

**Three Components to the Transition:**

GDS – switching chain code from EE to UZ

4 GDS systems

- Sabre – in progress
- Worldspan - complete
- Apollo/Galileo – in progress
- Amadeus (New) – complete

IBE (internet Booking Engine) transition from Marriott to Open Hospitality

- The booking engine on eCom will now be hosted by Open Hospitality
- Once user clicks on the CRA button, the booking engine is active
- Slightly new look and feel, some new functionality (cancel/modify, guest profile, currency converter, multiple languages available)
- All properties are live on new IBE and data is coming from RVNG (not Marsha)
- Use of promo code for Specific corporate accounts should be active by end of week

Marsha transition to Pegasus RVNG as the new CRS (Central Reservations System)

- RVNG is replacing Marsha as the new CRS – transition complete
- RVNG is live and pushing data to GDS systems and IBE (Internet Booking Engine)

**MARSHA**

- Properties in the process of being de-flagged in EPIC;
- NMQ in Marsha completed
- Removal from Marsha will begin on July 12<sup>th</sup>
- User access to Marsha ends today
- Hotel facts update in process

PLEASE NOTE THAT THIS LOCATION NO LONGER OPERATES AS A MARRIOTT. EXECUSTAY IS NOW PART OF OAKWOOD WORLDWIDE. GUESTS STAYING HERE WILL CONTINUE TO EARN MARRIOTT REWARDS POINTS AS PART OF OAKWOOD'S PREFERRED PARTNERSHIP WITH MARRIOTT. GUESTS CALLING WITH QUESTIONS OR NEEDING RESERVATIONS SHOULD CONTACT THIS LOCATION DIRECTLY AT <LOCAL #>.

**Marriott.com**

- Code change in effect July 12<sup>th</sup> will change messaging
- Guests will no longer be able to cancel/modify reservations (made prior to 6/28)
- Marriott Rewards members will not see active reservations under MY ACCOUNT

**Process Rollout**

New processes are being finalized and should be available next week

- Adding/removing properties
- Content updates
- Commission processing
- Request for new corporate rate access codes

Melissa is working on obtaining guest/reservation listing of all active reservations in Marsha as of today and will forward to the markets as soon as available.

**Follow up Question:**

***Where are the leads from Contact a Representative on eCom being directed?***

- Franchise markets will continue to receive email leads in the same manner – no changes
- Non-franchise markets – email leads will be directed to the Phoenix center and forwarded to the markets through the Seibel system.