

## Instant Activation FAQs: Turning Instant Activation into Immediate Value

Wondering what Instant Activation can do for your property? Read our FAQs below to learn more.

Still have questions? Contact a member of our team at [Sales@stayntouch.com](mailto:Sales@stayntouch.com).

### 1. What is the benefit of making the decision to pay for Instant Activation?

Choosing a mobile PMS is more than just trying out new tech or swapping out old software. It's about transforming your business model to create an extraordinary guest and staff experience people will love. Reframing your team's mindset is exponentially more successful when it occurs in an environment that's primed and ready for the transition. Instant Activation is an opportunity for us to begin reshaping current processes and standard operating procedures at your hotel. Our training programs and workshops are designed to familiarize your team with our products and propel your property towards a revolutionary approach to the guest/staff relationship.

Throughout Instant Activation, you are guaranteed the personal support of our committed and passionate consultants. We are here to help your property get the wheels spinning and the cogs turning, so you can start off on the right foot with your new mobile PMS.

### 2. Why do my subscription fees start immediately?

For all of our clients, monthly subscription starts upon signing. Why? Because Instant Activation means instant value for your hotel. On Day 1, we begin sharing resources and materials that guide your team throughout integration with Rover. With the added time Instant Activation presents, our team can introduce your property to the basics of successfully operating a mobile PMS.

### 3. What materials or services can I expect to receive for choosing Instant Activation?

As a newly signed StayNTouch client, we provide the following:

- Access to your property's own Rover environment.
- Workshops that deliver valuable content about our products.
- Answers and direction on how to best implement upsells at check-in/check-out.
- Options for re-thinking your business, provide an enhanced check-in/check-out experience for your guests, and improve your hotel's reviews.
- Resources while assisting with software setup, training your staff, and coaching your team along the way.
- Guidance as we steer your property through successful integration with our many interfaces.

Let us know if there is anything else you need. We want to start working for you right away!

#### **4. When is my first payment due?**

All of our properties are required to pay their first month's dues upon signing and before any true efforts commence (such as configuration, workshops, etc.). Once payment is received, StayNTouch will get the ball rolling at your property as quickly and as smoothly as possible.

#### **5. What if I am a new construction property?**

Dealing with construction can be a real pain. We know you'll be dealing with competing priorities and a few unanticipated hurdles along the way. For this reason, we've implemented a solution to make dealing with construction a little more tolerable for Rover Standalone properties.

While your first month's payment is due following signing (as noted in Question #4), we've implemented a 90-day grace period as a workaround during construction for our Rover Standalone properties. As a result, your next month's payment would not be due until the grace period completes (with the maximum date allotted being 90 days after signing). However, if Rover configuration was to begin within those 90 days, any hours worked would be calculated accordingly to adjust your property's billing recommencement date.

Talk to your StayNTouch Sales Expert early about anticipated construction projects, so we can better adjust our timeline and shift our expectations for those first 90 days. Also, be sure to include this information in your service order to avoid any confusion. With a plan in place, we'll be ready to get started with training once the sawdust settles.

**Note:** There is no construction grace period for Rover Overlay properties. Scheduled payments begin 45 days post signature OR at the commencement of configuration with Opera Web Services (OWS).

#### **6. If I choose to have resources come to site, when do they come?**

One of our product's strengths is its user-friendly design. It was our desire to create products that would be intuitive and easy to learn. For this reason, we are comfortable offering remote services to our properties, but we are also capable of providing onsite, person-to-person support when necessary. The benefit of this setup results in a lower total cost for your property, while also being able to deploy ground support as a supplemental service.

#### **7. What is covered in my workshop?**

At StayNTouch, we take a consultative approach to each partnership. We want to better understand your hotel's objectives and goals for improving your guest's experience while simultaneously making your staff's jobs more manageable. A key part of achieving these goals and implementing new processes begins with your staff's ability to successfully incorporate our products into their daily routines. The Instant Activation Workshops offer detailed insight into our products and provide you and your team with the opportunity to ask our subject matter experts some questions of your own. Think of our workshop series as your own, live help session. Each workshop is an opportunity for you to learn from an expert, ask questions, and start a dialogue with your team as you prepare to implement a mobile PMS.

In addition to inviting you and your team to sit-in during the workshop call, you will be asked to complete assignments along the way. The purpose of these assignments is to create a reference point for our team and keep your staff engaged during Instant Activation. It is of critical importance that you take the time to complete these assignments along the way, so we can better assist you with implementing Rover and Zest at your property.

#### **8. What if I have a special integration I am waiting for?**

This is not a traditional model where we coordinate an install and hook up interfaces on-sight. We have many moving parts and our resources are actively engaged from the outset. The turnaround time for the project can also be as quickly or as methodically scheduled as you wish. Based on your property's specific needs, our team will devise a plan that works best for your existing processes and fits into your timeline. Regardless, we will be in close communication with your team and working hard to implement important integration efforts every step of the way.

#### **9. What does my team do if we have questions along the way?**

We've discovered the best practice for guaranteeing the successful transfer of knowledge from our team to your property comes down to selecting two people at your property who can work closely with us during Instant Activation.

Designating one **administrative coordinator** (communications/operations specialist) and one **billing coordinator** (financial/billing professional) on your team ensures that the appropriate information is being forwarded to the correct party at your property. It also means that we have a direct line of communication with a knowledgeable member of your team who is familiar with your property's operational and/or financial practices.

By actively sharing all the resources we have at our disposal, the administrative coordinator keeps your team in the loop during the execution of Instant Activation, while the billing coordinator takes point on any financial related questions.

Rest assured! Responding to your questions is always our top priority. We will do our best to establish open lines of communications from day one, but if your team is ever unsure who to reach out to – you can always direct product/process-related questions to [Sales@stayntouch.com](mailto:Sales@stayntouch.com). Or for follow-up regarding payment, balances, and the like – email our Finance Department at [AR@stayntouch.com](mailto:AR@stayntouch.com). We will do our absolute best to respond to your questions within 24-48 hours after receiving your inquiry.

#### **10. What's the real benefit of choosing Instant Activation? What's the added value for my property?**

With Instant Activation, you're investing in service and success. Our Instant Activation Workshops provide your property with additional "wiggle room" for preparing to transition with our products. By capitalizing on our Instant Activation offer, your property can start thinking about the different ways you'd like to proactively engage guests while adding your hotel's own unique flavor into the mix. With added time on your side, you can ensure staff are well trained and prepared to use our products, so there is no interruption in service for your guests.

Simply put, Instant Activation means a smoother go-live that will benefit both your staff and guests. Your team will enjoy the added time to try out our products, while your guests enjoy experiencing your hotel in a completely new way.