

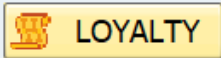


Procedure for Loyalty Profiles MERGE & DEDUPLICATION



Loyalty Profiles Deduplication / Merge

After the migration to Minor DISCOVERY, it is possible that some members could have duplicated profiles (less than 3% of database).

- 1) Check at the  button in guest's CRM profile, the enrollment code (Minor DISCOVERY or GHA DISCOVERY) of both cards.

If duplicated accounts are:

Minor DISCOVERY – Minor DISCOVERY

- Member has two different Minor DISCOVERY profiles with different emails but belongs to the same guest
- Both Enrollment Codes starts with NH letters

Loyalty cards

GHA Dashboard

ESCR.OBRAD NH Collection Santiago COLLECTION

Company ID Company name

Holder 00:000000

Internal ID 00000000

Card number	Program	Subprogram	Category	Channel	Subchannel	Enrollment Code	Enrollment Bra...	Synchronized	Inactivity	Creation Date	Cre
8640000000	NH_DISCOVERY	TANUM	SILVER	HOTEL	CHECK IN	NHMIGRATE	NH	<input checked="" type="checkbox"/>		23.01.2023 15	
8280000000	NH_DISCOVERY					NHMIGRATE	NH	<input type="checkbox"/>	ERROR	06.02.2016 00	

Deduplication

OPEN JIRA

If duplicated accounts are:

Minor DISCOVERY - GHA DISCOVERY

- Member has two different profiles but in this case one of them is Minor DISCOVERY and the other one is GHA DISCOVERY.
- One Enrollment Codes starts with NH letters, and the other one -with different letters

Loyalty cards

GHA Dashboard

ESCR.OBRAD NH Collection Santiago COLLECTION

Company ID Company name

Holder 00:000000

Internal ID 00000000

Card number	Program	Subprogram	Category	Channel	Subchannel	Enrollment Code	Enrollment Bra...	Synchronized	Inactivity	Creation Date	Cre
8480000000	GHA_DISCOVERY		GOLD			KIAQJ1W	OTHERS	<input checked="" type="checkbox"/>		06.10.	
8420000000	NH_DISCOVERY		SILVER	WEB	EXPRESS	NHMIGRATE	NH	<input type="checkbox"/>	DUPLICATED	01.05.	

Merge

INFORM THE GUEST



Profiles deduplication

1. Deduplication Procedure


Minor DISCOVERY – Minor DISCOVERY

OPEN JIRA → [SAP Business Suite – Loyalty – Gest Profile Error](#)

Add in Summary: “Merge Minor DISCOVERY – Minor DISCOVERY Profiles”

- Customer Care manages the request with GHA.
- Once completes, Customer Care resolves the case.

MINOR HOTELS EUROPE & AMERICAS / SAP Business Suite


 **SAP Business Suite**

Welcome! You can raise a request for SAP Business Suite using the options provided.

Contact us about

Loyalty ▼

What can we help you with?

 **GUEST Profile Error** ▼

2. Merge Procedure

Minor DISCOVERY – GHA DISCOVERY

INFORM THE GUEST: It will always be the guest who will have to request via website form which DISCOVERY account they want to keep:

- Offer them to scan QR Code which will bring them to the web-form where they can insert the data of their both profiles and choose the one, they would like to keep.
- If tier levels are different, the membership tier will be upgraded according to the combined stay history of both accounts. DISCOVERY Dollars (D\$), will be transferred to the loyalty program account they decide to keep.

Member require further assistance?

- Please redirect them to GHA DISCOVERY Customer Care through email contact@ghadiscovery.com

MINOR HOTELS | Merge & Reduplication



3. Merge Procedure

Minor DISCOVERY — GHA DISCOVERY

Script:

“According to data protection law, only the guest personally can request this merge. So, we invite you to choose which profile you would like to keep through the following link <https://www.ghadiscovery.com/member/gha-nh-discovery-profile-merge> or you may scan the QR Code.

You will be asked to enter your membership details for both profiles and then select the card you would like to keep. Once this is complete, you will be able to access all your stays, D\$ balance and membership benefits through one unique account”.

DESTINATIONS MAP OUR PROGRAMME OUR APP

Exclusive Offers Save up to 40% while earning D\$

Merge Your Accounts

We invite you to combine your GHA DISCOVERY and NH DISCOVERY (former NH Rewards) accounts, so you can access all your stays, D\$ balance and membership benefits through one unique account. In order to be able to carry out this process, please enter your membership details of both programmes and then select the account you would like to keep.

The merger process implies the renunciation of the programme of your choice, and your membership tier will be upgraded according to the combined stay history of both accounts. Any DISCOVERY Dollar will be transferred to the programme you decide to keep.

FIRST NAME: Ganna
LAST NAME: Koval Zagalevich

GHA DISCOVERY MEMBERSHIP NUMBER: 8139898498
NH DISCOVERY MEMBERSHIP NUMBER: Enter membership number

SELECT THE ACCOUNT THAT YOU WOULD LIKE TO KEEP: Select your preferred account

GHA DISCOVERY EMAIL ADDRESS: g.koval@nh-hotels.com
NH DISCOVERY EMAIL ADDRESS: Enter Email Address

PRIMARY EMAIL ADDRESS THAT YOU WOULD LIKE TO KEEP: Enter Email Address

DATE OF BIRTH: 11 Aug 1980

HOME ADDRESS: C. De Hernani 17 P04 Ct
CITY: Madrid
COUNTRY: Spain

PHONE NUMBER: +34622313165

By requesting the merging of my two profiles into a single combined profile, I accept that I am agreeing to the Terms and Conditions of the programme I am maintaining active.

If I have chosen to have my combined profile under GHA DISCOVERY enrolment brand [Terms & Conditions](#), this consent constitutes my withdrawal from the NH DISCOVERY programme and the transfer of my personal information to the owner of the GHA DISCOVERY programme [Data Privacy Policy](#).

If I have chosen to have my combined profile under NH DISCOVERY enrolment [Terms & Conditions](#), this consent constitutes my withdrawal from the GHA DISCOVERY programme and the transfer of my personal information to the owner of the NH DISCOVERY programme [Data Privacy Policy](#).

For more information about how GHA and NH Hotels process and protect your personal data, please see the GHA DISCOVERY [Privacy Policy](#) and the NH DISCOVERY [Privacy Policy](#).

How to redeem D\$ before profiles are deduplicated/merged?

This is what you should do if a customer wants to redeem their D\$ while profiles are still duplicated/not merged:

- Charge the guest 100% of the bill by credit card at Front Desk to guarantee the collection.
- Move the reservation to a virtual room to complete the redemption process when possible:
 - Delete the future price codes to avoid more revenue charges from the real check-out date.
 - Change the meal plan to room only = RO to not impact F&B reports.
 - Please DO NOT change or delete the original contract, rate or statistics: otherwise, the guest won't receive her/his D\$ after billing.

Important! If the reservation has check-out status, the redemption option won't be available anymore and member won't accumulate DISCOVERY Dollars (D\$) for this stay, therefore, do not check out the reservation and keep the booking in a virtual room until the redemption is possible.

- Return the corresponding amount once you have been able to deduct their DISCOVERY Dollars (D\$).

MINOR

HOTELS

[MINORHOTELS.COM](https://minorhotels.com)