



Fort Worth Convention & Visitors Bureau
111 W. 4th Street | Suite 200 | Fort Worth, Texas 76102-3951

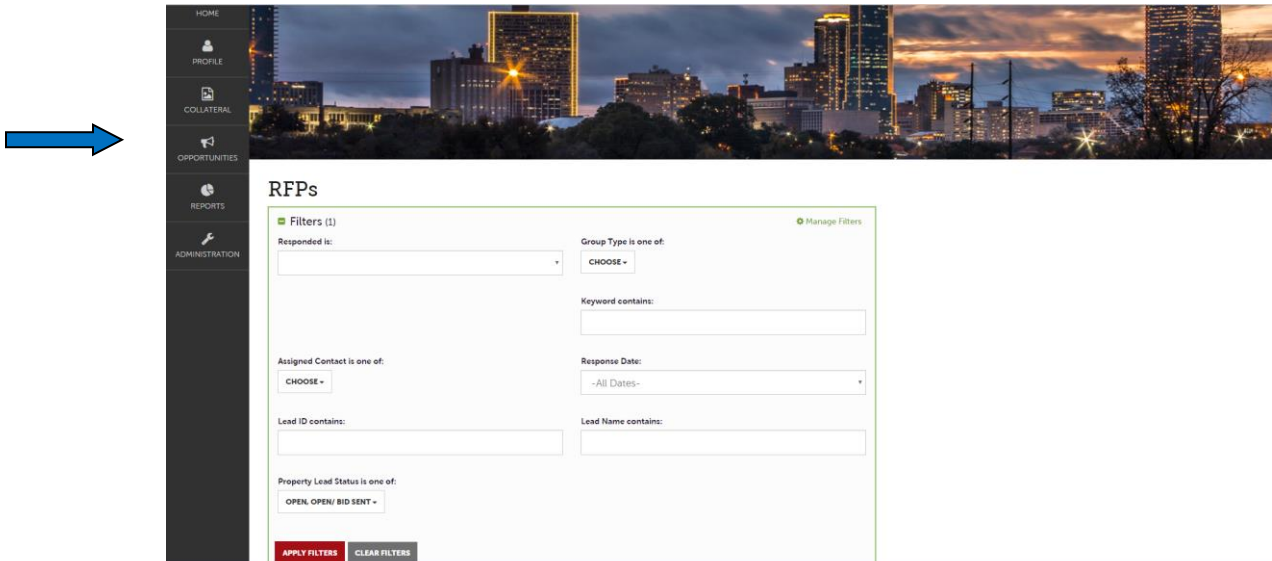
Partner Portal Instructions

Reviewing and Responding to Leads

(Meeting Sales and Tourism Leads
View, Respond and Pick-up)

Opportunities / Leads:

Upon logging in, you will need to click the **Opportunities icon** which will display RFPs (Meeting and Tour Leads) sent by the FWCVB.



The filters in this grid determine what Leads are presented. You can change your filters to narrow your results. This is done by editing the filter fields and clicking the “Apply Filters” button. By Default, you will see all of your Open Leads and Opens Leads you have already bid on.

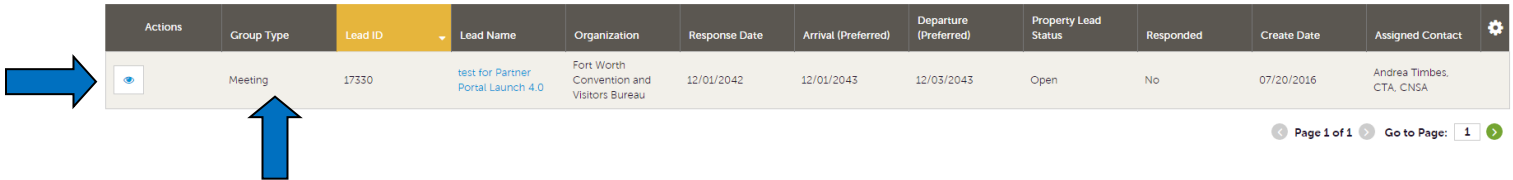
- **LEAD STATUS DEFINITIONS**


- **Closed / No Bid Sent:** These Leads can be Pending, Definite, Lost or Cancelled. The status signifies this is business your property did not bid on and the response due date has passed.
- **Open:** These are Leads in a pending status that your property has not bid on and the response due date has not passed.
- **Open / Bid Sent:** These are Leads in a pending status that your property has already placed a bid on and the response due date has not passed. In this status, you can update your response at any time.
- **Turned Down:** These Leads can be pending, Definite, Lost or Cancelled. The Turned Down status signifies you responded to the Lead, but stated you are not pursuing the business.
- **Closed / Decision Pending:** Your property has placed a bid, but the response due date has passed thus you cannot edit your response.
- **Closed / Lost to Another City:** These are Leads you were pursuing, but the business has been lost.
- **Closed Cancelled:** These are Leads where you won the business, but the group has cancelled.
- **Closed / Won:** These are definite Leads in which your property was selected.
- **Closed / Won - Properties TBD:** These are definite Leads but the group has not decided on a hotel yet.
- **Closed Lost:** These are definite Leads in which your property was not selected for the business.

Reviewing Leads (Meeting Sales and/or Tourism Leads)

Below the filters section, you will see a data grid with all your Leads based on the selected filters. One of the more important column headings is the Group Type. This signifies if you are looking at a Meeting Sales or Tour Lead.

You are able to sort your list of leads by clicking on any of the column headers (i.e. Opportunity Name, Organization, etc.). Click on the Lead Name or ID to open and respond to the lead. All responses must be entered by the Hotel Responses Due Date.



Actions	Group Type	Lead ID	Lead Name	Organization	Response Date	Arrival (Preferred)	Departure (Preferred)	Property Lead Status	Responded	Create Date	Assigned Contact	
	Meeting	17330	test for Partner Portal Launch 4.0	Fort Worth Convention and Visitors Bureau	12/01/2042	12/01/2043	12/03/2043	Open	No	07/20/2016	Andrea Timbes, CTA, CNSA	

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To view a Lead, click on the Eyeball icon or the Lead Name.


1. Reviewing the Meeting Sales Lead

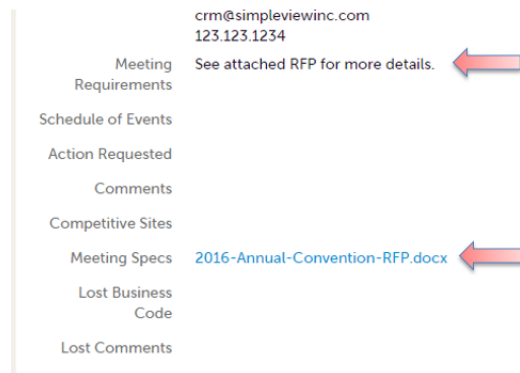
When viewing the Lead, you can skip to difference sections by clicking the left navigation. For notes and attachments on the Lead, these can generally be found in the Lead Information section. In the graphic below, this is the Lead section; attachments will be found in the Meeting Specs field.

Lead Details



Sections:

- 
- Responses
 - Lead Information
 - Meeting Dates
 - Room Summary
 - History/Futures
 - Decision Details
 - Meeting Space
 - Exhibit Space
 - Commission / Rebate
 - Housing
 - Incentive Programs
 - Misc
 - Room Data
 - Revision Notes



crm@simpleviewinc.com
123.123.1234

Meeting Requirements See attached RFP for more details.

Schedule of Events

Action Requested

Comments

Competitive Sites

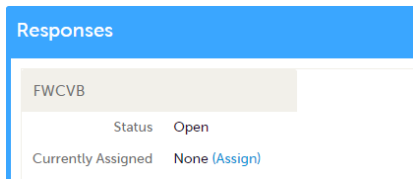
Meeting Specs 2016-Annual-Convention-RFP.docx

Lost Business Code

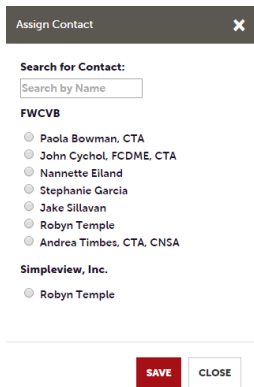
Lost Comments

2. Assigning the MeetingSales Lead

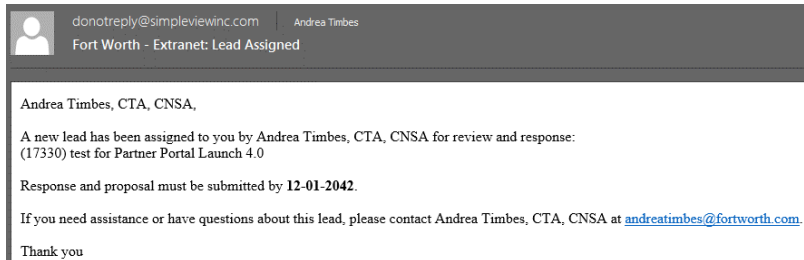
The property lead catcher will need to assign the lead to the appropriate Sales Manager. This can be done in the “Response Section”.



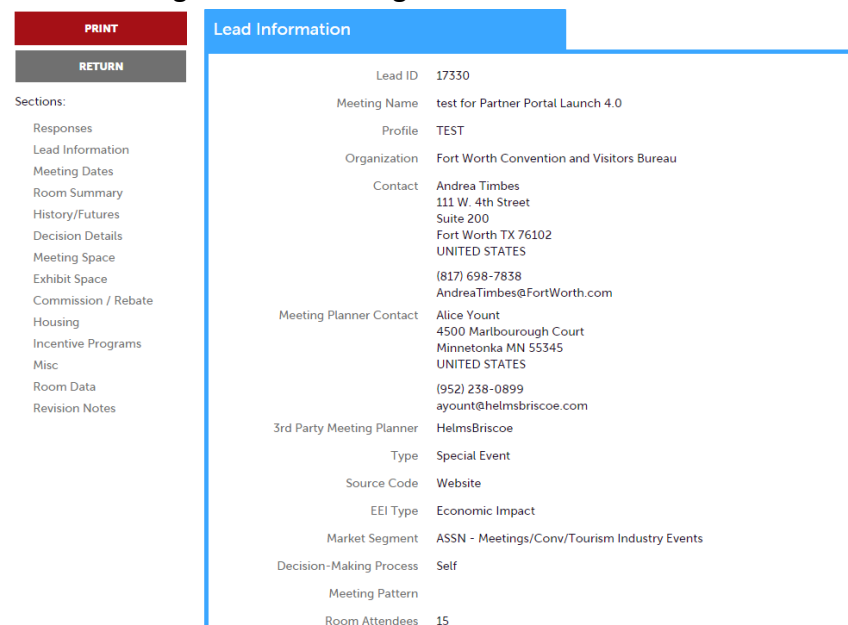
- Select “Assign”
- On the new screen to your right, select the Sales Manager who should receive this lead



- Click “Save” and the assigned Sales Manager will receive an email notification indicating that a new lead has been assigned



- Now the assigned Sales Manager will be able to review the lead information in detail



3. Add a Response for a Meeting Sales Lead

After you have reviewed the Lead, scroll **up** to the Responses section. Here you will see options to either add or edit your existing response.

Note: these options are not available once the Response Due Date has passed.

Click the “Plus Icon” to enter/edit your response.

Actions	Meeting Dates	Room Request Dates	Pursuing?	Comments
+	12/01/2043 - 12/03/2043	12/01/2043 - 12/02/2043		

Data entered in the response form is send directly to the Fort Worth CVB for review. The response form is used to send comments, room rates, room block information, and any file attachments that you wish to include.

New Response

Response Information

Pursuing This Lead: *Required

NO YES

Account: *Required
FWCVB

Comments: *Required

Please enter comments that should be relayed to the client

Bureau-Only Comments:

These comments will not be seen by the client; they will only be seen by the staff of the Fort Worth Convention & Visitors Bureau.

Rate Range: *Required

From: To:

Indicates the range of room rates for this lead. A single rate should be entered in both the low and high rate boxes on the form.

Requested Rooms: 0

The total number of rooms for this lead.

Peak Night Rooms: 0

The maximum number of rooms for any single night in the room block.

1. Items in **red** are required fields.
2. When adding/editing your response, you will need to tell the Bureau if you are pursuing (**bidding**) the Lead by selecting “Yes or No” to the “Pursuing this Lead Option”
3. The Comments section can be used to respond to any specifics from the Lead.
4. The Room Information section of the response page is where you can enter the number of rooms, by room type that your property can commit to for this lead.

Room Information

	Mon 02/01/2016	Tue 02/02/2016	Wed 02/03/2016	Thu 02/04/2016	Fri 02/05/2016	Sat 02/06/2016	Sun 02/07/2016
Doubles	0	0	0	0	0		
Multiple	0	0	0	0	0		
Kings	0	0	0	0	0		
Suites	0	0	0	0	0		
Singles	0	0	0	0	0		
Queen Room	0	0	0	0	0		
Total	0	0	0	0	0		
Requested	10	10	10	10	10		

5. The Rate Type section of the response page is where you can enter the rates for each room type that your property can commit for this lead.

Rate Types

Single: Required

Double: Required

Triple: Required

Quad: Required

Staff:

Suites:

Exhibitors:

Government:

6. The General section of the response page is where you can enter any commission, rebate, housing fee and/or lead discussion points.

General

Commission: Required

Rebate: Required

\$12 Housing fee, if applicable:

YES NO

Lead Review Discussion Points:

If you would like a lead discussed during lead review, this field must contain the issues to be discussed during that review.

7. File Attachments – here you will be able to attach a proposal to your response by clicking on the “Attach File” button, to browse for the attachments. You can also click and drag your attachment from your computer to the attach file section The CVB will decide whether or not to pass these files to the meeting planner.



SAVE

CANCEL

Sections:

- Response Information
- Room Information
- Rate Types
- File Attachments**
- General

File Attachments

ATTACH FILE or drag files to the page

No files have been attached

Once you have finished entering all your response information don't forget to click the save button!

4. Reporting Meeting Sales Lead Pick-up

A part of your Lead process may be to add room Pickup information. This data can only be added to RFPs that your Property has won and if the DMO has identified you as a Pickup Manager.

Filters (1) Manage Filters

Responded is:

Group Type is one of: CHOOSE ▾

Keyword contains:

Assigned Contact is one of: CHOOSE ▾

Response Date: -All Dates- ▾

Lead ID contains:

Lead Name contains:

Property Lead Status is one of: 3 SELECTED ▾

Property Lead Status is one of: 3 SELECTED ▾

- Closed/ No Bid Sent
- Open ✓
- Open/ Bid Sent ✓
- Turned Down
- Closed/ Decision Pending
- Closed/ Lost to Another City
- Closed/ Cancelled
- Closed/ Won ✓
- Closed/ Won - Properties TBD
- Closed/ Lost
- Assist


APPLY FILTERS CLEAR FILTERS

To see what past business is available for your Property to report pick up on, you will need to access the RFP Page. Adjust the Filter Grid to include a status of Closed / Won and then apply filters. To limit the results to a specific Lead, you can provide the Lead ID.

Actions	Group Type	Lead ID	Lead Name	Organization	Response Date	Arrival (Preferred)	Departure (Preferred)	Property Lead Status	Responded	Create Date
	Meeting	17330	test for Partner Portal Launch 4.0	Fort Worth Convention and Visitors Bureau	12/01/2042	12/01/2043	12/03/2043	Open	No	07/20/2016
	Meeting	17285	test for Partner Portal Launch 4.0	Fort Worth Convention and Visitors Bureau	12/31/2040	12/01/2043	12/03/2043	Closed/ Won	Yes	07/12/2016
	Meeting	17285	test for Partner Portal Launch 4.0	Fort Worth Convention and Visitors Bureau	12/31/2040	12/01/2043	12/03/2043	Closed/ Won	Yes	07/12/2016

To access the Lead, click on the Eyeball icon or the Lead Name.

Sections:

- Responses
- Lead Information
- Meeting Dates
- Room Summary
- History/Futures
- Decision Details
- Meeting Space
- Exhibit Space
- Commission / Rebate
- Housing
- Incentive Programs
- Misc
- Room Data 
- Revision Notes

When viewing the Lead, you can skip to difference sections by clicking the left navigation. In the above graphic, this is the Lead Information section; Pickup information is contained within the Room Data section.

Steps to enter Room Pick-up


a) Click on the Pickup button to access the room block information.

Add/Edit	Property	Update Booked Rooms by Days Out				Total Pickup
		120 Days	90 Days	60 Days	30 Days	
Daysout Pickup	FWCVB					
Daysout Pickup	Simpleview, Inc.					

b) The Pickup Rooms section is where you can enter the number of rooms and average daily room rate, that your property provided for this Lead

SAVE
CANCEL

Peak requested: 20
Additional room requests/needs

Sections:
Lead Information
Room Summary
Pickup Rooms 

Pickup Rooms

Pickup Rooms:

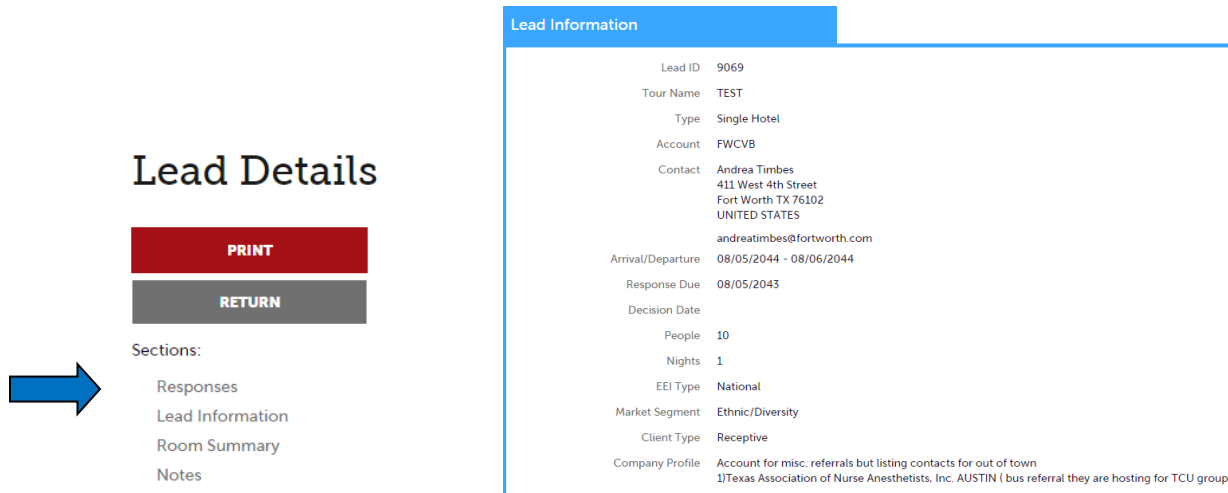
Pickup Avg. Daily Room Rate: \$ \$0.00

Sun	Mon	Tue	Wed	Thu	Fri	Sat
12/20/2015	12/21/2015	12/22/2015	12/23/2015	12/24/2015	12/25/2015	12/26/2015
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Be sure to click the Save after you have supplied the appropriate room information.

5. Reviewing the Tourism Lead

When viewing the Lead, you can skip to different sections by clicking the left navigation. For notes and attachments on the Lead, these can generally be found in the Lead Information section. In the graphic below, this is the Lead section.



The screenshot shows the 'Lead Details' page. On the left, there are two buttons: a red 'PRINT' button and a grey 'RETURN' button. Below these are the 'Sections:' listed as Responses, Lead Information, Room Summary, and Notes. A blue arrow points to the 'Lead Information' section. The main content area is titled 'Lead Information' and contains the following details:

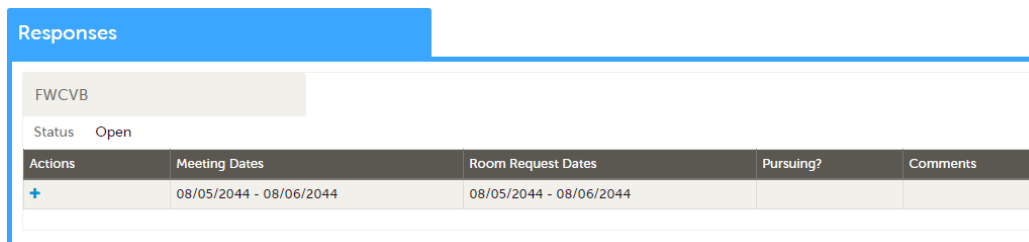
Lead ID	9069
Tour Name	TEST
Type	Single Hotel
Account	FWCVB
Contact	Andrea Timbes 411 West 4th Street Fort Worth TX 76102 UNITED STATES andreatimbes@fortworth.com
Arrival/Departure	08/05/2044 - 08/06/2044
Response Due	08/05/2043
Decision Date	
People	10
Nights	1
EEL Type	National
Market Segment	Ethnic/Diversity
Client Type	Receptive
Company Profile	Account for misc. referrals but listing contacts for out of town 1)Texas Association of Nurse Anesthetists, Inc. AUSTIN (bus referral they are hosting for TCU group)

6. Add a Response for a Tourism Lead

After you have reviewed the Lead, scroll **up** to the Responses section. Here you will see options to either add or edit your existing response.

Note: these options are not available once the Response Due Date has passed.

Click the “Plus Icon” to enter/edit your response.



The screenshot shows the 'Responses' section. At the top, it says 'FWCVB'. Below that, the status is 'Open'. A table lists the response details:

Actions	Meeting Dates	Room Request Dates	Pursuing?	Comments
+	08/05/2044 - 08/06/2044	08/05/2044 - 08/06/2044		

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Once you have finished entering all your response information don't forget to click the save button!