DATA COLLECTION GUIDE

Two sets of data are needed to complete your audit.
Data from CLC's Sleep Detail and your Property Management Software. After you've collected your data, proceed to www.clccleanup.com; fill out our web form, upload your two sets of data, and submit your payment. Following the upload of your data and payment, you will receive a completed audit report - most being done within 24 hours.

**Both sets of data must cover the same time period
and to be saved in separate .CSV(comma delimited) formatted excel documents.**

1. PMS DATA COLLECTION

Download our PMS Date Template from our home page (www.clccleanup.com).

Fill in the template with each CLC reservation that you'd like to have audited that has been billed in your Property Management Software. We highly encourage you to include CLC reservations that show as unpaid and paid in your property management system. This will help find CLC reservations that may have payment mis-applied to them - you are only charged a one-time fee to perform your audit regardless of the number of reservations that are audited in your property's audit.

Accuracy is key in producing this data as our audit services is only as good as the data you provide.

There are 5 columns in our template:
Name (first and last name); Confirmation or Account #; Check In Date; Check Out Date; Room #

Fill in each field accordingly - please note that the "Confirmation or Account #" column should be the same as the number you enter into the "Folio" field when checking in a CLC guest into the web portal.

**PROCEED TO PAGE 2 FOR GUIDANCE ON
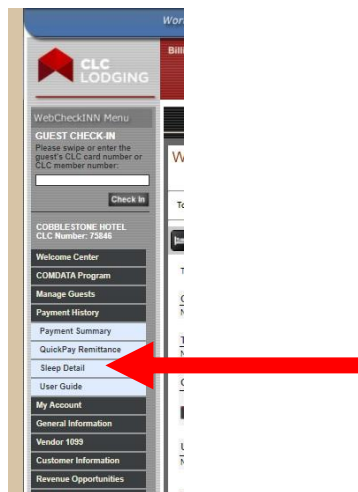COMPLETING YOUR CLC DATA COLLECTION**

2. CLC DATA COLLECTION

Producing your CLC data for your audit is a very quick process and
can be produced from your CLC portal.
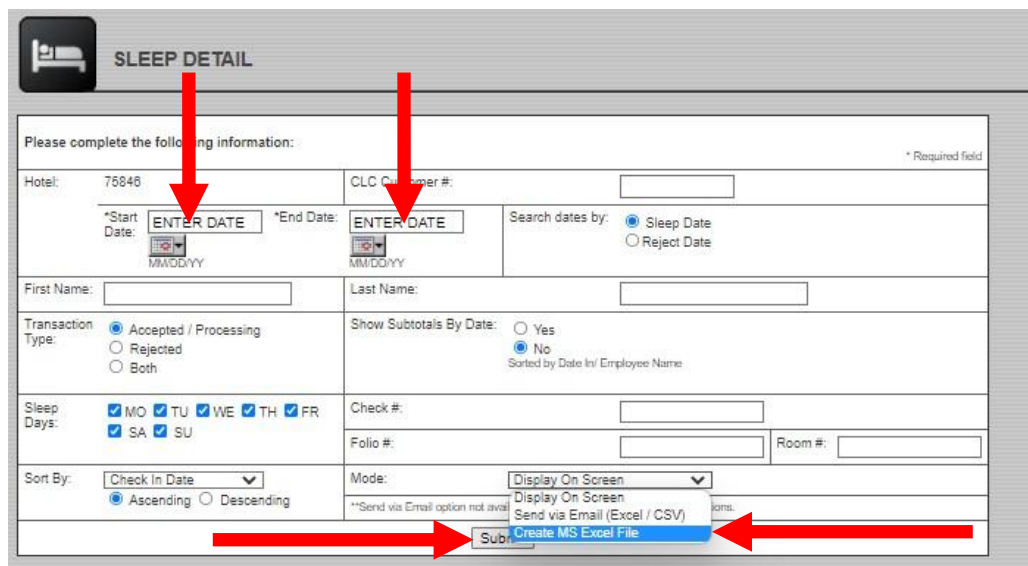
Login to your CLC portal at www.clchotels.com

On the left hand side select "**Payment Information"** from the menu.
On the submenu select "**Sleep Detail**"

By default, most fields should be auto-filled and will not need adjusted. Your fields should match the
screenshot below. You will simply need to enter the **Start Date** and the **End Date** for the time period
that you desire to have audited. This time period must cover the same time period for the reservations
that you desire to have audited from your PMS. Failure to provide data sets for the same time period
will result in inaccurate results.

Next you will select **"Create MS Excel File"** from the **Mode Dropdown box** and select submit.

This will download a .CSV document called "SleepDetail.csv".

Do not make any changes or alterations to this document.
This will be the dataset you will upload for your "CLC Data" on our web form.
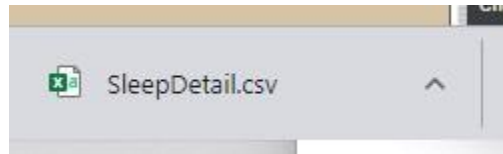
3. UPLOAD YOUR DATA

Now that you've collected your data, you simply need to upload your data sets on our web form and await your results. The data collected in step 1 should be uploaded into the "PMS DATA" box and the data collected in step 2 should be uploaded in the "CLC Data" box.

After uploading your data, you will receive an audit report listing out the reservations that need manually billed to CLC. Most reports are produced within 24 hours.

You will then be able to use this list to gather your documentation to manually bill CLC and collect on stays that would have previously gone unbilled.

Ready to upload your data? Head to https://www.clccleanup.com/