



NEWS ^{TO} USE

September 18, 2023

Weekly News to Use Updates for Radisson-Branded Hotels

Introducing Uplift: A New Payment Method for Guests on ChoiceHotels.com

We're excited to share that guests can now use Uplift, a Buy Now, Pay Later (BNPL) payment method, when booking stays through [ChoiceHotels.com](https://www.choicehotels.com) or the mobile app.*

How does it work?

- Eligible guests** will complete Uplift's loan approval process online. If approved, they can use Uplift to book at any property in the United States and Canada listed on ChoiceHotels.com or the mobile app.
 - Uplift is available for non-refundable room rates only, with a minimum purchase of 50 USD and 99 CAD.
- **There is no additional process for your hotel:** Uplift creates a virtual credit card on behalf of the guest, which is charged the full amount of the stay.
 - The virtual credit card is not the guest's card. It ensures that your property receives the full payment for the stay, even if the guest has not completed their BNPL loan.
 - Uplift works with guests directly to complete the BNPL loan through monthly payments without your hotel's involvement. Loans extend from 3 – 18 months.

How does this benefit my hotel?

- Uplift enables customers to book longer trips, even when they don't have available funds on hand—helping support an increase in average booking window.***
- The BNPL payment method matches similar offerings available on competitor sites.

Questions? Learn more about how guests can use Uplift [here](#).

**Applies to properties in the United States and Canada.*

***Guests in the United States must be 18 years old to use Uplift; guests in Canada must be 19 years old.*

****Results will vary for each hotel.*

Notice: Billing for choiceADVANTAGE[®] Begins January 2024*

Whether your hotel has already transitioned to choiceADVANTAGE or you're waiting for your migration date, we're excited to bring this highly functional property management system to your hotel, helping improve performance, maximize revenue, and provide the best guest experiences possible.

When will billing for the platform begin?

- Billing for choiceADVANTAGE will appear on your property's January 2024 invoice. **Your property will not be billed for choiceADVANTAGE in 2023.**
- If your hotel has an agreement with Oracle extending beyond January 2024, please contact billing@skytouchtechnology.com with a copy of the executed agreement. We will not charge your hotel for choiceADVANTAGE while under the Opera contract.

What if I have questions?

- You can watch the recording of the Transition Tuesdays webinar focused on choiceADVANTAGE and review Frequently Asked Questions on the [Integration Hub](#), or reach out to your assigned SkyTouch Project Coordinator. If you do not know your Project Coordinator, please contact RadissonOnboarding@skytouchtechnology.com.

**Applies to properties on or transitioning to choiceADVANTAGE.*

Retirement of Radisson ServiceNow

Earlier this year, you began using [ChoiceNOW](#) to submit and manage your hotel technology support tickets for issues related to systems such as Okta, updating your property page on [ChoiceHotels.com](#), and more. Our teams are in the process of moving all remaining content from Radisson ServiceNow to the ChoiceNOW portal. We are excited to bring the two platforms together and centralize all your content in one location.

What is changing?

- All remaining knowledge articles and forms that were previously housed in The Lobby will be moved to ChoiceNOW by late October.
- Radisson ServiceNow will be retired later this year.

You will continue to access ChoiceNOW through your Okta home page. We will keep you updated as transitions of content occur.

Reminder: Choice Privileges Reward Nights and Redemption Process

Choice Privileges members are your most valuable guests – they stay longer, spend more, and are twice as likely to complete a second stay than non-members. Reward nights are their #1 redemption option for their points, and members expect to receive consistent value for their points.

There are some differences about how Reward Nights operate in Choice Privileges, from Radisson Rewards Americas that we wanted to remind you about:

Point Levels

- During integration, Radisson Rewards Americas members had their point balances exchanged into Choice Privileges points at a 2:1 ratio.

- To ensure members receive consistent value for their points, most legacy Radisson properties have been priced at half of the number of points as they were under Radisson Rewards Americas.
- **Beginning October 1, Choice Privileges will recalibrate point levels systemwide* to price all properties under the same criteria.** Choice Privileges prices properties in 5 seasons. Throughout the year, point levels for each property may fluctuate based on many factors, including ADR, occupancy, and redemption volume.
 - Point levels are assigned based on several factors, including brand, ADR, occupancy, and redemption volume. Learn more [here](#).
 - **This is a change** from Radisson Rewards Americas point levels which stayed consistent all year.
- Under Choice Privileges, there is no link between your property's point level and your property's reimbursement.
 - **This is a change** from Radisson Rewards Americas where point levels impacted reimbursement.
 - Properties can request a point level review at any time by submitting a request on ChoiceNOW [here](#).

Reimbursement: Choice Privileges reimburses between 40% and 90% of your property's Average Daily Rate (ADR) for each Reward Night.

- Due to integration, all legacy Radisson properties are being reimbursed at **a minimum of 60% of ADR until September 30, 2023.**
- Choice Privileges' reimbursements include applicable taxes, preventing your property from bearing the full tax burden.
 - **This is a change** from Radisson Rewards Americas' reimbursements which did not include applicable taxes.
- Reward Night reimbursement is calculated at different times depending on your PMS. Until that time, you will see a placeholder of \$25 or blank room revenue on that reservation. This does not necessarily mean your property will be reimbursed at \$25.
 - *For properties on Opera:* Reimbursements are calculated each month and paid in your monthly franchise invoice. Your staff can use the [SRD Reimbursement Calculator](#) to approximate the reimbursement payment you will receive.

- *For properties on choiceADVANTAGE:* Reimbursements will be automatically calculated and posted during the night audit process.
- On or after the 5th of each month, you can view your property's reimbursement payments by stay for the preceding month by viewing the **SRD Payment Report** on ChoiceCentral.com under Quick Links > Property Info Manager > Franchise Billing > SRD Payment Report.

Premium Room Types

- Choice Privileges does not charge more points for premium room types. All room types loaded on the previous Premium Redemption Rate plan under Radisson Rewards Americas have been excluded from future reward night bookings.
 - If you have a room type that you believe should be excluded from reward night bookings, you can request that room type be excluded on ChoiceNOW [here](#).

Points Plus Cash*

- Under Choice Privileges, Points Plus Cash (SRD2) room nights are reimbursed identically to normal Reward Nights (SRD). Properties do not need to collect any payment from the guest.

Questions? For more information, please visit our [Reward Night Information Hub](#) on ChoiceCentral.com.

**Applies to properties in the United States.*

Reminder: WebFOCUS Reporting (WFR) and Hotel Analytics Lobby (HAL) to Retire September 28

As previously shared, WFR and HAL will no longer be accessible starting September 28. All reporting can now be accessed on ChoiceCentral.com, using the Property Info Manager (PIM) application.

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.

Choice in the News

Vote for Choice Privileges in The Points Guy (TPG) Awards

We're excited to share that we've earned nominations for TPG Awards 2023:

- Choice Privileges[®] – nominated for **Best Hotel Loyalty Program**
- Choice Privileges[®] Select Mastercard[®] – nominated for **Best Hotel Co-Branded Credit Card**

We're continuing to evolve our Choice Privileges loyalty program to provide even more benefits to your hotel and your most valuable guests – members who stay longer, spend more, and are twice as likely to complete a second stay than non-members. This includes two co-brand credit cards introduced earlier this year, which help members earn more points faster, including on everyday spending. Learn more about our co-brand credit cards [here](#).

Voting for TPG Awards 2023 is open through Saturday, September 30.

- Learn more and cast your vote [here](#).

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