Siebel Newsflash

Oakwood

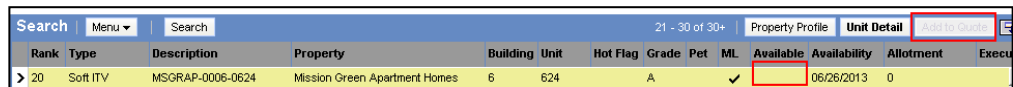|	
Overview	The Siebel Team consistently updates Siebel to allow you to work more efficiently and effectively every day.
Screens Affected	This Newsflash describes enhancements related to Siebel Pricing, *epic* and other General changes.
Date/Time	These enhancements were released Friday, May 31st 2013.

Newsflash Contents

Siebel Pricing Enhancements

Siebel Pricing Change # 1

Associate Restrictions for Adding 'Non-bookable' Apartments to a Siebel Quote

Siebel now limits which Associates are able to add apartments that are not associated to a bookable icon to a Siebel quote. For Associates that do not have system access to this ability, the Add to Quote button will be grayed out when you highlight an apartment without the bookable icon.

Siebel Pricing Change # 2

OCH Hard Inventory Reservation Restricted When Quantity > 1

If Associates attempt to book a reservation for an OCH Hard Inventory (i.e. an actual unit) with Quantity >1, they'll receive the following error message:

The selected apartment is an OCH Hard Inventory apartment and the Quantity requested is 3. Please adjust the Quantity or select a non-OCH Hard Inventory apartment. (SBL-EXL-00151)

Siebel Pricing Change # 3

Cost Items Financial Responsibility Adjusted if Oppty Financial Responsibility Changes

If Associates change the financial responsibility of an oppty after creating a quote, Siebel adjusts the financial responsibility of automatically created Cost Items to be consistent with the new financial responsibility designated.

Siebel Pricing Enhancements, Continued

Siebel Pricing Change #4

Location Desired 'Spacing' Glitch Fixed

Previously, Siebel Pricing would not be able to return Availability Search results if Associates entered an extra space in the Location Desired field. This glitch has been fixed.

epic Enhancements

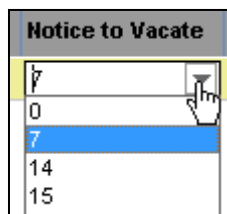**epic Change # 1**

Available Date Column Added to RFH Response

To allow *epic* Providers to specify when a property is 'available', a new Available Date column has been added to the RFH Response applet.

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epic Change # 2

7 Day Notice to Vacate Available in Drop-Down Menu

Many *epic* Providers offer 7 day notice to vacate; this value has been added to the drop-down so they can select it in their RFH Responses.
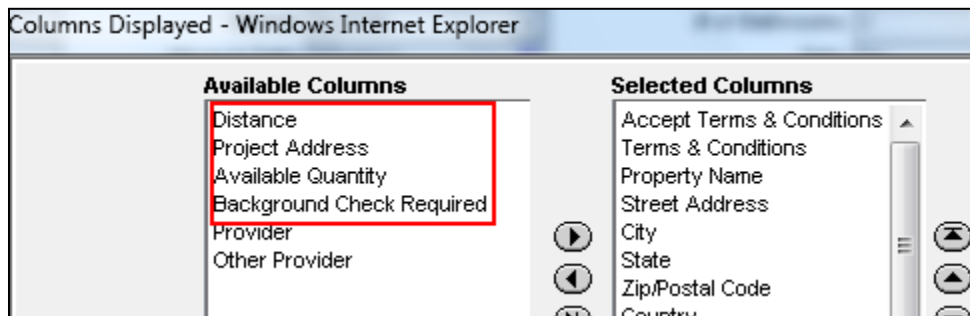

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epic Change # 3

Additional *epic* Response Fields Added

At the request of some of our *epic* clients, we've added these new fields to RFH Responses: Distance, Project Address, Available Quantity and Background Check Required. To begin using these fields, add them to the RFH Response applet using Menu>Columns Displayed>Available Items.

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epic Enhancements, Continued

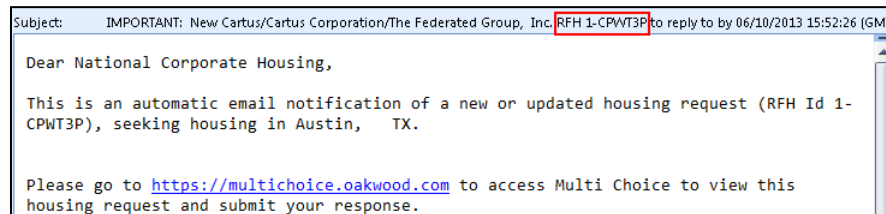|	
epic Change #4	**Can Adjust Allowed Number of Responses Manually Added to the RFH Request Screen** Previously, any Provider whose RFH Request was manually created (vs. being created using the Generate Requests button) could only provide one response. This new enhancement allows *epic* admins to set the default maximum number of responses by RFH Type. *Example: All Oakwood Global Solutions providers can now provide up to three responses to each manually generated RFH Request.*
epic Change #5	**RFH ID in RFH Notification Email Subject Line**
epic Change #7	**Reminder Email Only Sent if Original Notification Email Sent** Previously, *epic* would send a reminder email even if we had never sent a Provider the original notification email. With this new enhancement, reminder emails will not b sent to those Providers that were never sent an original notification email.

epic Enhancements, Continued

epic Change #8

Partner Portal Inbox Shows Only 'Sent' Provider RFH Requests

Previously, any RFH Request was visible to a Provider in their Partner Portal 'inbox' whether an email had been sent to the Provider or not.

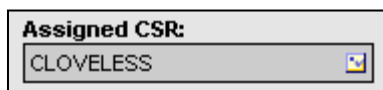*Current RFH Requests = Provider epic 'inbox'*

RFH Id	Request Deadline	# of Bedrooms	# of Bathrooms	Destination
1-CPWT3P	6/20/2013 8:51:47 PM	1	1	chicago, IL
1-DD9613	5/17/2013 6:52:26 PM	1	1	LS
CDM63241-63255	5/17/2013 1:00:00 PM	1		Cambridge, MA

My Homepage — Welcome Back National Corp Housing Client. Today is

Current RFH Requests | Menu ▾ |

General Changes

General Change # 1

Assigned NAC Label Renamed to 'Assigned CSR'

To reflect Oakwood's new titles, Siebel Accounts now reflects Assigned CSR rather than Assigned NAC.

Assigned CSR:
CLOVELESS

General Change # 2

New Insurance Oppty

To support Oakwood's new Insurance Housing Solution division, we've added a new opportunity type called Insurance. This oppty type contains insurance specific fields like Claim Number and is only available to Insurance Associates.

Note: In the near future, when an insurance housing request is submitted on Oakwood.com, Associates will see oppties automatically created with an 'Insurance' type in Siebel.
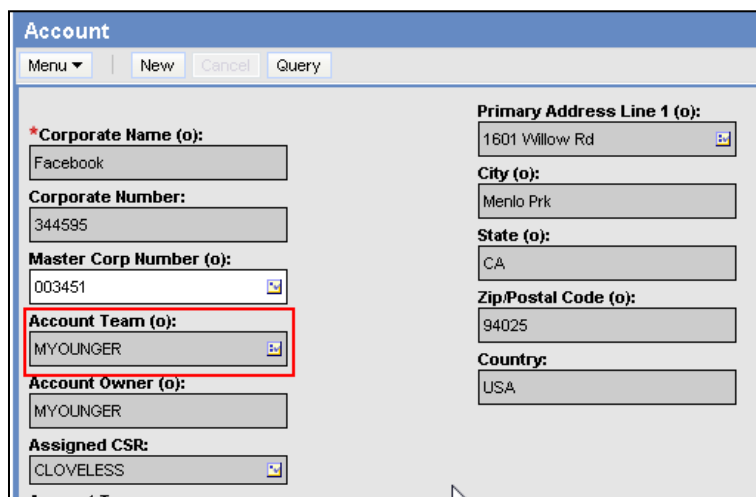

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General Changes, Continued

General Change # 3

Account Managers and Account Owners Visible in Account Sales Team
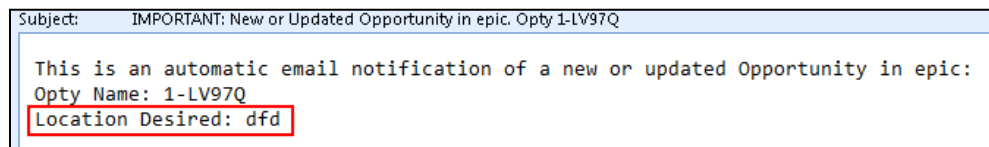
Click on the Account Team icon 🔳 to see who's on the team!

Note: The checked Associate is the Account Owner.

General Change # 4

Location Included in Franchisee Notification Email

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General Changes, Continued

General Change # 5

Account Split % Fields Added to Account Ownership

To support Oakwood's new Sales Coverage and Sales Compensation models, Account Split % fields have been added to the Account Ownership screen.

General Change # 6

TPM Checkbox Changed to 'Intl Contracted Account'

To reflect Oakwood's new Global approach, the TPM Checkbox has been renamed to read Intl Contracted Account.

General Change # 7

Account Profile>Special Instructions Field Hold 2000 characters

To allow additional information to be noted in an Account Profile, the Special Instructions field has been adjusted to handle up to 2000 characters.

Summary

It is with great pleasure that the Siebel Team and Oakwood University bring you these enhancements. Begin using them as of June 1, 2013. Enjoy!