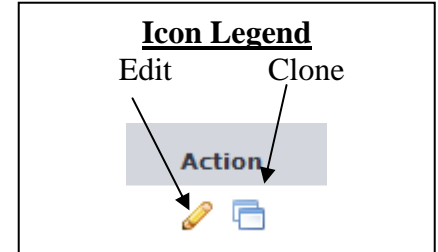


Member Login – My Member Record

Viewing Your Member Record:

You can view five items under your Member Record:

1. Contacts
2. Listings (Website, Visitors Guide, VisitSpokane Map)
3. Web – coupons/special offers
4. Amenities- tabs shown on web listing
5. Articles

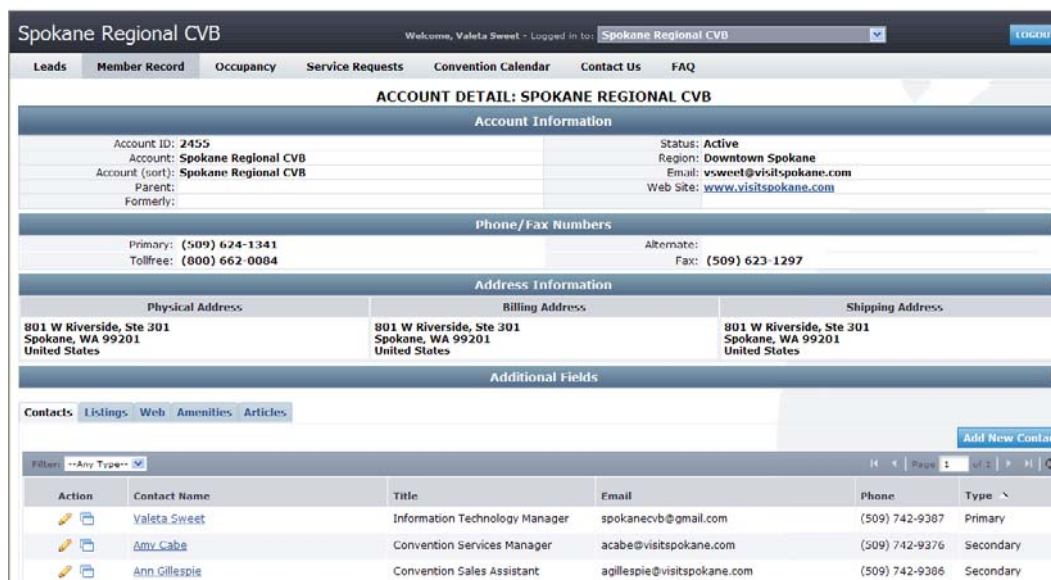


Contacts:

1. To update your contact records, edit the current contact under your listing by clicking “**Pencil Icon**” to the left of the contact. Or clicking contact name and then Click the Edit button.
2. To add a new Contact, click the “Add New Contact” button.(right side)
3. You can also “clone” a contact by clicking on the “Clone” icon to the left of a current contact (which will make a duplicate of that contact), then change the information that needs to be updated (i.e. name, e-mail address, phone #, etc).
4. When updating or adding a new contact, please select the appropriate ‘Contact Type’ for that individual. An account can have only (1) Primary contact.

- Primary contact- is described as an Owner or General Manager
- Secondary contact- is described as a General Manager, Director of Sales or another key employee
- Other contact- is described as any other contact currently working for the organization
- Inactive contact- is described as any contact that no longer works for the organizations

Primary and Secondary contacts will have full access to update contacts, listings, special offers and property tabs.



Spokane Regional CVB
Welcome, Valeta Sweet - Logged in to: Spokane Regional CVB

Leads Member Record Occupancy Service Requests Convention Calendar Contact Us FAQ

ACCOUNT DETAIL: SPOKANE REGIONAL CVB

Account Information

Account ID: 2455	Status: Active
Account: Spokane Regional CVB	Region: Downtown Spokane
Account (sort): Spokane Regional CVB	Email: vsweet@visitspokane.com
Parent:	Web Site: www.visitspokane.com
Formerly:	

Phone/Fax Numbers

Primary: (509) 624-1341	Alternate:
Tollfree: (800) 662-0084	Fax: (509) 623-1297

Address Information







Physical Address	Billing Address	Shipping Address
801 W Riverside, Ste 301 Spokane, WA 99201 United States	801 W Riverside, Ste 301 Spokane, WA 99201 United States	801 W Riverside, Ste 301 Spokane, WA 99201 United States

Additional Fields

Contacts Listings Web Amenities Articles

Add New Contact

Filter: --Any Type--

Action	Contact Name	Title	Email	Phone	Type
 	Valeta Sweet	Information Technology Manager	spokanecvb@gmail.com	(509) 742-9307	Primary
 	Amy Cabe	Convention Services Manager	acabe@visitspokane.com	(509) 742-9376	Secondary
 	Ann Gillespie	Convention Sales Assistant	agillespie@visitspokane.com	(509) 742-9386	Secondary

Listings:

1. In order to update your listing, click the “Edit” icon (pencil) to the left of the appropriate listing.
2. You will then be able to change your description.
3. Your changes will be pending until a representative of the SRCVB goes in and approves them (within two business days).

Action	Listing ID	Type	Category	SubCategory	Rank	Listing
 	19583	VG CVB Listing	Phone Numbers	Area Information	Test Rank	
 	19748	Business Listing	Organizations & Associations	Destination Marketing Organizations & Visitor Services	65 words	Our mission is to create economic growth for Spokane county by effectively marketing Spo and the region as a preferred convention and visitor destination.
 	11179	Visitor Guide Listing	Amazing Attractions	Sightseeing	75 words	Our mission is to create economic growth for Spokane county by effectively marketing Spo and the region as a preferred convention and visitor destination. TESTING APPROVAL EMAIL AGAIN. AGAIN AGAIN

Editing a Listing:

1. Address: Do not make any changes to this field unless something other than “Physical” appears in this field.
2. Contact Drop-down: This contact, if chosen, **will** show on the website listing

Listing Information	
Type:	Business Listing
Company:	Spokane Regional CVB
Category:	Organizations & Associations
SubCategory:	Destination Marketing Organizations & Visitor Services
Contact:	Valetta Sweet (Primary) 
Address Type:	Account: Physical
Listing:	<div style="border: 1px solid #ccc; padding: 5px;"> Our mission is to create economic growth for Spokane county by effectively marketing Spokane and the region as a preferred convention and visitor destination. </div>

Changing Listing Detail

You only need to change this information, if what we have listed is not what you want showing on the website.

1. Check the box you want to change “overwrite” on the left side
2. Type in the correct information in the “overwrite with...”
3. Click the “save” button to save your changes.

Listing Details		
Field	Overwrite? Account Value	Overwrite with...
Company:	<input checked="" type="checkbox"/> Spokane Regional CVB	
Company (sort):	<input type="checkbox"/> Spokane Regional CVB	
Address Line 1:	<input type="checkbox"/> 801 W Riverside, Ste 301	
Address Line 2:	<input type="checkbox"/>	
Address Line 3:	<input type="checkbox"/>	
City:	<input type="checkbox"/> Spokane	
State:	<input type="checkbox"/> WA	
Zip:	<input type="checkbox"/> 99201	
Country:	<input type="checkbox"/> United States	
Email:	<input type="checkbox"/> vsweet@visitspokane.com	
Web Site:	<input type="checkbox"/> www.visitspokane.com	
Primary Phone:	<input type="checkbox"/> (509) 624-1341	
Alternate Phone:	<input type="checkbox"/>	

- Making any changes to your Listings puts it in Pending Status – until our staff approves it (2 business days)
- You will not be able to make any changes again until it has been approved.

LISTING DETAIL: BUSINESS LISTING:ORGANIZATIONS & ASSOCIATIONS FOR SPOKANE REGIONAL CVB

****Pending Approval****

[Return To Account](#)

Listing Information

ID: 20197	Account: Spokane Regional CVB
pe: Business Listing	Contact: Valeta Sweet
ory: Organizations & Associations	Address Type: Account: Physical
ory: Destination Marketing Organizations & Visitor Services	Rank: --None--
ies: • All Members: Default	
ing: Our mission is to create economic growth for Spokane county by effectively marketing Spokane and the region as a preferred convention and	

Keep your listings to the following word counts

- Visitor Guide: see limits below
 - The Dish/Shop Talk: 30 words or less
 - Outrageous Outdoors/Amazing Attractions: 75 words
 - Grape Expectations/Stepping Out: 75 words
- Online Directory: 35 words or less
- Packet Stuffers: 35 words or less
- VisitSpokane Map: 15 words or less

AmenityTabs

There are 8 property tabs that can currently be edited. Property tab information is displayed on our website under your member listing and used in our various publications. Information changed is automatically live, so please check your website listing to make sure the changes you made are accurate. The Spokane Regional CVB is not responsible for incorrect information, so please check and recheck to make sure you are editing correctly.

1. Information
2. Accommodations
3. Restaurant
4. Attractions
5. Group Tour
6. Golf
7. RV Resorts/Camping
8. Meeting Rooms

The Accommodations, Restaurant, Golf, RV Resort/Camping tabs are used to update the Spokane Visitors Guide.

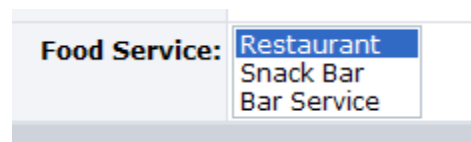
The Meeting Rooms tab is used to update our Meeting Planners Handbook and populates our online venue search.



To update

1. Choose property tab you want to update
2. Click Edit Amenities
3. Update information
4. If you are editing a "multi-select field - hold down shift key/and left mouse click (or down arrow) to highlight more than one item.

Example below



5. Click **save**

Amenity Tab – Information

1. General Information
 - Handicap accessible
 - Distances: from downtown, from airport, from convention center. (ex. Nearby, 1 block, 2miles etc)
2. Hours
 - If you are a seasonal business please enter your seasonal dates. (ex. April – June, November – February)
 - Hours – hours you are open for business. (ex. Monday – Friday 8am – 5pm, Sat/Sun 9am - 6pm)
3. Payment Types
4. **Update** to save information

Amenity Tab – Accommodations – only update if you are an accommodation

1. Accommodation Amenities
 - Meeting Rooms: this is the total number of meeting rooms your facility has.
 - Check all amenities your facility has
 - Breakfast and Pool are multi-selects (hold down Ctrl/Left mouse to highlight more than one)
2. General Information - Fill in information into text boxes
3. **Update** to save information
4. If you can accommodate Group Tour business please update the Group Tour Tab

Amenity Tab – Restaurant – only update if you are a restaurant/bar/lounge

1. update information by clicking the drop down arrow
2. Only one Cuisine type can be picked and needs to match your Online Directory/Visitor Guide Listing Cuisine type
3. **Very Important** – If you are an accommodation with a restaurant please update the restaurant information in that account, not your accommodations account.
4. **Update** to save information
5. If you can accommodate Group Tour business please update the Group Tour Tab

Amenity Tab – Attractions – only update if you are an attraction open to the public

1. update information by clicking the drop down arrow
2. Food Service is a multi-select (hold down Ctrl/Left mouse to highlight more than one)
3. **Update** to save information
4. If you can accommodate Group Tour business please update the Group Tour Tab

Amenity Tab – Group Tour – only update if you pursue group/tour business

The Group tour property tab is used primarily by Tour Operators and Group Planners so if you do not conduct business with group/tour business please do not update.

1. Accommodations – edit/update as it applies to group tour business
2. Attractions – edit/update as it applies to group tour business
3. FIT – edit/update as it applies to group tour business
4. General Information - edit/update as it applies to group tour business
5. Tour Professional - edit/update as it applies to group tour business
6. **Update** to save information

If you need help or have questions regarding the Group Tour Property Tab, please contact Margaret Holmberg, (509) 742-9392 or mholmberg@visitspokane.com.

Amenity Tab – Golf – update if you are a public/private golf course

1. Information - update information by filling in the text boxes
2. Food Service – can be multi-select (hold down ctrl key/left mouse click)
3. **Update** to save information

Amenity Tab – RV Resorts/Camping – update if you are an RV Resort or Camping facility

1. Amenities - click appropriate amenities
2. Information
 1. Season - enter the months you are open if seasonal. (ex Apr- Sept). If open all year round type in Open year round.
 2. **Update** to save information

Amenity Tab – Meeting Rooms – update if you have meeting space

Very important – this information is used for our Meeting Planners Handbook and is how the Venue Search on our website is populated.

<http://www.visitspokane.com/meeting/exhibit-meeting-facilities/hotel-venue-search/>

1. Number of rooms – total number of Meeting Rooms
2. Total Square Feet – overall total square feet of all Meeting rooms
3. Largest Room – Sq feet of largest room
4. Capacities – Theatre, Banquet, Classroom – fill in appropriate capacities
5. Total sleeping rooms – if a hotel/motel fill in appropriate number
6. Suites - Number of Suites if appropriate
7. Booths - Number of total booths all of your meeting space could accommodate
8. Reception – total number of people for a reception
9. Villas – leave blank
10. Exhibit Space – Do you have Exhibit Space – yes or no
11. Exhibit footage – total square footage of your exhibit space
12. Description – this is the description that is currently in the Meeting Planners Handbook – 300 word limit.
13. **Update** to save information

Contacts		Listings		Web		Amenities		Articles	
Information		Accommodations		Restaurant		Attractions		Group Tour	
Golf		RV Resorts/Camping		Meeting Facilities					
Number of Rooms:	<input type="text" value="0"/>	Total 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:	<input type="text"/>								
Space Notes:	<input type="text"/>								
Upload Floorplan File:	<input type="text"/> <input type="button" value="Browse..."/>								
	<small>(Leave field blank to keep existing file)</small>								
Current Floorplan File:	login_screen.jpg								
Upload Large Floorplan File:	<input type="text"/> <input type="button" value="Browse..."/>								
	<small>(Leave field blank to keep existing file)</small>								
Current Large Floorplan File:	COU_04.jpg								
<input type="button" value="Update"/> <input type="button" value="Cancel"/>									
<input type="button" value="Add New Room"/>									

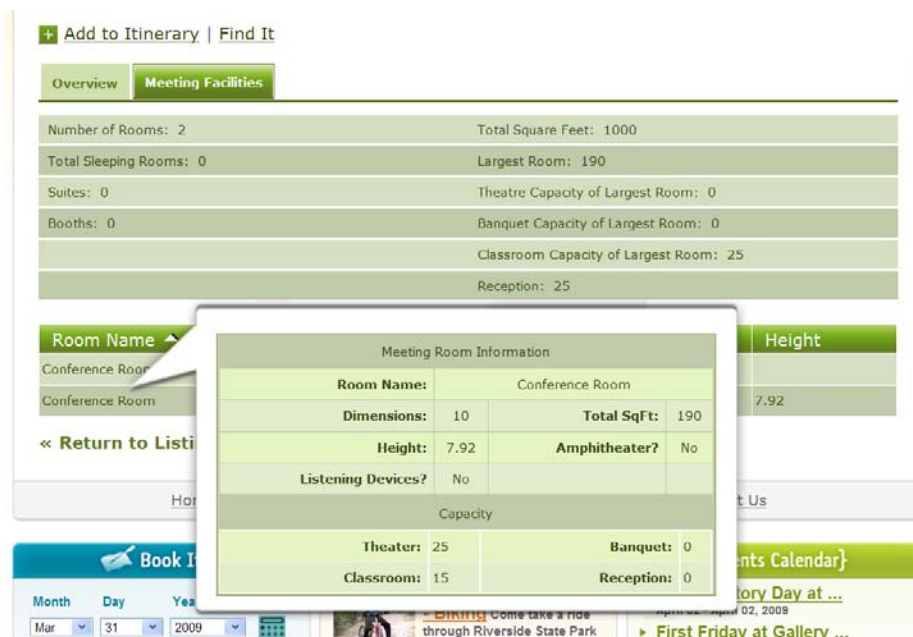
To add a meeting room

1. Click New Meeting Room
2. Enter Meeting Room Information
 - a. Enter Room Name
 - b. Enter Sq Ft – this is a required field
 - c. Dimensions – L x W
 - d. Height – Ceiling Height
3. Capacities – enter the total capacity for each type of meeting setup
4. Click Save or Save & New Room to enter more venues

To update/edit a meeting room

1. Click Edit
2. **Update** to save information (don't move to next tab until you click update)

Remember to check your website listing to make sure your information was updated correctly. www.visitspokane.com



The screenshot displays a web interface for managing meeting facilities. At the top, there are navigation links: '+ Add to Itinerary | Find It'. Below this, there are two tabs: 'Overview' and 'Meeting Facilities'. The 'Meeting Facilities' tab is active, showing a summary table of room statistics:

Number of Rooms: 2	Total Square Feet: 1000
Total Sleeping Rooms: 0	Largest Room: 190
Suites: 0	Theatre Capacity of Largest Room: 0
Booths: 0	Banquet Capacity of Largest Room: 0
	Classroom Capacity of Largest Room: 25
	Reception: 25

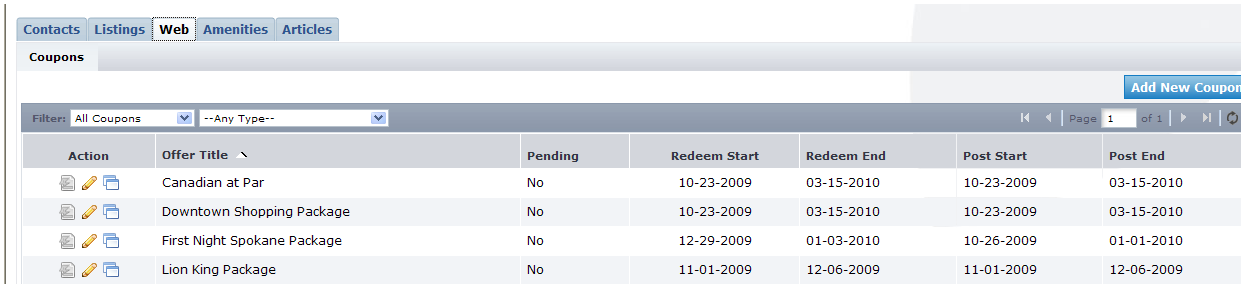
Below the summary table, there is a list of rooms. One room is selected, and its details are shown in a pop-up window titled 'Meeting Room Information':

Meeting Room Information			
Room Name:	Conference Room		
Dimensions:	10	Total SqFt:	190
Height:	7.92	Amphitheater?	No
Listening Devices?	No		
Capacity			
Theater:	25	Banquet:	0
Classroom:	15	Reception:	0









The background interface also shows a 'Book It' button, a calendar for March 2009, and a 'Return to List' link.

Web - Special Offers:

1. You can create and update any special offers you would like to be made available to visitors.
2. In order to create a special offer, click on the “Add New Coupon” button



The screenshot shows a web interface for managing coupons. At the top, there are navigation tabs: Contacts, Listings, Web (selected), Amenities, and Articles. Below the tabs is a header for 'Coupons' with an 'Add New Coupon' button on the right. A filter bar shows 'All Coupons' and '--Any Type--'. Below the filter is a table with the following columns: Action, Offer Title, Pending, Redeem Start, Redeem End, Post Start, and Post End. The table contains four rows of data:

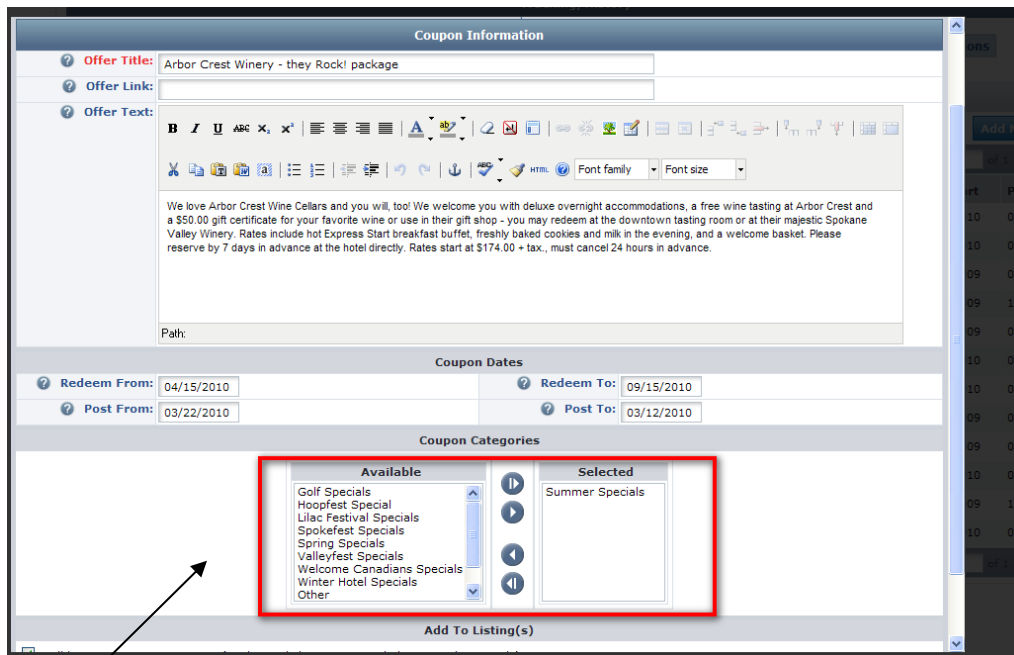
Action	Offer Title	Pending	Redeem Start	Redeem End	Post Start	Post End
 	Canadian at Par	No	10-23-2009	03-15-2010	10-23-2009	03-15-2010
 	Downtown Shopping Package	No	10-23-2009	03-15-2010	10-23-2009	03-15-2010
 	First Night Spokane Package	No	12-29-2009	01-03-2010	10-26-2009	01-01-2010
 	Lion King Package	No	11-01-2009	12-06-2009	11-01-2009	12-06-2009

3. A window will open up, allowing you to enter a title of the special offer, as well as a description and what the special offer entails (discount, free item, etc).
4. In the “Offer Title” box, enter one of the following (dates are just for reference and do not need to be entered):
 - o Golf Special (April 15th – September 15th)
 - o Summer Special (April 15th – September 15th)
 - o Lilac Festival Special (Parade held (May 16th)
 - o Hoopfest Special (held June 27th & 28th)
 - o Spokefest Special (held September 13th)
 - o Valleyfest Special (held September 25th – 27th)
 - o Welcome Canadians (year round)
5. In the “Offer Text” box, enter the following information (do not exceed 100 words):
 - o Price
 - o Offer details
 - o Any property/business details you’d like to include
 - o Any restrictions or blackout dates.
 - o For Summer Specials – if you would like to enter a subtitle for your offer (i.e. Silverwood Spectacular Package, Girlfriends’ Getaway, Magnificent Man-cation), please include it in this box.
 - o DO NOT include business name, address, phone number or web site – this information will automatically populate from our database.

6. If the offer is listed on your web site, you may copy and paste the link from your site into the “Offer Link” box.

7. Make sure to enter dates into the “Redeem From” and “Redeem To” fields.
- o For Golf Specials and Summer Specials, enter 04-15-2010 into the “Redeem From” field and enter 09-15-2010 into the “Redeem To” field unless other specific dates apply to your package.
 - o For other packages, enter the appropriate dates for your package.

DO NOT enter “Post From” and “Post To” dates. These dates will be entered by CVB staff and will vary depending on the promotion.



8. Pick the Category you want your coupon to be shown under on the website To see an example see All Special Offers currently on the web. <http://www.visitspokane.com/specialoffers/>

9. You may also chose which listing you want your special offer to appear with on the website.

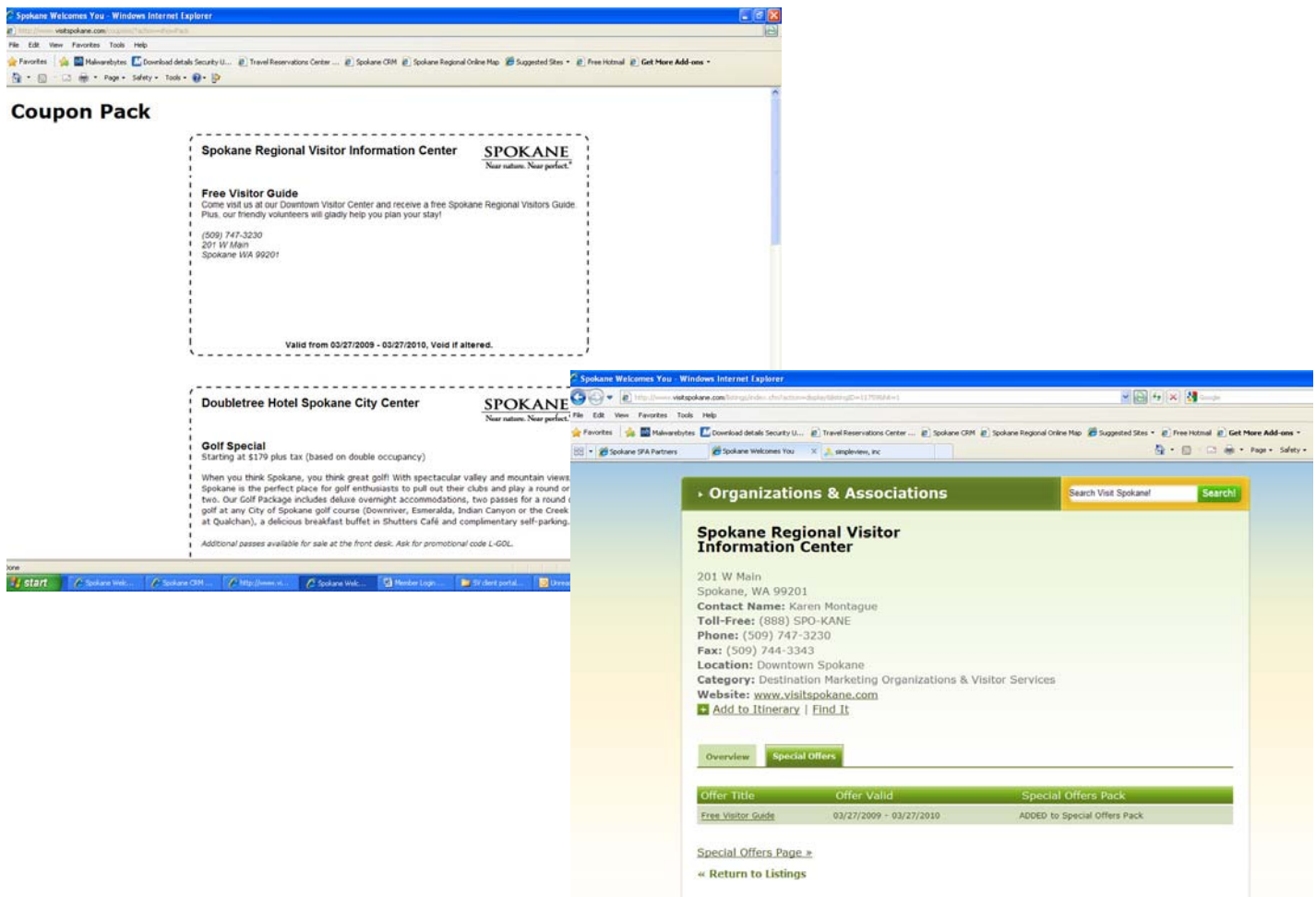


9. Make sure to click “Save.”

10. To edit the coupon, you just need to click on the “Edit” link to the Left of your coupon, and make the desired changes.

This special offers will then appear on your individual listing, as well as on a page listing all Special Offers that our partners have available (www.visitspokane.com/specialoffers)

Visitors can then print the coupon that you have available, and bring it to your venue.



If you need help or have questions regarding your coupons/special offers please contact Teresa Ide at (509) 363-6830 or Julianne Kerley at (509) 363-6832.

Articles:

1. Under the Articles tab, you can view if your property has been included in any articles that have been generated in publications, due to the efforts of the SRCVB.
2. The publication, headline, date of article and circulation of the publication will be detailed in this section.
3. There will also be a total calculation of the number of articles and overall circulation exposure for your venue due to the efforts of the SRCVB.



Article Date	Headline	Journalist	Medium	Circulation
01-14-2010	Businesses here expect skating jump		Newspaper	14115
01-28-2010	Column plans more escapes from field trips	Clark, Doug	Newspaper	91673
01-28-2010	Column plans more escapes from field trips	Clark, Doug	Web site	2549

Account Detail changes

To make changes to your account detail you will need to contact Julianne Kerley with Partner Services 509-363-6832 or email her directly from the member login screen. "Contact Us"

Access my "other" businesses or facilities that may be attached to my account. (ex. restaurants, gift shops etc.)

Click the drop down area located top right of your screen.

