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| PROCESS | | FORM | | DETAILS |
| New Property Loading |  | PIF – Property Information Form. Complete all tabs pertinent to the requested systems. |  | Follow this process to submit a new property for loading onto Oakwood.com, ExecuStay.com or the GDS (any or all systems).  Use new PIF (property information form) to submit all information for new properties to be loaded to any of the eChannels. |
| eChannel Booking Process |  |  |  | Process outlines path of notifications when reservations are booked via GDS/IBE |
| Rate-Availability-Content Updates to Existing Properties |  | Change Request Form |  | Follow this process to submit a change request for a property that already exists on oCom, eCom or GDS.  Use new Change request form to submit all changes for content, rates and availability |
| Travel Agent Commission Policy and Processing |  |  |  | Outlines the new commission policy for Oakwood/ExecuStay brands along with the centralized process for paying commissions to travel agents for reservations booked through echannels |
| Alternate Property Search Functionality |  |  |  | Use new Alternate Properties Template to submit alternate property selections for existing RVNG properties |
| FAQs |  |  |  | Questions and Answers from Webinar sessions. |