



Access Critical Apps on ChoiceCentral.com

Special Edition News to Use

You now have access to ChoiceCentral.com, your Choice intranet site. As we move toward the targeted systems integration date of July 25, we've been hard at work giving you access to the apps that will help you successfully operate your hotel.

Today, access two new critical apps on ChoiceCentral.com. You will use these every month to ensure accurate billing and payments as a part of the Choice system:

Choice Billing Online Portal (ECB)

You now have access to the Choice Billing Online Portal, a system designed to modernize and simplify the billing process, via ChoiceCentral.com. This is where you will view and submit payment for your monthly franchise invoice. Access to the portal is automatically granted to the GM account in ChoiceCentral.com, and access can be granted to additional team members using User Admin.

- How do I find it?
 - Access the Choice Billing Portal by clicking on Quick Links in the upper left menu on the ChoiceCentral.com homepage, then click on Choice Billing Online Portal.
 - Once you are in the portal, you can access your invoice by clicking on the "Monthly Bill" tab or "Download Invoices and Credit Memos" tab.
- Where can I find more information?
 - Click [here](#) for a Quick Reference Guide with screenshots and detailed instructions.
 - Click [here](#) to learn about ACH Payments through the Choice Billing Online Portal.

- Click [here](#) to learn more about reviewing and validating the stay-based charges on your hotel's invoice. Your stays will begin populating on the portal on or around July 25. You should not add stays from check-outs prior to July 18.
- You can also click [here](#) to watch the Introduction to the Choice Billing Online Portal training on ChoiceU.com.
- Who should have access?
 - You should give hotel management access to this app through User Admin.

Revenue & Occupancy (Rev/Occ) Reporting

You now have access to the Revenue & Occupancy Reporting system through ChoiceCentral.com, where you will submit daily and monthly revenue and occupancy data for your hotel.

- How do I find it?
 - Access the Rev/Occ Reporting page by clicking on Quick Links in the upper left menu on the ChoiceCentral.com homepage, then click on Rev/Occ Reporting.
 - You will login to the Rev/Occ system using your ChoiceCentral.com credentials.
- Where can I find more information?
 - Click [here](#) to take the Rev/Occ Submissions training on ChoiceU.com.
- Who should have access?
 - You should give hotel management access to this app through User Admin.

We've also shared information about additional apps you have access to on ChoiceCentral.com. These each touch on different aspects of your business, from guest relations to reporting:

User Admin

User Admin controls security for your staff, allowing them access to applications within ChoiceCentral.com. We encourage you to prepare now! This app allows a General Manager to add, change, activate, or inactivate user accounts for applications such as Reserve SED/LFF/LEMPL (the employee and friends and family rates), Customer Relations Response, Property Information Manager, and choiceADVANTAGE.

- How do I find it?
 - Access User Admin by clicking on Quick Links in the upper left menu on the ChoiceCentral.com homepage, then click on User Admin.
- Where can I find more information?
 - Click [here](#) for the User Admin resource guide with detailed instructions.
- Who should have access?
 - You should give hotel management and front desk associates access to ChoiceCentral.com through User Admin.

Reserve an Employee Rate (SED), Friends and Family Rate (LFF) or an International Hotel Employee Rate (LEMPL) through the booking link found on ChoiceCentral.com

Reserve SED, LFF and LEMPL is where you can book employee rate and friends and family rate hotel rooms for all Choice properties.

- How do I find it?
 - Access Reserve SED, LFF and LEMPL by clicking on Quick Links in the upper left menu on the ChoiceCentral.com homepage, then click on Reserve SED, LFF and LEMPL.
- Where can I find more information?
 - Click [here](#) for the Reserve SED, LFF and LEMPL resource guide with detailed instructions.
 - Click [here](#) for guidelines for each rate plan, including detailed Terms & Conditions.
- Who should have access?
 - You should give hotel management access to this app through User Admin.
 - Management can then send staff links to book at the discounted rates.

Property Info Manager (PIM)

Your hotel reporting is transitioning to ChoiceCentral.com. These be accessible through the Property Info Manager (PIM) application starting August 1.

- How do I find it?

- Access the PIM application by clicking on Quick Links in the upper left menu on the ChoiceCentral.com homepage, then click on Property Info Manager.
- Where can I find more information?
 - Click [here](#) to review the steps to access your reports in ChoiceCentral.com.
 - The reports you will see may have different names and content than what you are used to, but you will soon gain access to many new reports to help you run your business. Learn more [here](#).
 - Several legacy Radisson reports are also being rebuilt and will be available on PIM throughout the next 6 months. Learn more [here](#).
- Who should have access?
 - You should give hotel management access to this app through User Admin.

Guest Resolution Form and Guest Relations Response

The Guest Resolution Form and Guest Relations Response apps are tools to help you efficiently manage your guest experience. Any concerns you handled on-property can be reported back to Choice through the Guest Resolution Form so our teams are aware of your actions, should a guest contact us. Likewise, if there are issues we are contacted about, we will share details about how we worked with the guests to come to a resolution through the Guest Relations Response.

- How do I find these apps?
 - Access the Guest Relations Response application by clicking on Quick Links in the upper left menu on the ChoiceCentral.com homepage, then click on Guest Relations Response.
 - Access the Guest Resolution Form by clicking on References in the upper left menu on the ChoiceCentral.com homepage, then click on Guest Resolution Form.
- Where can I find more information?
 - Click [here](#) for more Customer Relations resources.
- Who should have access?
 - You should give hotel management access to these apps through User Admin.

If you did not receive access to ChoiceCentral.com, please contact Choice Property Support at 800-528-3118 for help. You can also learn more about

using ChoiceCentral.com by watching [this introduction](#) on ChoiceU.com.



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Travel & Relax



Travel Longer



Travel Simply



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