From: Saunders, Sharron
To: Saunders, Sharron
Subject: FW: RVNG - checking in....
Date: Thursday, July 05, 2012 6:35:29 PM

From: Dekosky, Melissa
Sent: Tuesday, June 26, 2012 1:20 PM
To: Andrea Bradley; Andrew Powell; ann@execustayva.com; Biby, Laura; dehmann@cbcprime.net; Dekosky, Melissa; 'Dora Andello; Dorothy Furey; Wacker, Gabriel; Guerra, Suzanne; Hardy Mattox; hhernandez@execustaymidwest.com; Holly Taft; Kristen Read; Lindsey Wenzel; mdorman@execustay-mainsail.com; mitchs@execustayoh.com; Sandra Young; Tholt@bpgroup.net; Tim Gartner
Subject: RVNG - checking in....

Hi Everyone,
I'm just doing a quick temperature check to see how everyone is doing/feeling about the RVNG system. We are two days away from a go live date, so want to make sure you are feeling comfortable and confident to keep your properties selling after transition.
As a reminder, things you should be doing this week….

1. From today forward make sure you obtain all pertinent information including credit card details from Marsha as soon as reservation is booked (no later than close of business June 27th). Marsha reservations will not be accessible after June 28th and all departure dates will be changed to reflect the transition date (June 28th). Melissa is working with Marriott to obtain a report from Marsha of all reservations scheduled to arrive after June 28th.
2. Please tell all guests booking reservations between today and June 28th that they will need to *contact the market directly for any changes or modifications to their reservations* if they are arriving after June 28th. After June 28th Marsha reservations will not be accessible for edits or cancellations through Marriott.com, nor will they be accessible to you via Marsha.
3. Participate in all available training on new RVNG system. Reach out to Melissa Dekosky (Melissa.dekosky@marriott.com) or Susanne Hammond (shammond@oakwood.com) with any questions or concerns as we move through the process.
4. Utilize the new RVNG system to audit and update rates and availability for Go Live. If you have an immediate need for another rate program at your property, contact Melissa.
5. Review property content, but please, no changes until after June 28th. If you find gross errors that need immediate attention, send a detailed email to either Melissa or Susanne and they will have the Pegasus team work on those changes.
6. Continue to keep Marsha updated and accurate as this will be our sell tool through June 27th. June 27th will be your absolute last date for Marsha updates…NMQ your properties in Marsha for June 28-kdate and NO MORE UPDATES AFTER COB WEDNESDAY, JUNE 27TH
7. Run all needed MRDW reports immediately after the transition to make sure you have all data prior to access termination. For those of you with MarRFP access, please do the same.

I am also working on getting all of you access to the new booking engine for ExecuStay.com by tomorrow so you will have a day to test sell your properties before the Go Live date. Laura and I have been testing for the development team and we are finding it helpful to be able to see how properties are selling and the new look and feel of the booking engine.
Look to have another email from me with that log on info first thing tomorrow morning.

Please let me know if you have any questions or concerns as we continue to move through this process. You've been very, very quiet, so I hope that means all is well!
THANKS!

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