Welcome to the Albany County Convention & Visitors Bureau!

As a partner organization of the ACCVB, you have an opportunity to make a substantial impact on the hospitality industry here in Albany County.

You have access to a hard-working team of professionals who are committed to marketing Albany as a premier meeting, event, and recreation destination. We are here to help your business capitalize on tourism spending.

This document contains important information to help guide you through the Partnership Program. The information below may change over time, and updates will be communicated through our monthly Partner Newsletter, email communication, and in-person. Please keep a watchful eye for these communications as they are important in keeping you informed on the ACCVB and our industry.

If you have any questions or would like to discuss new opportunities for your organization, we encourage you to reach out to a member of our Partnership Team. Staff contacts are located on the next page.

Next Steps…

1. Read the following information

The information in these pages are very important to getting the best “bang for your buck.” Make sure to read the information carefully and let us know if you have any questions; we’re here to help!

2. Share with your staff

Be sure your key staff members understand this information, as well. They can help update your listings, add special offers, and respond to sales leads.

3. Get Involved

Want to make a real impact? Ask us how you can get involved with the ACCVB to spread your message more. Some examples may include traveling with us to trade shows, becoming more visible online and in the Visitors Guide, hosting a meeting at your venue, and much more!

The ACCVB relies on our partners to be active participants in making Albany a premier meeting, event, and recreation destination.

4. Contact Us

Feeling confused? Can’t find your password? Looking to share a compliment? Any member of our staff is willing to help! Continue to the next page to find out how to best contact us.
Staff Contacts

Partnership Team
The Partnership Team is here to serve you when you have questions, need assistance, or are looking for new ways to get involved. Of course, all members of the ACCVB staff are willing to help should you prefer to speak with someone specific.

Lisa Flatley | Assistant to the President/Partnership Coordinator
518.434.1217 ext. 207 | lflatley@albany.org
Area of Expertise: General Inquiries, Billing

Kathy Quandt | Director of Operations
518.434.1217 ext. 213 | kquandt@albany.org
Area of Expertise: Partner Extranet, Website Listings

Schuyler Bull | Director of Marketing
518.434.1217 ext. 203 | sbull@albany.org
Area of Expertise: Website, Visitors Guide, Social Media

A full staff directory may be found at www.albany.org/staff
Partner Extranet Manual

The ACCVB utilizes this Customer Relations Management (CRM) tool that handles all back-end operations for the Bureau, including lead tracking, website updates, reporting, membership, and much more. This is the go-to place for important partner information, so be sure to check it often. Depending on your User Roles, you may have access to only certain areas of the Extranet. The following is a brief overview of the entire Extranet.

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Log-In Information

Extranet URL:  http://extranet.albany.simpleviewcrm.com
HINT: Copy and Paste this URL into your browser and bookmark it for future reference!

Please use the username (your email address) and password provided in the email from accvb@albany.org to log-in to the Extranet. You will immediately be prompted to enter a new password.

If you ever forget your password, please email Lisa Flatley, Partnership Coordinator, at lflatley@albany.org with the subject line: Extranet Password Reset. You will then receive an email containing a new temporary password.
**Member Record**

This section contains all of your account information, phone/fax numbers, address, and additional information as it appears on the website. If this information needs updating, please contact Lisa Flatley, Partnership Coordinator, at 800-258-3582 or lflatley@albany.org with the subject line: Partner Information Update.

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**Update Contacts**

To update your organization/property contacts, scroll down below Additional Fields (seen in the screen capture above) and click the Contacts tab on the left. Your current contacts are listed below. To update their information, click on the Pencil Icon beside their name, enter in all applicable information, and click Save.

To add a new contact, click the blue Add New Contact button seen at the right of the screen capture above. Enter all applicable information and click Save.

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To access contacts, click the Contacts Tab.

To Edit Contacts, click the pencil icon beside that person’s name in the list.
Update Listings
To update your website or Visitors Guide Listing, click the Listings Tab. Click the Pencil Icon to update an existing listing, or click the Add New Listing Button to add a new listing. Visitors Guide listings are limited to 125 characters. All listings are subject to approval before being added to the website.

In this section, you also have the ability to create Website Notifications, allowing for an email to be sent to the person of your choosing notifying them that your listing has been seen (250, 500, XX) number of times.

Update Web
This section allows you to update your company logo, photos, and Special Offers.

Upload a Special Offer/Discount
If you would like to offer visitors a special offer or discount, you may add them here under the Web tab. Use the Add New Offer button to the right to add as many offers as you’d like. These will appear in the Special Offers section of the site, as well as on your listing detail page.

Update Amenities
This section allows you to update your property amenities. Amenities are broken down into three categories:
1. General (e.g.: Fitness Center, Pets Allowed, etc.)
2. Meeting (e.g.: A/V Equipment, Fax, Screens, etc.)
3. Meeting Facilities (Square Footage, Capacities, etc.)
   a. In the Meeting Facilities section, you have the ability to upload floor plans for your individual meeting spaces.
View Benefits Summary
In this section, you can view a summary of all of the activity the ACCVB has completed that relates to and benefits your organization. This is where your membership value is best calculated.

This section allows you to view:
1. All leads sent to your organization
2. Service requests sent to your organization
3. Events your organization was listed in
4. Articles your organization was featured in
5. Website views
6. Advertising opportunities sent to your organization

Select from this menu what information you would like to view.

Select a date range to view here.

In this Articles section, you can view the article by clicking the paper clip icon.
Leads
This section will list any potential business leads that have been directed to your organization. This may include a conference requesting a block of room nights at a particular rate. Members will be able to review the leads and respond to the lead directly from this system. The leads are generated from the ACCVB Sales Department.

Service Requests
This section lists any service requests directed to your organization. Partners will be able to review all requests and respond to them directly on the system. The service requests are generated from the ACCVB Services Department.

Partner Bulletins
This section will house any general member announcements, such as upcoming Director of Sales (DOS) meetings, Member-Only Events, Industry News, and more. Check back often for important announcements.

Convention Calendar
To access the Convention Calendar, select the Reports tab at the top of the webpage. Under Bureau Reports, you will see Convention Calendar Report. Click the title to view the report.

Once open, you may select to view a specific date range and if you would like to view the calendar in a printable view or if you would like to create a PDF to save. PLEASE REMEMBER: This information is updated on a regular basis, so please check back often to ensure you have the most updated information.
Thank you
We thank you for becoming a partner of the ACCVB and improving Albany as a premier meeting and travel destination.

Please do not hesitate to contact us with any questions. We’re here to help!

- The Partnership Team and ACCVB Staff!