

FAQ's(Frequently Asked Questions)

- a. I have forgotten my login ID, how do I retrieve it?
Your e-mail address is your Login ID.
- b. I have forgotten my password, how do I retrieve it?
On the supplier.wyndhamworldwide.com site, In the User Login section, Please enter your E-Mail address and then click on Forgot Password button. The system will send a password to your registered E-Mail address.
- c. Has all my old data been preserved during your transition to the new site?
Yes, but you need to log in and update your Diversity, Insurance and Financial Information and upload the necessary documents.
- d. I received an email asking me to update my information. I registered only a few months ago, why do I need to do it again?
Wyndham Worldwide has chosen a New Vendor to host the Supplier Registration Site. Because of that you are receiving an email to update your company profile with the latest information.
- e. I received an email with a subject of "Registration Pending"? How do I complete my information?
If you have not completed all the Registration steps you will receive a "Registration Pending" email. Please complete all the steps and in the **Summary View** click on **Submit** to complete the Registration.
- f. I keep getting emails stating that my registration is not complete? I have filled in all the information, what else do I need to do?
Log back into the system and If you have entered information on all the Tabs click on **Save & Next** to go to the **Summary View** and click on **Submit** button.
- g. I submitted my company's information. When will I hear about an opportunity? Will someone be contacting me?
Due to the very large number of registrants and inquiries that we receive, we are unable to provide you with a reply, other than an acknowledgement of your registration. However, keep in mind that sourcing managers have access to your information and may contact you for further information, if a sourcing opportunity arises related to your submission
Wyndham Worldwide's acceptance of your registration does NOT guarantee that any goods and services will be purchased or contracts offered, but that such acceptance and subsequent listing may only provide your company potential opportunities to be solicited by or to bid on products and services to the Wyndham Worldwide family of businesses. You may be contacted as these opportunities arise.
- h. The website doesn't let me register if I'm not certified. How can I get certified?
If you are diverse-owned but are not currently certified, please consider the following certifying agencies to apply for certification:
- National Minority Supplier Diversity Council: <http://www.nmsdc.org/>
 - National Gay & Lesbian Chamber of Commerce: <http://www.nglcc.org/>
 - Women's Business Enterprise National Council: <http://www.wbenc.org/>
 - US Pan Asian American Chamber of Commerce: <http://www.uspaacc.com/>
- i. I have a certificate, how should I upload it?
You can upload New or Updated Diversity and Insurance certificates in different sections of the registration steps. But if you have completed the registration and want to upload an updated

- Certificate, you can go to the Documents Tab and upload the certificate in the appropriate section.
- j. I received an email stating my certification has expired. What do I need to do?
The email specifies which certificate has expired. You have to get a New Valid Certificate and upload into the Registration System.
 - k. I received an email stating my certification has expired. I will not be getting re-certified. Does that impact our registration?
You will remain a registered supplier in the system but you will not be considered a certified diverse supplier.

Note:

- 1> If you have any questions regarding supplier registration, need help with registration process, please send an email to supplier.diversity@wyndhamworldwide.com
- 2> If you have any Technical Issues, like the website is not working, the system is not letting you save information or upload documents, please send an email to wyndhamsupport@cvmsolutions.com
Please provide detailed description of the type of Technical Issue you have come across.