WELCOME TO TODAY'S BEST WESTERN

BW | Best Western Hotels & Resorts

BW Best Western
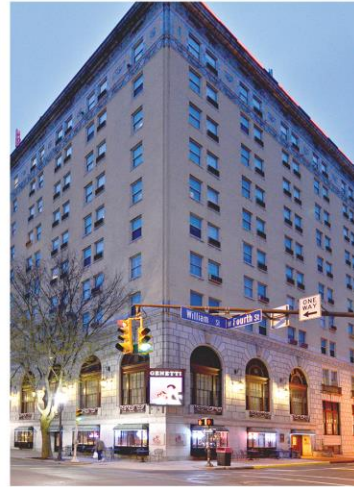
Vīb BEST WESTERN

BWP PREMIER BEST WESTERN

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BW SIGNATURE COLLECTION by BEST WESTERN

Executive Residency by BEST WESTERN

Best Western PLUS

Aiden by BEST WESTERN

BW Premier COLLECTION by BEST WESTERN

GLŌ BEST WESTERN

SureStay HOTEL by BEST WESTERN

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BEST WESTERN MEMBERS

## New Best Western Travel Card Provider Training

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.
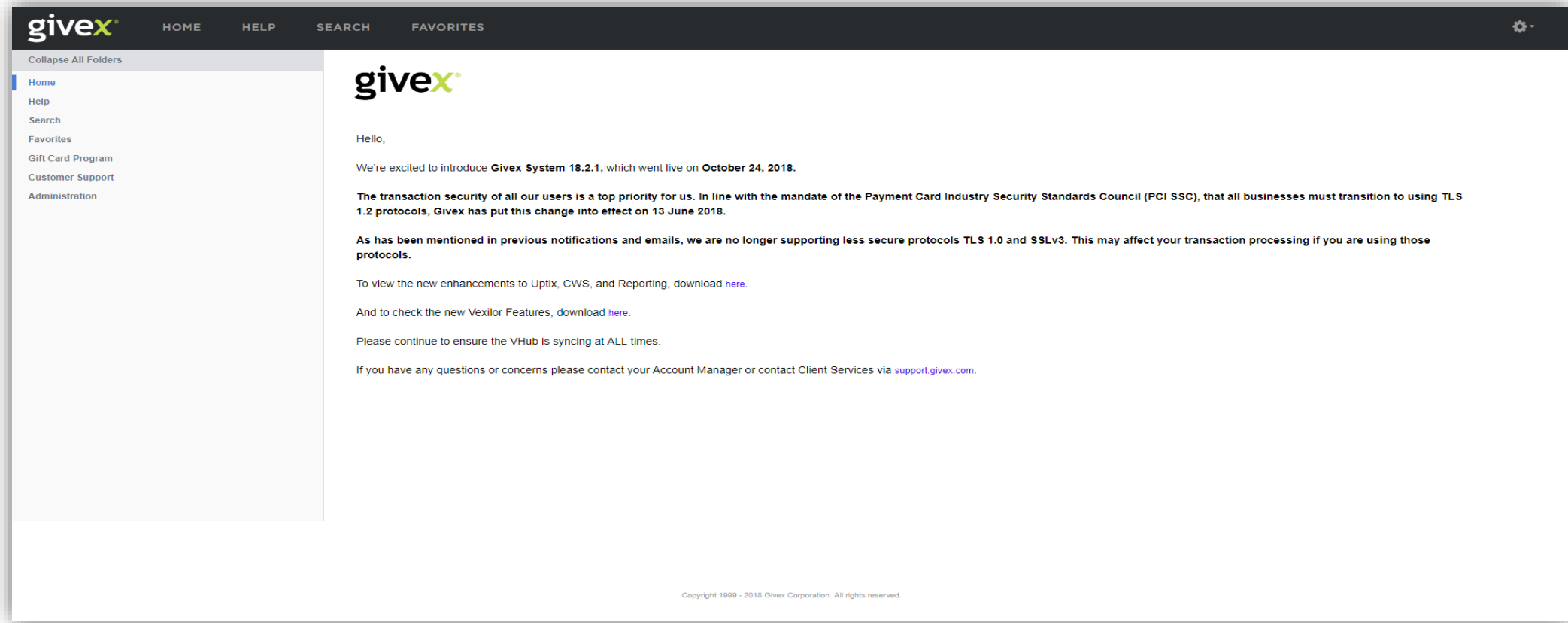
Accessing and Using the Givex Portal

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
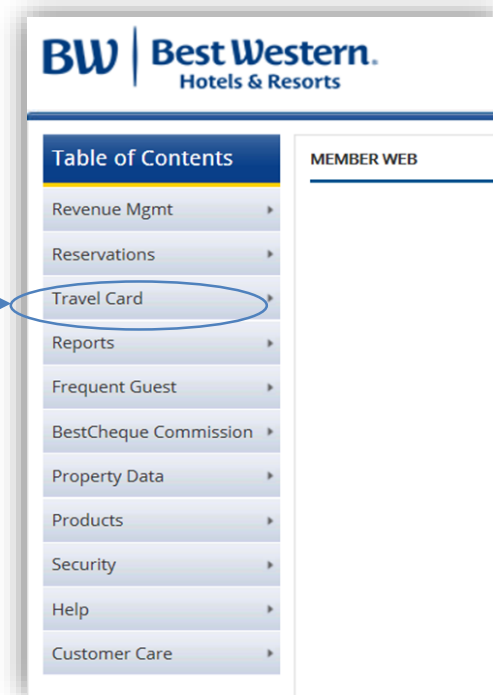
Givex Portal Front Page

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

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
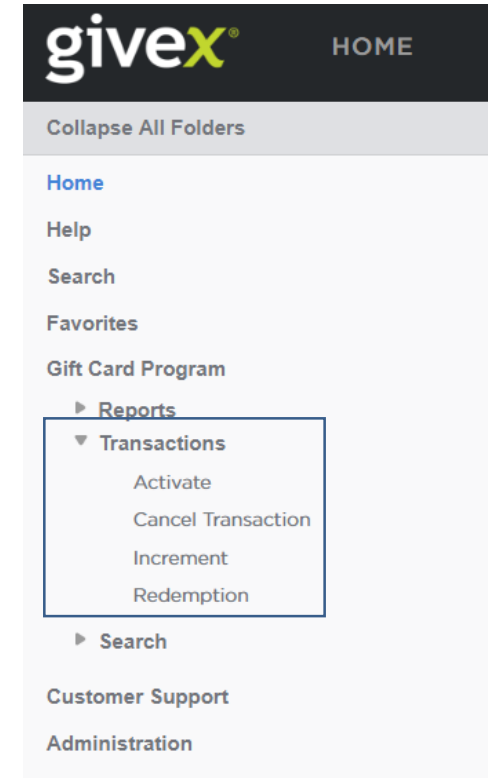
Activations

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 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

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:

- **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:

- **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

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

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.
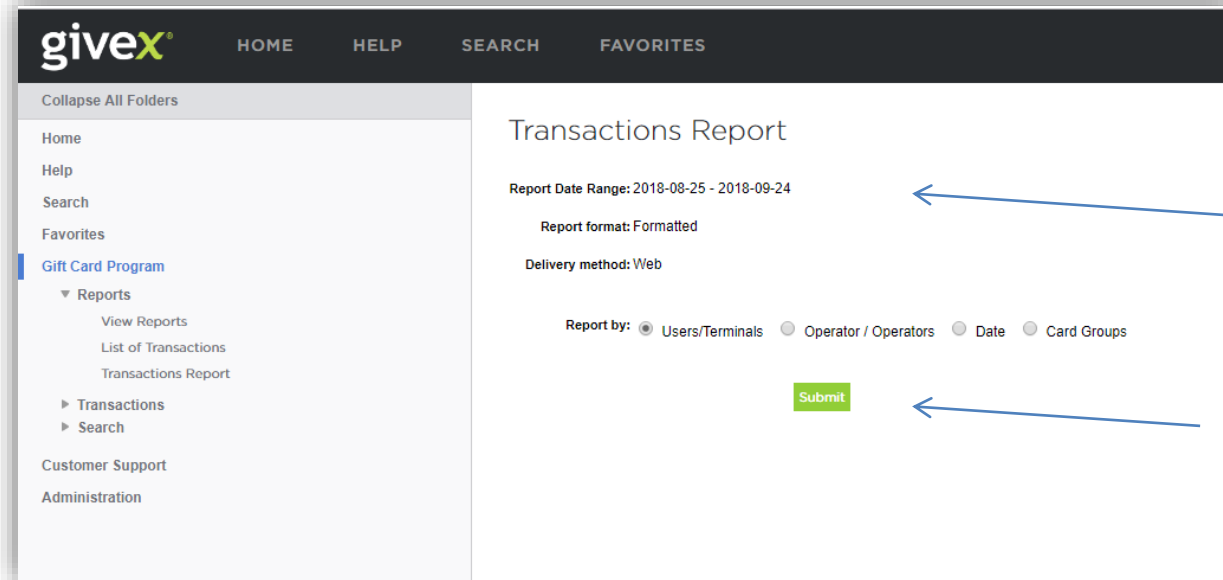
Click Submit

Transactions Report

Pick the correct date range from your report

Pick your preferred format

Click Submit

Transactions Report Con't

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.

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"

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Operator Set up Con't

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

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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
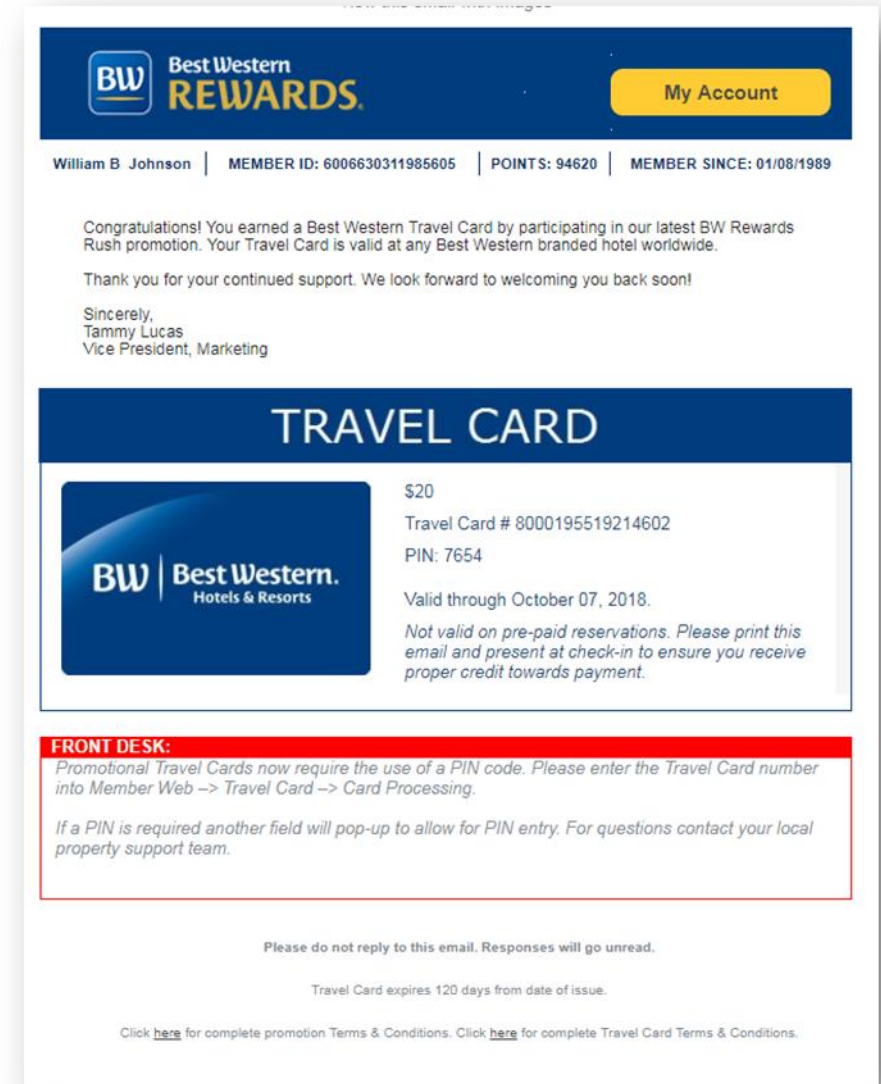
Example of Consumer Web Site
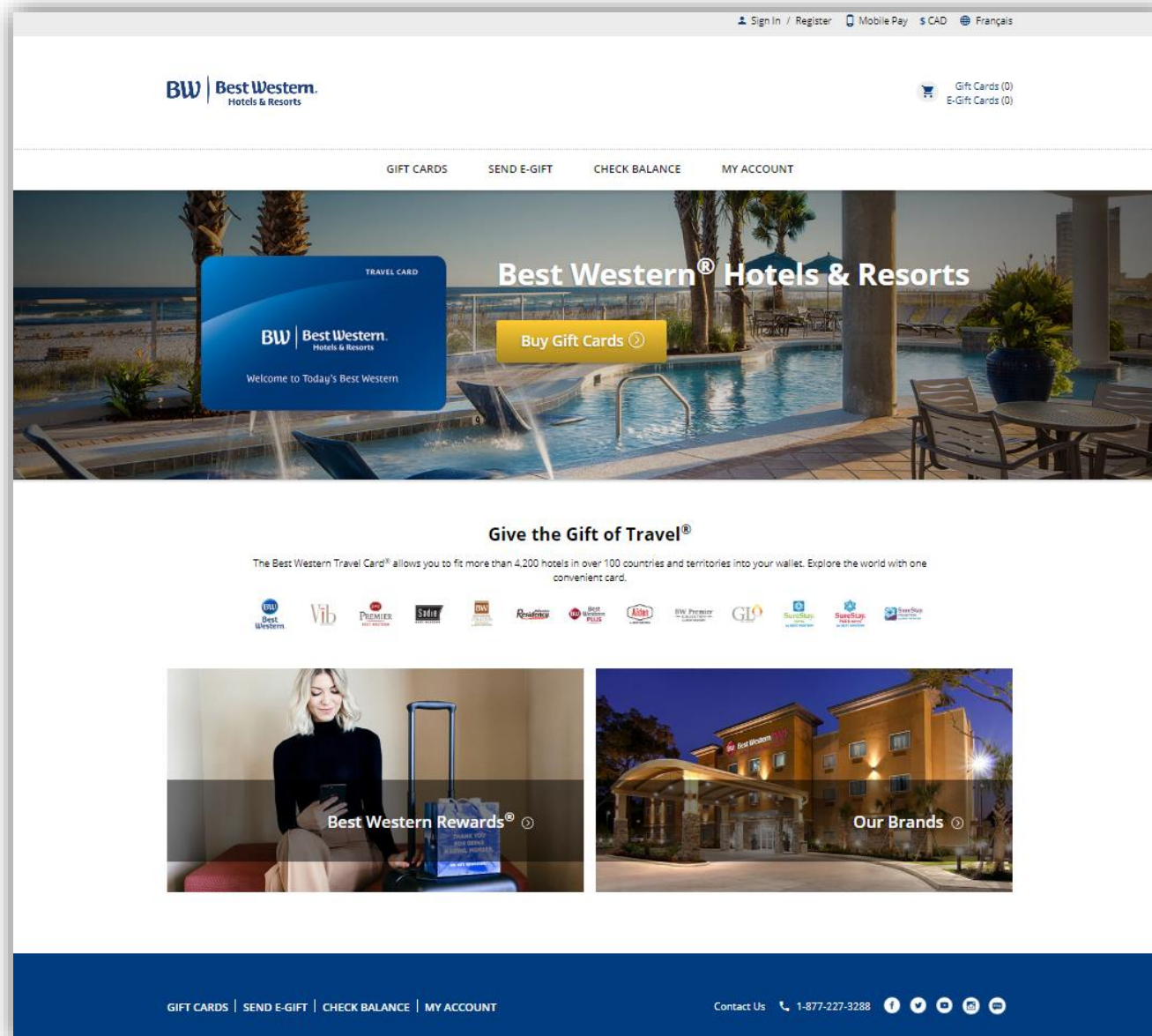
Current Card Designs (Prior to November 2018)

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

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