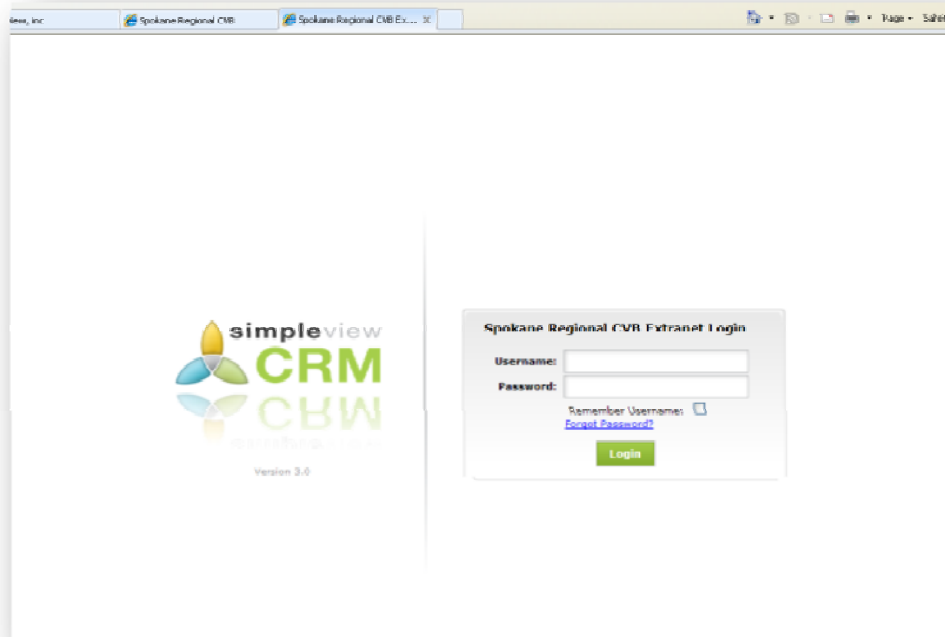


## PARTNER EXTRANET LOGIN INSTRUCTIONS:



**Enter the link below into your Browser and it will take you to the login screen**

<http://extranet.spokane.simpleviewcrm.com/member>

Enter your email address as the Username

Enter your assigned password; if you have problems, email [mallen@visitspokane](mailto:mallen@visitspokane) or call Marla Allen at 509-742-9385

## Reviewing Leads:

Click the Leads tab to view a summary of the lead information

The screenshot shows the Spokane Regional CVB website interface. At the top, there's a navigation bar with tabs: Leads, Member Record, Service Requests, Convention Calendar, Contact Us, and FAQ. Below this, a header reads "ALL LEADS - CURRENTLY 2 IN VIEW". A filter dropdown is set to "New". Below the filter is a table with the following data:

Lead ID	Lead	Organization	Created	Hotel Response Date	Arr/Dept Dates	Status	Responded	Date Responded	Added By	Status
24809	2015 State Recognition Days	TOPS Club, Inc.	12-15-2009	05-15-2010	May 13-16, 2015	New	No			Prospect
24902	Seawolf Reunion	Seawolf Association	03-17-2010	03-29-2010	Jul 18-22, 2012	New	No			Lead

## Sort and filter your leads:

A lead status filter is located at the top left of the screen. When you select a particular status, the system will show only the leads with that status (see below for a description of each lead status.)

You are able to sort your leads by clicking on any of the column headers (i.e. Lead, Hotel Response Date, Arr/Dept Date, etc.). Clicking once will sort in ascending order. Click the same header again; it will sort in descending order. You can also search organization name by "Starts With" alpha or use Ctrl F to do a Find/Search.

### Lead status:

\* -- Any Status-- all leads will show

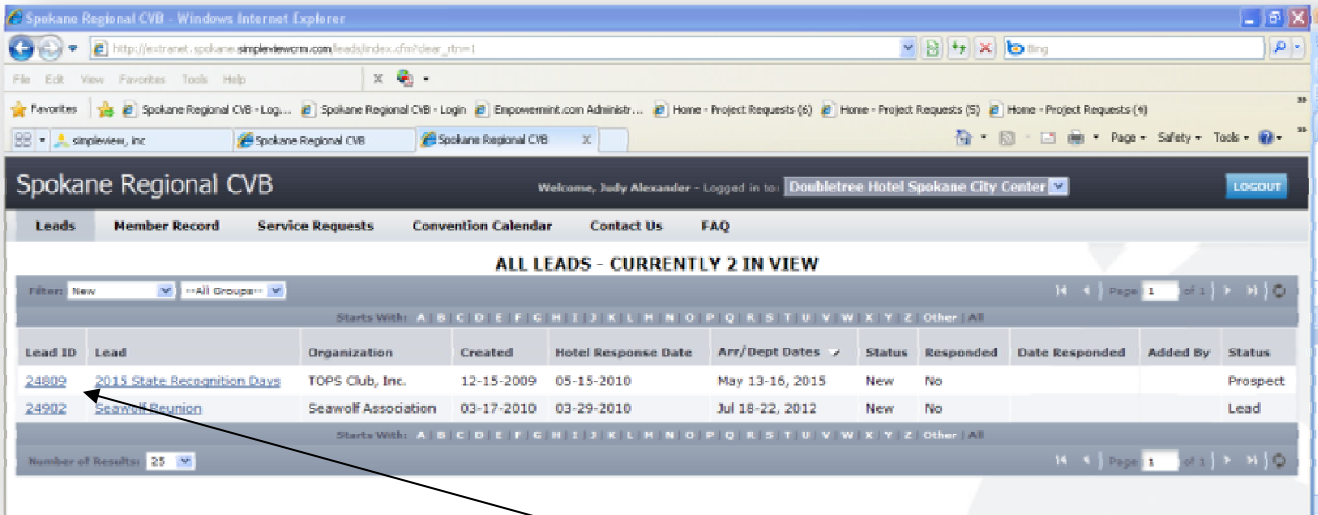
\* New - new lead which the response date has not passed. **(When a new lead is entered, the CVB Sales Manager will send you a generic message informing you a new lead is in the system)**

\* Pending – the member "Response By" date has passed (you can view the lead but the Response tab no longer appears, you must call the CVB rep to have them manually respond to the lead for you)

\* Closed/Won - your property won the business

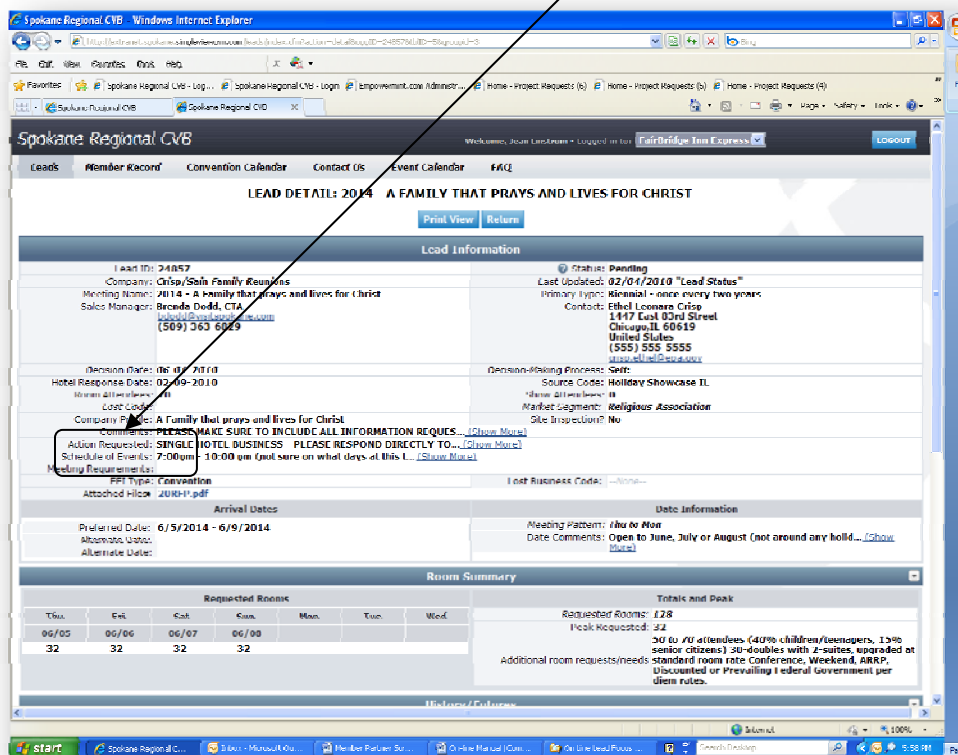
- \* Closed/Lost - is lost, cancelled or definite where you are not the selected hotel
- \* Closed/TBD - the group has selected Spokane, but a headquarter hotel has not been selected

**View a lead:**



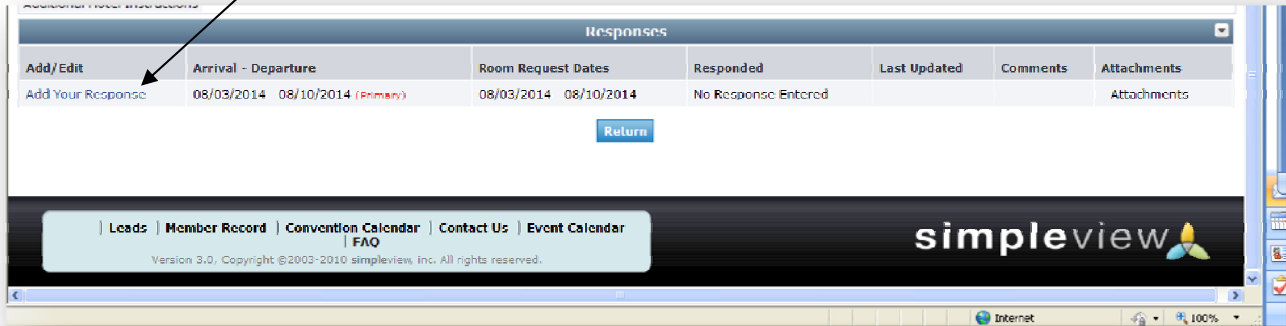
To view a lead click on the Lead ID number or the Lead Name

Please read the lead and pay particular attention to "Action Requested". This is where the sales person will indicate how to respond to the lead.

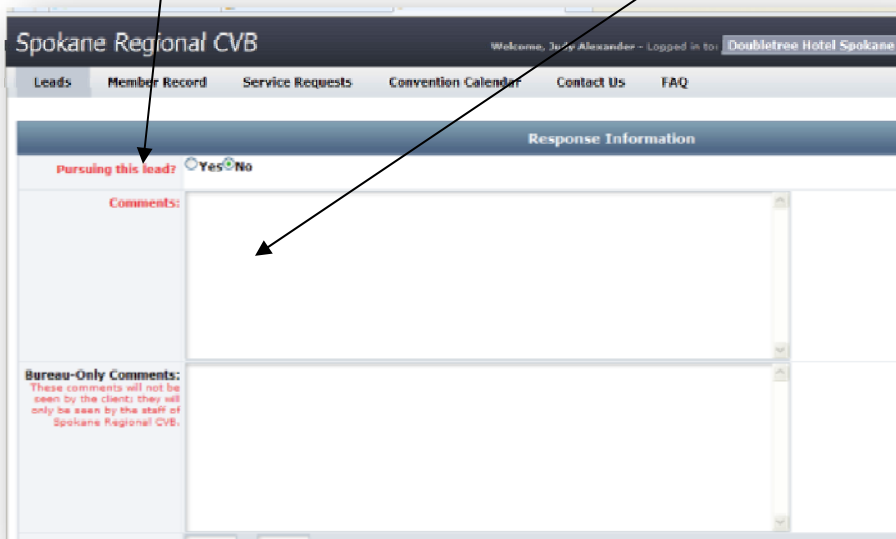


## Respond to the Lead:

To Respond to the Lead, click Add Your Response. If there is more than one set of dates to respond to, they will list as Primary and Alternate. (Please respond to all sets of dates listed, even if you can not offer a room block for a set of dates; respond "No" to Pursuing and indicate in the Comment Section why you are not able to offer those dates.)



Indicated if you are Pursuing: Yes or No. If you are not pursuing, indicate in the Comments section why you can not offer those dates. Bureau –Only Comments will only be seen by the CVB.



Under **Room Information**, enter the per day block you are offering in Any, unless the sales person is specific in the lead about the room type needed. The Requested Block , the overall block needed is indicated on the last line.

Room Information							
	Wednesday 05/13/2015	Thursday 05/14/2015	Friday 05/15/2015	Saturday 05/16/2015	Sunday 05/17/2015	Monday 05/18/2015	Tuesday 05/19/2015
Any	0	0	0	0			
Singles	0	0	0	0			
Doubles	0	0	0	0			
Suite 1	0	0	0	0			
Suite 2	0	0	0	0			
Any Type	0	0	0	0			
Total	0	0	0	0	0	0	0
Requested	20	150	100	300			

### Attaching Your Proposal to a Lead:

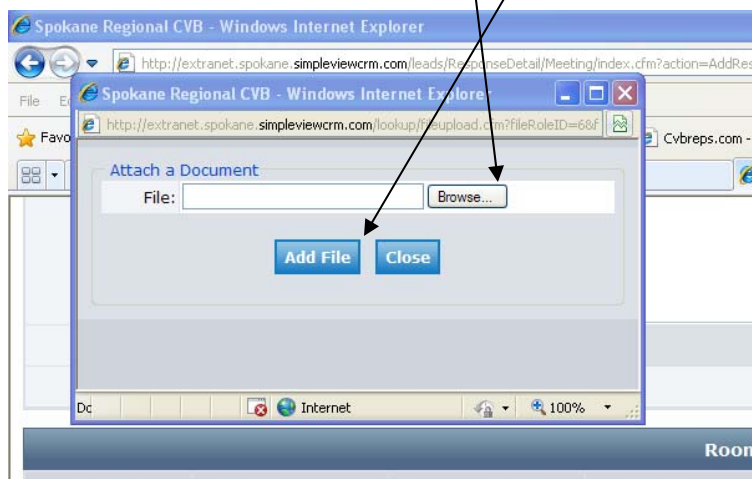
Have your document prepared and saved somewhere on your system. Under **File Attachments**, click Add. Another window will appear; click Browse (find the document), click Add File and then Close to save.

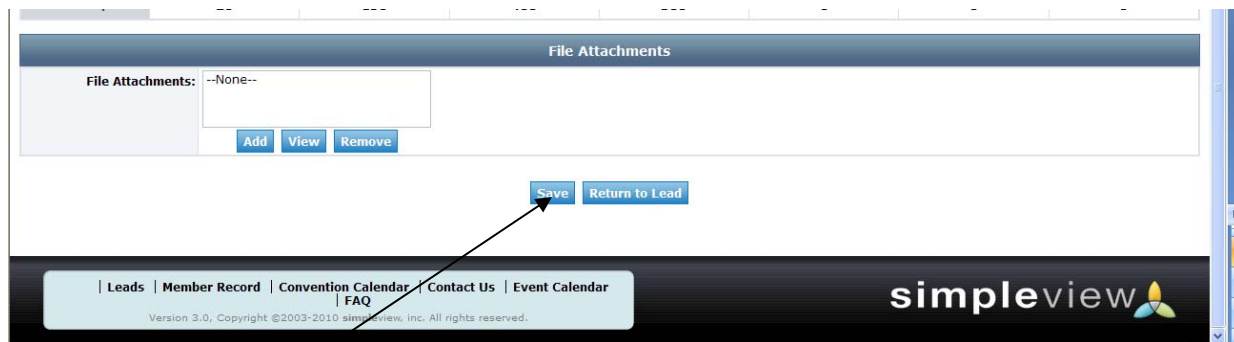
File Attachments

File Attachments: None--

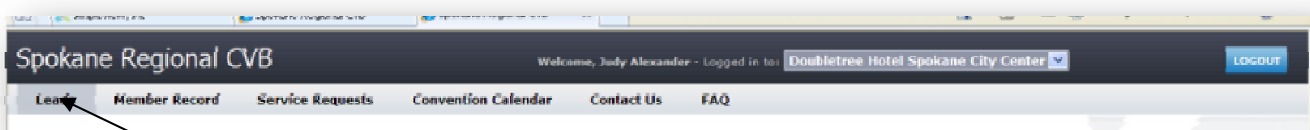
[Leads](#) | [Member Record](#) | [Convention Calendar](#) | [Contact Us](#) | [Event Calendar](#) | [FAQ](#)  
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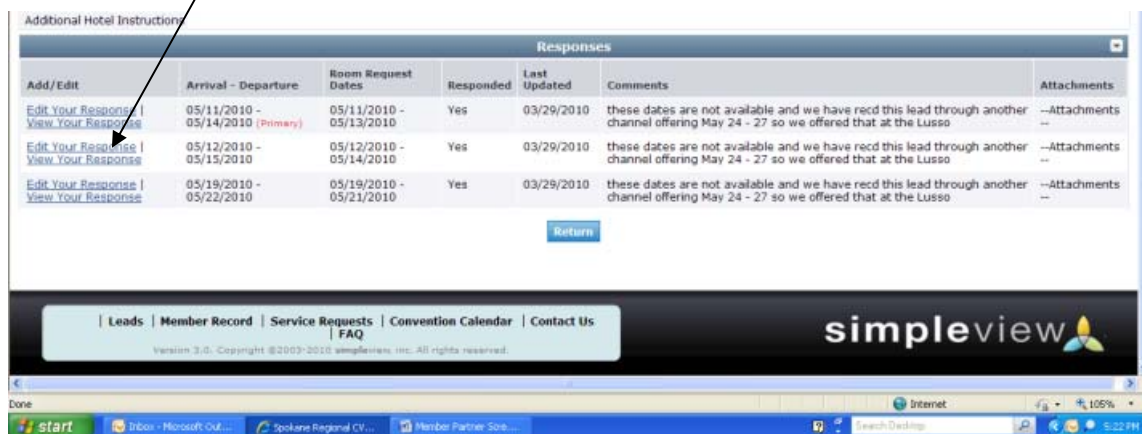


Click Save to save the information you have entered and attached. Click "Return to Lead" to get back to



the lead. Click the Lead tab on the menu bar to get back to your list of leads.

You are able to Edit or View your response to the lead, as long as the Hotel Response Date has not passed. Remember if you edit your original response; please give the CVB a call. We do not get notification through the system when the original response is altered.



If you have questions pertaining to the lead itself, please contact the Sales Manager listed on the lead. If you have questions about how to use the Spokane Regional CVB Extranet Login please contact Marla Allen at [mallen@visitspokane.com](mailto:mallen@visitspokane.com) or 509-742-9385.