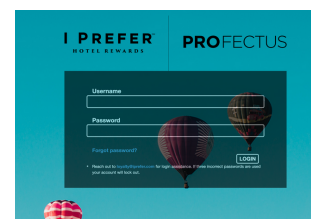


AWARDING POINTS

HOTEL.IPREFER.COM

01

Login to **Profectus** with your assigned username and password.
Contact loyalty@iprefer.com if you do not have credentials.



02

Select **“Request Points”** from the header.



03

Search for the Member that you would like to award points to. Search by First and Last Name, Member Number or Email Address.

Search

First Name

Last Name

Card Number

Email Address

Search

✕ Clear

04

Select the Member by clicking on any of the Member fields. Then, determine the **type of points** the Member is receiving.

Stay Points Should only be used to award points for an overnight stay. Through this option, Members will earn stay points based on their Tier level and continue to earn credit toward maintaining or earning Tier points.

Non-Stay Points This would be used for Service Recovery points, Meeting Planner points from Planner or any other non-stay related award.

< Back

DONALD DUCK

✉

✎

Program

PHG

Tier

SILVER

Enrollment Status

Active

+

Stay Points

Add booking details to award points for a stay.

Non-Stay Points

Award points for things like dining, spa, service recovery, meeting planner incentives, promotional bonuses, and more.

Back



AWARDING POINTS

HOTEL.IPREFER.COM

05

For **Stay Points**, complete all required fields then click **Save** once finished.

Use your local currency in the drop-down with Total Rooms Revenue. Profectus will automatically calculate the points based on converting the revenue to USD and the Member's tier status. If the Member is Gold or Titanium, the system will automatically add bonus points.

Hotel: PHGTEST-PHG Test Hotel

Confirmation Number: 6543121987

Confirmation Date: [Calendar Icon]

Hotel Rate Code: BAR

Arrival Date: 12/28/2023 [Calendar Icon]

Departure Date: 1/1/2024 [Calendar Icon]

Currency: USD-US Dollar

Amount Excluding Taxes and Service Fees: 657.00

** Points related to this request will automatically be credited to the member account, and your hotel will be billed the corresponding amount in the next billing cycle.

Cancel Save

06

For **Non-Stay Points**, complete steps 1–4, then select Non-Stay Points. Select the appropriate **Point Award Type** from the dropdown.

Hotel: PHGTEST-PHG Test Hotel

Point Award Type: Service Recovery

Points: 500

Comments: Noise complaint.

* To award for incidental purchases, please use the bulk upload option in the Request Points tab.

** Points related to this request will automatically be credited to the member account, and your hotel will be billed the corresponding amount in the next billing cycle.

07

For award types outside of Meeting Planner Incentives, enter in the amount of flat points to award the Member and provide comments to explain why the points are being awarded.



AWARDING POINTS

HOTEL.IPREFER.COM

Hotel
PHGTEST-PHG Test Hotel ▼

Point Award Type
Service Recovery ▼

Points
500 ▲▼

Comments
Noise complaint.



* To award for incidental purchases, please use the bulk upload option in the Request Points tab.
** Points related to this request will automatically be credited to the member account, and your hotel will be billed the corresponding amount in the next billing cycle.

MEETING PLANNER INCENTIVE (*I PREFER* PLANNER)

If your hotel is awarding a Member Planner points, the hotel will need to manually calculate the amount of points due. It is recommended that an associate from the Sales Department determine the points due.

The standard program offers Meeting Planners (5) Points per \$1 USD in Consumed Group room revenue, with a maximum of 500,000 points per event. It is at the discretion of the hotel if they choose to award above and beyond the Consumed Group Rooms Revenue.

BEST PRACTICES

- Leverage the **Stay & Point Report** in Profectus to ensure the Member has not already earned Stay Points for their booking.
- The **Stay & Point Report** provides detailed information for both Stay Points and Non-Stay Points.
- Members can easily track their points in real-time through iprefer.com in “My Activity”. This type of transparency helps members stay engaged and motivated.