



epic Enhancements

epic Change # 1

'epic Full' Checkbox Added at Master Account Level:

To help our Associates working with epic have better visibility into which clients are epic full, a new 'epic Full' checkbox has been added at the Master Account level. This setting then applies to all corporate numbers with that master corporate number.

All Accounts MCN ▾ Menu ▾ Query Query R			
Master Corporate Number	Description	epic Full	
> 001747	DIESI	✓	

This information is also displayed on the opportunity.

Opportunity

Menu ▾ | New Cancel Query Send to OS

★★★★★ VIP ★★★★★

Account/Contact Information

Corporate Name (o):
DIESI / ABC

Corporate Number (o):
337517

Total Solution Account:
☐

VIP Account:
☒

Fortune 1000:
☐

Pass Thru Billing Account:
☒

epic Full:
☒

epic Change # 2

Account Name Added to RFH Reminder Emails:

All epic reminder emails for all RFH Types, other than Oakwood Global Solutions, now include the Account Name of the RFH to help Associates more easily sort emails by customer.

Subject: IMPORTANT: New Disney Housing Request for Account textron to reply to by 02/15/2013 00:00:00 (GMT-08:00) Pacific Time (US & Canada)

Dear Bridgestreet,

This is an automatic email notification of a new or updated housing request (RFH Id 1-BVN6W), for Account textron seeking housing in Los Angeles.

Please go to http://sb8dev.corp.oakwood.com/epic_enu to access epic to view this housing request and submit your response.

The housing deadline is 02/15/2013 00:00:00 (GMT-08:00) Pacific Time (US & Canada).

Thank you,

Disney

epic Change #3

New Provider Link Allows Multichoice Access with Any Browser:

Until now, all Multichoice providers needed to use Internet Explorer 8 to respond to Cartus RFH requests. The Siebel Team has now created an alternate Multichoice portal that works with any internet browser – IE9, Firefox, Chrome and even Safari on an iPad!

This new version looks slightly different yet works exactly the same.

ORACLE

Siebel Customer Relationship Management

Help

Epic

Search:

Home:

My Homepage

Welcome Back Bridgestreet User. Today is Monday, December 17, 2012.

Current RFH Requests

Menu

1 - 7 of 7+

RFH Id	Request Deadline	# of Bedrooms	# of Bathrooms	Destination	Move-In Date	Move-Out Date	RFH Type
1-KH2YD	12/30/2012 4:12:11 PM	1		Los Angeles,	12/26/2012	1/31/2013	NOMURA
1-KNI4Q	12/11/2012 8:55:03 PM	1		Los Angeles, Ca	12/20/2012	2/2/2013	Cartus
1-KNI4Q	12/11/2012 8:39:56 PM	1		Los Angeles, Ca	12/20/2012	2/2/2013	Cartus
1-KNI4Q	12/11/2012 6:03:21 PM	1		Los Angeles, Ca	12/20/2012	2/2/2013	Cartus
1-KNI4Q	12/11/2012 6:02:11 PM	1		Los Angeles, Ca	12/20/2012	2/2/2013	Cartus
1-KNI4Q	12/11/2012 5:58:39 PM	1		Los Angeles, Ca	12/20/2012	2/2/2013	Cartus
1-KNJ05	12/11/2012 5:43:41 PM	1		Los Angeles, Ca	12/13/2012	1/26/2013	Cartus

Other RFH Requests

Menu

1 - 7 of 7+

RFH Id	Request Deadline	# of Bedrooms	# of Bathrooms	Destination	Move-In Date	Move-Out Date	Status	RFH Type	Actual Move-In Date	Actual Move-Out Date
1-J82TQ	8/10/2012 10:40:40 PM	1	1	Chicago, Il	8/16/2012	9/14/2012	Requested	Cartus		
1-HUFL7	3/27/2012 10:32:10 PM	1	1	Bangalore, India	2/14/2012	9/14/2012	Option	Oracle		

To access this browser-friendly version, epic providers can click on the alternate link that now displays in the notification emails.

Dear Bridgestreet,

This is an automatic email notification of a new or updated housing request (RFH Id 1-KNI4Q), seeking housing in Los Angeles, Ca.

Please go to <https://multichoice.oakwood.com> to access epic to view this housing request and submit your response.

The housing deadline is 12/11/2012 18:03:21 (GMT-08:00) Pacific Time (US & Canada).

Thank you,

Cartus

P.S. If you're having browser compatibility issues, please use the following link:

<https://multichoicesi.oakwood.com>

Note: epic providers who were not responding to Cartus RFH requests have been able to use browsers other than IE8 since the December Siebel Release.

epic Change #4

Condensed Internal epic Provider Response View:

To minimize the amount of scrolling necessary to respond to an epic request, the internal Provider response view has been 'scrunched'.

Here's how the new internal provider response screen looks:

RFH Details

Menu ▾ | Query

Client/Customer Information	Housing Request Details	Housing Request Information
Client Name: Cartus Corporation/JOH	Destination: Raynham MA	# of Bedrooms: 1
Reference #:	Market: BOSTON	# of Bathrooms: 1
Customer VIP:	Move-In Date: 12/1/2012	Pets: No
Customer Name:	Move-Out Date: 12/30/2012	# / Breed / Size: 0
Spouse Name:	# of Adults: 1	Lease Term: Month-To-Month
Customer Work Phone:	# of Children (under 18):	Rent Paid By: Individual Customer
Customer Home Phone:	Budget:	Customer Priority Needs #1: None
Customer Mobile Phone:	Special Instructions: I pay at least 30 days	Customer Priority Needs #2:
Customer Email Address:	14 NTV	Customer Priority Needs #3:
Customer Address:	THC Contact: JOHNNY MORALES	Other Customer Priority Needs:
	THC Email: jmoraless@oakwood.com	

RFH Id: CDM60476-60490

RFH Type: Cartus

Status: Requested

Status Reason:

Status Comments:

Request Deadline: 11/19/2012 11:30:43

Request Notes:

Menu ▾ | Query | Additional Response

Property Name	Street Address	City	State	Zip/Postal Code	Country	Property Type	Currency	Daily Rate	% Discount	Min Stay	Noti
USD											

Attachments | Menu ▾ | Delete | Query | New File | New URL

Attachment Name	Size (In Bytes)	Type	Modified	Update File	Comments
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On most monitors this 'slimmer' screen should be completely visible and it works exactly as it did before.

Note: The Siebel Team already 'slimmed' the external Provider version of this screen in the December Siebel release.

General Changes

General Change # 1

Email Sent to Franchisee When Oppty Sent:

Siebel now sends an email to the franchisees when an Oppty has been forwarded to them using the Send to Project feature. This will help franchisees be more aware of housing requests that have been sent within Siebel.

General Change # 2

Franchisees Have All Accounts>Contacts views:

The screenshot shows the Siebel CRM interface. At the top, there's a navigation bar with tabs: Epic, Accounts, Contacts, Opportunities, and Activities. Below this, the 'My Accounts' section has a sub-tab 'All Accounts' highlighted with a red box. The main area is titled 'Account' and contains a form for 'Indiana Constructors, Inc.'. The form is divided into several sections: Corporate Name, Corporate Number, Master Corp Number, Account Owner, Account Type, International Location, Primary Address Line 1, City, State, Zip/Postal Code, Country, Account Status, Financial Responsibility, Industry Code, Industry Description, Account Source, Created Date, Total Solution Account, Pass Thru Billing, epic Full, Franchise or Oakwood Paperwork, VIP Account, GSA Account, Fortune 1000, Total Process Management, and Comments. The 'Contacts' sub-tab is also highlighted with a red box. Below the form, there's a table of contacts.

Last/Family Name	First Name (o)	Middle Name	Work Phone # (o)	Contact Title	Department	Contact Type	Email	Status	Corporate Numbe	Mr/Ms
Berebitsky	Paul		(317) 634-7547	Manager	Management	Decision Maker		Active	314847	Mr.
Dixon	Soon-ok		(310) 825-5889			Influencer		Active	314847	Ms.
Limaye	Swati		(408) 560-5052					Active	091709	
Workman	Jenni		(949) 885-5231	Sr. Consultant		Relocation Counselc	jenni.workman@prir	Active	301334	Mr.

This tab has been added so franchisees can more easily find contact information from within the All Accounts tab.

General Change # 3

New 'Franchise or Oakwood Paperwork' field on Account and Oppty:

A new 'Franchise or Oakwood Paperwork' field has been added to help indicate what type of paperwork should be used for a particular tenancy.

This value is set at the corporate account and is displayed on the oppty as shown below.

The screenshot shows a web application interface for an 'Opportunity'. At the top, there is a title bar with the word 'Opportunity' in blue. Below the title bar is a navigation bar with buttons: 'Menu' (with a dropdown arrow), 'New', 'Cancel', 'Query', and 'Send to'. Below the navigation bar is a status bar with five yellow stars, the text 'VIP' in blue, and another five yellow stars. The main content area is titled 'Account/Contact Information' and contains several fields: 'Corporate Name (o):' with the value 'DIESI / ABC', 'Corporate Number (o):' with the value '337517', 'Total Solution Account:' with a checkbox, 'VIP Account:' with a checked checkbox, 'Fortune 1000:' with a checkbox, 'Pass Thru Billing Account:' with a checked checkbox, 'epic Full:' with a checked checkbox, and 'Franchise or Oakwood Paperwork:' with the value 'Oakwood'. The 'Franchise or Oakwood Paperwork' field is highlighted with a red rectangular box.

Opportunity	
Menu ▾	New Cancel Query Send to
★★★★★ VIP ★★★★★	
Account/Contact Information	
Corporate Name (o):	DIESI / ABC
Corporate Number (o):	337517
Total Solution Account:	<input type="checkbox"/>
VIP Account:	<input checked="" type="checkbox"/>
Fortune 1000:	<input type="checkbox"/>
Pass Thru Billing Account:	<input checked="" type="checkbox"/>
epic Full:	<input checked="" type="checkbox"/>
Franchise or Oakwood Paperwork:	Oakwood