Onyx Client Support Checklist

Help us serve you faster by having the proper information available for your support request.

Business Information

- ○ First and last name
- ○ Company email address
- ○ Company name
- ○ IATA or other unique identifier, such as ARC/TIDS/CLIA/Affiliate Code or Hotel Chain/Property
- ○ Follow-up contact information (primary phone, mobile phone , and alternate phone)

Payment Information

- ○ Hotel name and address
- ○ Confirmation number for each request
- ○ Payment reference (if available)
- ○ Guest's first and last name
- ○ Arrival and departure dates
- ○ Payment amounts or other payment details

Sensitive Information Reminders

- ○ To obtain payment-related information, you must be the Authorized Contact on your account or have signed written permission from the Authorized Contact on company letterhead indicating your access to the information.

- ○ For banking-related inquiries or account changes, the person in contact needs to be legally authorized to do so.

- ○ Make sure you notify Onyx of any changes or updates to your account information, such as changes to the Authorized Contact, physical address updates or a new phone number.

- (!) **Don't forget:** Please provide as much information as possible with details about what you're encountering.

For assistance, please visit **onyxcentersource.com/need-assistance**.

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