



March 8, 2013

Hello GM's,

In an effort to create consistency for all of our clients, regardless of the brand or market, and to keep the franchise process as seamless as possible, please share these templates with your teams.

Attached is the standard verbiage template to use when sending a guest your franchise paperwork/lease. Also attached is the arrival instructions template to use when Oakwood is signing your lease for CSR Process bookings.

Lastly, a few quick reminders for important process steps.

- ALWAYS send the Oppty to 937.
- ALWAYS communicate ANY changes in reservations dates, tax exemption dates, mtm status, ITV's, extension approvals, added amenities, etc to [franchiselocations@oakwood.com](mailto:franchiselocations@oakwood.com)
- REMEMBER to make departure notice reminder calls before the notice is due – allow time to get those extension approvals!
- ALL charges on PTB accounts are to be invoiced and charged by the corporate team, regardless of direct bill or I-Pay (Individual Pay)
- DAMAGES – Walk apartments before a guest departs, or at least immediately after. Take pictures and document damages. Notify the guest/CSR/account contact (depending on the account) of the charges, or upcoming charges. Be proactive and gain acceptance before they are invoiced/charged to avoid disputes. Send a complete summary and proof to [franchiselocations@oakwood.com](mailto:franchiselocations@oakwood.com).

Please let me know if you have any questions, and thanks for all of your hard work!!

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