

## Questions

If you have any questions about this change, please contact [radrfp@choic-hotels.com](mailto:radrfp@choic-hotels.com).

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## Reminder: ChoiceNOW is Available to You NOW

At the end of May, we announced that [ChoiceNOW](#) is available to you as your

hotel technology support portal. ChoiceNOW is a one-stop-shop where you can:

- Find answers to your “how to” questions through self-service forms and knowledge articles.
- Submit, update, and receive real-time updates on the status of support tickets.
- Chat with support specialists with easy access to property information and tickets.
- Receive the latest news and important updates, using our streaming information center.

To access [ChoiceNOW](#), log in using your Okta credentials. Click [here](#) to learn more.

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### **Reminder: Learn About our Education and Technology Tools with Transition Tuesdays**

Last week, we kicked off Transition Tuesdays, our new weekly webinar series to support you as we continue integrating your hotel into Choice’s systems. Tomorrow, June 20 at 2 p.m. ET, please join us to hear from the experts about how to leverage **Choice University** and **ChoiceNOW**.

If you haven't already, click [here](#) to register. We look forward to seeing you there!

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*If you have any questions about News to Use, please contact your Area Director.*