Navigating the Hotel Excellence! Dashboard and Identifying Preferred Travel Agency Program Status

Preferred Travel Agency Program Overview

Marriott’s Preferred Travel Agency (PTA) program provides accredited travel agencies with a Preferred (10%) commission level for all transient commissionable bookings made across Marriott’s portfolio of brands worldwide. The PTA program has three criteria: 1) an agency owner or manager must electronically accept the terms of being a Preferred Travel Agency; 2) an agency owner or manager must review/update their personal profile information in Hotel Excellence!, and 3) at least one consultant within an IATA/ARC/IATAN/TIDS location must complete the Hotel Excellence! Core training program and annual Continuing Education requirement, and review/update their personal profile.

If these criteria are not fulfilled, your agency will be considered a Standard Travel Agency with Marriott and will be paid an 8% commission on all transient commissionable bookings. The Preferred Travel Agency program does not apply to The Ritz-Carlton Hotels or EDITION hotels. You can access the Preferred Travel Agency status for your agency by visiting https://hotelexcellence.marriott.com. Below are the steps to navigate the Hotel Excellence! Dashboard and to identify your Preferred or Standard Travel Agency status.

Accessing and Navigating the Hotel Excellence! Dashboard


2. On the Hotel Excellence! site, enter your User Name/HSS ID and Password/IATA number. Click Sign In.

   **Note:** If this is your first time logging into Hotel Excellence!, click Register Now! and complete your personal profile.
In the **Agent Status** rows:

- Click the **Profile** badge to update your contact information, identify your ARC, IATA, IATAN or TIDS number and elect to receive emails from Hotel Excellence!.
- Click the **Reserved for You** badge to view your eNewsletter status. You may elect to receive or discontinue receiving the Reserved for You eNewsletter (You must complete HE! Core and Continuing Education training to receive the eNewsletter).
- Click the **Fam-Tastic®** badge for current or future year to monitor your Fam-Tastic® benefits status and usage (upon completion of HE! Core and Continuing Education Training).

**Note:** There may be a 24-hour system update delay for some statuses.

In the **Agency Status** rows:

- Click the **Agent Qualification** badge to identify training requirement completion and your number of qualified graduates.
- Click the **Preferred Travel Agency Commitment** badge to review and electronically sign the Agency Commitment agreement.
- Click the **Preferred Travel Agency** status badge to view your agency’s Preferred/Standard status.

During the annual recertification time period, there will be an Agency Status row for current year and a row for future year.

**Note:** There may be a 24-hour system update delay for some statuses.

The Dashboard will now display.

In the **Education Progress** row:

- Click the **Core** badge to access Hotel Excellence! Core training.
- Once you have completed the HE! Core training, Click the **Continuing Education** badge to access additional training.

Each badge will display your progress. (i.e., “not started”, “50% complete”, “completed”).

**Note:** There may be a 24-hour system update delay for some statuses.

**Resources**

For questions about this document or general status inquiries, please contact Intermediary Partner Care at hotel.excellence@marriott.com, or within the US at 1-800-831-3100, option 4; Non-US locations at 1+ (402) 390-1651.