

Important Information About Your Starwood Commissions During the Q4 Conversion to Marriott's Reservation Platform and Commission Payment System

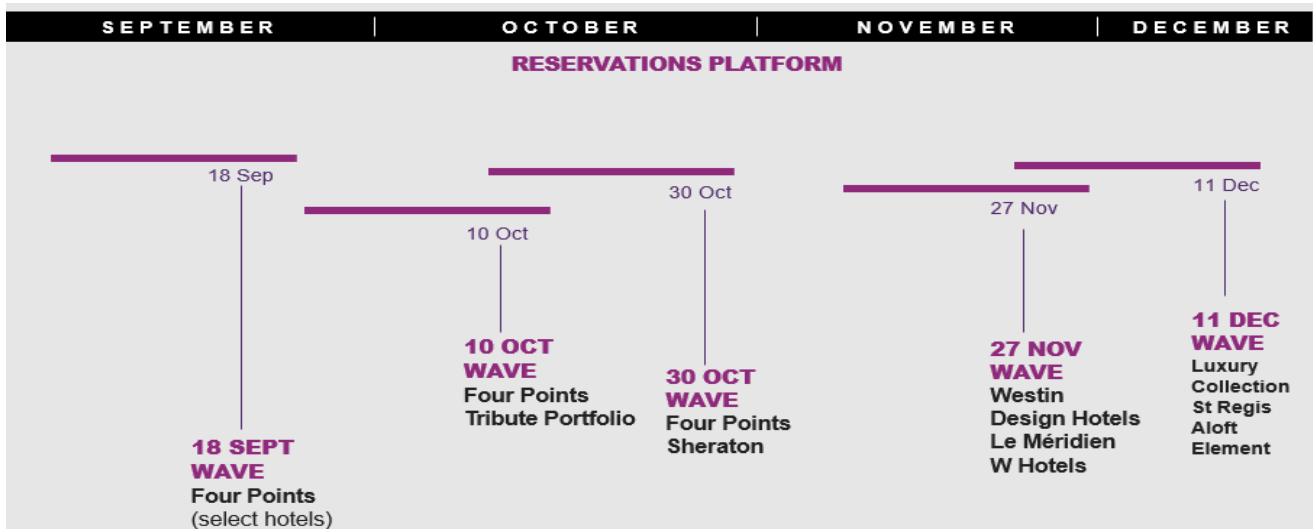
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Overview

Effective September 18, 2018, we will begin to transition the Starwood properties to Marriott's Reservation Platform and Centralized Travel Agent Commission (CTAC) system. This integration will continue through December and will affect how your commissions are processed, paid and supported. You may access the conversion dates, impacted hotels and other updates on travelagents.marriott.com. In the meantime, here is how we are managing the transition:

Former Starwood hotels will transition in five separate groups as follows in the chart below. **Please note: dates are subject to change without notice** and we will post a list of hotels real-time as they convert throughout the integration timeframe.



[<< more >>](#)

I. Reservation Booking and Commission Payment Process

Reservations

- There is no change to the booking process during transition.
- Reservations booked before a hotel converts will continue to be issued a Starwood confirmation number. If the reservation is scheduled to actualize after conversion, these reservations will also receive a Marriott confirmation number, however you will be able to access the reservation using the original Starwood confirmation number.
- Reservations booked after a hotel converts will be issued a Marriott confirmation number only.

Commission Payments

- Marriott will begin processing commissions starting after a hotel's conversion.
- For the first 60 days after each hotel's conversion date, you can expect to receive commission payments from both Starwood's commission systems (StarCom for participating hotels, direct from non-participating hotels) and Marriott's CTAC system as follows:
 - Stays actualized prior to conversion: Commission is paid from Starwood.
 - Stays in-house during conversion: Commission will be paid from both Starwood and Marriott.
 - The commission for the beginning of the reservation will be paid from Starwood.
 - The commission from the latter part of the reservation will be paid from Marriott.
 - Stays actualized after conversion: Commission will be paid from Marriott only.
- Given Marriott's CTAC payment process efficiencies, you can likely expect to receive payments on post-conversion stays even quicker than pre-conversion stays.
- Commissions processed from Marriott's CTAC system will include the Marriott confirmation number only.

Commission Claim/Inquiry Timing & Support

Any commission claims for Starwood Hotels submitted prior to conversion will be resolved by ~ 60 days of the hotel's conversion date. To ensure new commission claims/inquiries are quickly and efficiently resolved, please submit as follows:

- For reservations that actualized prior to the hotel's conversion: Visit [Onyx](#) to research and submit claims.
- For reservations that actualize after a hotel's conversion, visit travelagents.marriott.com to research and submit commission inquiries, or you may contact Marriott's Intermediary Partner Care (IPC) Team at ta.help@marriott.com.

II. StarCom (Pre-Conversion) Commission Inquiries

Payments through StarCom

StarCom, powered by Onyx CenterSource, consolidates your commissions from all Starwood brands. Continue to use the StarCom tool for commission inquiries, tracking or claims for reservations that **actualize before Starwood's conversion** to Marriott's systems as noted in the chart above.

StarCom Tools

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| TRACKING: | Search for commission payment status by hotel name, guest name, Starwood confirmation number or stay dates. |
| RECONCILIATION: | Custom payment reports can be imported into your back-office systems. |
| COMMISSION INQUIRY: | Open a new commission claim or track an existing claim online, anytime. |
| ONLINE REPORTING: | Analyse commissions paid by hotel, month or country. |

Get the StarCom access code here: payments.onyxcentersource.com. From here, you may:

- Download the Onyx User Guide.
- View FAQs.
- Use StarCom Tracking.

To track your commission status:

1. Log on to payments.onyxcentersource.com.
2. Go to "Global Search" from the home page.
3. Select "Payment Tracking" and search for commission status by your chosen field.

To reconcile or develop a customized payment report:

1. Log on to payments.onyxcentersource.com.
2. Go to "D.I.G. (Data Interface Generator)" from the home page.
3. Select "Start a new file" and follow the steps.

To open a new commission claim or track an existing claim online:

1. Log on to payments.onyxcentersource.com or email support@onyxcentersource.com.
2. Go to "Your Commission Claims" from the home page.
3. Select "Direct Data" and follow the steps to submit your commission claims.
4. To review the status of the claims submitted, go to "Claims Summary".

To ensure you receive your payments, please confirm current company details, payment method and VAT number. For U.S. agents, please ensure your W-9 information is up to date to avoid IRS-imposed withholding taxes.

Customer Support

Connect with StarCom customer support at support@onyxcentersource.com or call 1-866-531-0170 (within the U.S.) or +34 95 503 1440 (outside the U.S.). Support is available from 2:30 a.m. to 5:00 p.m. EST (8:30 a.m. to 11:00 p.m. CET) Mon-Fri. and is available in English, French, Spanish, German and Italian.

For non-Onyx-participating properties, please call Starwood's Customer Service department at 1 (800) 328-6242 or email customercare@starwoodhotels.com.

CTAC (Post-Conversion) Commission Inquires

To research commissions for reservations that **actualize after Starwood's conversion** to Marriott's CTAC Commission Payment system, sign-in to travelagents.marriott.com to access the Commission Pages where you can:

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| SEARCH FOR A COMMISSION: | The "Search Commissions" Tools allows users to search for specific commissions by event arrival date and property. |
| VIEW AND DOWNLOAD A COMMISSION STATEMENT: | Commission statements are available to view and download for up to one year. |
| MANAGE YOUR PASSWORD: | The "Manage Passwords" Tool allows you to personalize your password. |
| CHANGE STATEMENT DELIVERY PROCESS: | Go Green! Discontinue paper statements and receive an email notification when statements are available online. |

You may submit commission inquiries to Marriott's Intermediary Partner Care (IPC) team by completing our online submission form on our website, or you may contact Marriott's Intermediary Partner Care (IPC) Team at ta.help@marriott.com. Onyx CenterSource Members must submit their inquiries directly at onyxcentersource.com.

III. Starwood Commission Transition FAQs

1. Will Marriott's Preferred Travel Agency program apply to former Starwood brands?

Marriott's Preferred Travel Agency program will apply to all Marriott brands, including former Starwood hotels, effective January 1, 2019. For more on the Preferred Travel Agency program, visit <https://www.travelagents.marriott.com/travelagents/commissionspolicy.mi>.

2. How will I receive my commission for reservations booked at Starwood hotels before the conversion that actualize after the conversion date?

- Commissions on bookings that actualize before the conversion will be processed in StarCom (for participating hotels; direct from non-participating hotels).
- Commissions on bookings that actualize after the conversion date will be paid by Marriott's CTAC system.
- For guests that are in-house during the conversion, there will be two payments: one for the days prior to the conversion, which will contain the current confirmation number, and one for the days after conversion, which will contain a new confirmation number. You will need to match and combine both payments using the guest name, arrival date and hotel. Because CTAC processes commissions faster than the current Starwood payment process, you will likely receive commission for the second half of the stay before you receive payment for the first half.

3. Will my client's confirmation numbers remain the same after the conversion?

As Starwood reservations are moved over to Marriott's Reservation Platform, Marriott will assign a new confirmation number. Guests and travel agencies will retain the ability to look up guest reservations using their original Starwood confirmation number. However, commissions for reservations that actualize after conversion will be reported with the new Marriott confirmation number only.

4. I received a commission payment for a pre-conversion reservation on my Marriott CTAC Commission statement. Does this mean I can now begin submitting new commission claims to Marriott's Intermediary Partner Care team?

Starwood hotels will discontinue using StarCom to pay commissions and manage commission claims approximately 60 days after conversion. StarCom will remain operational for travel agencies to research their pre-conversion commissions and submit claims. If you submit a commission claim via StarCom for a reservation that actualized prior to the hotel's conversion and commission is due, the commission payment will be processed in CTAC. Intermediary Partner Care should be utilized for commission claims on reservations that actualize after the hotel's conversion.

5. I have commission claims for both pre- and post-conversion reservations. Can I research and submit them all on Marriott's Travel Agent website?

Marriott's Intermediary Partner Care team, who researches and responds to claims submitted on Marriott's Travel Agent website, will not have access to pre-conversion historical payment information from StarCom required to support pre-conversion commission research and claims. To ensure your commission claim is handled expediently, submit any new claims by logging into payments.onyxcentersource.com and navigating to "Your Commission Claims" from the home page.

6. What accreditations does Marriott accept?

Marriott pays commissions for consumed business booked by a travel agency using a valid ARC, IATA, IATAN, TIDS or CLIA number.

7. My agency is accredited through CLIA. Why does Marriott need a Tax ID Number to pay my commission?

Marriott requires all U.S. travel agencies to have an EIN on file to be paid a commission. Marriott uses this number along with your agency's legal name and address to report commissions paid to the IRS at the end of each year. An EIN can be obtained via www.irs.gov. To ensure your EIN number is on your CLIA profile, visit <https://www.cruising.org/login>. As former Starwood hotels migrate to Marriott's CTAC system in Q4 2018, the CLIA travel agency's EIN must be on your CLIA profile for Marriott to pay the commission.