From:	Saunders, Sharron
To:	Saunders, Sharron
Subject:	FW: Marsha transition information - please read!
Date:	Thursday, July 05, 2012 6:31:08 PM

From: Dekosky, Melissa
Sent: Monday, June 25, 2012 8:41 AM
To: Andrew Powell; Ann Whitlow (ann@execustayva.com); Biby, Laura; Brad Burleson; Danica Ehmann (dehmann@cbcprime.net); Dekosky, Melissa; Wacker, Gabriel; Guerra, Suzanne; 'Hardy Mattox'; Heather Hernandez (hhernandez@execustaymidwest.com); Kim, Don; Kristen Read; Lindsey Wenzel; Matt Dorman (mdorman@execustay-mainsail.com); Mitchell D. Smith (mitchs@execustayoh.com); Nancy Crane (ncrane@execustaymidwest.com); Tim Gartner
Subject: Marsha transition information - please read!

Hi Everyone,
We are fast approaching our transition GO LIVE for GDS and online booking! I know you all still have a lot of questions and I am working with Oakwood to get you answers and where necessary, new processes and contacts.
You will be receiving a more formal communication in the near future, but since it is Monday morning so close to transition start, I wanted you to have the below info asap. There may still be minor changes, but here is what I have as of today.
Thanks!

To KNOW:

1. At midnight on June 27th, Pegasus will begin the process of switching all ExecuStay properties from the EE chain code to the UZ chain code in 3 GDS systems (Sabre, Apollo/Galileo, and Worldspan) and activating the ExecuStay properties in a 4th GDS system (Amadeus). This will take ~ 24 hours to complete.
2. On June 28th, Marriott will begin the process of de-flagging ExecuStay properties in EPIC and closing out availability in Marsha. This may take up to two days to complete. This will result in Marsha properties not being bookable and searchable on Marriott.com and ExecuStay.com. The Check Rates and Availability button on ExecuStay.com will remain active and will point to the new booking engine on June 28th.
3. On June 28th, the booking engine on ExecuStay.com will change from Marriott to Open Hospitality. We have been working with Open Hospitality to maintain the look and feel of the existing online booking process wherever possible. It may look different, but functionality will be the same as guest's experience currently. The new booking engine will allow for modifications and cancellations to existing reservations made on ExecuStay.com. Reservations made on Execustay.com prior to June 28th will not be accessible for edits/cancellations from the new booking engine. RezView NG (RVNG) drives the booking engine and GDS systems
4. Retail (REG) and Corporate (COR) rates and availability have been loaded into RVNG for you based on the sheets you submitted in early June. Pegasus is also loading some of our existing corporate client rate programs which currently may exist at your properties. After the transition, we will discuss loading rate programs beyond REG and COR.
5. You will begin managing your properties rates and availability in the Pegasus system, RezView NG (RVNG) as soon as you get your log in information. Our GO LIVE date is June 28th and your rates/inventory in RVNG should be up to date and accurate by that time.
6. MRDW reports will continue to be available for reservations booked through June 28th. Access to MRDW will be discontinued on or before July 31st.
7. After the transition, you will receive email notifications (as you do now) for all reservations, modifications and cancellations. They will look at bit different, but will contain the same information.

8. For Guests who are MARRIOTT REWARDS MEMBERS; after the transition date (June 28th), ExecuStay reservations will no longer show under the MY ACCOUNT section on Marriott.com. Their reservations will still be eligible to receive Marriott Rewards points, but they will not be able to see or access their reservation details through MY ACCOUNT on Marriott.com
9. On July 12th, code changes will go into effect on Marriott.com which will impact the messaging users receive when searching for corporate housing options.
10. During the GDS switch (midnight June 27th- Close of business June 29th , Amadeus will be attempting to test sell your properties for the time frame of March-June 2013, Pegasus will be updating the inventory for that time frame to sell open and then closing it back out after switch is complete. Please do not close out properties for this time frame during the switch.

To DO:

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.

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