



**Member Extranet
FAQs**

<http://www.valleyforge.org/extranet>

**Valley Forge Convention and Visitors Bureau
1000 First Ave., Suite 101
King of Prussia, PA 19406
www.valleyforge.org**

FAQs

Access

- Any contact of a Valley Forge CVB member may have access to the Extranet and to the leads.
- Leads are divided into two groups – Tour & Travel and Meeting Sales
 - If members of your sales staff handle very specific markets, a login can be set to one of the two groups (i.e. a person who only handles the Tour & Travel market may want to have Meeting Sales leads hidden from the login). To hide either user group, notify the Membership Staff.

Leads

- Leads are sorted by creation date in descending order, which will put the newest leads at the top.
- Lead Notifications – The Valley Forge CVB Sales Manager will send an email to all members associated with a lead. The email will contain some details of the lead such as type of lead, Lead ID#, and brief description.
 - Email notifications are optional and may be turned on or off based on User Group (Tour & Travel vs. Meeting Sales). For example, a sales manager with the responsibility of checking the leads would receive the notifications, but a Director of Sales may wish to opt out of the notifications. The DOS can still have a login to view the leads at any time, but they just won't be notified every time a new leads hits the member account. Please notify the Membership Staff if you would like to make any changes.

Responding

- Notify the CVB if you have booked the business. – It is very important for the CVB to learn when and where business is booked. This applies to all member types (Hotel, Restaurants, Shopping, etc.)
 - **Response Date has not passed** – enter this information into the **Comments** section. Indicate “Booked Business,” the date(s) booked and the date the information was entered. Please leave all previously entered information in the Comments.
 - **Response Date has passed** – Please call the CVB rep to see if a manual response is possible.
- Entering a response does **NOT** send an email directly to the CVB sales manager; however, responses will be reviewed daily. If you find any information on a lead that has changed once you've talked to the client or have any questions about the information, please contact the CVB sales manager listed on the lead by phone or email.
- If the Sales Manager has made changes to any date(s) in a lead and you have previously entered a response, that response for that date will be invalid and will **NOT** be viewable. This will appear as a new lead, which requires a new response. Any proposal or response for availability may not be the same availability for the new dates; therefore a new response is needed. The CVB Sales Manager will send a “Revised Sales Lead” notification email to inform members of the new lead.

- Information provided by members in the response(s) is confidential. No other members can see your response(s). Only Valley Forge CVB sales staff, or most often the Sales Manager working the lead at the CVB, will see the responses.

Extranet Links:

<http://extranet.vfcvb.simpleviewcrm.com/> or <http://www.valleyforge.org/extranet>

Membership Staff:

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