# The eFAST (eCommerce Form & Submission Tool) User's Guide
* Hotel Web Sites *

Welcome to Marriott's eFAST system! The Hotel Web Sites (HWS) section of eFAST was created in order to streamline and add efficiencies to the request submission processes in regards to HWS enhancements and changes. While the system was designed to be as user-friendly as possible, this document will cover the basic functions and instructions in using the system.

Adding Hotels to Your Profile

Your first step in using eFAST is to add your hotel(s) to your profile. You can easily do this from the Welcome Page (eFAST Home) by choosing the "*Add or delete a hotel from your list*" link.
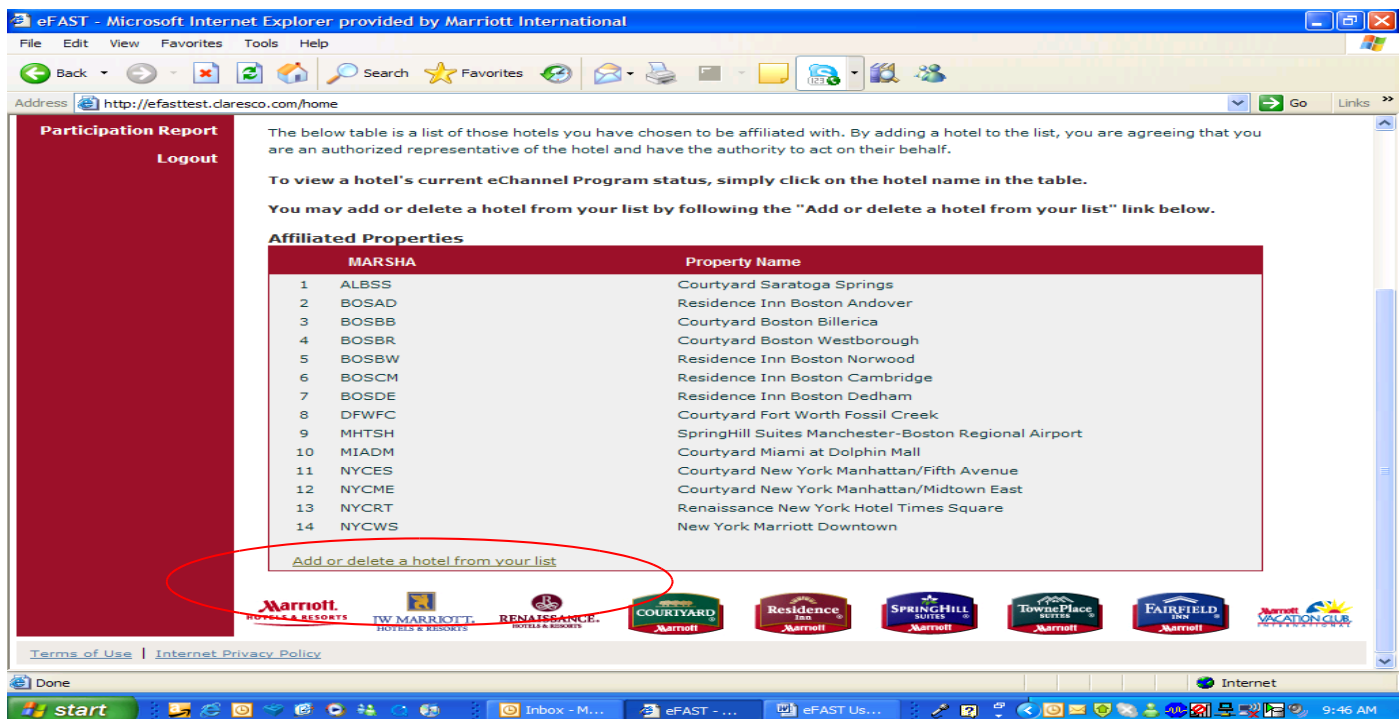
From the eFAST User Hotels screen (below), you can add a hotel to your profile simply by entering the MARSHA code in the entry box below the table. As you begin to type the MARSHA code, a hotel list will appear from which you can select.

After selecting the hotel, click "ADD". The hotel will be saved to your profile and you can choose "RETURN" to return to the eFAST Home page (main hotel selection).

Note: A hotel can be added to multiple user profiles (thus multiple users can take action on the same hotel). Actions resulting in system-generated emails (to be covered later in this document) will be sent to all users registered to that hotel, regardless of which user generated the action. However, the system will register which user took which action in a history file.

Note 2: Hotel profile will be shared across both the HWS and eChannels tool. E.g., if you have previously registered in eFAST and added hotels to your profile under the eChannels section, these hotels will be available to you in the HWS section as well.

	MARSHA	Property Name	
Participation Report			
Logout			
1	ALBSS	Courtyard Saratoga Springs	
2	BOSAD	Residence Inn Boston Andover	
3	BOSBB	Courtyard Boston Billerica	
4	BOSBR	NYCBK--New York Marriott at the Brooklyn Bridge	
5	BOSBW	NYCBR--Hotel 57	
6	BOSCM	NYCCP--The Ritz-Carlton New York, Central Park	
7	BOSDE	NYCEA--New York Marriott East Side	
8	DFWFC	NYCER--Marriott ExecuStay New York City	
9	MHTSH	NYCES--Courtyard New York Manhattan/Fifth Avenue	
10	MIADM	NYCFI--Fairfield Inn New York Manhattan/Times Square South	
11	NYCES	NYCFQ--Fairfield Inn New York LaGuardia Airport/Long Island City	al Airport
12	NYCME	NYCJF--Courtyard New York JFK Airport	
13	NYCRT	NYCLI--Long Island Marriott Hotel & Conference Center	
14	NYCWS	NYCLM--Fairfield Inn New York Manhattan/Financial District	

NYCMD--Courtyard New York Manhattan/Times Square South
NYCME--Courtyard New York Manhattan/Midtown East
NYCMH--Courtyard New York Manhattan/Upper East Side
NYCML--Melville Marriott Long Island
More choices

Marsha
NYCBK   **Add**

Return

Viewing Your Hotel's Current Form Submission Status

From your list of hotels on the eFAST Home page, simply select the hotel you wish to view. You will be brought to the *Forms List* page for that hotel.

Message Box

The message box will include any recent messages for the hotel, including Participation Parity Alerts, Activation Notices, etc. To read the full text of each message, simply click on the "*[more]*" button on the right hand side.

Forms

The list of available forms are divided into three sections:

- **"Pay for Service" Forms:** These are forms that are for services that carry an additional cost. The cost will be described on each form.

- **HWS General Form:** These are general content forms

- **Photography & Enhanced Content Forms:** these are forms for submitted enhanced content, such as photography, 360, video, etc.

On the Forms list page, you'll see a list of all available forms, as well as the current status of each form submission (if submitted). While Status code may differ from form to form, basic status codes include

- *Started*: The hotel has begun to complete the necessary forms but has not yet completed and/or submitted their forms for activation.
- *Updated:* The hotel has made changes to their form after initial submitting
- *Update Requested*: The form administrator has "returned" the form to the user for corrections or clarifications. Forms in this status can be accessed, corrected and resubmitted.
- *Complete*: The form/service request has been completed.

Submitting Your Form – General Overview

From the *Forms List* page, simply click on the name of the form you wish to submit.

1. Complete all requested information in the form

2. Enter any submitter comments that you feel may help the form administrators in completing your request. Note that information in this section is not used as part of submission text.

3. *SAVE button:* If you need to collect additional information for a form field but wish to save your progress without submitting your form, choose the save button. When you return at a later time, all previously entered information will remain.

4. When you're ready to submit your form, choose the *"SUBMIT"* button. You should receive an immediate pop-up verification that your form has been submitted successfully, followed shortly by an email verification of receipt.

5. After choosing *"SUBMIT"*, you will be brought back to the Current Form Manager page where the program status will change to "Submitted".

Form Activity Log

The form Activity log is available on the *Current Form Manager* page. You can access this page at any time by first selecting a form from the *Forms List* page, then using the radio buttons selecting a submission from the list (if multiple requests have been made for a submission type. Under the main box, you will see a header that says *"Form Activity".* Underneath this header, choose *"show",* and you will see a full log of all actions, emails, etc. that have occurred during the submission process.

Where to go for Help

If you have suggestions regarding eFAST functionality or other comments, please contact shawn.paley@marriott.com