



March 22, 2013

Greetings Everyone,

I am excited to announce that all systems are "Go!" for the launch of the EBC "Book It Now" process! The majority of markets (68%) voted for the "After Hours" process. So, **effective Wednesday, April 24th at 5:30 pm**, your WSSC IAC team will be attempting to book business for you after hours via e.com availability.

Attached you will find the "Book It Now" process document sent earlier this month for your review, the Terms and Conditions document that will be sent to each of the guests that book with an IAC and the Franchise Market Territory document with the qualifiers submitted this month. Your market sales address will be copied on the email to the guest. Be sure to follow up with the guest at the earliest opportunity, providing arrival instructions and local contact information.

Don't forget to update the Siebel Opty to "Rented" status so the IAC can receive credit on a booked reservation or a Hot Hand Off. (not to be confused with CSR/PTB and EPIC Optys which are sent to 937)

I would like to extend "Many Thanks!" to Liz Cecini and her team for their teamwork and efforts to make this process a success, and especially Danielle Beaver who additionally created the documentation.

Now open up that inventory and look for these reservations!

Warmest Regards,

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