



# NEWS<sup>TO</sup>USE

July 31, 2023

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

### Take Action: Review Your ChoiceHotels.com Listing and Use ChoiceNOW to Make Updates

Last week marked a key integration milestone: your hotel is live and bookable on [ChoiceHotels.com](https://www.choicehotels.com). We're proud to market your hotel as part of the Choice system to a wider audience than you've ever experienced before, helping lead to more direct bookings and a greater return on investment.

#### How can I update my ChoiceHotels.com listing?

- You can make any necessary updates to your property page using the [ChoiceNOW](#) portal. There are two ways to access the forms needed:
  - On the ChoiceNOW portal, click on the "Forms" button in the upper right corner to view a directory of all available forms, organized by topic.
  - Use keywords in the search bar on the portal to locate the forms that can be submitted to request updates.
- Your new hotel URL is: [www.ChoiceHotels.com/CHOICEPROPERTYCODE](https://www.ChoiceHotels.com/CHOICEPROPERTYCODE). Your old hotel URL will automatically redirect to your new URL.
- Important items to promptly review include your hotel alerts, hotel and room photos, pet policies, room occupancy for sofa beds (SFB1 for 1 person, SFB2 for 2 people), hotel and room level amenities, and room rates, taxes, and additional per room, per night fees.

To access ChoiceNOW, log in using your OKTA credentials. For detailed instructions about updating your property page, click [here](#).

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### **Update: Revenue & Occupancy (Rev/Occ) Reporting**

Last week, we provided instructions for the Rev/Occ application in [ChoiceCentral.com](#). Please remember to enter your daily and monthly revenue into Rev/Occ to ensure accurate reporting. Make sure to exclude out of order rooms from your available room nights.

#### **How do I find the Rev/Occ application?**

- 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](#).
  - If you have questions, please contact [Revenue.Assurance@ChoiceHotels.com](mailto:Revenue.Assurance@ChoiceHotels.com).
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### **Awarding Choice Privileges<sup>®</sup> Points to Meeting and Event Planners**

Last week, your hotel officially became a part of Choice Privileges, our loyalty program with nearly 60 million members. You should already be displaying your Choice Privileges collateral, welcoming members, and enrolling guests at check-in. Choice Privileges members are some of your most valuable guests – they stay longer, spend more, and are twice as likely to complete a second stay than non-members. Meeting planners can also earn points with Choice Privileges.

## How does it work?

- Meeting planners earn 3 points per \$1 spent on eligible charges, including meeting space, guest rooms, and food and beverages charged to a master bill, with no minimum spending requirement.
- If an event was booked previously with a Radisson Rewards Americas number, the meeting planner must be enrolled in Choice Privileges to earn points for their event.
- Going forward, you will capture the meeting planner's Choice Privileges member numbers in event contracts.

## How can I support meeting planners at my hotel?

- Meeting planners must be enrolled in Choice Privileges in order for them to earn points for their meetings and events. Once enrolled, we'll convert their previous Radisson Rewards Americas account earnings into Choice Privileges.
- To award points, you will use the Choice Privileges Meeting Planner Points Purchase Request form in ChoiceNOW. Click [here](#) to view our overview document on the [Integration Hub](#).

## What if I have questions about Choice Privileges?

- Check out the [Welcome to Choice Privileges Hub](#) on ChoiceCentral.com, a quick start guide for the program featuring topics like enrolling guests, member benefits and recognition, on-property collateral and resources for further learning.
- Attend our Open Office Hours:
  - August 2, 2 p.m. ET – Register [here](#)
  - August 3, 2 p.m. ET – Register [here](#)
- For targeted help, call 888-544-3200 or email [choice\\_privileges\\_hotels@ChoiceHotels.com](mailto:choice_privileges_hotels@ChoiceHotels.com).

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## New Revenue Support Contact Information for Hotels Using G3

As part of the continued integration of the Revenue Management team and systems, please note the new contact information effective immediately for

G3 Revenue Management System support. Please share with your teams as appropriate. The hours of operation remain Monday through Friday, 7 a.m. – 5 p.m. CT.

**Revenue Support Contact Information:**

Email: [rhgarevsupport@ChoiceHotels.com](mailto:rhgarevsupport@ChoiceHotels.com)

Phone: 888-232-4772 option 4 \*

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**Reminder: Required Update for Hotels Participating with Nor1 Products eStandby and CheckIn Merchandising**

Oracle Hospitality is aligning eStandby and CheckIn Merchandising contracts and refreshing property level agreements. During this update, Radisson, Radisson RED, Radisson Blu, and Radisson Individuals properties will also upgrade their connection to Nor1 to a live 2 way interface with Opera. This connection is **free of charge** and will streamline the process for awarding upgrade requests.

After the connection is complete, once an upgrade is awarded in the Nor1 portal, the upgrade and associated fees will flow directly from the Nor1 portal to the guest folio. This also enables a live availability check to automatically award upgrades upon request when availability is present. Automatic upgrades\* could help grow your properties RevPAR without any additional action from front desk agents.

*\*Custom property configuration is allowed to manage automatic upgrades*

**Additional Details**

As a reminder, depending on current participation level with Nor1, properties require separate actions:

- **Country Inn & Suites by Radisson<sup>®</sup>, Park Inn by Radisson<sup>®</sup>, and Park Plaza<sup>®</sup> brands participating with eStandby:** Follow the steps in an email communication directly from Oracle to update your paperwork.
- **Live 2 way connected properties with CheckIn Merchandising:** Follow the steps in an email communication directly

from Oracle to update your paperwork.

- **Radisson®**, **Radisson RED®**, **Radisson Blu®**, and **Radisson Individuals® properties participating with eStandby:** Follow the instructions in an email communication received directly from Oracle to update your paperwork and accept the Oracle Ordering Document to start installing your free 2 way connection.
  - Additional steps will be communicated from Oracle once your order is accepted.

### **Required Actions**

- Watch for communication directly from Oracle and follow the steps received in accordance with your participation level.
- Provide hotel information where necessary to Nor1 to complete the installation of connections.
- Continue to award Nor1 upgrade requests via the Nor1 portal as usual.

### **Questions**

For questions on this process, please contact Nor1 Account Manager Steven Dickey ([steven.dickey@choicehotels.com](mailto:steven.dickey@choicehotels.com)) or Nor1 Account Representative Jason Adams ([jason.a.adams@oracle.com](mailto:jason.a.adams@oracle.com)).

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### **Reminder: Register for Our Special Edition of Transition Tuesdays – Your FAQs, Answered**

Our upcoming edition of Transition Tuesdays will be dedicated entirely to answering your Frequently Asked Questions!

**Join us:** Click [here](#) to register. We look forward to seeing you tomorrow, August 1 at 2 p.m. ET.

**View Resources and Past Recordings:** You can view the Transition Tuesdays you may have missed on the [Integration Hub](#). You can also review our new FAQ section, which includes many of the questions answered during past webinars.

**Mark Your Calendar:** As a reminder, we've made some changes to the

upcoming Transition Tuesdays schedule. Please prepare to join us on these new dates to learn about the following topics:

- **August 8:** Revenue Management Tools
- **August 15:** Property Management Tools
- **August 22:** Driving Group Bookings with the Global Sales Organization
- **August 29:** Optimizing Your Hotel's Performance
- **September 12:** Drive Business to Your Hotels with Marketing Tools

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



Travel with More



Travel & Relax



Travel Longer



Travel Simply



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