

WELCOME TO
TODAY'S
BEST WESTERN



BW | Best Western.
Hotels & Resorts

BW
Best
Western.

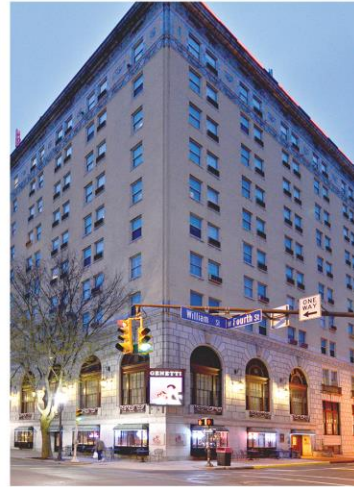
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SIGNATURE
COLLECTION
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BW Premier
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by BEST WESTERN

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by BEST WESTERN

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**WELCOME TO
TODAY'S
BEST WESTERN**



BEST WESTERN MEMBERS

New Best Western Travel Card Provider Training

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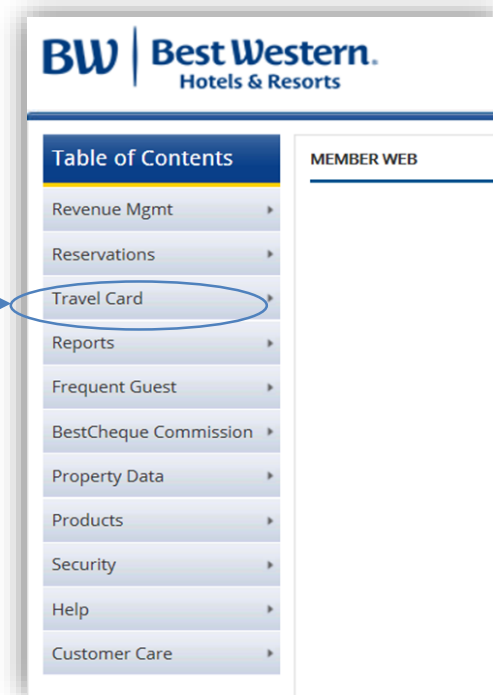
Introduction

- Effective the 29th of November, the Best Western Travel Card® system will transition to a new provider, Givex -- a leading provider of gift card solutions with a global footprint
- With Givex you will have the same capabilities as today but with enhanced fraud controls, reporting and functionality
- This is Phase 1 of the launch. Stay tuned for future enhancements.

Accessing and Using the Givex Portal

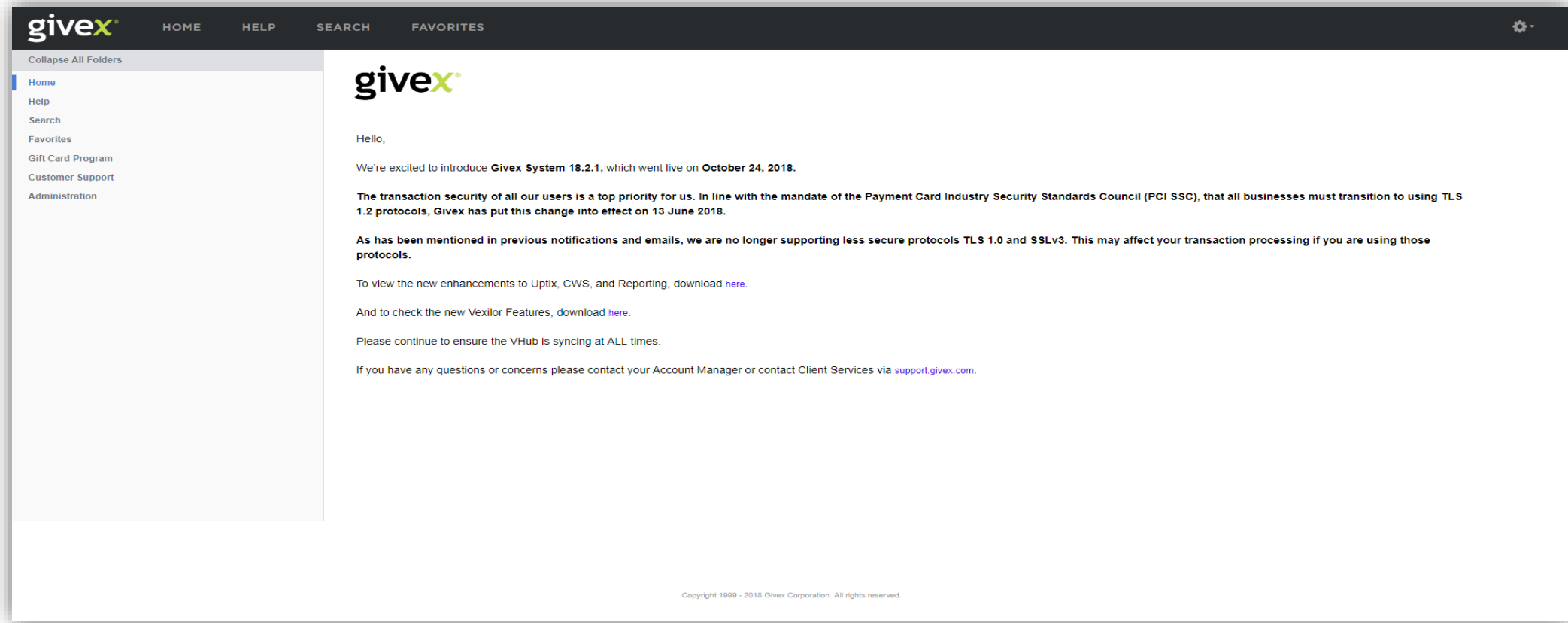
Logging In

- To get into the Givex Portal, you just need to go to Member Web
- Once in Member Web, click on Travel Card > Card Processing in the Table of Contents
- You will be taken to the Givex portal home page



Givex Portal Front Page

The portal front page shows the news of the new upgrades and a navigation tool on the left



Travel Card Search

1. To look up a Travel Card, go to Search then Certificate Search.
2. Please select “Givex Number” from the drop down and enter the full card number. Click submit.
3. The card balance, the full card history and status will be displayed

The screenshot shows the Givex web application interface. The left sidebar contains a menu with 'Certificate Search' circled in blue. An arrow points from this menu item to the 'Givex Number' dropdown in the search form. Another arrow points from the 'Submit' button to the search results. A third arrow points from the 'Certificate Balance' field in the results to the third step of the instructions. The search results display the 'Transaction History for Givex Number: 603628241551046333453'. It includes a 'Certificate Balance' of 11.15, a 'Gift Money' of 11.15, and a 'Status' of 'Active'. Below this, there are two tables: 'Certificate Transactions' and 'Certificate Events'.

Transaction History for Givex Number: 603628241551046333453

Description: Details the transaction history of the selected certificate and displays the date of the transaction, transaction ID, serial number, transaction type, transaction user, the expiry date of the certificate and the transacting amount.

Merchant Name: Best Western - United States (USD)

ISO Code: [All]

Givex Number: [603628241551046333453]

Submit

Transaction History for Givex Number: 603628241551046333453

Printable version

Certificate Balance: 11.15

Gift Money: 11.15

Status: Active

Group: Test Card, Best Western travel cards

Serial Number: 104633345

Currency: GBP

Comment:

Certificate Transactions

Dates are expressed in the local time of the operator which entered the transaction.

Display Pocket Breakdown

Date	Auth #	Transaction ID	Action	Amount	Operator Name	User ID	User description	Store Name	Comments	Transaction Reference
2018-11-02 08:48:09	939405	931999405	Redeem	-8.85 (CAD -15.00)		234648	66098 - B/W Plus Muskoka Inn - Web	B/W Plus Muskoka Inn	testing	
2018-11-02 12:46:44	939404	931999404	Activate	20.00		235524	83459 - B/W Park Hotel - Web	B/W Park Hotel	Testing	
Certificate Balance:				11.15						

Certificate Events

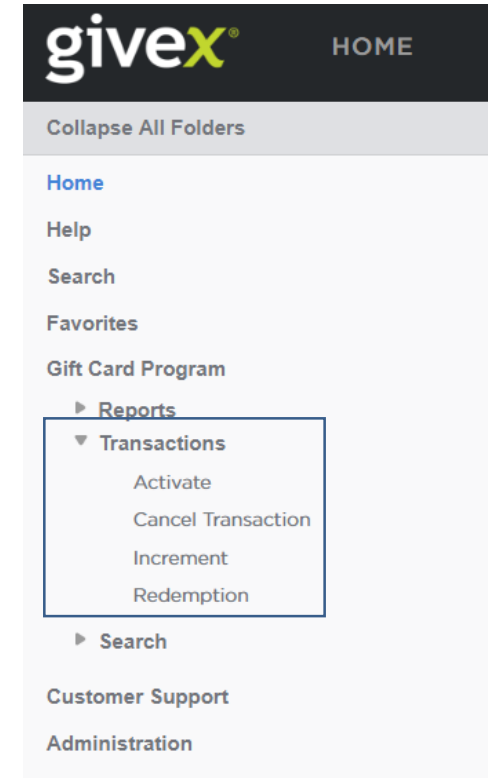
Date	Entered by	Comment/Description
2018-11-02 12:48:09	esone	testing
2018-11-02 12:46:44	esone	Testing

Travel Card Search, cont'd

- Please note that Travel Cards that were issued out of the previous system are available in the new system
 - Cards from previous system are 16 digits long
 - Cards from new system will be 21 digits long
- You cannot do a transaction on a card that is in Held or Dead status.
- If the status is inactive, you can activate/load value on the card.

Transactions

- You will be able to perform the following transactions:
 - **Activate** – the first money that is put on a card
 - **Cancel Transaction** – this is to cancel a transaction that has been done within 24 hours. If it is past that time please contact Best Western Travel Card Customer Service.
 - **Increment** – to reload money on to a card
 - **Redemption** – to take money off of a card
- All transactions will be done in your local currency



Activations

When loading money on a card for the first time/activating a card, you will need to fill in the following information:

- **Operator ID:** See Operator ID information further in this presentation
- **UserID:** This is a pre-populated number associated with your property
- **ISO Code:** Pick All
- **Givex Number:** Please enter the full card number without the PIN
- **Amount:** Please put the amount of money that the customer has paid for in your local currency. **Payment will need to be done in your POS/PMS system.**
- **Comment:** Please put the reference from your POS system for your reconciliation.

Cancel Transaction

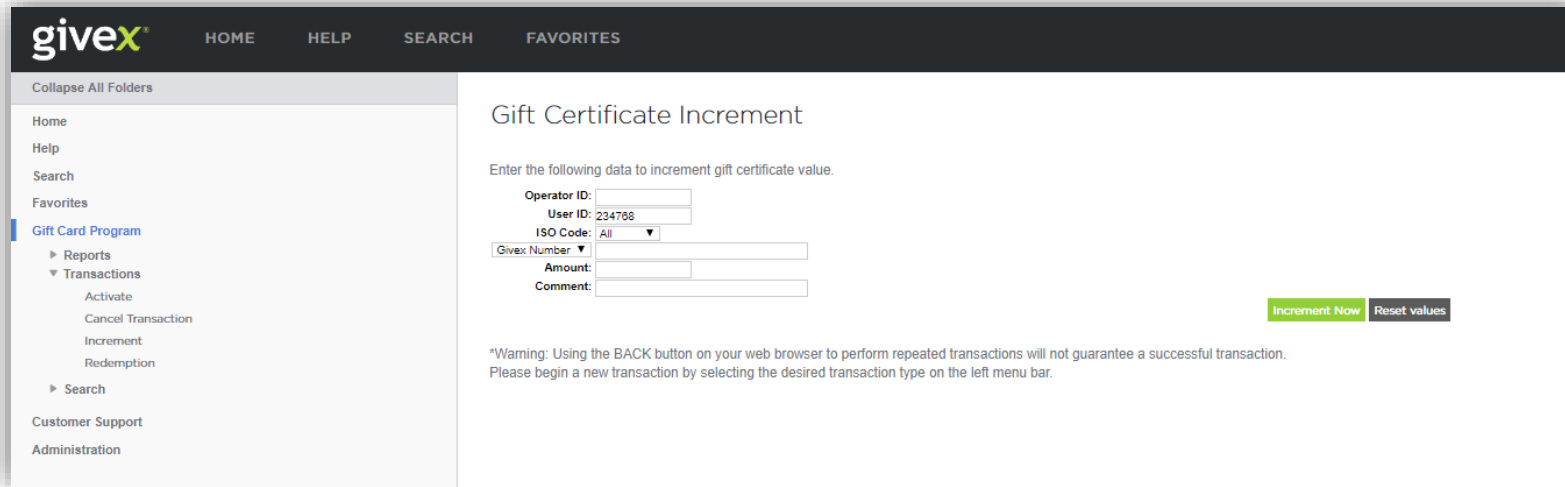
The screenshot shows the Givex web application interface. The top navigation bar includes the Givex logo and links for HOME, HELP, SEARCH, and FAVORITES. A left sidebar menu lists various options: Home, Help, Search, Favorites, Gift Card Program (with sub-items Reports and Transactions), Customer Support, and Administration (which is circled in blue). The main content area is titled 'Gift Certificate Cancel' and contains a form with the following fields: Operator ID, User ID (pre-filled with 234758), Transaction ID, ISO Code (a dropdown menu currently set to 'All'), Givex Number, Amount, and Comment. Below the form are two buttons: 'Cancel now' and 'Reset values'. A warning message at the bottom of the form states: '*Warning: Using the BACK button on your web browser to perform repeated transactions will not guarantee a successful transaction. Please begin a new transaction by selecting the desired transaction type on the left menu bar.'

To cancel a transaction, you will need to fill out the below information. **PLEASE NOTE:** This can only be done within 24 hours of transaction.

- **Operator ID:** See Operator ID information further in this presentation
- **UserID:** This a pre-populated number associated with your property
- **Transaction ID:** This information can be found on the confirmation page or in a Certificate Search
- **ISO Code:** Pick All
- **Givex Number:** Please enter the full card number without the PIN
- **Amount:** Please put the amount of money in the original transaction, for other amounts contact Best Western Travel Card Customer Service
- **Comment:** Please put the reference from your POS/PMS system for your reconciliation

Increment/Reload

To reload or add more value to a card, you will need to fill out the below information:



The screenshot shows the GiveX web application interface. The top navigation bar includes the GiveX logo and links for HOME, HELP, SEARCH, and FAVORITES. A left sidebar menu lists various options: Home, Help, Search, Favorites, Gift Card Program (with sub-items Reports and Transactions), Customer Support, and Administration. The main content area is titled "Gift Certificate Increment" and contains a form with the following fields: Operator ID (text input), User ID (text input, pre-filled with 234708), ISO Code (dropdown menu, set to All), Givex Number (dropdown menu), Amount (text input), and Comment (text input). Below the form are two buttons: "Increment Now" (green) and "Reset values" (grey). A warning message at the bottom of the form states: "*Warning: Using the BACK button on your web browser to perform repeated transactions will not guarantee a successful transaction. Please begin a new transaction by selecting the desired transaction type on the left menu bar."

- **Operator ID:** See Operator ID information further in this presentation
- **UserID:** This a pre-populated number associated with your property
- **ISO Code:** Pick All
- **Givex Number:** Please enter the full card number without the PIN
- **Amount:** Please put the amount of money that the customer has paid for in your local currency
- **Comment:** Please put the reference from your POS/PMS system for your reconciliation

Redemption

You have to fill in the below information to redeem a Travel Card:

The screenshot shows the Givex web application interface. The top navigation bar includes the Givex logo and links for HOME, HELP, SEARCH, and FAVORITES. A left sidebar contains a 'Collapse All Folders' button and a menu with 'Home', 'Help', 'Search' (with sub-items 'Certificate Search' and 'View Reports'), and 'Favorites' (with sub-items 'Reports' and 'Transactions' including 'Activate', 'Adjustment', 'Balance Transfer', 'Cancel Transaction', 'Increment', and 'Redemption'). The main content area is titled 'Gift Certificate Redemption' and contains the instruction: 'Enter the following data to redeem a gift certificate.' Below this are several input fields: 'Operator ID' (value: 0), 'User ID' (value: 234789), 'ISO Code' (dropdown menu showing 'All'), 'Givex Number' (dropdown menu showing '603628517161046327710'), 'Amount' (value: 10), and 'Comment' (value: Conf # 426772591). At the bottom right of the form are two buttons: 'Redeem now' (green) and 'Reset values' (grey). A warning message at the bottom of the form states: '*Warning: Using the BACK button on your web browser to perform repeated transactions will not guarantee a successful transaction. Please begin a new transaction by selecting the desired transaction type on the left menu bar.'

- **Operator ID:** See Operator ID information further in this presentation
- **UserID:** This a pre-populated number associated with your property
- **ISO Code:** Pick All
- **Givex Number:** Please enter the full card number without the PIN
- **Amount:** Please put the amount of money that the customer would like to redeem
- **Comment:** Please put the Best Western Confirmation Number in to reconcile

NOTE: You will need to go into the reservation and decrement the amount being redeemed from the guest's bill

Redemption Cont'd

- Once redeemed, the card/certificate balance and history will appear including all transactions, balance checks and events
- You can print this for your records

NOTE: For security purposes, only the Serial Number of the card will appear, not the full card number

Serial Number 104632771

Printable version

Customer ID: 6941585

Certificate Balance: 97.31

Gift Money: 97.31

Status: Active

Program Type: Gift Card

Order Number: 643049

Serial Number: 104632771

Merchant Name: Best Western - Canada (CAD)

Currency: CAD

Sender's IP Address: 0.0.0.0

Certificate profile

Certificate Transactions | Pre-Authorized Transactions | Gift Card Events | Gifts

Certificate Transactions

Dates are expressed in the local time of the operator which entered the transaction.

Display Pocket Breakdown

Date	Auth #	Transaction ID	Action	Amount	Operator Name	User ID	User description	Store Name	Comments	Transaction Reference
2018-11-08 10:00:59	930751	932000751	Redeem	-13.11 (USD -10.00)		234789	6170 - B/W Denver Southwest - Web	B/W Denver Southwest	Conf # 426772591	
2018-11-06 12:50:21	947748	943327748	Balance transfer	50.00		235537	Web Sales - CWS - CWS	CWS	Balance transferred from certificate ID 55189688.	99
2018-10-19 17:02:32	936575	931996575	Redeem	-19.58 (USD -15.00)	CassieTest	234789	6170 - B/W Denver Southwest - Web	B/W Denver Southwest	testing redemption	
2018-09-28 11:17:49	935884	931995884	Balance transfer	75.00		234657	61027 - B/W Plus Village Park Inn - Web	B/W Plus Village Park Inn	Balance transferred from certificate ID 55189726. JJ#393996	
2018-09-28 11:17:03	935882	931995882	Activate	5.00		234657	61027 - B/W Plus Village Park Inn - Web	B/W Plus Village Park Inn	JJ#393996	

Hide Balance Check Transactions

Reports

- For your monthly reconciliation you will need to run two reports
 - List of Transactions
 - Transaction Report
- These reports will give you the information to verify against your Best Western statement
- NOTE: Travel Card billing covers the period between the 24th of the previous month through the 25th of the current month

List of Transactions Report

givex HOME HELP SEARCH FAVORITES

Collapse All Folders

Home
Help
Search
Favorites
Gift Card Program
View Reports
List of Transactions
Transactions Report
Transactions
Search
Customer Support
Administration

List of Transactions

Description: Use this report to review all transactions within a specific date range.

Select Report Date Range:
☐ Today (trial date only)

Select Time:
☐ From ☐ To
☐ Default

Select Report Format: ☐ Formatted ☐ CSV ☐ DATA ☐ XML ☐ PDF ☐ XLSX

Currency Format: (Enter one thousand in preferred format)

Select Delivery Method: ☐ Web ☐ Email ☐ Print ☐ Other (enter email address here)

Send completion notification to: (Comma-separated list of email addresses)

Report on All Cards: ☐
Select Card Group:

Select Channel:

All
Admin
Bulk Admin
Bulk Web CS
Bulk Web Franchise
Bulk Web Merchant
Bulk Web Store

Select Transaction:

All
Activate
Adjust
Balance Check
Balance Transfer
Balance Transfer from
Cash back
Deduction

Show only selected card groups: ☐

Consolidate card groups: ☐

Include Cancelled Transactions: ☐

Select Columns:

<input type="checkbox"/> Select/Deselect All	<input checked="" type="checkbox"/> Trans ID
<input checked="" type="checkbox"/> Serial Number	<input checked="" type="checkbox"/> Operator ID
<input checked="" type="checkbox"/> Action	<input checked="" type="checkbox"/> User ID
<input checked="" type="checkbox"/> Operator Name	<input checked="" type="checkbox"/> Store Ref
<input checked="" type="checkbox"/> User Name	<input checked="" type="checkbox"/> Channel
<input checked="" type="checkbox"/> Store Group	<input checked="" type="checkbox"/> Time
<input checked="" type="checkbox"/> Date	<input checked="" type="checkbox"/> Auth #
<input checked="" type="checkbox"/> Ref	<input type="checkbox"/> Cash out date
<input type="checkbox"/> Cash out ID	<input type="checkbox"/> Activating Store Name
<input type="checkbox"/> Comment	<input type="checkbox"/> Activating Store Group
<input type="checkbox"/> Activating Store Ref	<input type="checkbox"/> Transaction Store Outlet ID
<input type="checkbox"/> Activation Date	<input type="checkbox"/> Merchant ID
<input type="checkbox"/> Activating Store Outlet ID	<input type="checkbox"/> Activating Merchant ID
<input type="checkbox"/> Merchant Name	<input type="checkbox"/> Activating User ID
<input type="checkbox"/> Activating Merchant Name	<input type="checkbox"/> Activating Operator ID
<input type="checkbox"/> Activating User Name	<input type="checkbox"/> Card Face Name
<input type="checkbox"/> Activating Operator Name	<input type="checkbox"/> Complementary Reason
<input type="checkbox"/> Card Face Reference	<input type="checkbox"/> Payment Type
<input type="checkbox"/> Complementary Number	<input type="checkbox"/> Term of Cancellation
<input type="checkbox"/> Item Type	<input type="checkbox"/> Portal User Login
<input type="checkbox"/> SUN used	<input type="checkbox"/> Card Group
<input type="checkbox"/> Card Group	<input type="checkbox"/> Card Group ID
<input type="checkbox"/> Amount in Activating Currency	<input type="checkbox"/> Activating Currency

Pick the correct date range from your report. **NOTE:** For billing reconciliation, please select the 24th of the previous month through the 25th of the current month.

Pick your preferred format

Pick your fields that you would like to see. The preselected data will give you the information you need.

Click Submit

Transactions Report

givex[®]

HOME HELP SEARCH FAVORITES

Collapse All Folders

Home

Help

Search

Favorites

Gift Card Program

▼ Reports

View Reports

List of Transactions

Transactions Report

► Transactions

► Search

Customer Support

Administration

Transactions Report

B/W Crossroads Inn

Summarizes total value and quantity of Activations, Redemptions, Increments and Adjustments. Running this report at set intervals can help you calculate redemption rates, increment rates or estimate breakage. This report can be drilled down to reveal a total of 6 reports:

- Transactions Report (list of certificates) - Lists all transactions by serial number that were activated by the store user/operator/date.
- Transactions Report (merchants) - A summary report based on all merchants associated with the client. This report displays the total quantity and money amount of all activation, redemption and adjusted transactions per merchant. The report can be reconciled with the Cash out Report (merchants).
- Transactions Report (stores) - Reports on activation, redemption and adjusted transactions for all stores belonging to the selected Merchant.
- Transactions Report by date - Reports on all transactions by date within the selected store.
- Transactions Report by operators - Reports on all transactions for all the operators within the selected store.
- Transactions Report by users - Reports on activation, redemption and adjusted transactions for all the store users within the selected store.

Select Report Date Range:

Date from:

2018

▼

11

▼

1

▼

00

Date to:

2018

▼

11

▼

1

▼

00

Today (trial data only)

Select Time:

From:

00

▼

:

00

▼

To:

00

▼

:

00

▼

Default

Select Report Format:

Formatted

CSV

DATA

XML

PDF

XLSX

Currency Format:

1000.00

(enter one thousand in preferred format)

Select Delivery Method:

Web

Email

Secure FTP

Enter e-mail, sftp or secure web address here:

Send completion notification to:

(Comma-separated list of email addresses)

Report on All Cards:

☒

Select Card Group:

Best Western Travel Cards

Best Western travel cards

Exclude Card Group:

Best Western Travel Cards

Best Western travel cards

Note: If certificates belong to multiple card groups selected, the total value will be skewed depending on the number of selected groups the certificate belongs to

Include Certificate Type:

Certificate

▼

Select Columns:

☒ Display cashback transactions

☐ Display merchandise credit transactions

☐ Display Service Fee Transactions

☐ Store Group

☐ Administration Fee

Include Merchant ID:

☐

Store Reference:

☐

Submit

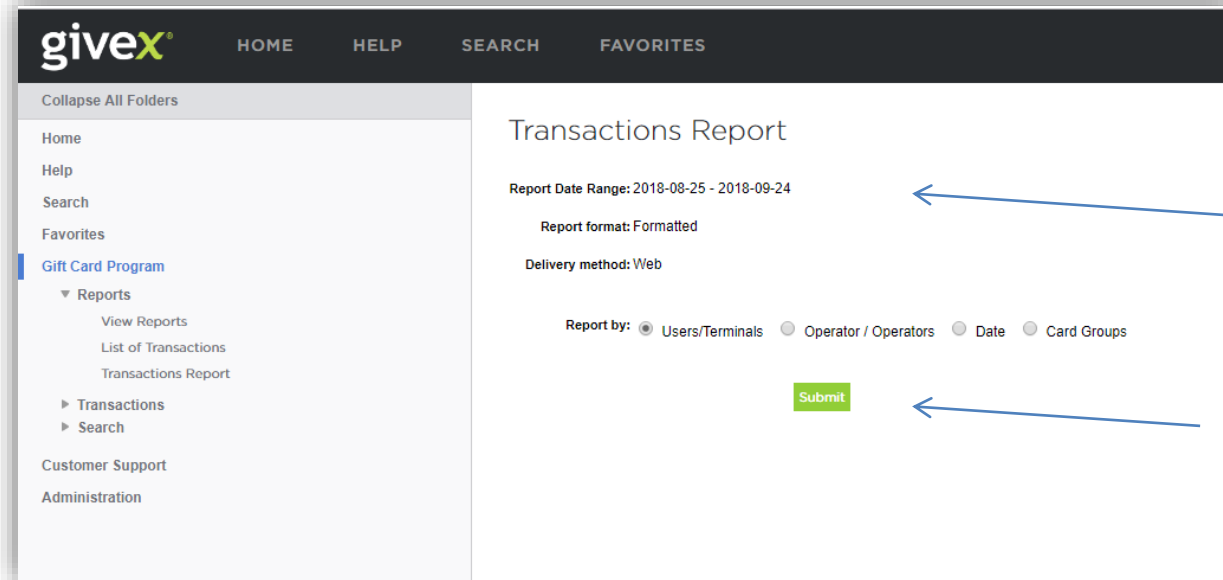
Pick the correct date range from your report

Pick your preferred format

Click Submit

WELCOME TO TODAY'S BEST WESTERN

Transactions Report Con't



The screenshot shows the GiveX web application interface. The top navigation bar includes the GiveX logo and links for HOME, HELP, SEARCH, and FAVORITES. A left sidebar contains a 'Collapse All Folders' button and a list of navigation items: Home, Help, Search, Favorites, Gift Card Program (selected), Reports (expanded), View Reports, List of Transactions, Transactions Report, Transactions, Search, Customer Support, and Administration. The main content area is titled 'Transactions Report' and contains the following fields: 'Report Date Range: 2018-08-25 - 2018-09-24', 'Report format: Formatted', and 'Delivery method: Web'. Below these is a 'Report by:' section with four radio button options: 'Users/Terminals' (selected), 'Operator / Operators', 'Date', and 'Card Groups'. A green 'Submit' button is located at the bottom right of the form. Two blue arrows point from external text to the 'Report Date Range' and the 'Submit' button.

Chose how you would like it organized (by date is recommended)

Click Submit

View Reports

You can now click on your report to view it. You can also see the reports you ran for last month.

givevx

HOME

HELP

SEARCH

FAVORITES

Collapse All Folders

Home

Help

Search

Favorites

Gift Card Program

▼ Reports

View Reports

List of Transactions

Transactions Report

► Transactions

► Search

Customer Support

Administration

View Reports

Best Western - United States (USD)

Search by: Report Job ID

Search

Number of lines to display:

1 out of 1

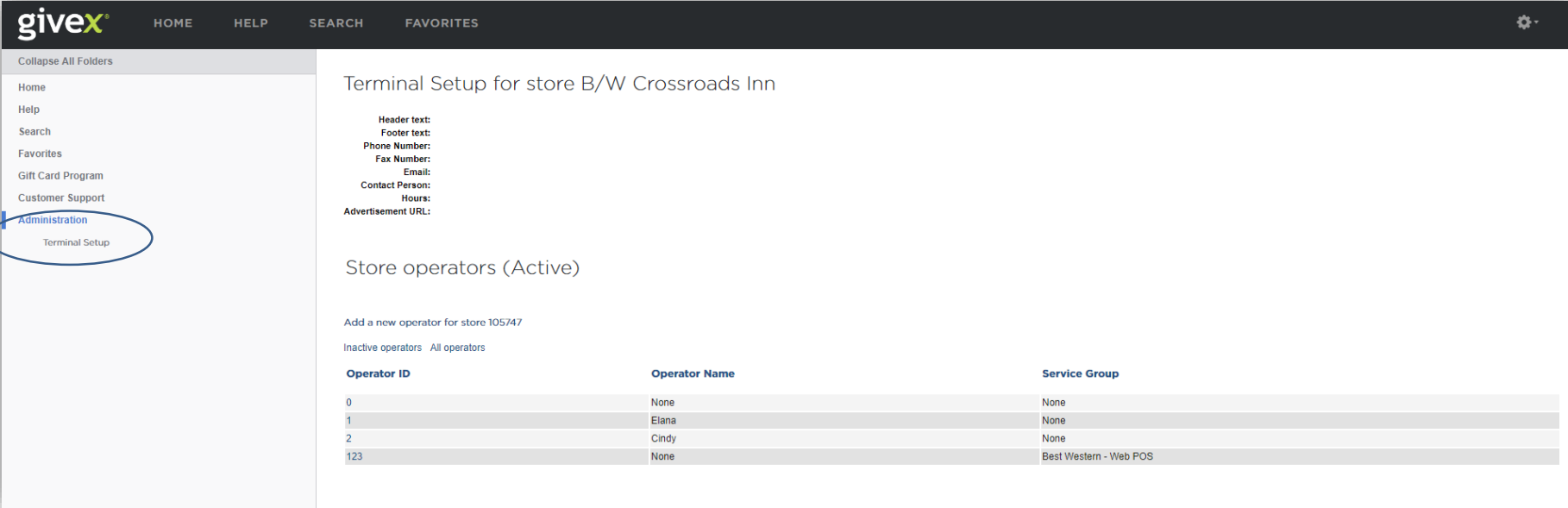
Job ID	Report ID	Report title	Posting date & time	File Size	Status	Remove
5619654	transact_stored	Transactions Report by date from 2018-09-25 to 2018-10-25 for 2343 US Highway 331 S	2018-11-02 12:11:06		Completed Printable version	<div>Resend</div>
5619653	trans_list	List of Transactions for period from 2018-09-25 to 2018-10-24 for store 2343 US Highway 331 S for Best Western - United States (USD)	2018-11-02 12:10:31		Completed Printable version	<div>Resend</div>
5619652	transact_stored	Transactions Report by date from 2018-08-25 to 2018-09-24 for 2343 US Highway 331 S	2018-11-02 12:08:58		No data	
5619650	trans_list	List of Transactions for period from 2018-08-25 to 2018-09-24 for store 2343 US Highway 331 S for Best Western - United States (USD)	2018-11-02 12:05:34		No data	<div>Remove</div>

Operators

- Operators are a function so you can know who is doing a transaction
- You set this up in the system
- You do not need to use this function. Operator 0 will always work.
- You can limit the functions of what a Operator can do (i.e. Redeem only)

Operator Set Up

Go to Administration then Terminal Setup and click on “Add a new operator”



givex HOME HELP SEARCH FAVORITES

Collapse All Folders

- Home
- Help
- Search
- Favorites
- Gift Card Program
- Customer Support
- Administration**
 - Terminal Setup

Terminal Setup for store B/W Crossroads Inn

Header text:
Footer text:
Phone Number:
Fax Number:
Email:
Contact Person:
Hours:
Advertisement URL:

Store operators (Active)

Add a new operator for store 105747

Inactive operators All operators

Operator ID	Operator Name	Service Group
0	None	None
1	Elana	None
2	Cindy	None
123	None	Best Western - Web POS

Operator Set up Con't

givex[®] HOME HELP SEARCH FAVORITES

Collapse All Folders

Home
Help
Search
Favorites
Gift Card Program
Customer Support
Administration
Terminal Setup

New operator for store 105747

Operator login:

Operator Name:

Password: No password is currently set

To add the password, enter the desired password into the "Password" field and click on the "Update" button.

Active: ☒

Select Service Group: Custom

Allowed:

- ☐ Allow Keyed Transactions
- ☐ Activate
- ☐ Balance
- ☐ Balance transfer activation
- ☐ Balance Transfer
- ☐ Cancel
- ☐ Reversal
- ☐ Terminal reports
- ☐ Terminal reports continue
- ☐ Increment
- ☐ Adjustment
- ☐ Cash out
- ☐ Terminal register
- ☐ Redeem
- ☐ Forced Redemption

Update Reset

Assign a number to your operator (it cannot start with 0)

Name your operator – it can be a person or a role.

Determine if you want to limit what that person can do (e.g. only redemptions)

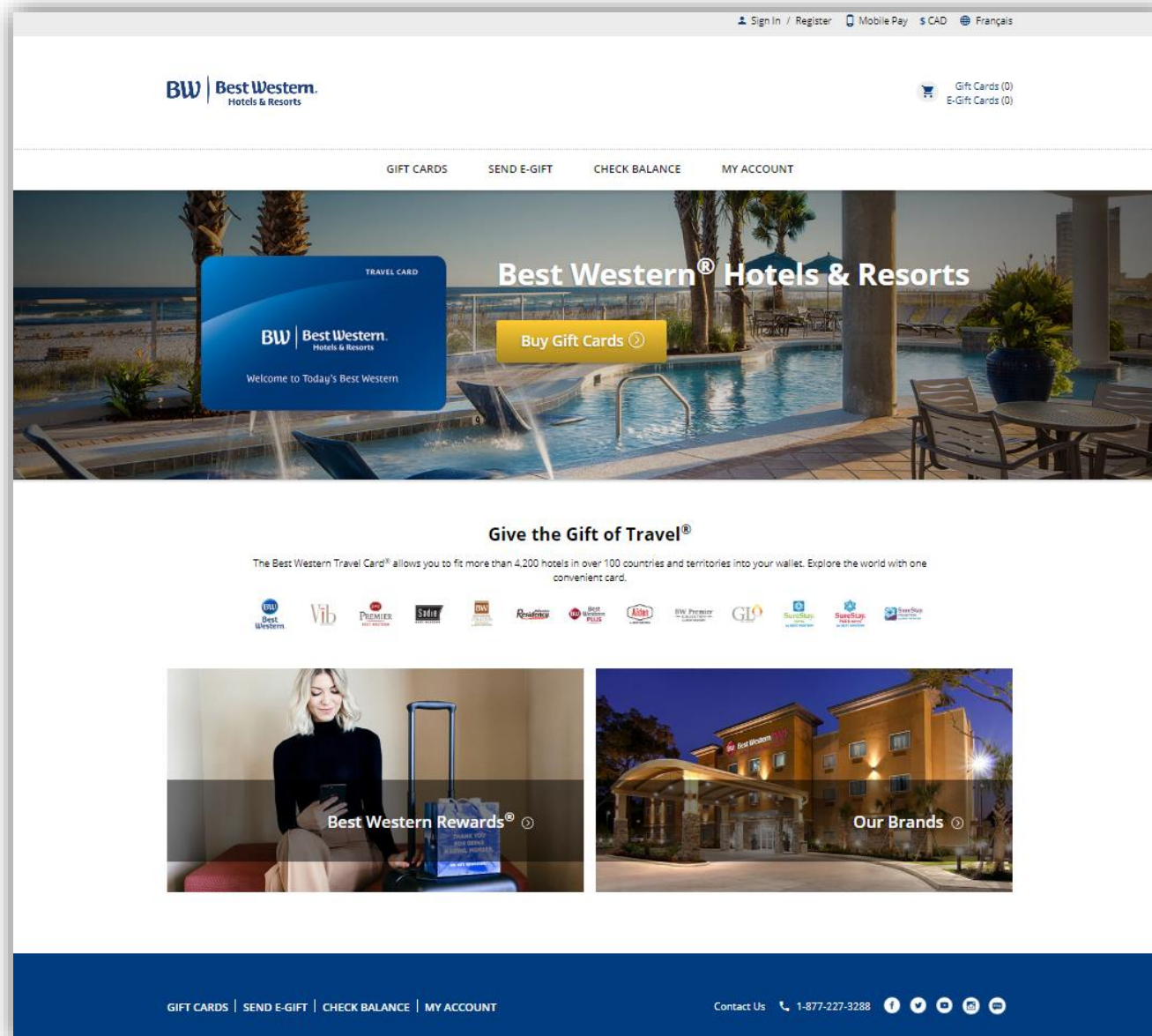
Click update

Reference and Resource Information

Key Points of Contact

- Contact Travel Card Customer Care with questions about Travel Card transactions
 - Hotels: +1-866-574-6470
- If guests need Travel Card assistance, please have them call the guest customer care number below
 - Guests: Call 1-877-227-3288
- The customer is also able to do a lot of functions on their own on the customer website - travelcard.bestwestern.com such as:
 - Purchase plastic or electronic cards in one of 3 currencies – USD, CAD or EUR
 - Reload cards
 - Check card balance
 - Register card

Example of Consumer Web Site



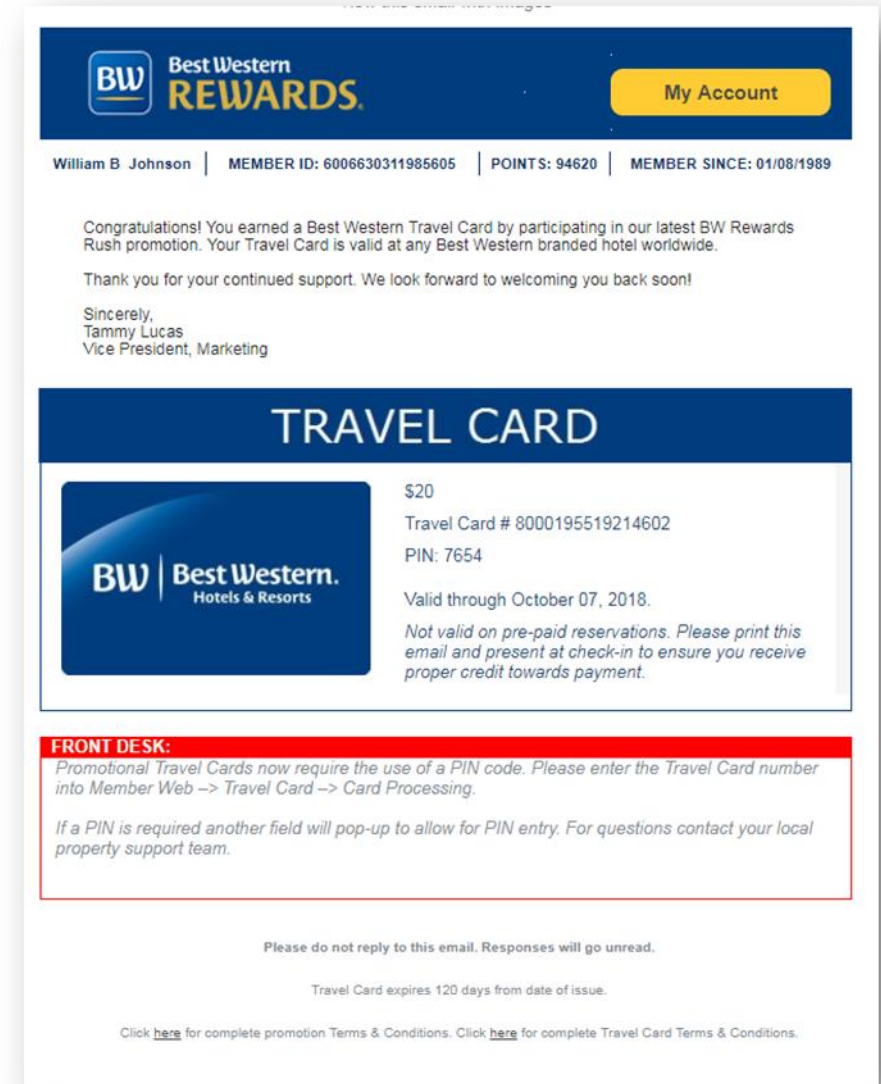
WELCOME TO TODAY'S BEST WESTERN

Current Card Designs (Prior to November 2018)



Example: Promotional Cards (Virtual)

- Promotional cards are often sent to guests via email
- The most recent ones are valid through January 21, 2019
- Guests must present a print out of the email to redeem
 - Amount, currency and Travel Card number is printed on the email
- Please match the guest's name and/or Best Western Rewards number to the reservation




New Card Designs (as of November 2018)



New Virtual Cards

BW | Best Western.
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You have received a Best Western® Hotels & Resorts
E-Gift Card!




TRAVEL CARD

BW | Best Western.
Hotels & Resorts

Welcome to Today's Best Western

Amount: \$30.00



Card #603636414174243164

PIN: 0571

To: Cassie
From: Gabrielle

Enjoy Paris!






—

Please visit our website at www.bestwestern.com to learn more about
our offers. If you have any questions please contact us via email:
trvcard@cs.bestwestern.com.

Thank you for purchasing a Best Western Travel Card®. Please
present your Travel Card at check-in at any Best Western branded
hotel worldwide to redeem any portion of the value on your card.

We wish you a wonderful trip and an enjoyable stay!


Best Western® Hotels & Resorts
6201 N. 24th Parkway, Phoenix, AZ 85016
Tel: 1-877-CARD-2TVL www.bestwestern.com

[CONTACT US](#) [PRIVACY POLICY](#)

BW | Best Western.
Hotels & Resorts


You have received a Best Western® Hotels & Resorts
E-Gift Card!



TRAVEL CARD

BW | Best Western.
Hotels & Resorts

Amount: \$25.00



Card #603636436874243131

PIN: 1481

To: C.S.
From: Gabrielle

Have fun in Sedona! Enjoy the Red Rocks!






—

Please visit our website at www.bestwestern.com to learn more about
our offers. If you have any questions please contact us via email:
trvcard@cs.bestwestern.com.

Thank you for purchasing a Best Western Travel Card®. Please
present your Travel Card at check-in at any Best Western branded
hotel worldwide to redeem any portion of the value on your card.

We wish you a wonderful trip and an enjoyable stay!

Best Western® Hotels & Resorts
6201 N. 24th Parkway, Phoenix, AZ 85016
Tel: 1-877-CARD-2TVL www.bestwestern.com

[CONTACT US](#) [PRIVACY POLICY](#)

Tips to Prevent Travel Card Fraud

- **Track and Secure Unloaded Travel Cards**
 - If you have a supply of unloaded Travel Cards for sale at the hotel, the GM or front desk manager should keep a list of the card numbers. The cards themselves should be treated like cash and kept in a secure location.
- **Destroy Redeemed Travel Cards**
 - When a guest redeems a Travel Card at the hotel and chooses not to reload value on it, destroy the card.
- **Educate Employees**
 - Educate hotel employees about the serious nature of Travel Card fraud. Travel Cards should be treated like cash. If a Travel Card is fraudulently loaded/reloaded with value, it is considered as theft of cash or other payment methods from the hotel. Any suspected Travel Card fraud will be reported to the authorities.

Thank You