

April 30, 2013

Dear GM's,

As part of the PTB audit process, we have discovered that additional invoicing to clients may need to take place for reservations that were booked in franchise markets but were potentially missed during the transition and they didn't make it into OW systems for invoicing.

Cartus will be allowing us to submit these past due invoices for a limited time period. To ensure we have properly invoiced Cartus, I am requesting your help in reviewing the attached spreadsheet which is straight from Cartus.

The columns to focus on are column I (Actual Move In Date) and J (Actual Move Out Date). These dates represent the move in and move out dates as they currently stand in a platform used for Cartus reporting. You'll notice that some of these cells are highlighted in yellow, meaning this information hasn't yet been populated. This doesn't necessarily mean the information hasn't been populated in OW systems for invoicing purposes, it just may have not been updated in the platform used to generate the Cartus report. Thus, to ensure data matches across the board and to ensure invoicing is correct, we request all franchisees to do the following:

- Filter the report based on the market being examined
- Review the dates listed in the "Actual Move In Date" and "Actual Move Out Date" columns for each guest in the market being examined:
 - If both cells are populated and the dates in the cells are correct, kindly write n/a in the **"M/I Date According to Franchisee" and "M/O Date According to Franchisee" columns (highlighted in pink)**
 - If information is missing from one or both cells, or different from your records, kindly provide updated information in the corresponding pink section.
- A column for Franchisee Comments (column AG) has been added in case any additional notations need to be made (such as guest became rent responsible on xx/xx/xx).

Please return the populated spreadsheet for review ASAP, but no later than COB on Thursday.

Thank you for your help with this project! It will be very helpful in making sure client invoicing and franchisee payments are both accurate for these Cartus reservations.

Warmest Regards,

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