



# NEWS <sup>TO</sup> USE

June 26, 2023

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

### Notice: Payment Remittance Update Effective June 30

Earlier this year, we notified you that your payment remittance information has changed. This was updated on your monthly invoices. These changes will go into effect at the end of the month. Please review the information below and take action if you have not already updated your remittance.

#### What's happening:

- On June 30, we will be closing the US Bank and Wells Fargo bank accounts previously used by Radisson customers to remit payments.
- If payment for your franchise invoice is received to one of these accounts after June 30, your payment will be returned to you.

#### Required actions:

- Please update your remittance as soon as possible. You can reference the information on your most recent invoice. This will prevent delays in processing payments and help avoid late fees being charged to your account.
- Be sure to include your property code and invoice number with any payment.

If you recently sent payments to the US Bank or Wells Fargo accounts, you may receive a phone call, email, or letter from Alex Dely with Choice Hotels, providing you with notice and offering assistance to update your remittance.

## **Reminder – Action Needed: Commission Processing Transition to Onyx CenterSource**

We are beginning the process to migrate commission processing and payment from TACS to Onyx CenterSource. As part of this change, as of July 18 departures, commissions will no longer be centrally funded and billed by Radisson Corporate. We've already loaded your property into Onyx – and now we need you to take action to ensure the transition goes smoothly.

### **Required actions:**

- If you haven't already, complete the self-registration **by July 1**. Instructions can be found [here](#), as well as a User Guide for the Onyx Customer Service Portal and Property Set-up and Maintenance.
  - After you register, please confirm your registration by clicking the link in the email from Onyx. This link does expire, so completing this step right away is vital.
- You are required to complete the registration process and choose a payment method in the Onyx portal. There are multiple payment options available.
- This is also a good time to retrieve all past reports needed from the TACS portal. Access to the TACS portal through CONNECT will no longer be available after August 31.

### **What to expect with Onyx CenterSource:**

- After the transition, you will review remittance notices and pay for your commissions directly to Onyx.
- Reviewing stay transactions will be done through your Property Management System, not in the Onyx portal.

### **What about other commissions?**

- Expedia commissions will also [no longer be centrally processed](#), however they will be processed through Expedia and not Onyx. If you haven't already, please complete this [form](#) by June 21.
- This change does not impact Pay For Performance (PFP) charges. Those will be paid and billed centrally through Choice.

**Questions:** If you have any questions about this upcoming change, contact Commission Support at [commissionsupport@radissonhotelsamericas.com](mailto:commissionsupport@radissonhotelsamericas.com).

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### **Reminder: Discover Choice Brand Pages and Vendor Directory with Transition Tuesdays**

Transition Tuesdays, our new weekly webinar series to support you as we continue integrating your hotel into Choice's systems, continues tomorrow. Please join us at 2 p.m. ET to hear from the experts about the Choice Brand Pages and Vendor Directory, which will be available to you soon.

- Click [here](#) to register and ask questions ahead of time.
  - If you missed the previous Transition Tuesdays, you can now view the recordings on the [Integration Hub](#)!
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### **Choice in the News: Choice CIO Discusses Choice Hotels' Approach to AI Technology**

Brian Kirkland, Choice Hotels Chief Information Officer (CIO), joined FOX Business to discuss generative artificial intelligence (GenAI) tools. Some highlights:

- As an early adopter of new technology, Choice has utilized AI and machine learning in its operations for years.
- Choice is watching GenAI tools closely but is not ready to integrate it into its systems yet.
- Once the technology advances, GenAI could positively impact everything from how guests plan their travel to solving problems like fraud analysis.

Click [here](#) to read more.

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