

Best Western Travel Card® - Tips and Tools



Steps to Processing Travel Cards:

1. Redeem the Travel Card in Member Web
 - Log into Member Web
 - Click on the 'Travel Card' link
 - Click on the 'Card Processing' link
 - Choose the 'Redeem Card' option
 - Enter the Card Number and click on 'Submit'

A screenshot of the Best Western Member Web interface. On the left is a navigation menu with a "Back to mybestwestern" link and a "Table of Contents" section. The "Table of Contents" includes "Revenue Mgmt", "Reservations", "Travel Card", and "Card Processing", with "Travel Card" and "Card Processing" highlighted. The main content area is titled "Which Travel Card would you like to redeem?". Below the title is a text input field with the placeholder "Enter the card number to redeem.". A red warning message states: "A plastic card, virtual (email or print out) certificate, or voucher must be presented upon check-in.". Below the input field is a "Submit" button with a red arrow pointing to it. The text "Enter the Card Number:" is positioned to the left of the input field.

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- Enter the Confirmation Number on the reservation
- Enter the Check In and Check Out Dates
- Enter the Number of Nights for the guest's stay
- Enter the amount being redeemed on the Travel Card
- Click 'Continue'

Redeem a Card

To redeem this card, enter the information below. Then click the "Continue" button or click the "Back" button to return to the previous page.

Resort Name:
Card Number: 6051742642557
Card Type: **Plastic**
Recipient:
Balance: USD \$25.00

Resort Confirmation Number:

*Check In Date:

*Check Out Date:

*Number of Nights:

*Enter Total Redemption Value: USD

[Continue](#) [Back](#)

- You will see a preview screen pop-up
- Make sure that all of the information is correct
- If not, click on 'Back'
- If all the information is accurate, click 'Confirm'

Preview the Redemption

Verify the information below is correct. Click the Confirm button to redeem, or click the Back button to return to the previous page.

Resort Name:
Card Number: 6051742642557
Beginning Balance: USD \$25.00
Total redemption amount: USD \$1.00(USD \$1.00)
New Balance: USD \$24.00

Resort Confirmation Number: test
Date of Check In: 4/15/2011
Date of Check Out: 04/16/2011
Number of Nights: 1
Redemption Location: N Federal Hwy

[Confirm](#) [Back](#)

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Confirm the redemption

Redemption is successful!

Resort Name:
Card Number: 6051742642557
Beginning Balance: USD \$25.00
Total redemption amount: USD \$1.00(USD \$1.00)
New Balance: USD \$24.00
Resort Confirmation Number:: test
Date of Check In: 4/15/2011
Date of Check Out: 04/16/2011
Number of Nights: 1
Redemption Location:

[Redeem Another Card](#) . [Printer Friendly Receipt](#)

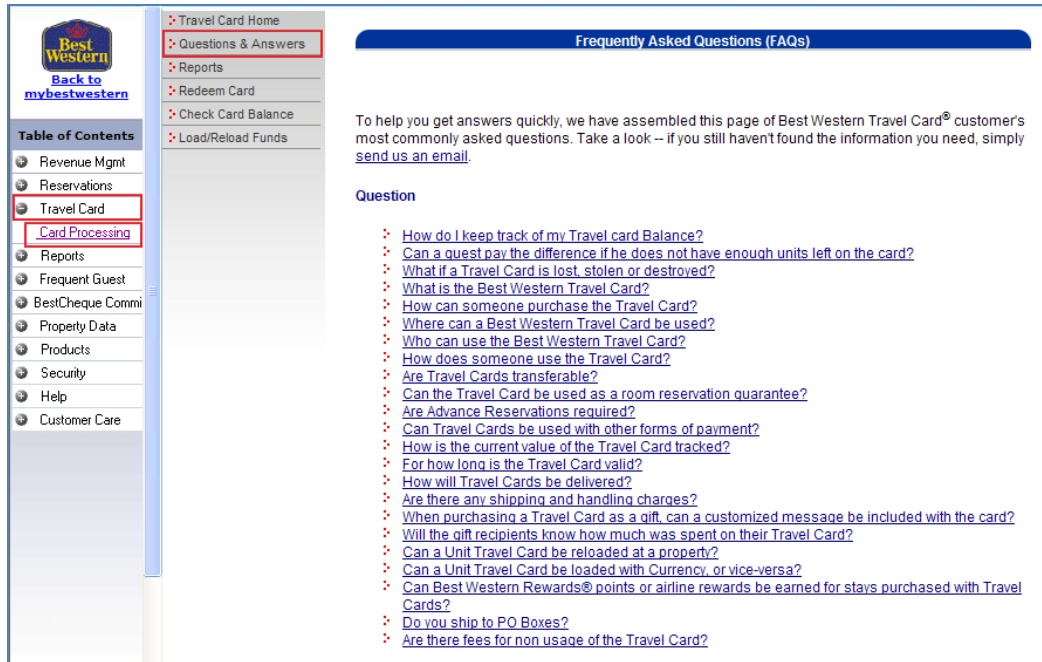
- A Confirmation screen will appear!

2. Post in the Property Management System

- Go to the guest's folio in your property management system
- Post a payment or credit on the guest's folio for the same amount that was redeemed on the Travel Card in Member Web
- The guest's folio will then show a credit for the amount of the Travel Card

Frequently Asked Questions:

1. Log into Member Web
 - Click on the 'Travel Card' link
 - Click on the 'Card Processing' link
 - Choose the 'Questions & Answers' option



The screenshot displays the Best Western Travel Card website interface. On the left, there is a navigation menu with the Best Western logo and a 'Back to mybestwestern' link. Below this is a 'Table of Contents' section with various categories, including 'Travel Card' and 'Card Processing', both of which are highlighted with red boxes. The main content area is titled 'Frequently Asked Questions (FAQs)' and contains a paragraph of introductory text followed by a list of questions under the heading 'Question'.

Table of Contents:

- Revenue Mgmt
- Reservations
- Travel Card**
- Card Processing**
- Reports
- Frequent Guest
- BestCheque Commi
- Property Data
- Products
- Security
- Help
- Customer Care

Navigation Menu:

- Travel Card Home
- Questions & Answers**
- Reports
- Redeem Card
- Check Card Balance
- Load/Reload Funds

Frequently Asked Questions (FAQs)

To help you get answers quickly, we have assembled this page of Best Western Travel Card® customer's most commonly asked questions. Take a look -- if you still haven't found the information you need, simply [send us an email](#).

Question

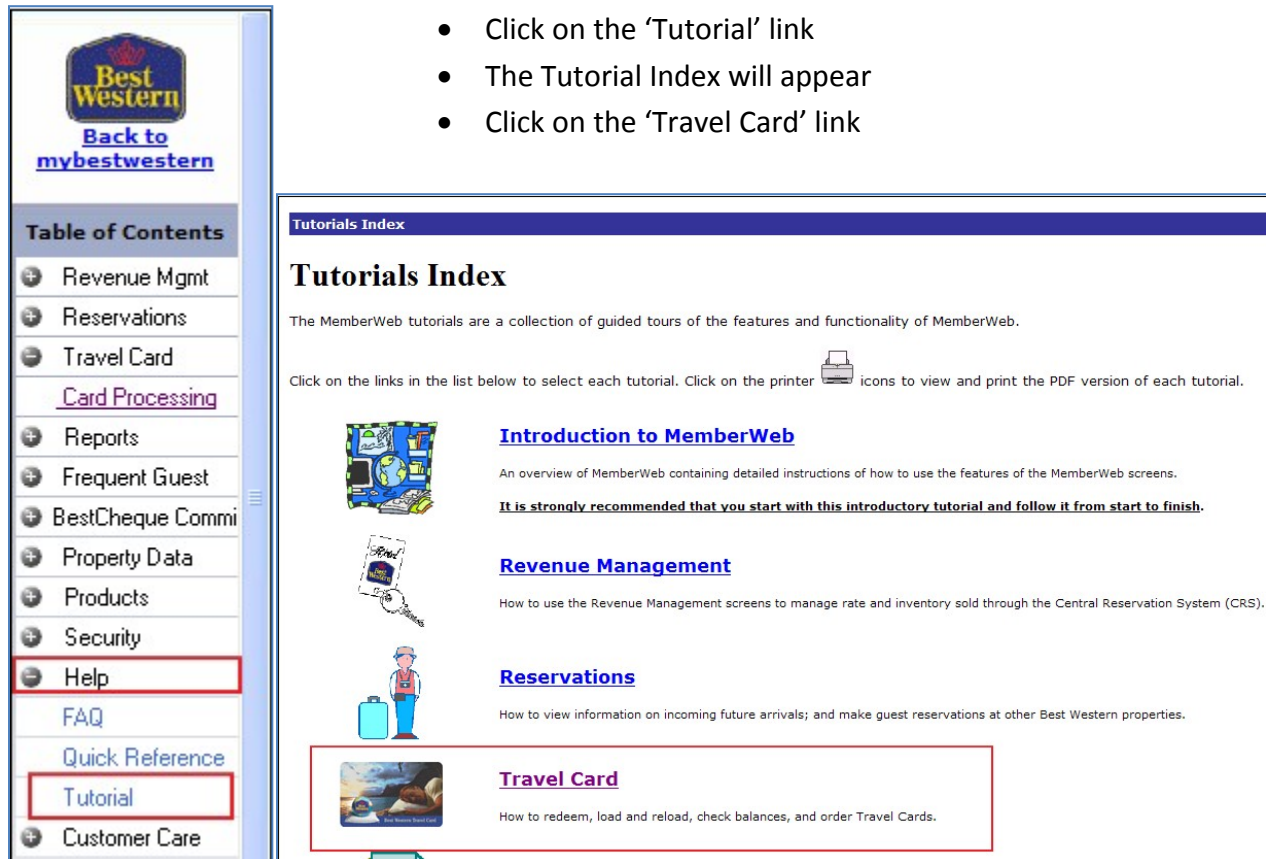
- [How do I keep track of my Travel card Balance?](#)
- [Can a guest pay the difference if he does not have enough units left on the card?](#)
- [What if a Travel Card is lost, stolen or destroyed?](#)
- [What is the Best Western Travel Card?](#)
- [How can someone purchase the Travel Card?](#)
- [Where can a Best Western Travel Card be used?](#)
- [Who can use the Best Western Travel Card?](#)
- [How does someone use the Travel Card?](#)
- [Are Travel Cards transferable?](#)
- [Can the Travel Card be used as a room reservation guarantee?](#)
- [Are Advance Reservations required?](#)
- [Can Travel Cards be used with other forms of payment?](#)
- [How is the current value of the Travel Card tracked?](#)
- [For how long is the Travel Card valid?](#)
- [How will Travel Cards be delivered?](#)
- [Are there any shipping and handling charges?](#)
- [When purchasing a Travel Card as a gift, can a customized message be included with the card?](#)
- [Will the gift recipients know how much was spent on their Travel Card?](#)
- [Can a Unit Travel Card be reloaded at a property?](#)
- [Can a Unit Travel Card be loaded with Currency, or vice-versa?](#)
- [Can Best Western Rewards® points or airline rewards be earned for stays purchased with Travel Cards?](#)
- [Do you ship to PO Boxes?](#)
- [Are there fees for non usage of the Travel Card?](#)


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Finding the Travel Card Tutorial

1. Log into Member Web

- Click on 'Help'
- Click on the 'Tutorial' link
- The Tutorial Index will appear
- Click on the 'Travel Card' link



The screenshot displays the Best Western MemberWeb interface. On the left is a vertical navigation menu with the Best Western logo and the text "Back to mybestwestern". Below the logo is a "Table of Contents" section with various menu items: Revenue Mgmt, Reservations, Travel Card, Card Processing, Reports, Frequent Guest, BestCheque Commi, Property Data, Products, Security, Help (highlighted with a red box), FAQ, Quick Reference, Tutorial (highlighted with a red box), and Customer Care. The main content area is titled "Tutorials Index" and contains the following text: "The MemberWeb tutorials are a collection of guided tours of the features and functionality of MemberWeb." and "Click on the links in the list below to select each tutorial. Click on the printer  icons to view and print the PDF version of each tutorial." Below this text are four tutorial entries, each with an icon and a description: "Introduction to MemberWeb" (overview of MemberWeb), "Revenue Management" (how to use Revenue Management screens), "Reservations" (how to view information on incoming future arrivals), and "Travel Card" (how to redeem, load and reload, check balances, and order Travel Cards). The "Travel Card" entry is highlighted with a red box.

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Best Practices from Hotels

Sherry Evans and Lillian Wendtlandt from the BEST WESTERN PLUS Park Place Inn – Mini Suites, #05470 recommend the following:

- Get the Travel Card from the guest at check-in.
- Manually post the room and tax in the Property Management System.
- Post the amount of the Travel Card on the guest's folio immediately.

Kaelyn Sherman from the BEST WESTERN PLUS Tuscan Inn at Fisherman's Wharf, # 05554 recommends the following:

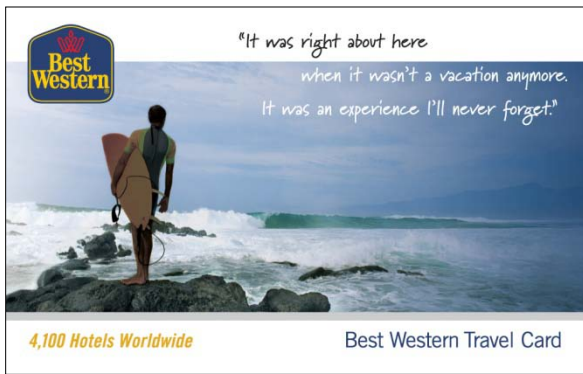
- Get the Travel Card from the guest at check-in.
- Post the Travel Card as a deposit on the guest's folio immediately, so once room and tax posts for the stay, the Travel Card amount has already been deducted from the final bill.

Melissa Roadseldt from the BEST WESTERN PLUS Kelly Inn & Suites, # 35036 recommends the following:

- Complete the check-in first and then offer to bring the Travel Card to the guest's room later, or the guest can come back to pick it up. That way the guest does not have to wait at the Front Desk.
- Set-up an actual payment code in your Property Management System for Travel Card.
- Always use the Travel Card number for the reference information in the Property Management System.

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Samples of all non-promotional Travel Cards in circulation



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