epic™ Quick Start Guide for Partners

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| Home | Requests ⌄ | Reports | Username ⚙ |

Dashboard   Welcome back John | December 18, 2017

Supplier Dashboard

A   Request

30 Days   60 Days   90 Days   Last 12 Months   YTD

Total Requests
100

5
10
15
40
30

■ Open   ■ Awarded   ■ Incomplete   ■ Declined   ■ Cancelled

B   New request needs response: **Display Request**

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A   Requests

epic™'s interactive home page includes data visualization tools so you can see a snapshot of your housing requests in real-time, based on all of the bid requests that have been sent to you within the last 30, 60, 90 days, or within the year. Simply click on the date labels at the top of the chart to change the timeframe to update the chart. You can easily access a list-view of all the housing requests in any given category by clicking on the color-coded status in the chart. You may also access the list-view by selecting the desired status from the "Requests ⌄" menu in the top navigation bar.

B   Alerts

Quickly access a list of new housing requests by clicking on the "Display Request" link.

C   Generating On-Demand Reports

Select the Reports option from the top navigation bar to access epic™ reporting. See page 5 for details.

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Responding to Housing Requests

Responding to a new housing request is easy. You will receive an email notification with a direct link each time you have a new request, or you may log in at any time using your credentials. Property information will be prepopulated based on what you've saved in your RFH Property Profile and can be customized per request using one simple form.

D Property Information
This section captures your property's physical details.

E Rate Information
This section will capture all information relative to what is included within the quoted rate, as well as any background or credit check requirements.

F Prioriy Needs
This section lets you know what is most important to the guest. Use the drop down boxes to indicate how your option meets each of the items requested.

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G Viewing and Sorting Housing Requests

epic™ makes it easy to see a detailed snapshot of all your housing requests in any given status within a list view. The list can be sorted by virtually any category by simply clicking on the column header and selecting "Sort". If you have more than ten housing requests, you can access additional pages by clicking on the forward (▶)and back (◀) icons at the bottom of the list.
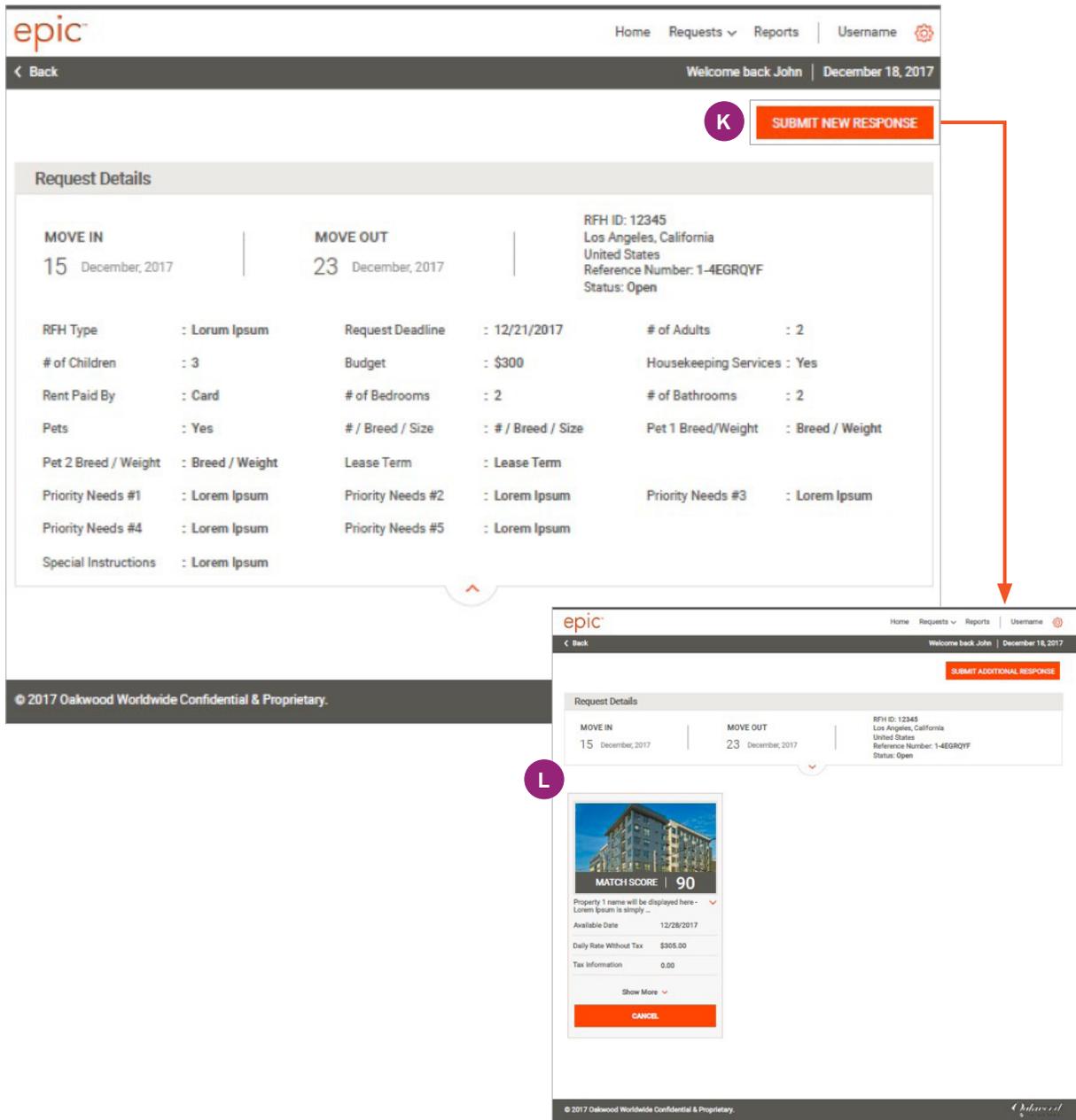
H View Request Details

Click on the Request # of any housing request to view the details and submit a response.

I Keyword Search

You can also search for a specific housing request using keywords by selecting your keyword category from the dropdown menu, and then typing in your desired keyword. For example, you can select the category "RFH Type" and then enter the keyword "Oakwood® Global Services" to see a list of only the housing requests from Oakwood®.

J Exporting Your List

At any time you can export your complete list of housing requests into .csv, .txt or HTML formats by clicking on the Export button and defining your desired parameters within the Export wizard.

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Viewing Request Details

K Once you have accessed the Request Details from the list view, you will see a summary of the traveler's requirements within a single page. Once you have determined the best option for your bid, you can respond to the housing request by clicking the "Submit New Response" button. You may submit multiple (unique) responses for each request.

L Once you have responded to a request, the Request Details screen will be updated with a property card for that response. Each option you provide will be assigned a Match Score according to how well it meets the guest's stated priority needs.

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(M) Running Reports

epic™ allows you to run on-demand reports by clicking on the Reports option from the top navigation bar. The entire data-set can be exported, or the search bar can be used to call specific data before a file is exported. Reporting is available for:

- Request #
- Property Name
- City
- Country
- Date Available
- Currency
- Rate
- Tax Amount
- Priority Needs

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