



Overview of Churchill Extranet

Churchill
CORPORATE SERVICES

www.ChurchillCorp.com

Overview

Churchill's corporate housing extranet was built in response to the need for a full-featured corporate housing and employee relocation management tool. The extranet is constantly being expanded and improved upon to meet the ever-changing needs of our dynamic industry.

Both corporate clients and their transferees can manage every aspect of their temporary housing by utilizing the single-point-of-contact that Churchill's extranet provides.

Customer Service


Monday - Friday:
Mary Hart
Tel: 973-636-9406 x5680

Apartment Information

Churchill Extranet Services

Welcome ABC Incorporated
Guest: John Dole
Account ID: 33333

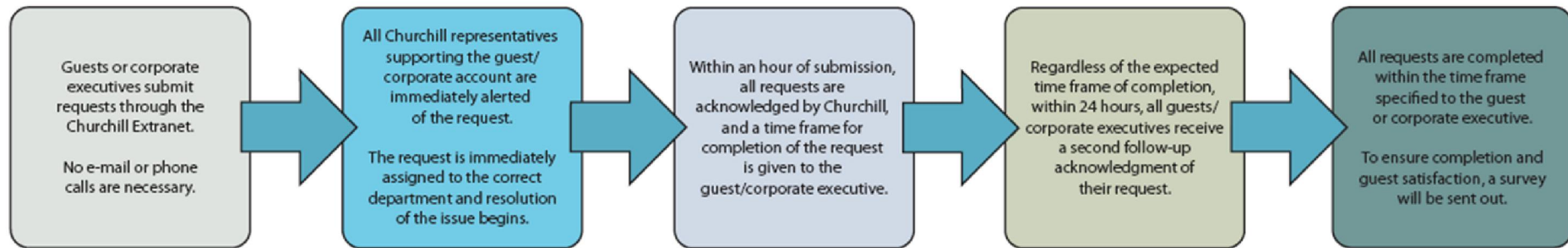
[Log Out](#) | [My Profile](#) | [Help](#)

 EMAIL

 PRINT

Real-Time Tool

Churchill's extranet is a unique, real-time tool for establishing a single point of contact, facilitating timely service and ensuring optimal customer satisfaction.



CHURCHILL EXTRANET > REAL TIME INFORMATION AT YOUR FINGERTIPS

According to the most recent CARTUS Temporary Housing Network Survey results, the three biggest defects in customer service among corporate housing companies are: client satisfaction with resolution of the issue, timeliness in resolving the issue, and responsiveness when the issue is reported.

CARTUS ranked Churchill 1st in quality of service among 17 companies in the industry for three consecutive months in 2009. Churchill is committed to providing responsive, timely, and extraordinary service. The launch of Churchill's extranet will enable us bring the quality and speed of our services to the next level, ensuring even greater customer satisfaction.

Move-In Information

Property Profile



Ritz Plaza

235 West 48th Street, Apt 17L
New York, NY 10036

Property Amenities

Post-War building
43 floor Hi-Rise
Full time Concierge
24-hour Doorman
Sun deck
Swimming pool
Fitness center
Washer/Dryer On Premises
Pet-friendly (fee)
24 hour attended garage
Valet services
Laundry facilities on premises
In the heart of the Theatre District
Restaurant in building
Subway: A,C,E trains on 50th & 8th stop, 1 & 9 on 50th and Broadway, and N & R on 49th and 7th Ave
High speed internet access available
Housekeeping service available

Complimentary

Local phone service
Premium cable TV
Utilities included, with cap

Quick Links

[Community Details](#) ▶
[Apartment Pictures](#)
[Map and Directions](#)

Your Churchill Team

Reservations Contact

Shaindy Wachsman
Tel: 973-636-9406 x5675
Fax: 973-636-0179

shaindyw@churchillcorp.com

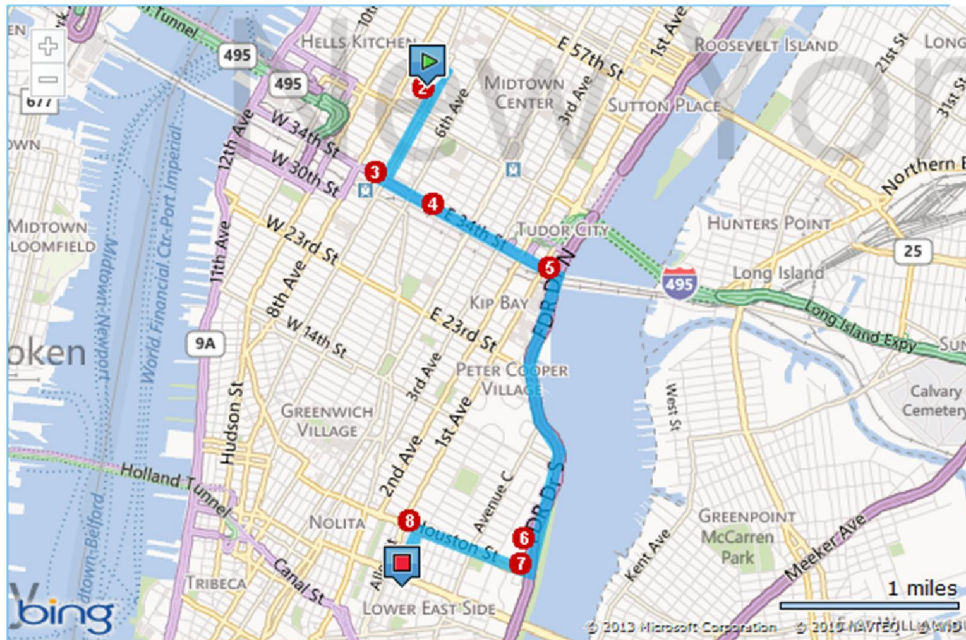
Account Manager

Shiffy Beck
Tel: 973-636-9406 x5391
shiffyb@churchillcorp.com


Information pertaining to a guest's move-in is available online anywhere in transit. Each extranet account gives a full profile of that guest's apartment, including their specific unit number and apartment features.

At any time before or during their stay, a guest can log in to their extranet account and retrieve important information such as their mailbox number, apartment key arrangements, garbage collection schedule or assigned parking location.

Comprehensive Area Info



 Find the driving directions between **Ritz Plaza** and any other point. (e.g., Office address, Airport, etc.)

	Start: <input checked="" type="radio"/> Ritz Plaza	<input type="radio"/> Other Address: <input type="text" value="Address, City, State"/>
	Stop: <input type="radio"/> Ritz Plaza	<input checked="" type="radio"/> Other Address: <input type="text" value="121 Ludlow St. New York, NY 10002"/>
Get Directions		

A Churchill extranet account gives guests everything they need to learn about their new location. Detailed area information guides can be downloaded and printed. Driving directions, maps and points-of-interest are available online through the integration of Microsoft's Virtual Earth™ application.

Turn-by-Turn Directions:

Distance: 4.6 miles

Time: 12 minutes, 55 seconds

- 1 Depart W 48th St toward Broadway (0.1 miles; 24 seconds)
- 2 Turn right onto 7th Ave (0.1 miles; 31 seconds)
- 3 Keep right to stay on 7th Ave (0.6 miles; 1 minutes, 57 seconds)
- 4 Turn left onto W 34th St (0.4 miles; 1 minutes, 33 seconds)
- 5 Road name changes to E 34th St (0.7 miles; 1 minutes, 56 seconds)
- 6 Take ramp right for FDR Drive South toward Battery Pk (1.6 miles; 2 minutes, 38 seconds)
- 7 At exit 5, take ramp right for Houston St toward Holland Tun (0.1 miles; 13 seconds)
- 8 Turn right onto E Houston St (0.7 miles; 2 minutes, 11 seconds)
- 9 Turn left onto Ludlow St (0.2 miles; 1 minutes, 28 seconds)
- 10 Arrive at Ludlow St

[Print Directions](#)

[Email Directions](#)

Local Area Information

In addition to driving directions and local points of interest, the Churchill extranet is integrated with Google™ maps to provide comprehensive area information for each corporate apartment. All the information your transferees need to make themselves at home in their new location can be quickly accessed online. Everything from train, bus and subway stations, restaurants and museums, to hospitals, dry cleaners, supermarkets, parking garages and more.



Personal Attention

Our corporate housing extranet provides both guests and clients with immediate access to their dedicated Churchill representative. Contact information is prominently displayed on every page.

Your Churchill Team

Reservations Contact

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Tel: 973-636-9406 x5675

Fax: 973-636-0179

shaindyw@churchillcorp.com

Account Manager

Shiffy Beck

Tel: 973-636-9406 x5391

shiffyb@churchillcorp.com

Customer Service

Monday - Friday:

Mary Hart

Tel: 973-636-9406 x5680

Your Churchill contact is personally involved with your account, and is made available to you through a variety of contact options. This person is supported by your company's Churchill account team, a staff of customer service and temporary housing professionals. In addition to facilitating the fast and reliable service we are committed to, this team also acts as a failsafe in the event that your dedicated representative cannot be reached.

Online Service and Support


Guests and clients can submit inquiries online and track the status of their request through the extranet. All communications related to an open request are logged and stored on the extranet.

Both clients and their transferees can review the conversations and current status of all service requests for the life of the account.

No matter how many departments or channels are involved in resolving an account issue, your dedicated Churchill representative remains your single point of contact throughout the process.

Requests and inquiries submitted through the extranet are received instantly by your Churchill team and tracked all the way through their resolution. Churchill uses powerful BPM tools to align our priorities with the needs and wants of our clients and guests.

☐ Active Only

	Urgent	Type	Status	Date Requested	Confirmed	Date Resolved	Requested By
Details		Other	Open	05/06/2013			Manager
Details		Utilities	Open	05/06/2013			Manager
Details		Billing	Open	05/06/2013		05/06/2013	Manager
Details		Apt. maintenance	Open	05/06/2013			Manager

Lease Management

Churchill clients can use the extranet to manage their transferees' active leases and receive notifications of expiring ones. From within the extranet, clients can even submit requests on behalf of their employees, such as a request to extend a lease or a notice of intent to vacate an apartment.

 Print  Export to Excel

ID	First Name	Last Name	Property	City	ST	Start	End ▲	Status	Overdue Items
20756	John	Franklin	Marbella	Jersey City	NJ	7/16/2007	12/31/2013	Current ?	
20757	George	Washington	Barclay Square	Princeton	NJ	7/1/2007	12/31/2013	Current ?	
20759	Jamie	Toolland	Fenway Triangle Trilogy	Boston	MA	6/10/2007	12/31/2013	Current ?	
71179	Melissa	James	Archstone East 39th	New York	NY	9/1/2007	12/31/2013	Current ?	
20825	Jared	Thomas	Archstone Stamford	Stamford	CT	7/1/2007	12/31/2013	Current ?	
Showing 1 - 5 of 5 records			Page 1 of 1			Show <input type="text" value="10"/> rows per page			

Last updated 5/6/2013 at 1:09 PM

Guest Feedback

Churchill actively seeks feedback from our guests through the extranet using online surveys. Any area in which a guest is less than satisfied with Churchill's service sends an immediate alert to the dedicated Churchill representative.





Clients can view their transferees' survey results online, including the steps taken to resolve any problems that may have been reported at the time the survey was completed.

Sally Jones

Company: ABC Incorporated

Lease #: 940410

Status: CANCELLED

Arrival Information	Excellent	Good	Fair	Needs Improvement
Move in Process Experience				
Explanation of available services and features provided prior to your arrival				
Comments:				
Apartment and Furniture Quality	Excellent	Good	Fair	Needs Improvement
Apartment and Furniture Quality				
Necessary household items and amenities				

Account Reference Point

Important details of your corporate account with Churchill are stored on the extranet for your reference. The extranet can be used as a billing reference for payment arrangements, terms, designated invoice recipients and charge responsibilities.

Clients can also reference the extranet to find out about...

- Apartment pricing and special rates
- Setup fees
- Extend/Vacate notice terms
- Damage responsibility
- Other account agreements

Payment/Responsibility Details

	Company	Guest	Fee	Payment Method
Current Rent Rate			\$245/Day	Block
Deposits			\$7800.00	Block
Pet Fee		✓	\$300.00	Bill User
Parking/month		✓	\$300.00	Bill User
Utilities		✓		Bill User
Housekeeping		✓	\$100.00	Cash

Online Account Access

Through the extranet, clients and guests can access important information related to their account. Encrypted file storage and advanced third party security ensure that only you have access to this information.

Guests have the ability to access information about their temporary home, including driving directions, apartment information and lease details.

Clients have 24/7 online access to account information and reports prepared by their Churchill account team, according to client need. Clients may also access copies of their transferees' leases.

Quick Links

- [Move In Instructions](#)
- [Map & Directions](#)
- [Cleaning Schedule](#)
- [Apartment Pictures](#)
- [Move Out Instructions](#)
- [Lease Information ▶](#)
- [Extend/Vacate](#)
- [Request Service](#)
- [Survey](#)
- [Troubleshooting](#)

Quick Links

- [Community Details ▶](#)
- [Apartment Pictures](#)
- [Map and Directions](#)

Client Testimonials

"The extranet site is fantastic! I'm very excited about it. I think our clients will find that it is extremely user friendly and convenient. It will allow us (the relocation provider) to follow-up on any issues or progress along the way, such as move-in instructions, vacate dates, etc. without having to email Churchill directly . . It's nice to have the luxury of getting immediate answers!"

Elena Hoff, **MSi**

"We think the Churchill extranet is great – it's a useful tool for looking at individual customer stays. The most valuable information for us surrounds the customers move-in/out and intent to vacate notices. I really like the idea of the customers being able to submit issues right on the site and everything can be easily tracked in one spot."

Katie Higgins, **Cartus**

"The new Churchill extranet is a great tool that benefits me and the many guests who use your apartments . . It is user friendly and pleasing to the eye . . I will take full advantage of this useful service."

Anthony Buttacavole, **Standard Chartered Bank**

"I like the fact that I can put in for an extension online instead of shooting off emails. This is a really convenient and easy tool to use."

Darlene Fitzsimmons, **Coach Leatherware**

"I found the Churchill extranet to be very user friendly, informative and detail oriented. It's a valuable source of information for my associates . . to find out about the property . . and what amenities are available to them, as well as what is of interest in the neighborhood."

Greta M. Franklin, Global Sourcing – Global Travel, **Deutsche Bank**