



New Franchisee Monthly PTB Payment Process

PRESENTED:

August 2013



Agenda

- “ Section 1: New monthly OSCAR PTB reporting process
- “ Section 2: Ensuring accurate client invoicing and franchisee payment
- “ Section 3: Timeline of PTB payment process
- “ Section 4: Submitting inquiries related to PTB payments
- “ Section 5: Who to contact

Section 1.0

New Monthly OSCAR PTB Reporting Process

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New OSCAR PTB Reporting Process

- “ Monthly payment cycle date range → 16th of previous month through 15th of current month
- “ PTB report downloaded from OW OSCAR at close of PTB invoicing cycle
 - . Includes all PTB reservations with invoice dates within specified date range
 - . Master database; includes PTB reservations for all 36 franchisee markets
- “ Master PTB report filtered by individual franchisee markets
- “ Individual payment reports unique to each franchisee payment

OSCAR PTB Report Headers at a Glance

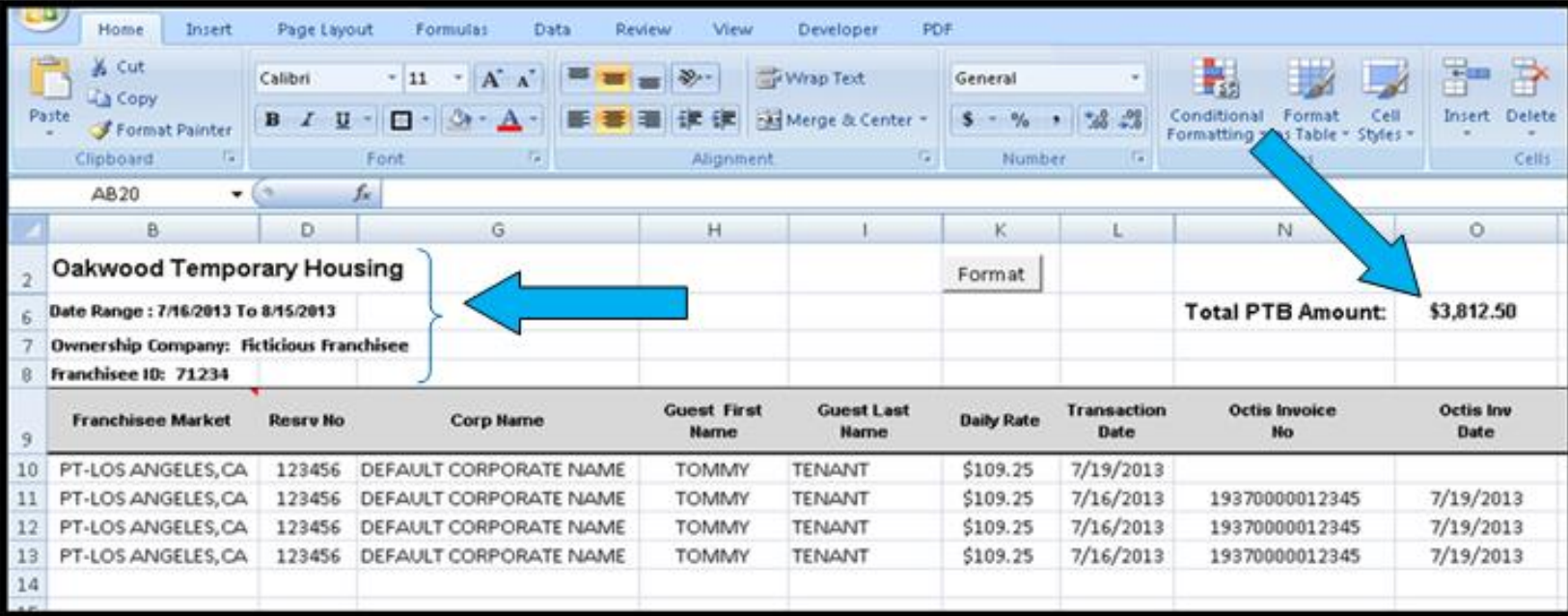
*More comprehensive descriptions are available in the franchisee tutorial

Franchisee Market	The Franchisee Market(s) receiving PTB Payment	Inv Bill From	The starting date of the range being invoiced for a reservation
Resrv No	The reservation number associated with the reservation	Inv Bill To	The ending date of the range being invoiced for a reservation
Corp Name	The name of the Corporate Client associated with the reservation	Days	The amount of days that comprise the date range being invoiced for a reservation.
Guest First Name	The first name of the guest associated with the reservation	Address	The unit address associated with a reservation
Guest Last Name	The last name of the guest associated with the reservation	City	The city where the unit associated with the reservation is located
Daily Rate	The total daily rate of the reservation	State	The state where the unit associated with the reservation is located
Transaction Date	The date of the invoice to the client or the date of the bill to the guest	Zip	The zip code corresponding to the location of the unit
Octis Invoice No	The invoice number associated with the line item in the payment report	Arrival Date	The arrival date of the guest associated with the reservation
Octis Inv Date	The date of the invoice to the client associated with the line item in the payment report	Departure Date	The departure date of the guest associated with the reservation
Invoice Line Amt	The dollar amount associated with the item mentioned in the "Description" section.	Notice Flag	A descriptor to indicate the status of the guest's intended move-out date.
Description	The explanation of what comprises the amount being paid to the franchisee in the "Invoice Line Amt" section.	RESP	A descriptor to indicate the financially responsible party for a particular line item.



Individual Franchisee Payment Report

- “ Franchisee Payment Report identifies date range of payment cycle, Franchisee Ownership Company and Franchisee ID
- “ Total PTB Amount → amount being paid to franchisee for payment cycle



Franchisee Market	Resrv No	Corp Name	Guest First Name	Guest Last Name	Daily Rate	Transaction Date	Octis Invoice No	Octis Inv Date
PT-LOS ANGELES, CA	123456	DEFAULT CORPORATE NAME	TOMMY	TENANT	\$109.25	7/19/2013		
PT-LOS ANGELES, CA	123456	DEFAULT CORPORATE NAME	TOMMY	TENANT	\$109.25	7/16/2013	19370000012345	7/19/2013
PT-LOS ANGELES, CA	123456	DEFAULT CORPORATE NAME	TOMMY	TENANT	\$109.25	7/16/2013	19370000012345	7/19/2013
PT-LOS ANGELES, CA	123456	DEFAULT CORPORATE NAME	TOMMY	TENANT	\$109.25	7/16/2013	19370000012345	7/19/2013

Section 2.0

Ensuring Accurate Client Invoicing and Franchisee Payment

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Ensuring Accurate Client Invoicing and Franchisee Payment

- “ Help maximize the success of this new PTB payment process
 - Notify PhxNAL of any changes or updates to a reservation **immediately**.
 - Examples (not all-inclusive):
 - A delayed or revised move-in date
 - An extension beyond a communicated move-out date
 - A change in daily rate
 - Tax exemption status
 - Addition of services such as cable, housekeeping, garage, delivery fees or furniture upgrades
 - Addition of a pet fee
 - Client/guest preference to bundle or unbundle reservation charges on invoicing
 - A change in financial responsibility

PTB Booking/Confirmation Template

948/937 Booking/Confirmation Template			
Housing Supplier Name:			
Oppty Number (if known):			
Client Name:			
Guest First Name:			
Guest Last Name (Surname):			
Arrival Date:			
Departure Date (confirmed or tentative):		Confirmed or Tentative?	
Total number of days approved by client:			
Total Daily Rate (excluding tax):			
Tax percentage:			
Begin date of Tax Exempt Status			
Refund ALL taxes once exempt?			
Pet fee amount (if applicable):			
Is Pet Fee taxable?			
Additional fees – not included in daily rate (note if taxable):	Additional Item	Taxable? Yes or No	Frequency of Fee
Apartment address:	Street Address	City, State	Zip Code
Building and apartment/unit number:			
Apartment size (1 bedroom, 2 bedroom, etc):		If Other, please specify:	
ExecuStay Franchise booking only – Select Name of Franchise Market:			
Additional information or comments:			
Form Completed By:		Date Form Completed:	

“ Necessity for complete and accurate information from inception of PTB reservation

“ Booking/Confirmation template for franchisee use

“ To be submitted by the franchisee as an attachment when an oppty is pushed to Co. 937 in Siebel.



Section 3.0

Timeline of PTB Payment Process

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PTB Payment Process Timeline

- “ Franchisee Payment Report will be emailed to franchisees on the 16th day of the month
- “ Payment will be remitted to franchisees by the 23rd day of the month
- “ PTB inquiries may take up to 30 days to review. Any amounts due will be paid to franchisee on future payment cycle.

Section 4.0

Submitting Inquiries Related to PTB Payments

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Submitting Inquiries Related to PTB Payments

- “ Increased automation of PTB payment process
- “ Payment to franchisee will match Total PTB Amount as reported by OW OSCAR
- “ If adjustments to invoicing are necessary:
 - . Forward any applicable supporting documentation and/or necessary approvals to PhxNAL team so reservation may be updated
 - . Franchisee to complete PTB Franchisee Inquiry Sheet
 - . Email PTB Franchisee Inquiry Sheet to APcustomerservice@oakwood.com
 - . OW reviewer will research inquiry and perform necessary actions to resolve inquiry
 - Inquiries will be resolved within 30 days
 - . OW reviewer will communicate decision and action plan to franchisee
 - . If amount is owed to franchisee, amount will appear on future payment cycle

PTB Franchisee Inquiry Sheet

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Franchisee Information			
Date of Inquiry*:		Fran. Contact Name:	
Franchisee ID:		Fran. Contact Phone:	
Franchisee Market:		Fran. Contact Email:	
Market Name*:		Pref. Mode of Response:	<input type="checkbox"/> Email <input type="checkbox"/> Phone
Ownership Company:			
Reservation Information (as indicated on OW PTB payment file, NOT franchisee system) ***EXCEPTION: if reservation is missing from OW systems, fill out information as indicated in franchisee system			
Oppty No.:		Arrival (Move in) Date*:	
Reservation No.:		Departure (Move out) Date:	
Client Name*:		Daily Base Rate:	
Guest First Name*:		Tax % (if applicable):	
Guest Last Name*:		Total Daily Rate (excluding additional fees):	\$0.00
Inquiry Information			
Nature of Inquiry*:		(please select from dropdown menu)	
If Other, please specify:			
Amount in Question:			
Date Range of Payment Period in Question*:		(example: April PTB payment, 3/16/13-4/15/13)	
Please discuss your inquiry in detail below and attach all necessary documentation when submitting your request*:			
For internal use only			
Decision	Reason	Received by	Date Received
Action to be taken	Communicated to franchisee?		Date of Communication
	<input type="checkbox"/> Yes <input type="checkbox"/> Pending		



Example of a PTB Inquiry Sheet

(after being completed by franchisee)

Franchisee Information			
Date of Inquiry:	8/7/2013	Fran. Contact Name:	Clark Contact
Franchisee ID:	12345	Fran. Contact Phone:	310-333-3333
Franchisee Market:	PT-Los Angeles, CA	Fran. Contact Email:	clark@franchisee.com
Market Name:	Los Angeles	Pref. Mode of Response: <input type="checkbox"/> Email <input checked="" type="checkbox"/> Phone	
Ownership Company:	Fictitious Franchisee		
Reservation Information			
Oppty No.:	1-11111	Arrival (Move in) Date:	7/1/2013
Reservation No.:	1234567	Departure (Move out) Date:	7/31/2013
Client Name:	Fictitious Corporate Client	Daily Base Rate:	\$100.00
Guest First Name:	Tommy	Tax % (if applicable):	9.00%
Guest Last Name:	Tenant	Total Daily Rate (excluding additional fees):	\$109.00
Inquiry Information			
Nature of Inquiry:	M/O date in question	(please select from dropdown menu)	
If Other, please specify:			
Amount in Question:	\$109.00		
Date Range of Payment Period in Question:	July PTB Payment, 6/16/13 - 7/15/13	(example: April PTB payment, 3/16/13-4/15/13)	
<p>Please discuss your inquiry in detail below and attach all necessary documentation when submitting your request:</p> <p>Our records indicate guest M/O date of 7/31/13. OW records indicate M/O date of 7/30/13 on PTB report. Please update move out date to reflect 7/31/13.</p>			
For internal use only			
Decision	Reason	Received by	Date Received
Action to be taken		Communicated to franchisee? Date of Communication	
		<input type="checkbox"/> Yes <input type="checkbox"/> Pending	

Section 5.0

Who to Contact

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Who to Contact

“ For questions regarding PTB inquiries and/or payments, please contact

APcustomerservice@oakwood.com

- . Kindly include guest first and last name, client name, and franchisee market in subject line of email
- . Remember to email any necessary supporting documentation and approvals to PhxNAL team.