

LANYON – SYSTEM

OVERVIEW AND PROCESSES

SYSTEM OVERVIEW

Lanyon is a system that is used by Quest Apartment Hotels to administer the tender process of National and Local accounts.

PROCESS AND TIMELINES

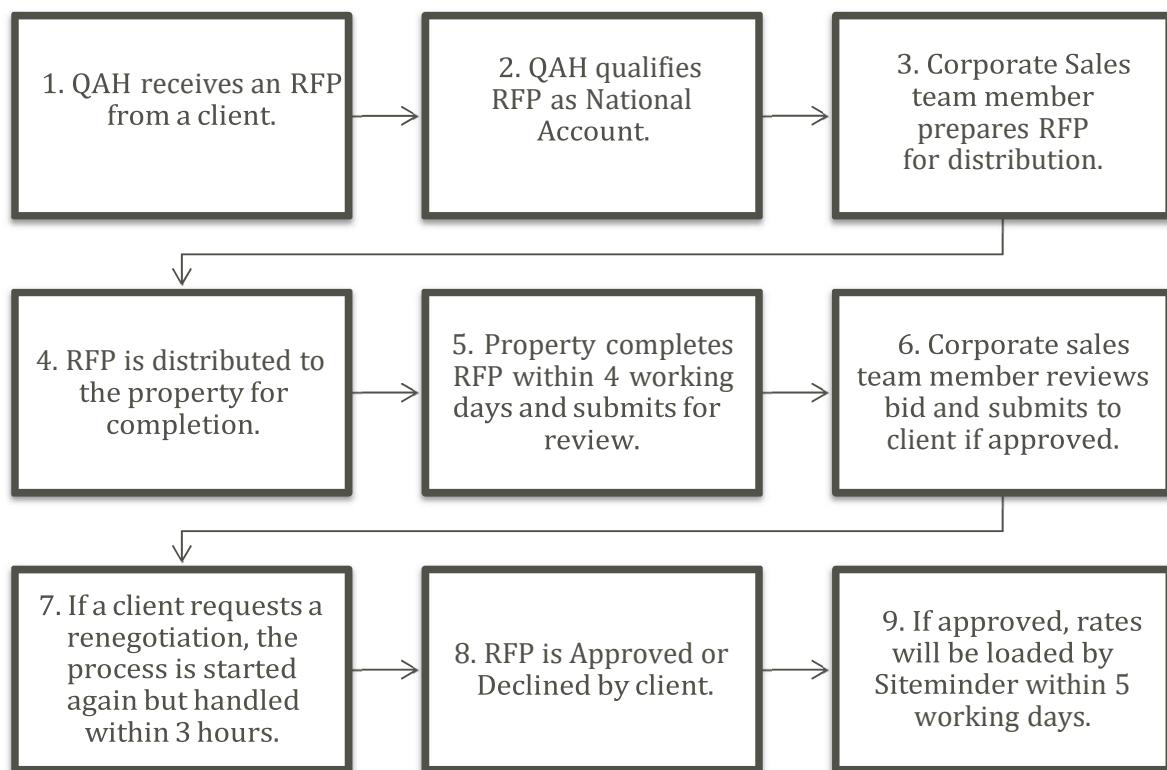
Quest Apartment Hotels have set out a number of processes for handling Request for Proposals (RFPs). Depending if a client is classified as a “National Account” (An account managed by the QAH Corporate Sales Team) or a “Local Account” (An account managed by an individual property) a different process may be used.

- **QAH National Account:** This is for clients that are managed by the QAH Corporate Sales Team.
- **Local Account, using Lanyon:** This is for clients that are managed by individual properties and the client uses Lanyon as an RFP tool.

All local accounts that are not using Lanyon will be managed by the property directly with the client.

Please see below a detailed overview of the processes outlined above:

QAH NATIONAL ACCOUNT:



Overview:

As soon as QAH receives an RFP from a client, the RFP will be qualified to check if this account is managed by the QAH Corporate Sales Team. You can see all “National Accounts” in Salesforce under the individual Account names.

If the RFP is from a client that is managed by the QAH Corporate Sales team, it will be assigned the RFP to the National Account Manager or team member in charge of the account.

The team member will review and prepare the RFP for distribution to you at the property. You will always receive the RFP before 12noon, so you have enough time to prepare your RFP bid. Once you have received your bid, you will have 4 working days to respond to the RFP.

During these days, feel free to speak directly to the corporate sales team member to find out additional information about the account. Once you have completed your bid, please upload this to Lanyon and submit it for review. You will notice that the status will change to approved, pending submit.

The QAH team member will check your bid to ensure that it answers all the questions and you have a good chance to be accepted by the client. If there are any errors within the bid, the QAH team member will send it back to you for further completion.

Once the QAH team member is happy with the bid, it will be submitted to the client via the Lanyon platform. You will notice this, as the status will change to “submitted”.

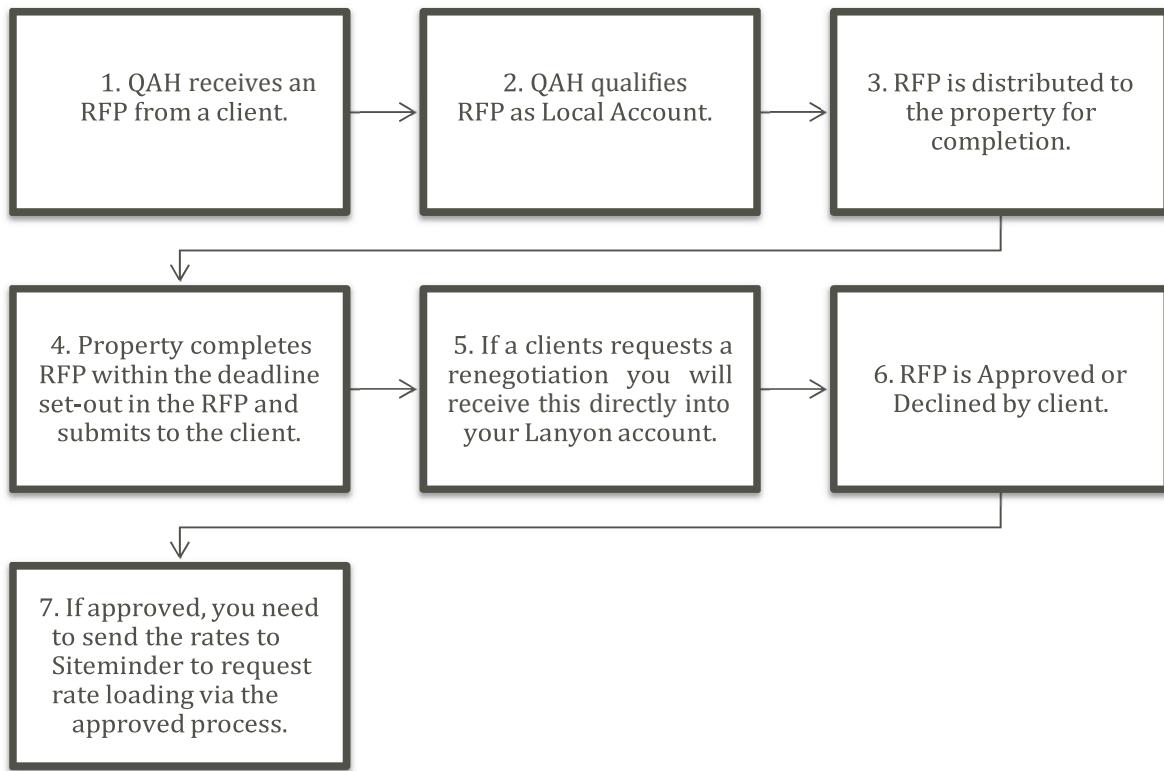
Once your bid has been submitted, it can either be approved, declined or sometimes the client can request a renegotiation.

Approved: If your bid has been approved, you will see the status change within Lanyon to “Accepted”. The QAH Lanyon Administrator will liaise directly with SiteMinder on your behalf to get the rates loaded for you. Rates will be loaded and available in the GDS within 5 working days from acceptance.

Decline: If your bid has been declined, you will see the status change within Lanyon to “Decline”. We would highly recommend for you to get in touch with the QAH corporate sales team member to learn why your bid was unsuccessful. If you do not know who the correct team member is, please check Salesforce and search for the account.

Request for Renegotiation: In some cases the client is not happy with your rates and will request a renegotiation. In this case the QAH corporate sales team member will restart the process and the RFP will appear in your account again. Please note that you are required to act quickly in this case, with sometimes the deadline to respond to renegotiations being as short as 3 hours.

LOCAL ACCOUNT, USING LANYON:



Overview:

The process for Local Accounts is very similar to that of a National Account, with the main difference being:

Submit directly to the client: Once you have completed your bid, you can submit your rates directly to the client without a review stage by the corporate sales team. Please ensure that you have completed the bid to the standards requested by the client and your rates have been checked.

Renegotiation: If the client would like to renegotiate the rates, you will receive this request directly via the Lanyon Platform.

Rate Loading: Once your bid has been approved, please make sure that you send these rates to Siteminder for Rate Loading. Please ensure that you use the standard rate loading process. Rates will be loaded within 3 working days.

SYSTEM INTRODUCTION

Logging in:

To log-in to Lanyon please go to <https://supply.lanyon.com/Supplier/LoginSupplyPortal.aspx> and use the login details that have been provided to you.

If you do not have log-in details for Lanyon, please contact the QAH Lanyon Administrator by emailing revenue@questapartments.com.au

Home screen:

RFP Summary					
Show me all my Bids					
New RFP	10				
Request Renegotiation	2				
In-Process	3				
Verified	0				
Approved/Pending Submit	0				
Submits Received	0				
Account Accepted	4				
Account Rejected	0				
Printed Participation	1				
Declined Renegotiation	0				

Once you are logged in on the Lanyon Platform you will be shown the homepage for your property. The homepage shows you direct links to the most frequently used features:

Message Centre: Communicate with your client or with the QAH Corporate Sales team in regards to outstanding RFPs.

New Activity: A handy overview of recent activity on RFPs such as new bids or market leads.

Account Reminders: View immediately due bids and bids that are already overdue.

RFP Summary: A section that displays a summary of all your bids with their status. You can click on the hyperlink of each status to be taken to the Property RFP request or bids that are due shortly.

Add / Verify User Profile and User Preferences

As a user you need to verify your email address and can set your preferences, including how and when you receive notifications. To do so click on the User Options link located on the top right and add/verify your User Profile information and preferences.

- Locale – The language that the My Property categories are displayed in
- RFP - Days Out – allows you to set the default for the summary of your work displaying under Account Reminders on the home page.
- RFP Default View – allows you to see only the bid questions related to specific categories - i.e. Custom.

Property Management in Navigation Bar:

Via the Property Management section in the navigation bar you can immediately access the three most important sections of Lanyon:

Property Profile: An easy way to store all your property information and the ability to reuse it in the bids. Make sure you complete this as it will save you significant amount of time in the future when completing your bids. For more information on how to complete this section, please refer to the user guide "LANYON – COMPLETE YOUR PROPERTY PROFILE"

Property Rate Plans: This is where you can add your default, comparison and negotiated rate plans. RFP's from National Accounts will come with a default Rate Plan, however if you would like to store other rate plans you can do so in this section. For more information on how to complete this section, please refer to the user guide "LANYON – CREATE A RATE PLAN (TEMPLATE)"

Property RFPs – In this section you will see the summary of your bids by their status. A detailed overview of this section can be found in the user guide "LANYON – SUBMIT A RFP BID"

QUESTIONS AND CONTACT

If you have any questions on how to use Lanyon or about the content of this user guide, please contact the QAH Lanyon Administrator via reveue@questapartments.com.au.