



Richmond Region Connect Tutorial

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Login – Logging In/Getting Started

Logging In:

1. Click on the link, to log into Richmond Region Connect
<http://extranet.richmond.simpleviewcrm.com/login/index.cfm>
2. Your username is your e-mail address.
3. Your password is the temporary password that was e-mailed to you.
4. You will be asked to change your password to one of your preference.
5. Problems getting into your account? Contact Richmond Region Tourism at sjggitts@visitrichmondva.com

extranet.richmond.simpleviewcrm.com/login/index.cfm

Richmond Region Connect



Username:

Password:

Remember Username:

[Forgot Password?](#)

Login

Partner Bulletins

When logging on to Richmond Region Connect, the first page you will see is Partner Bulletins. This page was created so that you can receive announcements from Richmond Region Tourism.

extranet.richmond.simpleviewcrm.com/partnerBulletins/index.cfm

Richmond Region Connect

Welcome, Michael Spurlock - Logged in to: **Richmond Region Tourism** [LOGOUT](#)

Partner Bulletins | Member Record

Partner Bulletins

Search Messages

All Categories

Enter Search Keyword

Search

Message Categories

[RRT Events \(1\)](#)

Recent Messages

June Meeting, Convention, and Sports Events (Not Read) 06/01/2015

Please see attached list of upcoming events. We're all very excited about the events coming to the Region this summer and are here to help drive business to your doors. [more >>](#)

[June 2015.pdf](#)

Partner Bulletins | Member Record

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simpleview

Leads – Primarily sent to hotels

- To view the leads that have been sent to you, click the “Leads” tab.
- When viewing Leads, use the filters to focus your search
- With the Status Filter, you can choose New Leads, Pending Leads (Leads that have not been booked definite for Richmond, or been lost to another destination) and Closed Leads; either closed/won (your property was awarded the business) or closed/lost (another destination was selected).
- With the Group Filter, you can choose between Meeting Sales and Tour/Travel Leads and with the Responses Filter, you can choose between leads you have already responded to with the Yes option, or Leads which still require a response using the No option.

Richmond Region Connect								
Welcome, Sarah Hunter - Logged in to: Richmond Region Tourism						LOGOUT		
Partner Bulletins Leads Member Record Service Requests Reports								
ALL LEADS - CURRENTLY 5 IN VIEW								
Filter: New --All Groups-- --All Responses-- Search By Keyword								
Starts With: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All								
Lead Type	Opportunity ID	Opportunity	Organization	Hotel Response Date	Arr/Dept Dates	Status	Responded	Create Date
Conv/Meeting Sales	15567	ACCED-I 39th Annual Conference	Association of Collegiate Conference & Events Directors-International (ACCED-I)	07/08/2015	Mar 27-Apr 3, 2019	New	No	06-05-2015
Conv/Meeting Sales	14983	2017 U.S. Baseball Championships	Triple Crown Sports	07/30/2017	Jul 20-30, 2017	New	No	01-15-2014
Conv/Meeting Sales	14982	2016 U.S. Baseball Championships	Triple Crown Sports	09/02/2015	Jul 21-31, 2016	New	No	01-15-2014
Conv/Meeting Sales	15442	2015 Mid-Atlantic Regional Championships	US Quidditch	08/31/2015	Oct 30-Nov 1, 2015	New	No	02-25-2015
Conv/Meeting Sales	15537	Harris Family Reunion 2015	Harris Family Reunion	06/30/2015	Oct 16-19, 2015	New	No	05-18-2015
Starts With: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All								
Number of Results: 25 Page 1 of 1								

Responding to a Lead

Please read the Lead carefully for information on the client's specifications and instructions from the sales manager on how to respond to the lead.

All leads have a Hotel Response Date. After this date has passed, you will not be able to respond to a lead.

1. To respond to a Lead, click "Add Your Response" at the bottom of the lead.
 - a. If the client has provided multiple date options, they will appear as *Primary* and *Alternate*. Please respond to all sets of dates listed.

Responses			
Add/Edit	Meeting Dates	Room Request Dates	Responded
Add Your Response	10/30/2015 - 11/01/2015 (Primary)	10/30/2015 - 10/31/2015	No Response Entered

2. Indicate if you are pursuing the Lead by clicking Yes or No.

****Note: Mandatory fields to be filled are highlighted in Red those fields will change based on the option you select.**

3. If you **are not** pursuing a Lead, click the No button.
 - a. Indicate in the Comments box why you are not responding to the Lead (i.e. dates/space not available, requirements cannot be accommodated, etc.).
 - b. Scroll to the bottom and select from the dropdown "Reason Not Pursuing." You **will not** be able to "Save" your response without doing so.
 - c. Click "Save" when finished.
4. If you **are** pursuing a Lead, click the Yes button.
 - a. In the Comments box, enter specific information you want the client to see, such as rates for each room type, special services or amenities you propose to offer, general information about your property/venue, etc.
 - b. Enter the rate you are offering.
 - c. *Skip* the requested rooms and peak room night boxes as they will fill in automatically when you fill out the per day block.
 - d. Enter the per day block for the dates you have available at your property.
 - e. Click **Save** when finished.

****See Lead Example Form on next page****

Response Information

Pursuing this lead? Yes No

Comments:
These comments may be sent to the client. Please attach your formal proposal below in the file attachments section. This section is not for proposals.

Comments entered into this field may be seen by the client.

Bureau-Only Comments:
These comments will not be seen by the client; they will only be seen by the staff of Richmond Region Tourism.

Comments entered into this field will only be seen by RRT Staff.

Rate Range: 0 to 0

Requested Rooms: 0

Peak Night Rooms: 0

Room Information

	Monday 08/17/2015	Tuesday 08/18/2015	Wednesday 08/19/2015	Thursday 08/20/2015	Friday 08/21/2015	Saturday 08/22/2015	Sunday 08/23/2015
Any	0	0	0				
Singles	0	0	0				
Doubles	0	0	0				
Suite 1	0	0	0				
Suite 2	0	0	0				
Total	0	0	0	0	0	0	0
Requested	16	66	66	0	0	0	0

File Attachments

File Attachments: --None--

Additional Information

General

Person Responding to Lead:

Reason Not Pursuing: 

Double Room Rate: \$

Single Room Rate: \$

Suite Room Rate:

King Room Rate:

Only applicable when selecting "No" pursue option

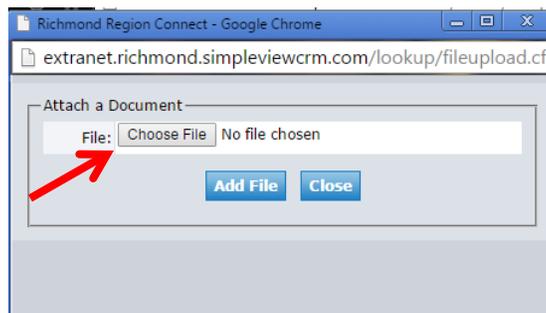
Attaching Your Proposal to a Lead

You have the ability to attach your property's proposal to your response.

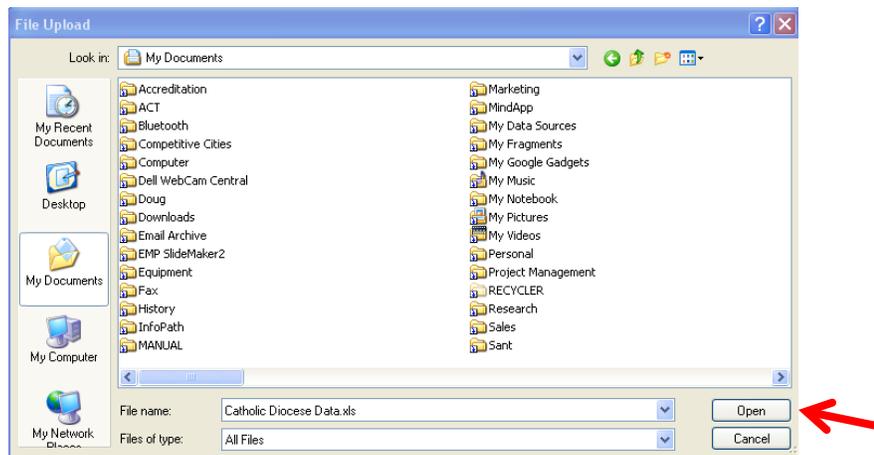
1. Under the File Attachments section, click "Add."



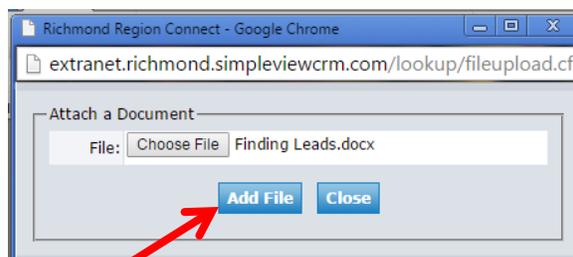
2. Another window will appear; click "Choose File."



3. Find your document, click "Open."



4. Once you select a file, then **be sure to click "Add File" before closing** the second window to save and attach the file.



5. Once your file is attached, click "Save" to save the lead.

Viewing/Editing Your Member Record

1. Listings
2. Web
3. Amenities
4. Social Media
5. Benefit Summary
6. Contacts

Listings

Listings are descriptions used on VisitRichmondVa.com for visitors and meeting planners to view information and photos about your organization.

The screenshot displays the 'ACCOUNT DETAIL: RICHMOND REGION TOURISM' page. It includes sections for Account Information, Phone/Fax Numbers, Address Information, and Additional Fields. A red arrow points to the 'Add New Listing' button. Below this is a table of listings with an 'Action' column containing a pencil icon.

Listing ID	Type	Category	SubCategory	Rank	Listing
586	Website	Accommodations	Hotels		THIS IS A SAMPLE LISTING DO NOT USE

(Edit Listing)

Editing/Adding a Listing:

To create a new listing, click the Add New Listing button on the right. To update an existing listing, click on the pencil icon under Action column.

1. After Clicking “Add New Listing” or the pencil icon to edit a listing, you will be prompted to fill in the following fields.
2. The type of listing is “Web Site.”
3. Address: If you would like to display the main address on your account on the Web Site, choose “physical” from the drop down menu. Or enter the address you would prefer to display.
4. Contact: Edit the Contact responsible for this listing.
5. Category: This is the main category your listing will be found under on our Web site.
6. Subcategory: This is the sub-category your listing will be found under on our Web site. Category and additional subcategories can only be edited by Richmond Region Tourism staff. If you believe this info needs to be edited for an existing Listing, please contact Richmond Region Tourism.
7. Optional Fields: For any of these fields, if you would like different info to show on the listing, than what is in your Partner Record, click Overwrite. You can then enter what you would like to display in the listing. If you would simply like to hide the piece of info, click overwrite and leave the overwrite with field blank. For example if your listed address is a PO BOX and you wanted to change to your physical address, click overwrite on the address fields and fill them in as needed.
8. To receive a notification email when a certain number of visitors to the Richmond Region Tourism website view your listing page, enter the email address you would like the notification sent to, and pick the threshold for the number of views to trigger the notification.
9. Lastly, complete any fields available in the Additional Information section. This section may change from time to time, so contact Richmond Region Tourism with any questions about included info.
10. Once complete, click Save to submit your changes, or cancel to return to the Member Record page. Remember to update your listings at least once a quarter and to update your contacts under the Contacts tab with any changes as they occur.

← → ↻ extranet.richmond.simpleviewcrm.com/mem/listings/index.cfm?action=form&acctid=1031

Richmond Region Connect Welcome, Michael Spurlock - Logged in to: **Richmond Region Tourism** ▼

[Partner Bulletins](#) [Member Record](#)

LISTING: NEW LISTING FOR RICHMOND REGION TOURISM

[Save](#) [Cancel](#)

Colored Fields are Required

Listing Information	
Type:	--Choose One-- ▼
Company:	Richmond Region Tourism
Category:	--Please choose Type first-- ▼
SubCategory:	--Please choose Category first-- ▼
Contact:	--None-- ▼
Address Type:	Account: Physical ▼
Listing:	

Field Overwrite? Account Value		Overwrite with...
Company:	<input type="checkbox"/> Richmond Region Tourism	
Company (sort):	<input type="checkbox"/> Richmond Region Tourism	
Address Line 1:	<input type="checkbox"/> 401 North 3rd Street	
Address Line 2:	<input type="checkbox"/>	
Address Line 3:	<input type="checkbox"/>	
City:	<input type="checkbox"/> Richmond	
State:	<input type="checkbox"/> VA	
Zip:	<input type="checkbox"/> 23219	
Country:	<input type="checkbox"/> UNITED STATES	
Email:	<input type="checkbox"/>	
Web Site:	<input type="checkbox"/> www.visitrichmondva.com	
Primary Phone:	<input type="checkbox"/> (804) 782-2777	
Alternate Phone:	<input type="checkbox"/>	
Fax:	<input type="checkbox"/> (804) 780-2577	
Toll Free:	<input type="checkbox"/> (800) 370-9004	

Web (Coupons and Media)

When you log into your account page, under the Member Record Tab, locate the “Web” tab at the bottom left of the page. It is located next to your “Listings” tab. When you choose this tab you will see a Coupons and Media Tab.

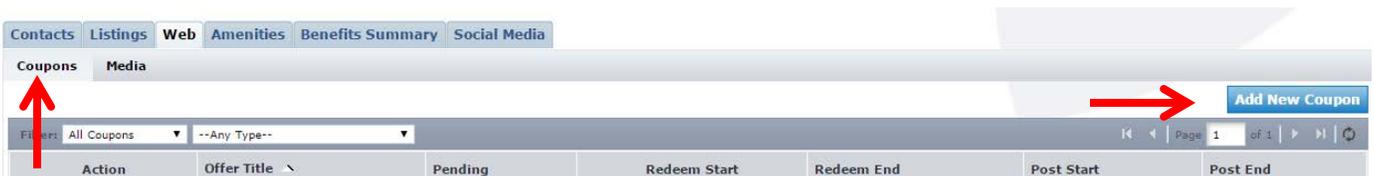
Partner Bulletins	Leads	Member Record	Service Requests	Reports
ACCOUNT DETAIL: RICHMOND REGION TOURISM				
Account Information				
Account ID: 1031		Account: Richmond Region Tourism		Status: Active
Account (sort): Richmond Region Tourism		Parent:		Region: Downtown
Formerly: RMCVB		Web Site: www.visitrichmondva.com		Email:
Phone/Fax Numbers				
Primary: (804) 782-2777		Alternate:		Fax: (804) 780-2577
Toll Free: (800) 370-9004				
Address Information				
Physical Address		Billing Address		Shipping Address
401 North 3rd Street Richmond, VA 23219 UNITED STATES		401 North 3rd Street Richmond, VA 23219 UNITED STATES		401 North 3rd Street Richmond, VA 23219 UNITED STATES
Additional Fields				
General				
Jurisdiction: Richmond		DTN Program		
Partner Offers				
Offer				
Listings Web Amenities Social Media Benefits Summary Contacts				
Coupons Media				

Coupons and Deals

Here you can add any coupons, deals or packages your property offers. We strongly encourage coupons be specific offers for better results.

1. To add a new coupon, click the “Coupons” Tab under the “Web” Tab.
2. Click the “Add New Coupon” button.

3. First, give the offer a compelling, concise title, add a web link if you have one, and put in your offer text.
4. Add any available images to your offer, images should be loaded separately before creating the coupon.
5. Add in the dates the offer is valid as the Redeem From/To fields, and the dates the offer should appear on the web as the Post From/To. We recommend deals and coupons that are good for a year-long range expiration date.
6. Lastly, select which of your Web listings the coupon should be attached to, then click Save.



Media

Here you can add any images or logos you would like to be displayed with your listing on the website.

1. To add a new logo/image, click the "Media" Tab under the "Web" Tab.
2. Click the "New Logo/Image button."
3. First, note the size requirements posted next to the image type and make sure your image is sized correctly before uploading. The dimensions of the image should be at least **200 X 150 pixels at 72 dpi** for optimum quality.
4. Give your image a title.

- Click Browse to search for your file, find and select your file and click Open. Select the listings that the image should be attached to, and click Save. If uploading multiple images, you can click Save & New Media and the current image will be uploaded, and the form will reappear so you can upload the next image. We encourage you to upload different images for different types of listings as appropriate. This is also where you will upload images for coupons and deals. Remember to change your images seasonally.



The screenshot shows a form titled 'New Logo/Image' for 'MEDIA: NEW MEDIA FOR RICHMOND REGION TOURISM'. The form has three buttons at the top: 'Save', 'Save & New Media', and 'Close'. Below these is a red error message: 'Colored fields are required.' The form is divided into sections: 'Media Information' and 'Add To Listing(s)'. In the 'Media Information' section, there is a 'Type' dropdown set to 'Image' with a red error message: 'The max width: 500px, max height: 500px for all logos and images.' Below this is a 'Title' input field. In the 'Add To Listing(s)' section, there is a checkbox checked next to 'Richmond Region Tourism (Website: Accommodations: Hotels) - ListingID: 3586' with a red error message: 'Colored fields are required.' At the bottom of the form are three buttons: 'Save', 'Save & New Media', and 'Close'.

Amenities

Amenities are characteristics of your property and are very important to keep up to date. These are often used by Meeting and Tour Planners to select properties for Meetings, Conventions, and Group tours. Be sure to fill out all applicable info for your organization.

Amenities Tabs:

1. General
2. Restaurant
3. Accommodations
4. Sporting Venue
5. Student Performance Venue
6. Parks and Recreation
7. Meeting Facilities

Please note: Not every field will apply to your organization. Please fill in all necessary fields.

extranet.richmond.simpleviewcrm.com/mem/accts/index.cfm#tab:7

Richmond Region Connect Welcome, Michael Spurlock - Logged in to: **Richmond Region Tourism** [Logout](#)

[Partner Bulletins](#) [Member Record](#)

ACCOUNT DETAIL: RICHMOND REGION TOURISM

Account Information

Account ID: 1031	Status: Active
Account: Richmond Region Tourism	Region: Downtown
Account (sort): Richmond Region Tourism	Email:
Parent:	Web Site: www.visitrichmondva.com
Formerly: RMCVB	

Phone/Fax Numbers

Primary: (804) 782-2777	Alternate:
Toll Free: (800) 370-9004	Fax: (804) 780-2577

Address Information

Physical Address	Billing Address	Shipping Address
401 North 3rd Street Richmond, VA 23219 UNITED STATES	401 North 3rd Street Richmond, VA 23219 UNITED STATES	401 North 3rd Street Richmond, VA 23219 UNITED STATES

Additional Fields

General	
Jurisdiction: Richmond	DTN Program:
Partner Offers	
Offer:	

[Contacts](#) [Listings](#) [Web](#) [Amenities](#) [Benefits Summary](#) [Social Media](#)

[General](#) [Restaurant](#) [Accommodations](#) [Sports Venue](#) [Student Performance Venue](#) [Parks and Recreation](#) [Meeting Facilities](#)

AMENITIES FOR GENERAL

[Edit Amenities](#)

General

Parking Fee Information:	Student Friendly: No
Parking:	Attraction Hours:
Handicapped Accessible: No	Distance to Airport:
Motorcoach Group Friendly: No	Maximum Group Size:
Pet Friendly: No	Motorcoach Parking on Site: No
Pet Friendly: No	
Smoking: No	
Hours (General Information):	
Attraction Fee:	

General

1. Under the "Amenities" Tab, click on the "General" Tab.
2. To update your information click "Edit Amenities." A new window will then open for you to make any changes needed. Red fields are required info, when finished, click save to submit, or close to go back
3. Be sure to click "Save" when finished.

Contacts Listings Web Amenities Benefits Summary Social Media

General Restaurant Accommodations Sports Venue Student Performance Venue Parks and Recreation Meeting Facilities

AMENITIES FOR GENERAL

[Edit Amenities](#)

General	
Parking Fee Information:	Student Friendly: No
Parking:	Attraction Hours:
Handicapped Accessible: No	Distance to Airport:
Motorcoach Group Friendly: No	Maximum Group Size:
Pet Friendly: No	Motorcoach Parking on Site: No
Smoking: No	
Hours (General Information):	
Attraction Fee:	

AMENITIES: UPDATE AMENITIES

[Save](#) [Close](#)

Colored fields are required.

General	
Parking Fee Information: <input type="text"/>	Student Friendly: <input type="radio"/> Yes <input checked="" type="radio"/> No
Parking: <input type="text"/>	Attraction Hours: <input type="text"/>
Handicapped Accessible: <input type="radio"/> Yes <input checked="" type="radio"/> No	Distance to Airport: <input type="text"/>
Motorcoach Group Friendly: <input type="radio"/> Yes <input checked="" type="radio"/> No	Maximum Group Size: <input type="text"/>
Pet Friendly: <input type="radio"/> Yes <input checked="" type="radio"/> No	Motorcoach Parking on Site: <input type="radio"/> Yes <input checked="" type="radio"/> No
Smoking: <input type="radio"/> Yes <input checked="" type="radio"/> No	
Hours (General Information): <input type="text"/>	
Attraction Fee: <input type="text"/>	

Colored fields are required.

[Save](#) [Close](#)

Restaurant

Information provided in this tab includes:

- Number of restaurants on premises
- Whether you provide breakfast, lunch, dinner or brunch
- If you have outdoor or private dining available
- Whether you recommend reservations

- Price range (\$= most entrees under \$10, \$\$= most entrees under \$15, and \$\$\$= most entrees over \$15)
1. Under the “Amenities” Tab, click on the “Restaurant” Tab if your property falls under this category.
 2. To update your information click “Edit Amenities.” A new window will then open for you to make any changes needed.
 3. Be sure to click “Save” when finished.

Any changes made will be sent to a Richmond Region Tourism representative for approval.

AMENITIES FOR RESTAURANT

Restaurant

Lunch:	No	# of Restaurants:	
Brunch:	No	Open Table:	
Dinner:	No	Offer limited menu for groups with price point:	No
Outdoor Dining:	No	Group Reservations Accepted on Sat./Sun. Night:	No
Private Dining Area:	No	Breakfast:	No
Reservations Recommended:	No	Buffet:	No
Maximum Occupancy:		Allow Buy-out:	No
Restaurant Price Range:		Maximum Group Size:	

AMENITIES: UPDATE AMENITIES

Colored fields are required.

Restaurant

Lunch:	<input type="radio"/> Yes <input checked="" type="radio"/> No	# of Restaurants:	<input type="text"/>
Brunch:	<input type="radio"/> Yes <input checked="" type="radio"/> No	Open Table:	<input type="text"/>
Dinner:	<input type="radio"/> Yes <input checked="" type="radio"/> No	Offer limited menu for groups with price point:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Outdoor Dining:	<input type="radio"/> Yes <input checked="" type="radio"/> No	Group Reservations Accepted on Sat./Sun. Night:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Private Dining Area:	<input type="radio"/> Yes <input checked="" type="radio"/> No	Breakfast:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Reservations Recommended:	<input type="radio"/> Yes <input checked="" type="radio"/> No <small>Reservations Recommended</small>	Buffet:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Maximum Occupancy:	<input type="text"/>	Allow Buy-out:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Restaurant Price Range:	<input type="text"/>	Maximum Group Size:	<input type="text"/>

Colored fields are required.

Accommodations

1. Under the “Amenities” Tab, click on the “Accommodations” Tab if your property falls under this category.
2. To update your information click “Edit Amenities.” A new window will then open for you to make any changes needed.
3. Here you are able to specify which amenities your property has. Check all that apply.
4. # of Hotel Rooms/Suites: Here you simply type in the number of rooms and suites your property has.
5. GDS# for ARES System: This is the number used for our online booking engine. This number will be put in the system by a Richmond Region Tourism representative and should not be changed.
6. Hotel Price Range: Choose your hotel’s price range from the drop down menu.
7. Total Sleeping Rooms: Total rooms and suites at your property.
8. Be sure to click Save to ensure your changes are saved.
9. Once you click Save, your changes will then be sent to a Richmond Region Tourism representative for approval.

Contacts	Listings	Web	Amenities	Benefits Summary	Social Media	
General	Restaurant	Accommodations	Sports Venue	Student Performance Venue	Parks and Recreation	Meeting Facilities

AMENITIES FOR ACCOMMODATIONS

[Edit Amenities](#)

Accommodations	
Hotel Price Range:	Outdoor Pool: No
# of Hotel Rooms:	Indoor Pool: No
Total King Rooms:	Resort: No
Total Double Rooms:	Convention Hotel: No
# of Hotel Suites:	Full Service: No
International Rate:	Limited Service: No
AAA Leisure Rate:	Bed & Breakfast: No
GDS# for ARES System:	Interior Corridors: No
Total Sleeping Rooms:	Baggage Handling: No
Gym Access: No	Airport Shuttle: No
Room Service: No	Spa: No
Complimentary Breakfast: No	Hotel Bar: No
Book Online: No	Pet Friendly: No

Formerly: RMCVB

AMENITIES: UPDATE AMENITIES

→ [Save](#) [Close](#)

Colored fields are required.

Accommodations	
Hotel Price Range: <input type="text"/>	Outdoor Pool: <input type="radio"/> Yes <input type="radio"/> No
# of Hotel Rooms: <input type="text"/>	Indoor Pool: <input type="radio"/> Yes <input type="radio"/> No
Total King Rooms: <input type="text"/>	Resort: <input type="radio"/> Yes <input type="radio"/> No
Total Double Rooms: <input type="text"/>	Convention Hotel: <input type="radio"/> Yes <input type="radio"/> No
# of Hotel Suites: <input type="text"/>	Full Service: <input type="radio"/> Yes <input type="radio"/> No
International Rate: \$ <input type="text"/>	Limited Service: <input type="radio"/> Yes <input type="radio"/> No
AAA Leisure Rate: \$ <input type="text"/>	Bed & Breakfast: <input type="radio"/> Yes <input type="radio"/> No
GDS# for ARES System: <input type="text"/> <small style="color: red;">GDS number for ARES</small>	Interior Corridors: <input type="radio"/> Yes <input type="radio"/> No
Total Sleeping Rooms: <input type="text"/>	Baggage Handling: <input type="radio"/> Yes <input type="radio"/> No
Gym Access: <input type="radio"/> Yes <input type="radio"/> No	Airport Shuttle: <input type="radio"/> Yes <input type="radio"/> No
Room Service: <input type="radio"/> Yes <input type="radio"/> No	Spa: <input type="radio"/> Yes <input type="radio"/> No
Complimentary Breakfast: <input type="radio"/> Yes <input type="radio"/> No	Hotel Bar: <input type="radio"/> Yes <input type="radio"/> No
Book Online: <input type="radio"/> Yes <input type="radio"/> No	Pet Friendly: <input type="radio"/> Yes <input type="radio"/> No

Colored fields are required.

→ [Save](#) [Close](#)

Sporting Venue

This is where your information about the venue will be input, such as sports accommodated, number of playing surfaces, concessions, facility layout, type of sports venue, etc.

- 1) Under the “Amenities” Tab, click on the “Sports Venue” Tab if your property falls under this category.
- 2) To update your information click “Edit Amenities.” A new window will then open for you to make any changes needed.
- 3) Be sure to click Save to ensure your changes are saved.
Any changes made will be sent to a Richmond Region Tourism representative for **approval**.

[Contacts](#) [Listings](#) [Web](#) [Amenities](#) [Benefits Summary](#) [Social Media](#)

[General](#) [Restaurant](#) [Accommodations](#) [Sports Venue](#) [Student Performance Venue](#) [Parks and Recreation](#) [Meeting Facilities](#)

AMENITIES FOR SPORTS VENUE

↑ → [Edit Amenities](#)

Sporting Venue	
All Sports Offered:	Total Seating Capacity Indoors:
Restrooms: No	Meeting Rooms: No
Locker Rooms: No	Facility Layout: -- No File Attached --
Concession Stand: No	Number of Parking Spaces:
PA System: No	Lights: No
Scoreboards: No	Mobile Sports Court: No
Onsite Athletic Equipment: No	Total Seating Capacity Outdoors:
Athletic Equipment Available:	

Baseball/Softball
Basketball
Football
Soccer/Field Hockey/LaCrosse
Swimming
Tennis
Volleyball
Other Venues

Student Performance Venues

This section is for any property allowing student group performances onsite.

1. Under the “Amenities” Tab, click on the “Student Performance Venue” Tab if your property falls under this category.
2. To update your information click “Edit Amenities.” A new window will then open for you to make any changes needed.
3. Be sure to click “Save” when finished.

Any changes made will be sent to a Richmond Region Tourism representative for approval.

AMENITIES FOR STUDENT PERFORMANCE VENUE

Student Performance Venue

Are performances held indoors, outdoors or both?:	Does a group need to apply for a performance?: No
Maximum Number of Band Performers Standing:	If yes, do you have a form you send out?: No
Maximum Number of Band Performers Sitting:	Do you require an audition tape?: No
Maximum Number of Choir Performers Sitting:	Do you offer A/V equipment?: No
Maximum Number of Choir Performers Standing:	If so, what kind?:
Audience Seating Capacity:	
Days and Times Performances are Held:	
Days are Times that are Best for Performances:	

AMENITIES: UPDATE AMENITIES

Save Close

Colored fields are required.

Student Performance Venue

Are performances held indoors, outdoors or both?:	Does a group need to apply for a performance?:
Maximum Number of Band Performers Standing:	If yes, do you have a form you send out?:
Maximum Number of Band Performers Sitting:	Do you require an audition tape?:
Maximum Number of Choir Performers Sitting:	Do you offer A/V equipment?:
Maximum Number of Choir Performers Standing:	If so, what kind?:
Audience Seating Capacity:	
Days and Times Performances are Held:	
Days are Times that are Best for Performances:	

Save Close

Colored fields are required.

Parks and Recreation

This section is for any property that may be considered a park or used for recreational activities

1. Under the “Amenities” Tab, click on the “Parks and Recreation” Tab if your property falls under this category.
2. To update your information click “Edit Amenities.” A new window will then open for you to make any changes needed.
3. Be sure to click “Save” when finished



The screenshot shows a navigation menu with tabs: Listings, Web, Amenities, Social Media, Benefits Summary, and Contacts. Below this is a secondary menu with tabs: General, Restaurant, Accommodations, Sports Venue, Student Performance Venue, Parks and Recreation, and Meeting Facilities. A red arrow points down to the 'Parks and Recreation' tab.

AMENITIES FOR PARKS AND RECREATION


[Edit Amenities](#)

Parks and Recreation

Park Features: Park Activities:

[Edit Amenities](#)

AMENITIES: UPDATE AMENITIES


[Save](#) [Close](#)

Colored fields are required.

Parks and Recreation

Park Features: <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> Amphitheater App Aquarium BMX </div>	Park Activities: <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> Birding Climbing Fishing Hiking/Trail Running </div>
---	---

Colored fields are required.


[Save](#) [Close](#)

Meeting Facilities

This section is for any property with meeting rooms on the premises.

1. Under the “Amenities” Tab, click on the “Meeting Facilities” Tab if your property falls under this category.
2. To add a new meeting room, click “Add New Room.”
3. A new window will open allowing you to add the room name, square footage, height, width and length, capacity, and whether the room is an amphitheater and has listening devices available.
4. Be sure to click “Save” when finished

Any changes made will be sent to a Richmond Region Tourism representative for approval.

Contacts Listings Web Amenities Benefits Summary Social Media

General Restaurant Accommodations Sports Venue Student Performance Venue Parks and Recreation Meeting Facilities

Standard Amenities

Number of Rooms:	<input type="text" value="0"/>	Sq. Ft.:	<input type="text" value="0"/>
Largest Room:	<input type="text" value="0"/>	Ceiling:	<input type="text" value="0"/>
Theater Capacity:	<input type="text" value="0"/>	Banquet Capacity:	<input type="text" value="0"/>
Classroom Capacity:	<input type="text" value="0"/>	Reception Capacity:	<input type="text" value="0"/>
Sleeping Rooms:	<input type="text" value="0"/>	Suites:	<input type="text" value="0"/>
Villas:	<input type="text" value="0"/>	Exhibit Space?	<input type="checkbox"/>
Exhibits:	<input type="text" value="0"/>	Booths:	<input type="text" value="0"/>

Description:

Space Notes:

Upload Floorplan File: No file chosen

Upload Large Floorplan File: No file chosen

Jurisdiction: Richmond DTN Program

MEETING ROOM: NEW MEETING ROOM

Red fields are required.

Meeting Room Information

Room Name:	<input type="text"/>	Theater Capacity:	<input type="text" value="0"/>
Square Feet:	<input type="text" value="0"/>	Classroom Capacity:	<input type="text" value="0"/>
Width:	<input type="text"/>	Banquet Capacity:	<input type="text" value="0"/>
Length:	<input type="text"/>	Reception Capacity:	<input type="text" value="0"/>
Height:	<input type="text"/>	Amphitheater:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Booth Capacity:	<input type="text" value="0"/>	Listening Devices:	<input type="radio"/> Yes <input checked="" type="radio"/> No

Red fields are required.

Social Media (needs new screen shot)

In this tab you can enter the appropriate links to your listings social media profiles; this includes Facebook, Instagram, Pinterest, Twitter and YouTube.

1. After clicking the “Social Media” tab you will see fields to enter links to your social media profiles.
2. Enter the appropriate links into the correct fields.
3. Be sure to click “Update” to make sure your social media links are updated on your listing.

[Listings](#) [Web](#) [Amenities](#) **[Social Media](#)** [Benefits Summary](#) [Contacts](#)

[Update](#)

Social Media for Partner

Facebook URL
 Instagram URL
 Pinterest URL
 Twitter URL
 YouTube URL:

[Update](#)

Benefits Summary

This tab enables you to view:

- In-kind/Expenses
- Leads
- Services
- Articles
- Web Site
- Coupon Hits
- Fams/Site Inspections

[Listings](#) [Web](#) [Amenities](#) [Social Media](#) **[Benefits Summary](#)** [Contacts](#)

[Inkind/Expense](#) [Inkind/Expense Received](#) **[Leads](#)** [Services](#) [Web Site](#) [Coupon Hits](#) [Fams/Site Inspections](#)

Filter: --Both-- --All Types-- --All Groups-- 07/01/2015 to 07/31/2015

Inkind/Expenses

The Expenses section shows what Richmond Region Tourism has spent money on. The Inkind section shows donated services or goods to Richmond Region Tourism by your business since July 2014.

Inkind ID	I/E	Group	Entity	Type	Date	Amount	Service	Date Added	Added By
-----------	-----	-------	--------	------	------	--------	---------	------------	----------

InKind/ Expense Received

The Inkind/Expense Received tab shows any donated services from Richmond Region Tourism, or expenses you have benefited from. For example, if Richmond Region Tourism took you to lunch at a restaurant. this would show here.

Type	Account	Date	Amount	Service	Service Description	Created By	Created
------	---------	------	--------	---------	---------------------	------------	---------

Leads

For a summary of Leads sent to you from Richmond Region Tourism, click the Leads Tab. This tab is used by hotels.

Note the Date Range filter to select the time period you would like to view statistics for, then click Refresh. Connect will search the figures and display them below by group.

Services

A summary of Service Requests and Partner Referrals sent to your business.

Note the Date Range filter to select a time period you would like to view statistics for, then click refresh. Below you can see a summary of Service Requests sent to you, and Partner Referrals you were included in from each group.

Date Range:	to:	Refresh
01/01/2015	12/31/2015	

Web Site and Coupon Hits

This is a summary of web activity from VisitRichmondVa.com.

1. Click on Web Site, again note the Date filter, click refresh once you have entered your date range.
2. Once selected, you will see a summary of Listing Views and Click Thrus (which means links in your listing that the web user then clicked on).

[Listings](#) [Web](#) [Amenities](#) [Social Media](#) [Benefits Summary](#) [Contacts](#)
[Inkind/Expense](#) [Inkind/Expense Received](#) [Leads](#) [Services](#) [Web Site](#) [Coupon Hits](#) [Fams/Site Inspections](#)
 Start Date: July 2015 End Date: July 2015 [Refresh](#)

Coupon Hits

Here you can see how many times visitors have viewed/ used your coupons.

1. Click on Coupon hits to see a summary of Coupon activity, again by date range.

[Listings](#) [Web](#) [Amenities](#) [Social Media](#) [Benefits Summary](#) [Contacts](#)
[Inkind/Expense](#) [Inkind/Expense Received](#) [Leads](#) [Services](#) [Web Site](#) [Coupon Hits](#) [Fams/Site Inspections](#)
 Start Date: July 2015 End Date: July 2015 [Refresh](#)

Coupon Title	Hits
--------------	------

Fam/Site Inspections

This is a summary of Fams (or Familiarization tours) or Site Inspections you have participated in since January 2015. Click Fams/Site Inspections, again by date range.

[Listings](#) [Web](#) [Amenities](#) [Social Media](#) [Benefits Summary](#) [Contacts](#)
[Inkind/Expense](#) [Inkind/Expense Received](#) [Leads](#) [Services](#) [Web Site](#) [Coupon Hits](#) [Fams/Site Inspections](#)
 Filter: 01/01/2015 to 12/31/2015 Page 1 of 1

Role	Event Name	Event Status	Event Start/End Dates	# of Attendees	Inspection Lead	Lead Account	Event Type	Activities
Activity Host	Goodwill Industries International Site Visit	Planning Phase	Mar 1-3, 2015	1	2018 Delegate Assembly	Goodwill Industries	Convention Sales: Site Inspections	Driving Tour of Richmond

Contacts

Remember to update your contacts under the Contacts tab with any changes as they occur. This is how Richmond Region Tourism communicates with you and your staff.

1. Click on the pencil icon to edit a contact or click on Add New Contact to add a new contact.
2. Click Save when finished.

Note the Contact Type dropdown. This is how you will make a contact Primary (main contact), Secondary (Coordinator/Assistant) or Inactive (contact no longer is associated with your organization).

[Listings](#)
[Web](#)
[Amenities](#)
[Social Media](#)
[Benefits Summary](#)
[Contacts](#)

[Add New Contact](#)

Filter: --Any Type--

Page 1 of 3

Action	Contact ID	Contact Name	Title	Email	Phone	Type
--------	------------	--------------	-------	-------	-------	------

	10586	CONTACT EXAMPLE	CONTACT EXAMPLE	EXAMPLE@EMAIL.COM	(555) 555-1234	Primary
--	-------	-----------------	-----------------	-------------------	----------------	---------

(Edit Contact)

CONTACT: NEW CONTACT FOR RICHMOND REGION TOURISM

[Save](#)
[Save & New Contact](#)
[Cancel](#)

Colored fields are required.

Contact Information

First/Last Name:
 Full Name:
 Department:
 Preferred Method: --None--
 Assistant:
 Children:
 Gender: Male Female

Account: Richmond Region Tourism
Contact Type: --None--
 Title:
 Email: Send
 Ast. Phone:
 Birthdate: --Month-- --Day--
 Spouse:

Phone/Fax Numbers

Primary: (804) 782-2777 ext.
 Mobile Phone:
 Home:

Alternate: ext.
 Fax: (804) 780-2577 ext. Send

Address Information

Physical	Billing	Shipping
Use: Account: Physical	Use: Account: Billing	Use: Account: Shipping
Address: 401 North 3rd Street	Address: 401 North 3rd Street	Address: 401 North 3rd Street
Line 2:	Line 2:	Line 2:
Line 3:	Line 3:	Line 3:
City: Richmond	City: Richmond	City: Richmond
Province: VA	State/Province: VA	State/Province: VA
Postal Code: 23219	Zip/Postal Code: 23219	Zip/Postal Code: 23219

Service Requests

Service leads are business opportunities sent to you from Richmond Region Tourism that do not involve any hotel rooms; these include catering requests, meeting space only requests, transportation requests, and others.

- Once you have logged into Richmond Region Tourism, click the Service Requests tab to view a summary of your service leads.
- To view Service Requests by status, use the Status filter.

Partner Bulletins Leads Member Record Service Requests							
ALL SERVICE REQUESTS - CURRENTLY 6 IN VIEW							
Filter:	New	--All Groups--	Starts With: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All				
Request	Request ID	Service Request	Contact	Start/End Date	Lead	Type	
Conv/Meeting Sales	8768	ACMA Virginia Chapter Case Management Conference	Darlene Hutson	10/20/2012 - 10/20/2012			
Conv/Meeting Sales	8767	BBQ Safety & Town Hall Meeting	Alexandra Gort	03/21/2012 - 03/21/2012	BBQ SAFETY & TOWN HALL MEETING		
Conv/Meeting Sales	8771	Club Reunion	Jacqueline Montanez	04/22/2012 - 04/22/2012			
Conv/Meeting Sales	8751	New Years Eve Party	Antoinette Rogers	12/31/2011 - 01/01/2012			
Conv/Meeting Sales	8770	SERVPRO Awards Meeting- Nunan	Leigh Bentley	03/21/2013 - 03/23/2013			
Conv/Meeting Sales	8763	Tickles and Giggles Children's Consignment Fall 20	Caroline Fuller	08/22/2012 - 08/26/2012			

- Once you have found a Service Request that you want to respond to, click the Service Request name to view and respond.
- The Service Request Detail will then be displayed that includes notes from the Sales/Service Manager from the client. Be sure to select "Show More" to view the full description notes of the lead.

Richmond Region Connect

Welcome, Sarah Hunter - Logged in to: **Richmond Region Tourism**

Partner Bulletins Leads Member Record Service Requests Reports

SERVICE REQUEST DETAIL: NEW YEARS EVE PARTY

Request Information	
Request ID: 8751	
Account: New Years Eve Party	Request Type:
Lead: <i>--None--</i>	Request Status: Request
Request Name: New Years Eve Party	Attendees: 75
Date(s): 12/31/2011 - 01/01/2012	Budget:
Time(s): 07:00 PM - 01:00 AM	Location:
Deadline:	
Description/Notes: Ms. Rogers is looking for a venue to host a New Ye ... (Show More)	
Additional Documentation: <i>--None--</i>	
Sales Manager: Julie Fleshman	
Services Manager: Doretha Winckler CMP	
Assistant: Julie Fleshman	
Contact Information	
Contact: Antoinette Rogers	Address: 1306 Dance Street
Title: Planner	City: Richmond
Company: New Years Eve Party	State: VA
Phone: (804) 353-2224	Zip: 23220
Fax:	Country: UNITED STATES

- After reviewing the information, click “Add Your Response.”

Responses		
Add/Edit	Start Date - End Date	Responded
Add Your Response	12/31/2011 - 01/01/2012	No Response Entered

[Return](#)

- To indicate if you will be taking on this lead, select the “Yes” or “No” button at the top left of the screen.

RESPONSE: NEW RESPONSE

[Save](#) [Close](#)

Colored fields are required.

Response Information

Pursuing this lead? Yes No

Comments:

Comments in this field may be seen by the client.

Bureau-Only Comments:
These comments will not be seen by the client; they will only be seen by the staff of Richmond Region Tourism.

Comments in this field will only be seen by RRT Staff.

File Attachments

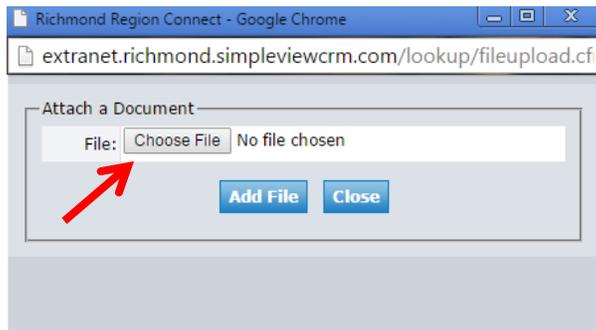
File Attachments: --None--

[Add](#) [View](#) [Remove](#)

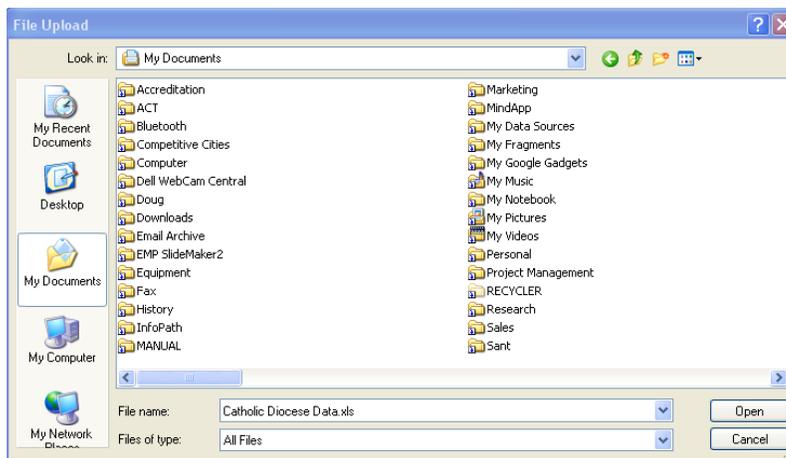
[Save](#) [Close](#)

- To add a proposal, catering menu or any other relevant documents, click “Add” under the File Attachments pane.

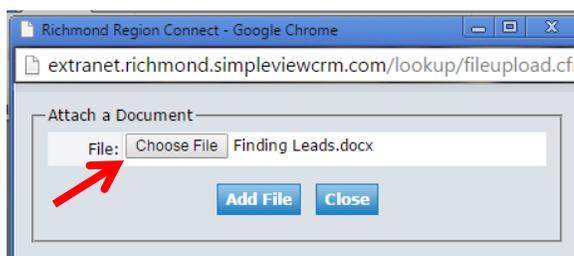
- A second window will open; click “Choose File” to browse your computer library for an attachment.



- Find your document, and then click “Open.”



- You will be directed back to the Attach a Document window; click “Add File” to save the attachment.



- Once your response is complete, be sure to click “Save” at the bottom of the page, otherwise all inputted information and attachments will be lost.

Reports

In this section you will view statistical research and reports about the Richmond Region and the tourism industry.

Richmond Region Connect Welcome, Sarah Hunter - Logged in to: **Richmond Region Tourism** ▼

[Partner Bulletins](#) [Leads](#) [Member Record](#) [Service Requests](#) [Reports](#)

