

SCOUT

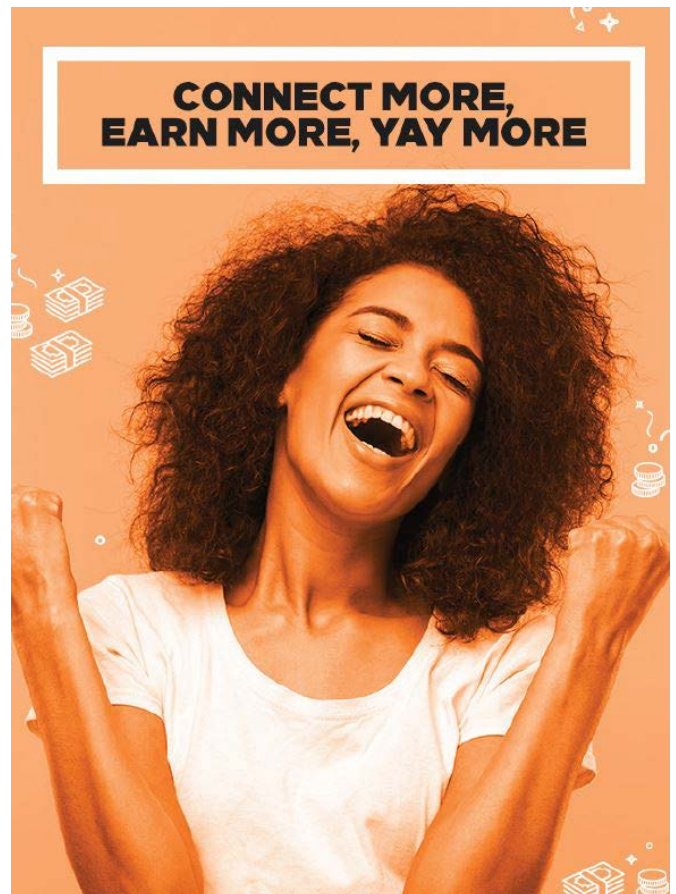
Program Guide

WHAT IS SCOUT?

Hilton's best-in-class lead referral program that enables participating hotels to send and receive leads to and from over 4,400 participating properties across the Americas. How it works is simple- send a lead and if your referral books, you earn a 5% commission. [All team members are eligible to participate.](#)

Continue reading for information on how to use the program.

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ENROLLMENT:

1. Check to see if your property is enrolled:
 - If you're an **on-property team member**, your property must be enrolled in SCOUT before you can register an account. To check the Participation List or download the hotel enrollment form, you can visit the SCOUT Lobby Page.
 - If you're a **corporate team member**, simply go to scout.hilton.com, select Submit Lead, and register an account. You can refer leads immediately.
2. Register an account
 - Once your property is enrolled, or if you're a corporate user, go to scout.hilton.com, click Submit Lead, then click Register Now at the top right and fill the necessary profile information to complete registration.

RULES AND ELIGIBILITY:

1. For a full list of rules and eligibility guidelines, please review the [SCOUT Terms & Conditions](#).
2. Which team members can participate?
 - **Team members responsible for a sales team and/or booking revenue ("Sales Professionals")** can refer opportunities to participating hotels, however opportunities referred to their own hotel(s) must meet the following conditions:
 - *The opportunity is for a family member or friend and is social in nature and is not tied to the sales TMs assigned accounts, market, segment, territory, assigned sales responsibilities, or book of business.
 - *The opportunity must be approved by hotel's sales leader.
 - **Non-sales Professionals (i.e., front desk/office, housekeeping, room service, finance, human resources, etc.)** can refer opportunities to their own hotel(s) or other participating hotels.
 - **General Managers and/or Hotel Managers** cannot refer opportunities to their own hotel(s), however can refer opportunities to other participating hotels.
 - **Hilton Worldwide Sales Professionals** can refer opportunities to participating hotels if they meet the following conditions:
 - *The opportunity is for a family member or friend and is social in nature and is not tied to the sales TMs assigned accounts, market, segment, territory, assigned sales responsibilities, or book of business.
 - *The opportunity must be approved by the referred hotel's Director of Sales/Marketing.
3. Some other important rules:
 - Leads from HWS managed accounts **are eligible** for SCOUT, regardless of peak night size, if the opportunity was not originally sourced and/or not already actively being handled by HWS at the time of the Scout submission. and the lead did not originate from CVENT or Starcite where HWS was copied on the lead.
 - Opportunities that include only food and beverage or meeting room rental (i.e., no bedrooms or sleeping rooms) are eligible..

HOW TO SUBMIT A REFERRAL

1. VISIT scout.hilton.com, click Submit Lead.
2. Register for personal SCOUT account (New Users only).
3. Log-in and fill out all required information on submission form.
 - Find the perfect hotel for your referral by searching our participating hotel list found on the [SCOUT Lobby Page](#).
4. Click SUBMIT OPPORTUNITY
5. Follow status of referrals by clicking MY dashboard at top right when logged in.

HOW TO RECEIVE REFERRALS

1. Verify the SCOUT referral has met all eligibility requirements.
2. Respond to the opportunity (either turn down or send proposal) within 4 hours
3. Always keep RFPs updated if there are any status or revenue changes.
4. Refer to the below resources for instructions on how to maintain and update booking statuses and final pick up / revenue amounts in your sales system / MeetingBroker.
 - [Hotels with Delphi.fdc and DMPE](#) – integration between your sales system and MeetingBroker should be enabled, if you've accurately maintained your booking data in Delphi.fdc or DMPE, then this data should automatically feed back into MeetingBroker. Refer to the below MeetingBroker Page on the [Sales Systems Library Lobby Page](#) for general information and instructions.
 - [Hotels without Delphi.fdc or DMPE](#) – your sales system is NOT integrated with MeetingBroker; thus you must use the Simplified User Experience (SUE) to maintain booking statuses and final pick up / revenue amounts for SCOUT bookings. Refer to the below MeetingBroker Page on the [Sales Systems Library Lobby Page](#) for general information and instructions.



PAYOUT PLAYBOOK- SCOUT Commission

Hilton Central Accounting invoices and distributes commissions payments to all hotels. Payouts from Hilton Central Accounting will occur the month following the group's actualization date ([invoicing between hotels not required](#)). Hotels are expected to process payment for team members owed commissions via the next available payroll. Corporate Team members will receive commission payout via direct deposit.

SCOUT payments are processed according to booking data maintained by hotels in their sales system / MeetingBroker. Commission payouts are distributed through corporate billing in the form of credits to sending hotels and debits to receiving hotels.

Four-step breakdown of payout timeline.

1. First week of each month.

- The SCOUT team will email "[Commission Payment Confirmation Report](#)" to receiving hotel leaders for the previous month's bookings. Hotels must validate the sent booking information is accurate to reported MeetingBroker data.

2. Second week of each month.

- The SCOUT team will email "[Expected Payouts Report](#)" to receiving and sending hotel leaders as well as the referral sender. Sending hotel will have an opportunity to verify sender location and approve the incoming payout to their team member.

3. Third week of each month.

- Central Accounting will post (i) charges for invoices and (ii) credits for commission payments, directly to your hotel's general ledger. Charges will include the 5% Commission, FICA Taxes, and 1% Administrative Fee.

4. Last week of each month.

- SCOUT will email "[Commission Billing Confirmation & Payout Instructions](#)" to receiving and sending hotels leaders with instructions to [process payment](#) to referenced Team Member.



Invoices

SCOUT payments and charges will be posted to the hotels miscellaneous invoices found on the Lobby (go to the Lobby → click on Reports tab → Invoices tab)

CONTACT INFORMATION

Questions regarding SCOUT:
Contact your General Manager or Sales Leader

Additional Assistance:
Contact scout@Hilton.com

Technical Support Issues:
Contact Amadeus Hospitality at +1-603-427-6400
and choose the option for MeetingBroker support.
or
hospitality.support@Amadeus.com

IMPORTANT INFORMATION REGARDING HILTON'S PRIVACY POICY:

Each participating Hotel is responsible for obtaining all consents required from any referred customers, in compliance with the laws of the country in which the referred customer resides, before providing any information concerning the referred customer to Hilton or to any other participating Hotel or other party.

Each participating Hotel is responsible for training its employees concerning applicable privacy policies and the importance of gaining customer consent (written consent where required) as a condition of sending any opportunities through the SCOUT Program.

[Hilton Privacy Policy](#)

