HOTEL EXCELLENCE!

REVIEWING YOUR AGENCY STATUS

August 2018

Marriott International Confidential and Proprietary Information
TO LOG IN

• Visit https://hotelexcellence.marriott.com/home.

• Sign in if you already have an account or Register via the “Register Now!” button if you are a new user.
AGENCY STATUS

• **For Agency Owners/Managers only:** From the Agency Status row or the drop down in the upper right of the page, you can easily track the status of your agency (Preferred or Standard).

• Please note – in September, you will see Agency Status for the current year and the next year. Preferred agency status must be renewed annually. The status bar shows any outstanding action steps required to achieve/maintain Preferred status.

• Preferred commission will only be paid for bookings that actualize after all of the required Preferred Travel Agency criteria have been met and is not retroactive.
TO BE A PREFERRED TRAVEL AGENCY:

**Agent Qualification:** Your agency must have at least 1 qualified agent at each agency IATA/ARC/TIDS/CLIA location. A qualified agent has completed the Core training, the current year’s Continuing Education training and updated their HE! Profile. Advisors associated with an IATA/CLIA location in the US must have a valid IATAN VER or CLIA Embarc ID in their profile.

- If your agency satisfies this requirement, you will see “Completed” below the Agent Qualification icon with how many qualified agents your agency location has in total.

- If your agency has not satisfied this requirement, you will see “Graduate Needed” below the Agent Qualification icon.
TO BE A PREFERRED TRAVEL AGENCY:

• **Preferred Travel Agency Commitment**: As the owner/manager of the agency IATA/ARC/TIDS/CLIA location indicated on your profile, you must electronically sign the commitment annually. If you have satisfied this requirement, you will see “Agreed” below the Preferred Travel Agency icon.

• **Managing Multiple IATA/ARC/CLIA/TIDS locations?** Each IATA/ARC/CLIA/TIDS number must complete all steps to be a Preferred Travel Agency. Either create a separate profile for each agency IATA/ARC/CLIA/TIDS number or edit your Profile from the HE! dashboard with the IATA/ARC/CLIA/TIDS number to view that credential’s Agency Status.
Agency owner/manager specific communications include:

- **Annual Agency Status Recertification**
  - Typically occurs in Q3/Q4.
  - Two Reminder Emails sent prior to December 31.
- **Any Changes To Existing Agency Status**
  - Will occur only if any of the satisfied requirements to be Preferred has changed for your agency.
  - **Please note:** While we send electronic communications, it is the responsibility of each agency owner/manager to manage and ensure Preferred status requirements are met for each IATA/ARC/CLIA/TIDS number.

**Other Hotel Excellence! Communications:**

- To keep Hotel Excellence! top of mind, we recommend opting in to communications. Click on your “Profile” and select “Yes” to the question “Would you like to receive email from Hotel Excellence!”
MORE RESOURCES AVAILABLE

• View the Tools & Resources bar for additional brand resources, the Learn Our Brands brand comparison tool and more.

• View FAQs once logged in to marriott.com/travelagents

• 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.