RETIRING OF STARWOOD SET IDS – Q1 2019

AUDIENCE: Sales Teams supporting SPG hotels.

ALERT:
- 'Starwood Executive Traveler ID,' or 'SET IDs,' will be retired at the end of Q1 2019 and only Cluster Codes will be used moving forward for booking transient rates for deployed accounts across the Marriott portfolio.

ACTION:
- Give customers that use SET IDs their new Cluster Code by March 31, 2019 to avoid any disruption in bookings. Please use the template letter on page 2 of this document if needed to communicate the necessary information

TIMING:
- After Q1 2019, the backend functionality for SET IDs will be retired.

CLUSTER CODES:
- Use the Cluster Code Lookup Tool located on MGS or work with your Revenue Manager to identify Cluster Codes for any local accounts that need to book through an internet channel:
  - [North America Managed](#)
  - [North America Franchised](#)
  - [International Managed](#)
  - [International Franchised](#)
- If needed, request a new Cluster Code using the appropriate Cluster Code form in Service Now: [Cluster Code Request Form](#)

CONTEXT:
- Before the Reservations Platform transition, SET IDs for deployed accounts were mapped to Cluster Codes to enable booking transient rates across Marriott Rewards and SPG hotels. Given that all hotels are on the Marriott ecosystem, SET IDs are no longer needed.
- Business Transient (BT) accounts (Global) and Global Preferred Partner (GPP) accounts have already been transitioned to Cluster Codes.
- GSO Business Transient (BT) accounts and Global Preferred Partner (GPP) accounts have already been transitioned to Cluster Codes.
  - Travel Agents that work with these accounts were notified during each wave of cutover for the Reservations Platform.

QUESTIONS:
Please have your teams contact RMFieldSupport@marriott.com with any questions.

CUSTOMER TEMPLATE LETTER:

Subject: Use MI Cluster Codes Moving Forward

Hello,

Now that we have completed the final stages of the transition of SPG hotels onto Marriott's systems, we are transitioning the Starwood Executive Traveler IDs (SET IDs) to Marriott Cluster Codes. This will give you the ability to use a single code to book your negotiated rates across the Marriott portfolio. Moving forward please use <INSERT CLUSTER CODE> on our internet channels to make your reservation.

Please note, there is no need to adjust or change any upcoming reservations that you have made using your SET IDs.

If you use a travel agent to book business outside of the Global Distribution Systems (GDS), please ensure the agent uses your Cluster Code (instead of your SET ID) for all future bookings.

Please contact me if you have any questions or concerns.

<INSERT SIGNATURE>