

Viewing/Editing Your Member Record

1. Contacts
2. Listing
3. Coupons
4. Benefits Summary
5. Property

Please note that any changes you make to your record may take up to 72 hours before being shown on www.VisitRichmondVa.com. Call RMCVB at 804-782-2777 if you have any questions.

Contacts:

The screenshot shows a web browser window titled "Richmond CRM Partners - Microsoft Internet Explorer". The address bar shows the URL: <http://crm.visitrichmondva.com/member/mem/index.cfm>. The page header includes the Richmond Metropolitan Convention & Visitors Bureau logo and the text "Welcome, Michelle Lovatt, RMCVB". Below the header, there are tabs for "My Member Record" and "Reports".

The "Account Detail" section contains the following information:

Account: RMCVB	Email:
Account (sort): RMCVB	Phone: (804) 782-2777
Region: --None--	Alt Phone:
Formerly:	Fax: (804) 780-2577
Web Site: www.visitrichmondva.com	Tollfree: (800) 370-9004

Below the account details are three columns for addresses:

Physical Address	Billing Address	Shipping Address
401 North 3rd St. Richmond, VA 23219 USA	401 North 3rd St. Richmond, VA 23219 USA	401 North 3rd St. Richmond, VA 23219 USA

At the bottom, there are tabs for "Contacts", "Listings", "Coupons", "Benefits Summary", "Property", and "Additional Information". The "Contacts" tab is active, showing a table of contacts with columns for Action, Contact Name, Title, Email, Phone, and Type. A "New Contact" button is located at the top right of the table.

Action	Contact Name	Title	Email	Phone	Type
Edit Clone	Michelle Lovatt	Director of Administration	mlovatt@richmondva.org	(804) 783-7401	Secondary
Edit Clone	Katherine O'Donnell	Director of Marketing	kodonnell@richmondva.org		Secondary
Edit Clone	Toni Bastian	Visitor Center Manager	tbastian@richmondva.org		Secondary
Edit Clone	Cleo Battle	Vice President of Sales & Services	cbattle@richmondva.org		Secondary
Edit Clone	Jack Berry	President & CEO	jberry@richmondva.org		Secondary
Edit Clone	Judy Draucker	Convention Services Manager	jdraucker@richmondva.org		Secondary
Edit Clone	Dasha Runyan	Convention Sales Manager	drunyan@richmondva.org		Secondary
Edit Clone	Linda Worthington	Director of Sales & Services	lworthington@richmondva.org		Secondary
Edit Clone	Doretha Wiggins	Convention Services Manager	dwiggins@richmondva.org		Secondary
Edit Clone	Juanita & Martha	Part-time Receptionists	fdreceptionist@richmondva.org		Secondary

1. To add a new contact, click the New Contact button. A new window will open that will allow you to add name, address and contact information. Please note all fields in red are required.
2. You can also "clone" a contact by clicking clone to the left of an existing contact, which will make a duplicate record of the contact chosen. From there you are able to change any information needed such as name, title, e-mail, etc.
3. If you need to remove a contact, please contact RMCVB at 804-782-2777 and the change will be made.

Listings

Richmond CRM Partners - Microsoft Internet Explorer

Address: <http://crm.visitrichmondva.com/member/mem/index.cfm?action=cover&seltab=2>

Richmond Metropolitan Convention & Visitors Bureau

Welcome, Michelle Lovatt, RMCVB

My Member Record | Reports

Account Detail

Account: RMCVB	Email:
Account (sort): RMCVB	Phone: (804) 782-2777
Region: --None--	Alt Phone:
Formerly:	Fax: (804) 780-2577
Web Site: www.visitrichmondva.com	Tollfree: (800) 370-9004

Physical Address	Billing Address	Shipping Address
401 North 3rd St. Richmond, VA 23219 USA	401 North 3rd St. Richmond, VA 23219 USA	401 North 3rd St. Richmond, VA 23219 USA

Contacts | **Listings** | Coupons | Benefits Summary | Property | Additional Information

Action	Type	Pending Changes	Category	SubCategory	Listing
Edit Del	Website	None	Tours	Seqway	Test

[My Member Record](#) | [Reports](#) | [Logout](#)

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1. To update your listing, click edit to the left of the listing you wish to edit.
2. A new window will open to allow you to make changes to your listing.
3. Once you click the save button, changes will be sent to a RMCVB representative for approval.

Editing a Listing:

http://crm.visitrichmondva.com - Richmond CRM Partners - Microsoft Internet Explorer

Listing Information

Type: Website **Category:** Tours

Address Type: None **SubCategory:** Seqway

Contact: Mary Kay Ayscue

Listing:

Test

Property Inspector

This is the "Property Inspector" panel. Special options will appear in this space once you select elements like TABLE, TR, TD, A, IMG.

Additional Categories/SubCategories

Optional Fields (If filled in will use these fields instead of what is in account)

Company:	<input type="text"/>	Address:	<input type="text"/>
Phone:	<input type="text"/>		<input type="text"/>
Alt Phone:	<input type="text"/>		<input type="text"/>
Cell Phone:	<input type="text"/>	City:	<input type="text"/>
Pager:	<input type="text"/>	State:	<input type="text"/>
Fax:	<input type="text"/>	Zip:	<input type="text"/>
Email:	<input type="text"/>	Country:	<input type="text"/>

1. The type of listing is "Web Site."
2. Address: If you would like to display the main address on your account on the Web Site, choose "physical" from the drop down menu.
3. Contact: If you would like a contact to be displayed on the Web Site, choose the contact you would like displayed from the drop down menu.
4. Category: This is the main category your listing will be found under on our Web site. SubCategory: This is the sub-category your listing will be found under on our Web site. If you have any questions or feel the need to change or add additional sub-categories please contact RMCVB at 804-782-2777.
5. Optional Fields: Anything you enter into these fields will override the information in your "Account Detail". Otherwise, all information listed on the Web site will come from your main account.
6. Once you click the save button, changes will be sent to a RMCVB representative for approval.

Coupons

http://crm.visitrichmondva.com - Richmond CRM Partners - Microsoft Internet Explorer

Save Cancel

Red fields are required.

Coupon Information

Offer Title:

Offer Text:

None LINK B / U A ABC

Property Inspector

This is the "Property Inspector" panel. Special options will appear in this space once you select elements like TABLE, TR, TD, A, IMG.

Offer Link: (verify link)

Coupon Dates

Redeem From: (mm-dd-yyyy) Redeem To: (mm-dd-yyyy)

Post From: (mm-dd-yyyy) Post To: (mm-dd-yyyy)

Red fields are required.

1. To add a new coupon, click New Coupon. A new window will open to allow you to add your coupon information.
2. Offer title: Example: Stay Two Nights, Receive the Third at Half Price
3. Offer text: Here you are able to explain what your offer includes.
4. Offer link: This is where you can post the link to your Web site where the offer is located.
5. Coupon Dates: Here you can specify the dates your offer is available and how long you want it posted on our Web site.
6. When finished, click save for your coupon to be sent to an RMCVB representative for approval.

Benefits Summary

Richmond CRM Partners - Microsoft Internet Explorer

Address: <http://crm.visitrichmondva.com/member/mem/index.cfm?action=cover&selftab=6>

Account Detail

Account: RMCVB	Email:
Account (sort): RMCVB	Phone: (804) 782-2777
Region: --None--	Alt Phone:
Formerly:	Fax: (804) 780-2577
Web Site: www.visitrichmondva.com	Tollfree: (800) 370-9004

Physical Address	Billing Address	Shipping Address
401 North 3rd St. Richmond, VA 23219 USA	401 North 3rd St. Richmond, VA 23219 USA	401 North 3rd St. Richmond, VA 23219 USA

Contacts | Listings | Coupons | **Benefits Summary** | Property | Additional Information

Inkind/Expenses | Leads | Services | Events/Marketing | Articles

Date Range: 01-01-2009 to 12-31-2009 Refresh

Expenses

Group	Account/Event	Date	Amount	Service	Date Added	Added By
No expense transactions have been added						

Inkind

Group	Account/Event	Date	Amount	Service	Date Added	Added By
No inkind transactions have been added						

1. In-kind/Expenses: Here you can view all expense transactions between you and RMCVB for a certain date range.
2. Leads: Here you can view a breakdown of leads from convention/meeting sales, group tour and media/PR. The breakdown includes information such as:
 - total number of leads sent
 - number of leads won
 - number of leads lost to another city
 - number of leads lost to another property and
 - number of leads won, but cancelled.
3. Services: Here you can view all service requests sent and won along with all partner referrals.
4. Events/Marketing: Here you can view events related to RMCVB and your organization.
5. Articles: Here you can view all articles related to your organization.

Property

1. General
2. Restaurant
3. Accommodations
4. Meeting Rooms

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

General

The screenshot shows a web browser window titled "Richmond CRM Partners - Microsoft Internet Explorer". The address bar shows the URL: <http://crm.visitrichmondva.com/member/mem/index.cfm?action=cover&selftab=7>. The page content is organized into several sections:

- Account Detail:** A table with the following information:

Account: RMCVB	Email:
Account (sort): RMCVB	Phone: (804) 782-2777
Region: --None--	Alt Phone:
Formerly:	Fax: (804) 780-2577
Web Site: www.visitrichmondva.com	Tollfree: (800) 370-9004
- Addresses:** Three columns for Physical Address, Billing Address, and Shipping Address, all containing: **401 North 3rd St. Richmond, VA 23219 USA**.
- Navigation:** Tabs for Contacts, Listings, Coupons, Benefits Summary, **Property**, and Additional Information. Under the Property tab, there are sub-tabs for **General**, Restaurant, Accommodations, and Meeting Rooms.
- Replacement General Tab:** A form with the following fields:
 - Attraction Fee: [Text Input]
 - Attraction Hours: [Text Input]
 - Distance to Airport: [Text Input]
 - Group Friendly:
 - Handicapped Accessible:
 - Hours (General Information): [Text Area]
 - NAVTEQ ID: [Text Input]
 - Parking: [Dropdown Menu with options: Valet, For a Fee, Free, Motorcoach]
 - Parking Fee Information: [Text Input]
 - Pet Friendly:
 - Smoking:
 - Student Friendly:

- 1) This is where your information about attraction fees, hours, distance to airport, parking, and whether you are group-, student- or pet-friendly will show up. (The NAVTEQ ID is a number that will be provided by the CVB and should not be changed under any circumstances. This number is to ensure that you show up correctly on our online interactive map.)
- 2) Any changes made will be sent to a RMCVB representative for approval.

Restaurant

The screenshot shows a web browser window titled "Richmond CRM Partners - Microsoft Internet Explorer". The address bar displays "http://crm.visitrichmondva.com/member/mem/index.cfm?action=cover&seltab=7&subtab=2". The page header includes the Richmond Metropolitan Convention & Visitors Bureau logo and the text "Welcome, Michelle Lovatt, RMCVB". The main navigation bar has "My Member Record" and "Reports". The "Account Detail" section is active, showing a table with account information:

Account: RMCVB	Email:
Account (sort): RMCVB	Phone: (804) 782-2777
Region: --None--	Alt Phone:
Formerly:	Fax: (804) 780-2577
Web Site: www.visitrichmondva.com	Tollfree: (800) 370-9004

Below this is a table with three columns: "Physical Address", "Billing Address", and "Shipping Address". All three columns contain the same address: "401 North 3rd St. Richmond, VA 23219 USA".

The "Property" tab is selected, and the "Restaurant" sub-tab is active. The "Restaurant" form includes the following fields:

- # of Restaurants:
- Breakfast:
- Brunch:
- Dinner:
- Lunch:
- Open Table:
- Outdoor Dining:
- Private Dining Area:
- Reservations Recommended:
- Restaurant Price Range:

At the bottom of the form are "Update" and "Cancel" buttons.

- 1) 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 and
 - whether you recommend reservations; and the price range. (\$= most entrees under \$10, \$\$= most entrees under \$15, and \$\$\$= most entrees over \$15)
- 2) Please make sure you click update when you are finished making changes to ensure your changes are made. Any changes made will be sent to a RMCVB representative for approval.

Accommodations

The screenshot shows a Microsoft Internet Explorer browser window displaying the Richmond CRM Partners website. The address bar shows the URL: <http://crm.visitrichmondva.com/member/mem/index.cfm?action=cover&seltab=78&subtab=3>. The page header includes contact information: Formerly: Web Site: www.visitrichmondva.com, Fax: (804) 780-2577, and Tollfree: (800) 370-9004. The page is divided into three columns for Physical Address, Billing Address, and Shipping Address, all of which list 401 North 3rd St., Richmond, VA 23219, USA. Below this, there are tabs for Contacts, Listings, Coupons, Benefits Summary, Property, and Additional Information. The Property tab is active, and within it, the Accommodations sub-tab is selected. The Accommodations form contains several fields and checkboxes: # of Hotel Rooms (input field), # of Hotel Suites (input field), checkboxes for Airport Shuttle, Book Online, Full Service, Baggage Handling, Complimentary Breakfast, Bed & Breakfast, and Convention Hotel, GDS# for ARES System (input field), checkboxes for Gym Access and Hotel Bar, Hotel Price Range (drop-down menu), checkboxes for Indoor Pool, Outdoor Pool, Spa, Interior Corridors, Resort, Limited Service, and Room Service, and Total Sleeping Rooms (input field). At the bottom of the form are 'Update' and 'Cancel' buttons.

- 1) Here you are able to specify which amenities your property has. Check all that apply.
- 2) # of Hotel Rooms/Suites: Here you simply type in the number of rooms and suites your property has.
- 3) GDS# for ARES System: This is the number used for our online booking engine. This number will be put in the system by a RMCVB representative and should not be changed.
- 4) Hotel Price Range: Choose your hotel's price range from the drop down menu.
- 5) Total Sleeping Rooms: Total rooms and suites at your property.
- 6) Be sure to click update to ensure your changes are saved.
- 7) Once you click update, your changes will then be sent to a RMCVB representative for approval.

Meeting Rooms

The screenshot shows a web browser window titled "Richmond CRM Partners - Microsoft Internet Explorer". The address bar displays the URL: <http://crm.visitrichmondva.com/member/mem/index.cfm?action=cover&seltab=7&subtab=4>. The page header includes the logo for the Richmond Metropolitan Convention & Visitors Bureau and a welcome message: "Welcome, Michelle Lovatt, RMCVB".

The main content area is titled "My Member Record" and "Reports". Under "Account Detail", there is a table with the following information:

Account: RMCVB	Email:
Account (sort): RMCVB	Phone: (804) 782-2777
Region: --None--	Alt Phone:
Formerly:	Fax: (804) 780-2577
Web Site: www.visitrichmondva.com	Tollfree: (800) 370-9004

Below this table are three columns for addresses:

Physical Address	Billing Address	Shipping Address
401 North 3rd St. Richmond, VA 23219 USA	401 North 3rd St. Richmond, VA 23219 USA	401 North 3rd St. Richmond, VA 23219 USA

Navigation tabs include: Contacts, Listings, Coupons, Benefits Summary, **Property**, and Additional Information. Under the "Property" tab, there are sub-tabs: General, Restaurant, Accommodations, and **Meeting Rooms**.

The "Meeting Rooms" section contains a table with the following columns: Action, Room Name, Total SqFt, Width, Height, Length, and a "New Meeting Room" button. The table is currently empty, displaying the message: "No meeting rooms have been added".

At the bottom of the page, there are links for "My Member Record", "Reports", and "Logout".

1. This section is for any property with meeting rooms on the premises.
2. To add a new meeting room, click "New Meeting 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.