



This document is designed to be an overview of improvements and alterations that have been made to WynGuest in Version 2.2.21. This document outlines four (4) known issues to be corrected and one (1) enhancement request

To view the new customer knowledgebase, visit My Portal or <http://ekb.wyn.com>
If you require further assistance with any of the changes introduced in this release version, please contact Hotel Technology Client Services via the chat feature or by calling 1-800-619-1563.

Searching by using card swipe

The ability to search by swiping a credit card, Wyndham Rewards card or by inputting the full credit card number will be removed from the application.

Users will no longer be able to look up reservations by using one of the two methods listed above. When searching by credit card number users will now be provided a message that states “The WynGuest system does not support searching by credit card numbers for security reasons.”

This change was made for security reasons.

Statement postings do not transfer correctly

Transferred postings on an Accounts Receivable statement are not getting moved to the destination statement and the line is still showing as unapplied on the original statement. The line does have a transfer icon but nothing can be applied to it.

Transferred postings will accurately move to the destination account and reflect correctly on both the source and destination companies’ ledgers and on the reports.

Declined credit card saves to the folio

When a payment is posted to a folio and also has to get an incremental authorization and declines the decline will save to the folio.

If a credit card fails to authorize, the posting will be removed from the guest folio and a message will appear to the front desk user notifying them of the failure to authorize. The messages that will display are listed below.

- “Incremental authorization failed, please provide another valid payment method for incidentals or all charges before checking this guest out. An “OK” option will be presented.

In addition credit cards that fail to get authorization at check in will get a pop up box notifying the user that the authorization declined and will give them the option to cancel the reservation. Users will be prompted with the below message.

“Credit card authorization failed and another valid payment method has not yet been provided, please choose from the following:”

- Provide Valid Payment
- Cancel Reservation/Check-In.

If the user chooses “Provide valid payment”, they will be returned to the guest reservation screen. If the user chooses “Cancel reservation/Check-In” the guest record will be changed to cancelled.

When the hotel is closed and local reservations are booked or extended and there are no rates configured for the tier/rate plan being used instead of showing the actual rate you will be presented with a (\$1.00) rate.

When the hotel is closed and local reservations are booked, instead of showing the actual configured rate, a (\$1.00), “negative 1 dollar” rate is shown indicating there are no available rates for that day.

The system will now display a pop up warning that no rates are configured and do you wish to override. The user will still be presented with the “override” box letting them know the hotel is closed but it will display the correct rate instead of negative 1 dollar.

WynGuest data export

Currently the WynGuest application does not have an option to export data of use in excel and or other applications.

The system will allow for users to extract certain financial and guest data in a CSV format related to the below topics.

Guest Data – Guest contact / Stay information
Company Data – Company Information
Statistical Data – Hotel Operational Information
Accounting Data – Accounting / Ledger Information

All of the above are located by clicking on Manager “Data Extract”

All export options have the same filtering capabilities as their corresponding report in the reports menu. Select the date range and filters required and click “Run”. The requested data will be generated and users will be given the option to save or email the report.