



VISIT
ESTES PARK
VisitEstesPark.com

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Login Screen



When you first begin using OLIVE, you will be sent a temporary password which you will use to login for the first time. You will then be directed to reset your password to something of your choice. Visit Estes Park can send you a new temporary password at any time in case you forget yours. Just let us know!



Home Screen

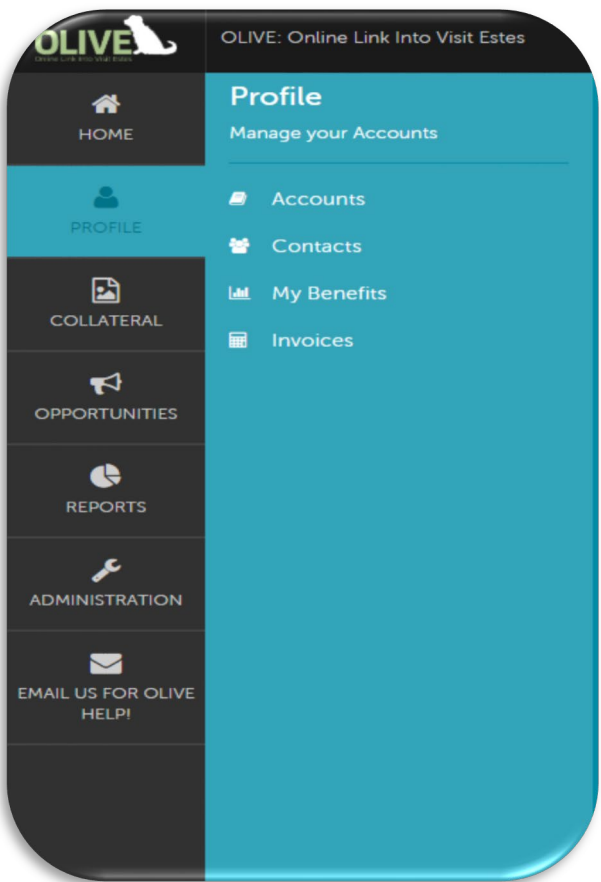
The Home Screen is where you will find all site navigation (Left-hand column), as well as the post Board and Partner Bulletins.

The Post Board is where you can communicate with other properties within the local marketing district. These are all posts from stakeholders, for stakeholders. You can reply to a post by clicking on the caption bubble icon. There is also an e-mail icon which will let you contact the poster directly. Click the pencil icon on the top-right to create a new post.

The Partner Bulletins is where you will find important communications from Visit Estes Park. Please keep in mind we will never post any important information ONLY on the Partner Bulletins. You will also receive an e-mail with all important updates from Visit Estes Park.

Member Profile

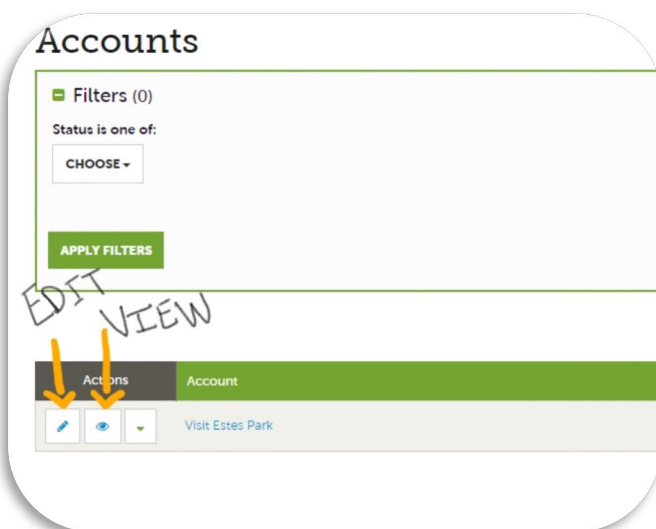
Clicking the “Profile” icon displays your business or property’s information such as contacts and account details. You can also view your current invoices from Visit Estes Park.



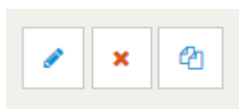
Member Profile

-Accounts

Click "Accounts" to view all active accounts associated with your business or property. To view the account, click on the blue eye button, to update your account information, click the blue pencil button.



*When you are working in OLIVE, the eye will always mean, "view" and the pencil will always mean, "edit." Some areas will have a red X for "delete," and some will have a cloning icon for duplicating a record.



Member Profile

-Accounts cont.

When editing your account, you can add an alternative e-mail address as well as update any general contact information on the account such as your billing address, phone number, etc. You can also add links to your social media pages.

Update Account

SAVE

CANCEL

Sections:

Account UDF Group
Account Information
Phone Information
Address Information
Social Media

Account UDF Group

Alternate Email:

Account Information

Account:

Visit Estes Park

Region: *Required

CO Hwy 7 Corridor

Website:

http://www.visitestespark.com

Email:

visitesestepark@visitesestepark.com

Phone Information

Primary:

(970) 586-0500

Ext

Alternate:

Ext

Toll Free:

Fax:

(970) 586-4036

Ext

Address Information

Member Profile

-Contacts

Update Contact

Contact Information

Account: **Visit Estes Park**

First Name: **Claire**

Last Name: **Molle**

Middle: **Claire Molle**

Department: **Stakeholder Services Coordinator**

Contact Type: **Inactive**

Preferred Contact Method: **Email**

Email: **cmolle@visitestepark.com**

Address Information

Physical Address

Address 1: **2200 Graves Rd**

City: **Estes Park**

State/Province: **CO**

Zip/Postal Code: **80517**

Country: **UNITED STATES**

Icons: Pencil, Eye, Document

Claire Molle

Click "Contacts" to view all active contacts associated with the account. To view each contact, click the blue eye icon. To update a contact, or make them inactive*, click the blue pencil icon.



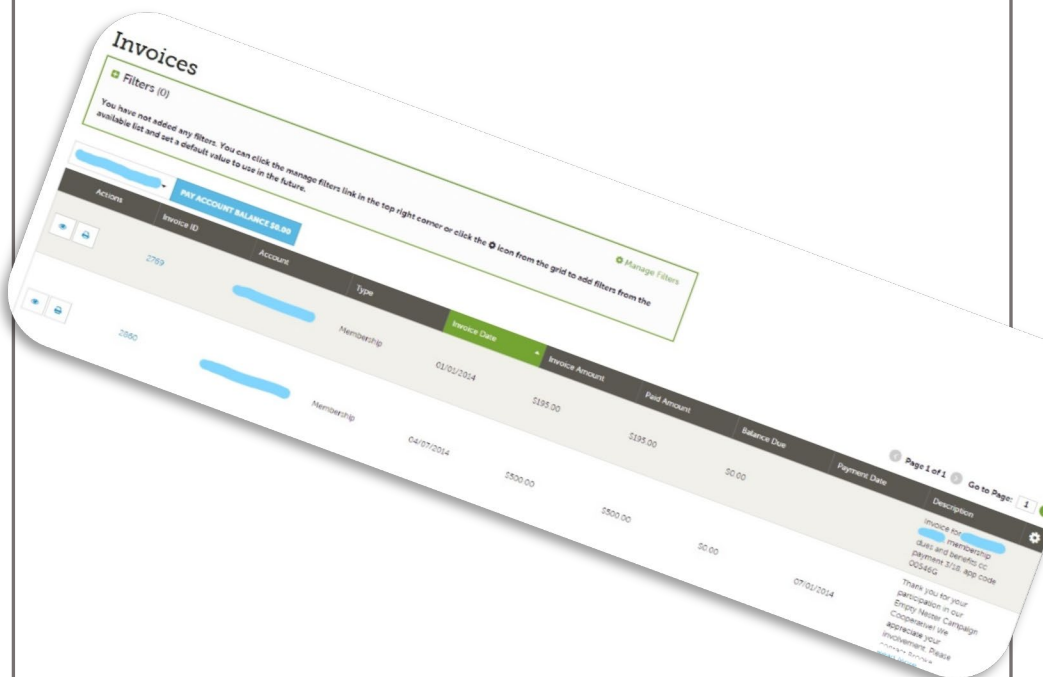
*Please note, it is your responsibility to either inform Visit Estes Park when you would like to remove a contact from being active on the account, or mark them "inactive" yourself.

Contact Type: **Required**

Inactive

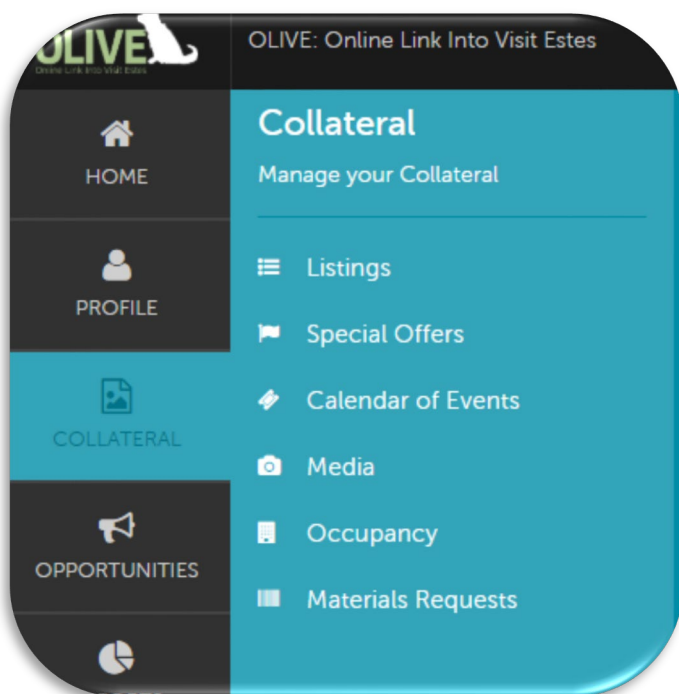
-Invoices

Under the “Invoices” tab, you can view and print your invoices from Visit Estes Park.



Collateral

The “Collateral” icon will allow you to view and edit your listings, photos, special offers, and events.



Collateral

-Listings

Listings

Filters (0)

Manage Filters

You have not added any filters. You can click the manage filters link in the top right corner or click the  icon from the grid to add filters from the available list and set a default value to use in the future.

Actions	Company	Listing Type	Category	SubCategory	Listings
 	Visit Estes Park	Website	Associations / Organizations	Associations / Organizations	1645
 	Visit Estes Park	Website	Associations / Organizations	Associations / Organizations	4689

“Listings,” is where you can view and edit your current listings. Click the eye to view a listing, and the pencil to edit a listing.

Collateral

-Listings Cont.

You can quickly scroll to a section on the page by clicking the links on the left of the page. If you are viewing a listing, the top-left will display an "Edit," button. If you are editing a listing, the top-left will display, "Save." You must click "Save" before changes are applied.

*Please note that any edits of listings will require approval from Visit Estes Park. Upon saving your updates, Visit Estes Park will be notified of your changes/additions.

The image shows a screenshot of a web application titled "Update Listing". At the top left, there are two buttons: "SAVE" (highlighted in blue) and "CANCEL". Below these is a sidebar menu with the heading "Sections:" and the following links: "Listing Information", "Categories", "Details", "Website Notifications", "Listing Image", and "General". An orange arrow points from the "SAVE" button to the "Listing Information" section in the sidebar. Another orange arrow points from the "Listing Information" section to the "Account" field in the main form area. The main form area is titled "Listing Information" and contains several fields: "Account" (with a red "required" indicator), "Visit Estes Park", "Contacts" (with a dropdown menu showing "--Choose One--"), "Type" (with a red "required" indicator and a dropdown menu showing "Website"), "Address Type" (with a dropdown menu showing "Physical"), and "Keywords" (with a text input field). A "Description" field is also present, containing the text: "Visit Estes Park is the official tourism and travel information source for guests looking to travel to Estes Park, Colorado - the base camp for Rocky Mountain National Park. In Estes Park, your meeting comes with a breathtaking Rocky Mountain view, hometown hospitality and adventures of a lifetime. Whether you are building your team, strategizing for the year, or learning new skills and industry trends, your next meeting place is Estes Park, Colorado."

Collateral

-Listings Cont.

When you scroll to the bottom of the page, you will be able to choose images that you have already added to your media library to apply to your listing. You can also apply images to listings directly from the media library. Read more about adding images to your media library in the Collateral-Media section.

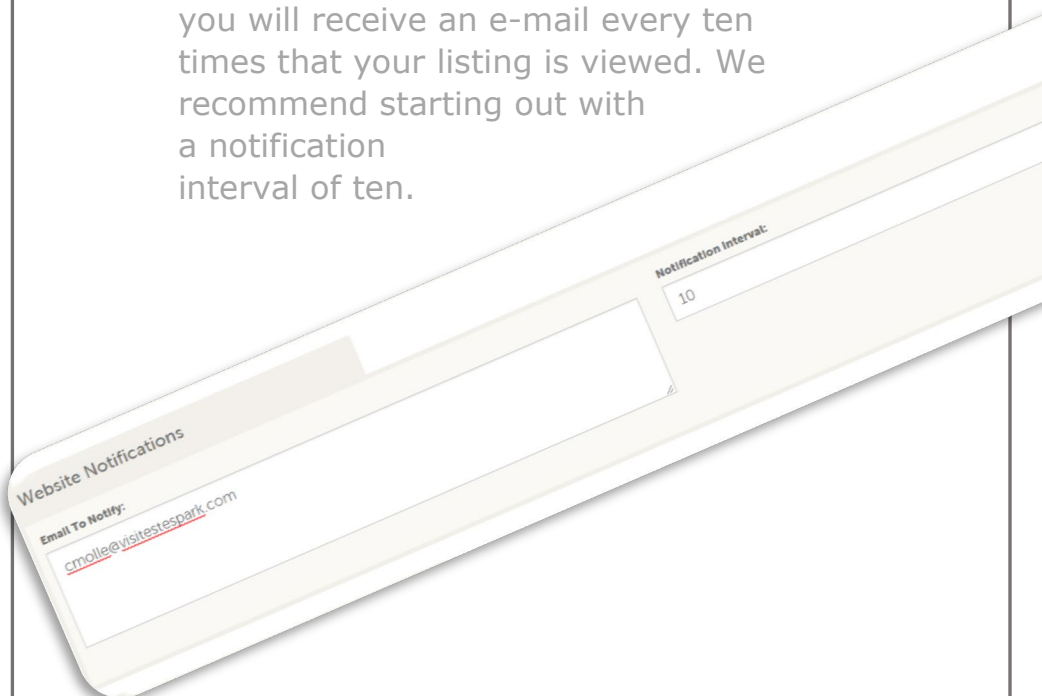


Collateral

-Listings Cont.

E-mail to Notify-

By entering an e-mail address and an interval in this section, you will receive an e-mail every time your listing clicks reach the interval you enter. For example, if you enter an interval of ten, you will receive an e-mail every ten times that your listing is viewed. We recommend starting out with a notification interval of ten.



Website Notifications

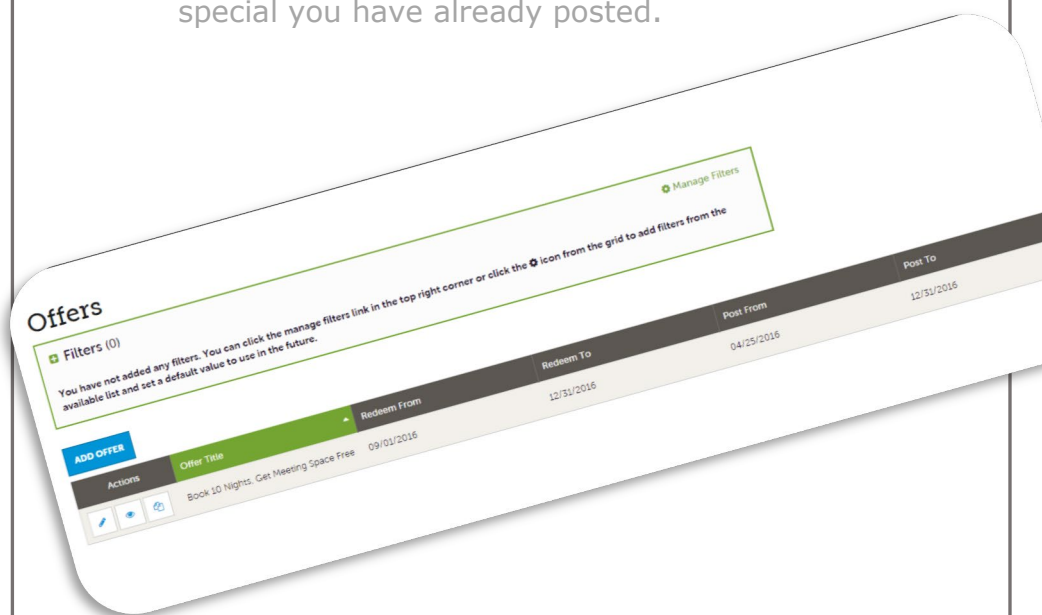
Email To Notify:

Notification Interval:

Collateral

-Special Offers

"Special Offers," is where you can add coupons and specials you may have running at your business or property. They will display on your listings under a "Specials" tab. Click "Add Offer" to create a new special. Click the eye to view a special you have already posted, or the pencil to edit a special you have already posted.



Collateral

-Special Offers cont.

When you are editing a special offer, you can choose your "Redeem To" and "Redeem From" dates as well as "Post From" and "Post To." You can also write a description of the offer and attach a picture from your media library.

Offer Dates

Redeem From:

09/01/2016

Post From:

04/25/2016

Redeem To:

12/31/2016

Post To:

12/31/2016

Offer Categories

Offer Categories:

MEETING SPECIALS, REUNION SPECIALS ▾

Offer Listings

Offer Listings:

CHOOSE AMONG THE FOLLOWING... ▾

*All new specials that are added will need to be approved by Visit Estes Park. Visit Estes Park will be automatically notified when you add a new special to your listing.

Collateral


-Calendar of Events

The “Calendar of Events” tab is where you can add, view, and edit any events you may be hosting at your business or property. These will be added to your listing under an “Events” tab, as well as added to the Calendar of Events on VisitEstesPark.com.














Events

Filters (0)

[Manage Filters](#)

You have not added any filters. You can click the [manage filters](#) link in the top right corner or click the  icon from the grid to add filters from the available list and set a default value to use in the future.

[ADD EVENT](#)

Actions	Event ID	Title	Rank	Start Date
  	6019	Get Rooted in the Outdoors Volunteer Day	Featured Events	09/30/2017
 	4352	How To Tap Into The International Travel Market	Additional Events	01/20/2016
 	4353	How To Tap Into The International Travel Market	Additional Events	01/20/2016
  	4443	Visit Estes Park Tourism Summit	Featured Events	04/27/2016
  	5576	Visit Estes Park Tourism Summit	Featured Events	06/07/2017

Click “Add Event” to create a new event. Click the eye to view an event you have already created, or click the pencil to edit an even you have already created.

*All new events must be approved by VEP. VEP will receive a notification to approve your new event.

Collateral

-Calendar of Events cont.

You can edit any events you have already created from this page as well. Click on the pencil icon, and you will be able to change things like date, time, event name, whatever you need!

Update Event

SAVE	Event Information	
CANCEL		

Sections:

- Event Information
- Event Location
- Event Dates
- Image Gallery
- General

Account: * Required	Title: * Required
Visit Estes Park	Get Rooted in the Outdoors Volunteer Day
Featured:	Contact:
<input checked="" type="radio"/> YES <input type="radio"/> NO	--Choose One--
Admission:	
Free, registration required	
Description: * Required	
<div> Source B I T List Link Unlink Undo Redo </div> <p>Get Rooted will take place on Saturday, September 30th this year. Visit Estes Park and Oboc Festwear have partnered for a day of giving back to one of our favorite Colorado playgrounds. Join in for the fun, as a team of volunteers get together for a day of tree planting and trail maintenance. The event meeting place is at the Estes Valley Recreation Office located at 388 Community Dr., near beautiful Lake Estes.</p> <p>An SSVC is required for this event. Tree planting and trail maintenance will take place from 12:00pm to 4:00pm, followed by a reception from 4:00pm to 6:00pm at the ballfield which will include food, beverages, prizes and more. If attending Get Rooted in the Outdoors, please bring a shovel (if you have one) and work clothes you can get dirty, including long pants, work boots, gloves, hat, sunglasses and a water bottle.</p> <p>In addition to Visit Estes Park and Oboc Festwear, other sponsors include REI Co-op, U.S. Forest Service, Good River Beer, and Elevation Outdoors.</p>	

Collateral

-Calendar of Events cont.

You can choose whether your event will be occurring on only one day, or if it is a recurring event. For example, daily, weekly, monthly, etc. You will find this option as you scroll down on the page when you are either editing or creating your event.

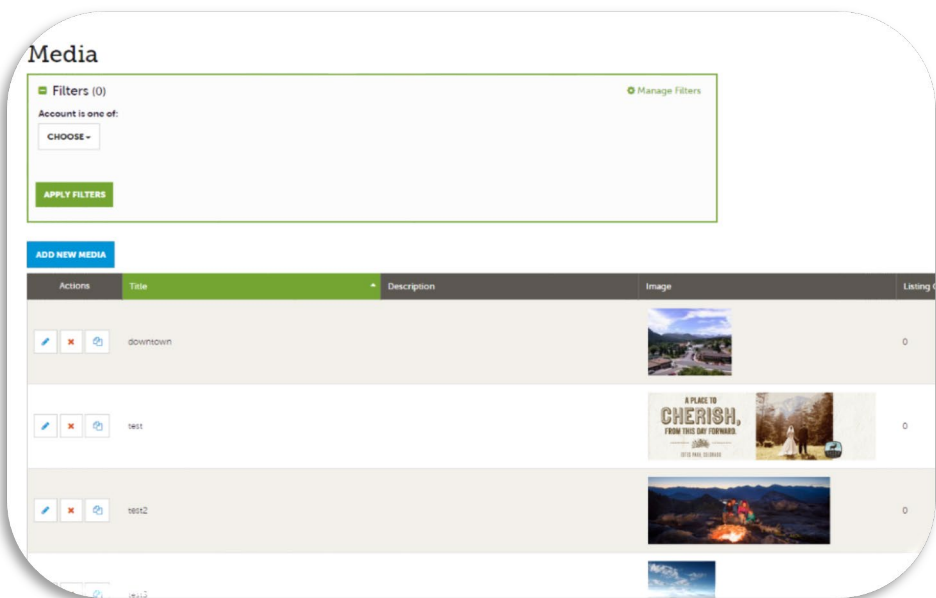
The screenshot shows a web form titled "Event Dates". It includes fields for "Start Date" (09/30/2017), "Start Time" (12:00 PM), "End Time" (04:00 PM), and "Times" (From: 12:00 PM to 04:00 PM). Below these are tabs for "One Day", "Daily", "Weekly", "Monthly", "Yearly", and "Custom". The "Weekly" tab is selected, leading to "Weekly Recurrence Options" where "Every 1 Week(s) on CHOOSE -" is set. Under "Recurrence End", "No End Date" is selected, with "End after 0 occurrences" and "End on 09/30/2017" also visible.

Collateral

-Media

The “Media” tab is where you will post all of the photographs you would like to attach to your listings and special offers.

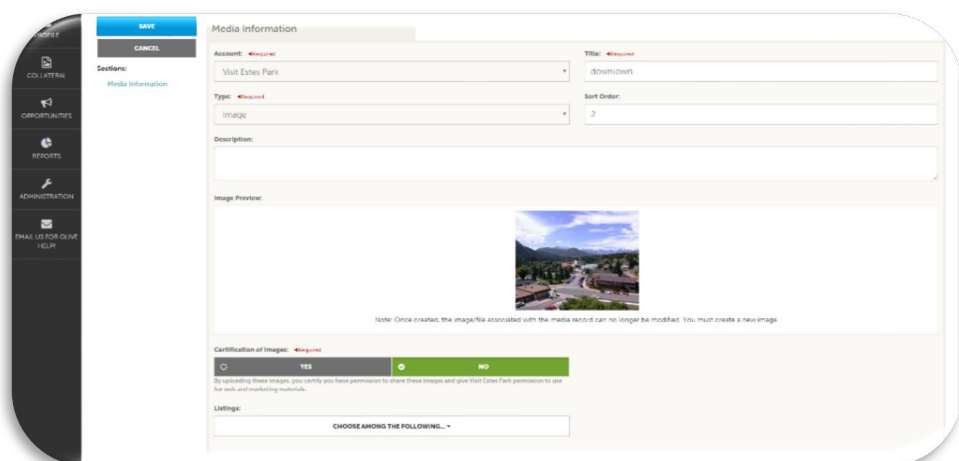
Your photos must live under “Media” before you will be able to apply them to your listings, events, or special offers.



Collateral

-Media cont.

You will be able to “edit” your photos by clicking the pencil icon. This will allow you to title your photos, number them according to where you would like them to appear in the listing, and preview the images. See more about each of these options on the following pages.



The screenshot shows a web application interface for editing media information. On the left is a dark sidebar with navigation links: HOME, COLLABORATE, GROWTH/INTEGRITY, REPORTS, ADMINISTRATION, and EMAIL US FOR COLLAB HELP. The main content area has a top bar with 'EDIT' and 'CANCEL' buttons. Below this is the 'Media Information' form. The form includes fields for 'Section' (set to 'Visit Estes Park'), 'Type' (set to 'Image'), 'Title' (set to 'downtown'), and 'Sort Order' (set to '2'). There is a 'Description' text area and an 'Image Preview' section showing a landscape photo of a town. A note below the preview states: 'Note: Once created, the image/file associated with the media record can no longer be modified. You must create a new image.' Below the preview is a 'Certification of Images' section with 'YES' and 'NO' radio buttons, with 'YES' selected. A disclaimer text reads: 'By uploading these images, you certify you have permission to share these images and give Visit Estes Park permission to use for web and marketing materials.' At the bottom, there is a 'Listings' section with a dropdown menu labeled 'CHOOSE AMONG THE FOLLOWING...'.

Media Information

Account: *required

Section: Visit Estes Park

Type: *required Image

Title: *required downtown

Sort Order: 2

Description:

Image Preview:

Note: Once created, the image/file associated with the media record can no longer be modified. You must create a new image.

Certification of Images: *required

☒ YES ☐ NO

By uploading these images, you certify you have permission to share these images and give Visit Estes Park permission to use for web and marketing materials.

Listings:

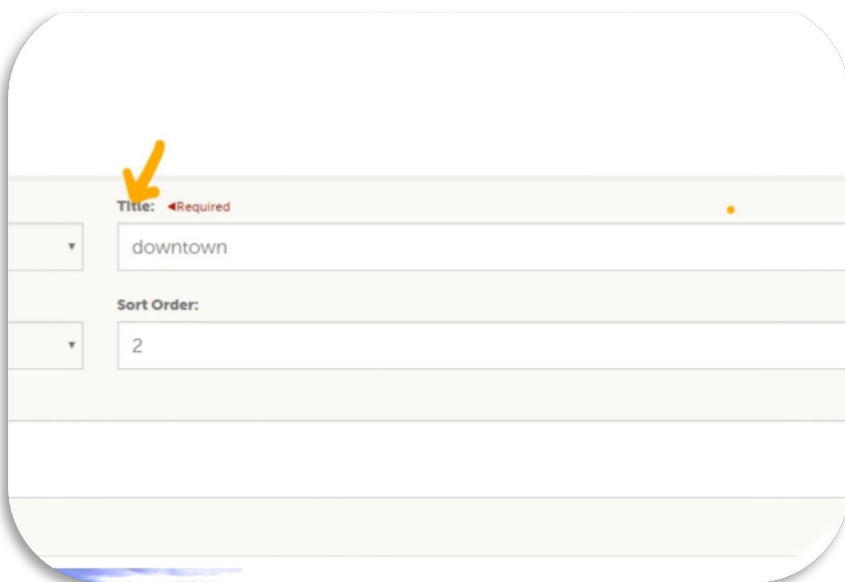
CHOOSE AMONG THE FOLLOWING...

Collateral

-Media cont.

Title-

The title will help you to determine which picture is which when applying them to your listings. It is not extremely critical what you choose to title the image as long as it makes sense to you.



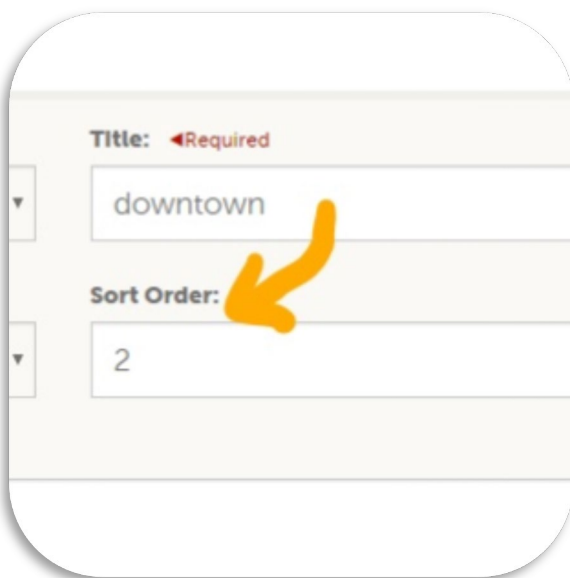
A screenshot of a web form with a light beige background and rounded corners. The form contains several input fields. The first field is labeled "Title:" in bold black text, followed by a red asterisk and the word "Required". A yellow arrow points to this label. To the right of the label is a small yellow dot. Below the label is a text input field containing the word "downtown". To the left of the input field is a small dropdown menu with a downward arrow. Below the "Title:" field is a section labeled "Sort Order:" in bold black text. Below this label is a text input field containing the number "2". To the left of this input field is another small dropdown menu with a downward arrow. The form has a soft shadow and a blue brushstroke at the bottom left corner.

Collateral

-Media cont.

Sort Order-

The sort order of the photo determines which order the photos will appear in on the listings. For example, if you type "3" in the Sort Order box, the picture you are editing will be the third in the collection.



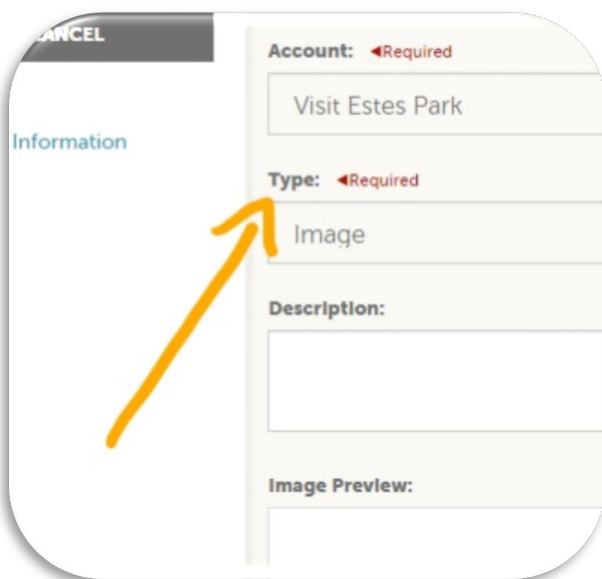
The image shows a screenshot of a form with two main input fields. The first field is labeled 'Title: ◀Required' and contains the text 'downtown'. The second field is labeled 'Sort Order:' and contains the number '2'. A yellow arrow points from the 'Sort Order:' label to the input box containing '2'. To the left of each input box is a small dropdown menu with a downward arrow icon.

Collateral

-Media cont.

Image "Type"-

The "Type" option asks you to designate the photo as either and "image" or "logo." Please always select "image" here.



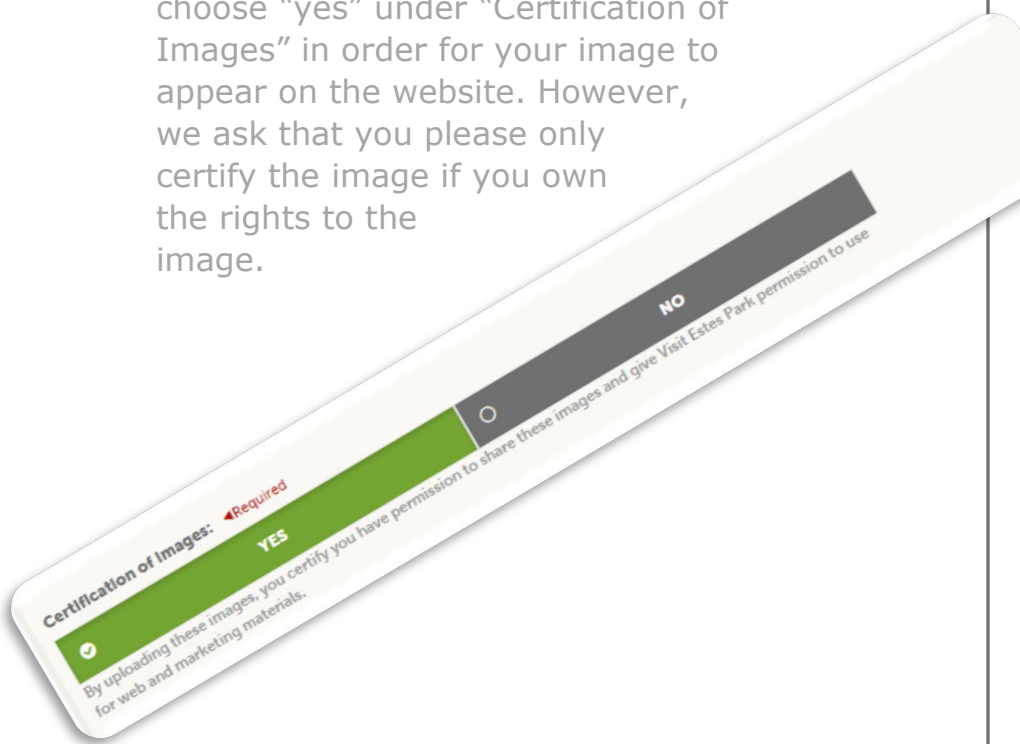
The screenshot shows a mobile application interface for adding a photo. On the left, there is a dark grey button labeled "CANCEL" and a blue link labeled "Information". The main form area is divided into sections. The first section is labeled "Account: Required" and contains a text input field with the value "Visit Estes Park". The second section is labeled "Type: Required" and contains a dropdown menu currently set to "Image". A yellow arrow points to this dropdown menu. Below this is a section labeled "Description:" with a text input field. The final section is labeled "Image Preview:" and contains a placeholder for a photo.

Collateral

-Media cont.

"Certification of Images"-

It is very important that you always choose "yes" under "Certification of Images" in order for your image to appear on the website. However, we ask that you please only certify the image if you own the rights to the image.



Collateral

-Media cont.

"Listings"-

This is where you will be able to choose which listings to which you would like to apply the image. You will be able to click on the drop-down box and then select any combination of listings.

Certification of Images: ⚠️Required



YES



NO

By uploading these images, you certify you have permission to share these images and give Visit Estes Park permission to use for web and marketing materials.

Listings:

VISIT ESTES PARK / WEBSITE / ASSOCIATIONS / ORGANIZATIONS / ASSOCIATIONS / ORGANIZATIONS - 1645 ▾

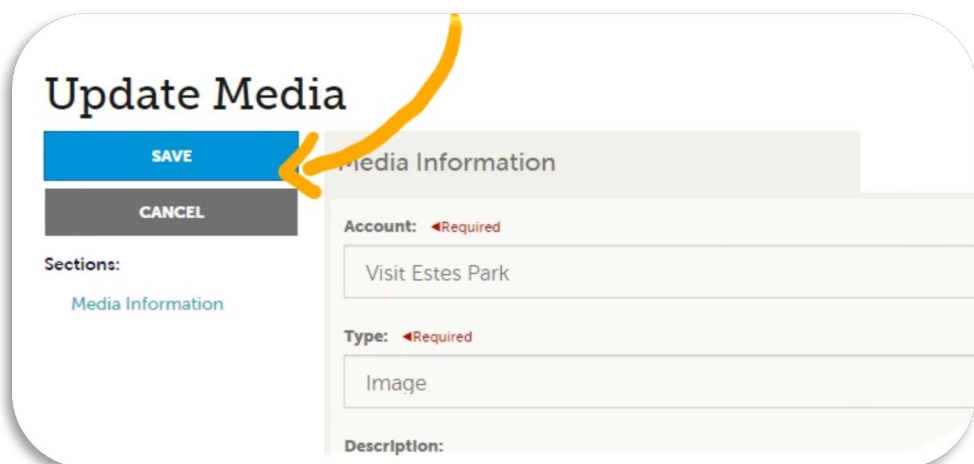
Visit Estes Park / Website / Associations / Organizations / Associations / Organizations - 1645 ✓

Visit Estes Park / Website / Associations / Organizations / Associations / Organizations - 4689

Collateral

-Media cont.

When you are finished, click "Save" in the upper left-hand corner. You have now successfully added your image.



The screenshot shows a web form titled "Update Media". On the left side, there are two buttons: a blue "SAVE" button and a grey "CANCEL" button. A yellow arrow points from the "SAVE" button towards the "Media Information" section. Below the buttons, under the heading "Sections:", there is a link for "Media Information". The "Media Information" section is a light grey box containing three input fields. The first field is labeled "Account:" with a red "Required" indicator and contains the text "Visit Estes Park". The second field is labeled "Type:" with a red "Required" indicator and contains the text "Image". The third field is labeled "Description:" and is currently empty.

Update Media

SAVE

CANCEL

Sections:

[Media Information](#)

Media Information

Account: ◀Required

Visit Estes Park

Type: ◀Required

Image

Description:

*All new images will need to be approved by Visit Estes Park before they will appear on the website. Visit Estes Park will receive a notification to approve the image once you have saved your changes.

Collateral

-Occupancy

Lodging Businesses will have the option to post occupancy numbers by day/month for the year. Click the pencil icon next to the year to enter/edit your occupancy numbers.

Occupancy

Filters (0)

Manage Filters

Year between: and

APPLY FILTERS

Actions	Year	Percent Occupied (Avg)	Last Updated
	2017		
	2018		
	2019		
	2020		
	2021		
	2022		
	2023		
	2024		
	2025		

Collateral

-Occupancy Cont.

After clicking on the pencil icon for the desired year, you will be prompted to enter your occupancy either by “percentage” or “occupancy.” You can enter your rates for the selected month and year as well. Entering this data helps Visit Estes Park market your business more effectively. Your occupancy will not be posted on your listing.

Update Occupancy

SAVE

RETURN

Account:

Year:

Entry Mode:

2018

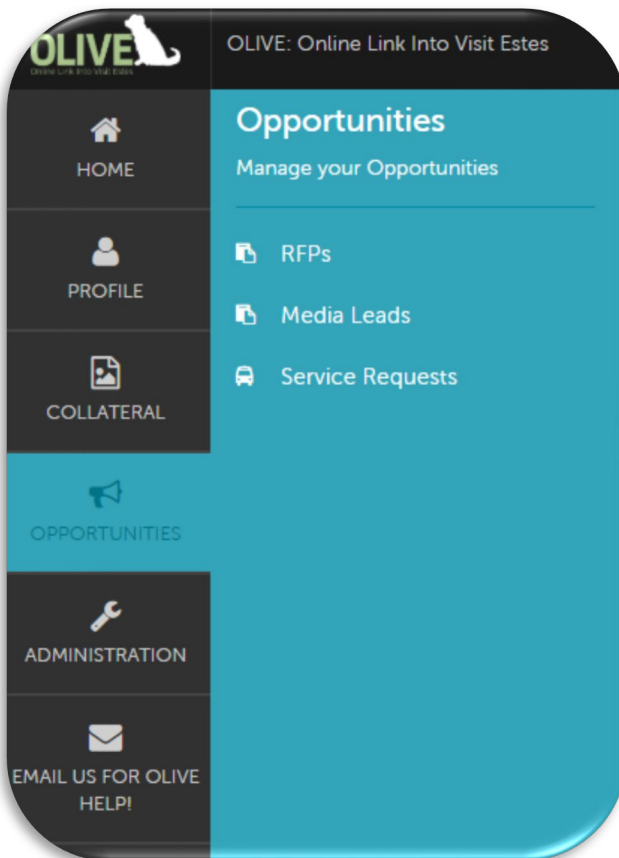
☐ BY PERCENT

☒ BY OCCUPANCY

Year	Month	% Occupied
2018	January	
2018	February	
2018	March	
2018	April	

Opportunities

The “Opportunities” tab is where you will be able to respond to Request for Proposals, Media Leads, and Service Requests.



Opportunities

-RFPs, Media Leads, and Service Requests

What is an RFP?

RFPs or, Request for Proposals, are a free service provided by Visit Estes Park in which you can respond to a proposal from a guest planning an event in Estes Park. Once you respond, we will place your information and comment into a pleasing format which we will then send off to the guest. RFPs only apply to lodging businesses. Other types of businesses will respond to "Service Requests."

What is a Service Request?

A service request is just like an RFP except for all business types that are not classified as lodging. Only lodging businesses will respond to RFPs, while all others will respond to Service Requests. There are also Service Requests posted by our public relations department which are often for comped or discounted goods or services, resulting in media coverage for the provider.

What is a Media Lead?

A media lead is a request for information that will potentially be used in an article or publication.

Opportunities

--Responding to RFPs and Service Requests

Filters-

Once you select either RFPs, Media Leads, or Service Requests, you will be directed to a page where you will find all such requests.

The very top of the page displays an option to use filters. We suggest setting the filters to show all "open" requests. This way you

will see only the

requests

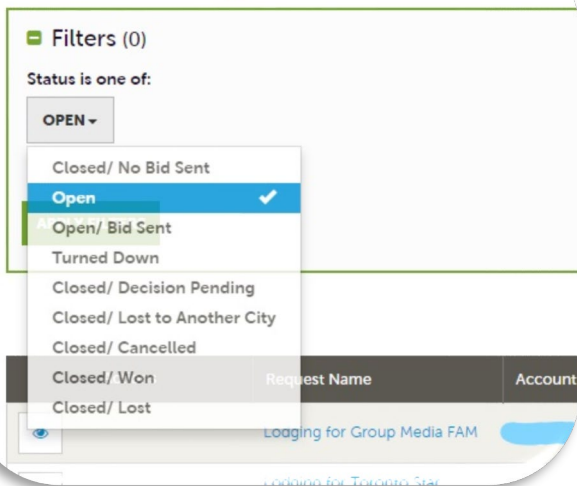
whose dates have not yet passed and are open for response.

There are many options here such as, "Open/ Bid Sent" which will allow you to see

the open bids

which you have responded to. You may select multiple filters at a time. See "Lead Status Definitions" on pgs. 32 & 33 for more about what each filter options means.

Service Requests



The screenshot shows a web interface for "Service Requests". At the top, it says "Filters (0)". Below this, it says "Status is one of:". There is a dropdown menu labeled "OPEN" which is currently open, showing a list of status options. The "Open" option is selected and highlighted in blue with a checkmark. Other options include "Closed/ No Bid Sent", "Open/ Bid Sent", "Turned Down", "Closed/ Decision Pending", "Closed/ Lost to Another City", "Closed/ Cancelled", "Closed/ Won", and "Closed/ Lost". Below the dropdown, there is a table with columns "Request Name" and "Account". The table is partially obscured by a loading bar that says "Loading for Group Media FAM" and "Loading for Toronto Star".

Request Name	Account
Loading for Group Media FAM	
Loading for Toronto Star	

Opportunities

--Responding to RFPs and Service Requests

Lead Status Definitions-

- **Closed/ No Bid Sent**-Signifies this is business that your property did not bid on, and the response due date has passed.
- **Open**-These leads are in a tentative status. Your property has not bid on these leads, and the response due date has not passed.
- **Open/ Bid Sent**-These are leads in a tentative status that your property has already placed a bid on, and the response due date has not passed. In this status, you can update your response at any time.
- **Turned Down**-Signifies that you responded to the lead, but stated you are not pursuing the business. (In other words, you turned down the lead).
- **Closed/ Decision Pending**-These are leads that your property has placed a bid on, but the response due date has passed, thus you can no longer edit your response.

- **Closed/ Lost to Another City**-These are leads you were pursuing, but the business has been lost.
- **Closed/ Cancelled**-Signifies you won the business, but the group has cancelled.
- **Closed/ Won**-These are definite leads in which your property was selected.
- **Closed/ Won-Properties TBD**-These are definite leads, but the group has not decided on a property yet.
- **Closed/ Lost**-These are definite leads in which your property was not selected for the business.

Actions	Lead ID	Lead Name	Property Lead Status	Create Date
	1463	Tramp & Trail Hiking Club Retreat 2021	Open	03/21/2019

Opportunities

--Responding to RFPs and Service Requests



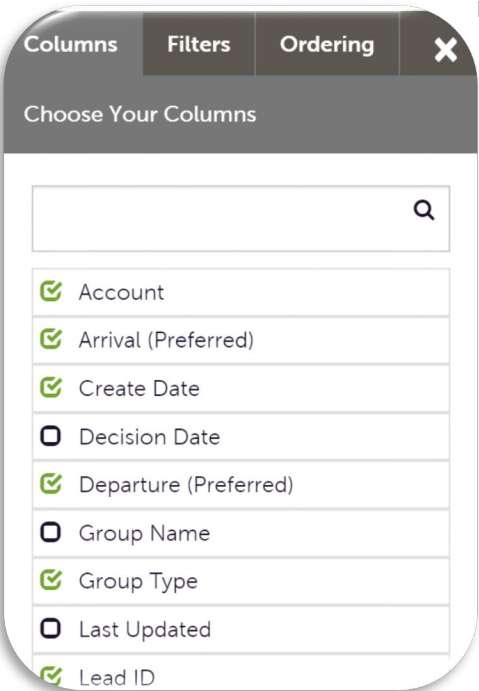
Actions	Lead ID	Lead Name	Property Lead Status	Create Date	Group Type	Lead Type	Organization	Account	Response Date	Arrival (Preferred)	Departure (Preferred)	
No Records Were Found												

Data Grids-

Users are able to customize their data grid on each page by clicking on the sprocket

icon in the right-hand corner of the menu. This allows each user to decide which categories they would like to be displayed on their menu.

*Please note, all changes to filters and data grids apply only to the specific user making the changes.



Columns **Filters** **Ordering** **X**

Choose Your Columns

☒ Account

☒ Arrival (Preferred)

☒ Create Date

☐ Decision Date

☒ Departure (Preferred)

☐ Group Name

☒ Group Type

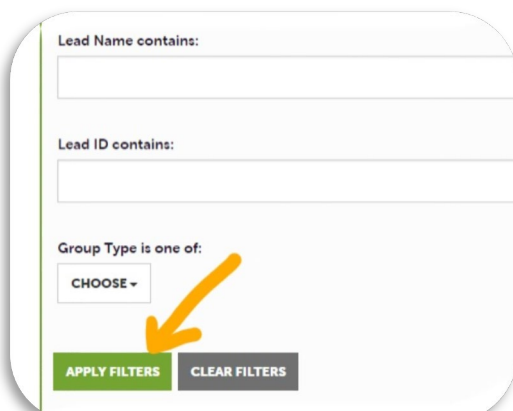
☐ Last Updated

☒ Lead ID

Opportunities

--Responding to RFPs and Service Requests

Once you have applied your preferred filters, click "Apply Filters," and all matching requests will be displayed.



Lead Name contains:

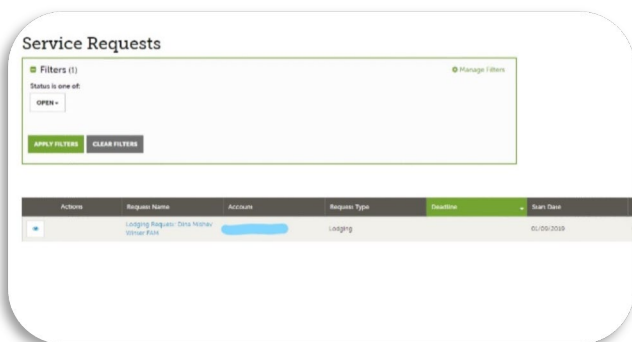
Lead ID contains:

Group Type is one of:

CHOOSE ▾

APPLY FILTERS **CLEAR FILTERS**

An orange arrow points to the 'APPLY FILTERS' button.



Service Requests

Filters (1) [Manage Filters](#)

Status is one of:

OPEN ▾

APPLY FILTERS **CLEAR FILTERS**




Actions	Request Name	Account	Request Type	Deadline	Scan Date
	Logging Request: Data Monitor Virtual File		Logging		01/09/2019

Opportunities

-Responding to RFPs and Service Requests

Steps-

- 1) Click on either the blue request name, or the blue eye icon to view the full request.
- 2) Look through the request details and determine if it is something you would like and would be able to accommodate.
- 3) Once you have decided that you would like to respond, scroll all the way to the bottom and click the blue plus sign under "Actions."

Accounts/Responses				
Actions	Company	Status	Pursuing?	Co
 		Open	No Response	

Opportunities

-Responding to RFPs and Service Requests

The Form-

Next, you will see the form to respond to the request. This form will be sent to our team. The information will then be formatted and sent out to the guest.

The form is displayed on a mobile device screen. It features a dark grey header bar. Below the header, the form is divided into several sections. The first section is labeled 'Pursuing: ⚡Required' and contains two radio buttons: 'YES' (selected) and 'NO'. The second section is labeled 'Comments: ⚡Required' and contains a large text input field. Below this is a section labeled 'Bureau-Only Comments:' with a subtext: 'These comments will not be seen by the client. They will only be seen by bureau staff.' and another text input field. The third section is labeled 'Rates:' and contains a text input field. To the right of the 'Rates' field is a blue button labeled 'ATTACH A FILE'. Below this is a grey box with the text 'No files have been attached'. At the bottom of the form are two buttons: 'UPDATE' (blue) and 'CANCEL' (grey).

Opportunities

-Responding to RFPs and Service Requests

Steps to filling out the form-

- 1) If you want to pursue the request, it is very important that you select "Yes" under "Pursuing." If you do NOT want to pursue the request, you do not need to submit a response.

Pursuing: Required

☒ YES ☐ NO

Comments: Required

Bureau-Only Comments:
These comments will not be seen by the client. They will only be seen by bureau staff.

Rates:

ATTACH A FILE

Opportunities

-Responding to RFPs and Service Requests

- 2) Write whatever you would like to say to the guest in the "Comments" box.

Pursuing: Required

☒ YES ☐ NO

Comments: Required

Bureau-Only Comments:

These comments will not be seen by the client. They will only be seen by bureau staff.

Rates:

ATTACH A FILE

No files have been attached

UPDATE CANCEL

Opportunities

-Responding to RFPs and Service Requests

- 3) The “Bureau Only” comments will be visible only to Visit Estes Park, but not to the guest. This is just in case there is something extra you would like to let us know before we send off your response.

Pursuing: *Required

☒ YES ☐ NO

Comments: *Required

Bureau-Only Comments:
These comments will not be seen by the client. They will only be seen by bureau staff.

Rates:

ATTACH A FILE

No files have been attached

UPDATE CANCEL

Opportunities

-Responding to RFPs and Service Requests

- 4) The “Rates” section is optional. If you would like to inform the guest of your prices, please enter them in this field.

Pursuing: Required

☒ YES ☐ NO

Comments: Required

Bureau-Only Comments:
These comments will not be seen by the client. They will only be seen by bureau staff.

Rates:

ATTACH A FILE

No files have been attached

UPDATE **CANCEL**

Opportunities

-Responding to RFPs and Service Requests

- 5) You can add pictures or a menu of your services by attaching a file. Click on the "Attach a File" button and choose a file from your computer that you would like to be included in your response to the guest. Your file may take a few

moments to load, but it will show up just below the "Attach a File" button.

The image shows a mobile application interface for responding to requests. The form is titled 'Pursuing: *Required' and has two radio buttons: 'YES' (selected) and 'NO'. Below this is a 'Comments: *Required' section with a text input field. Underneath is a 'Bureau-Only Comments' section with a note: 'These comments will not be seen by the client. They will only be seen by bureau staff.' and another text input field. Below that is a 'Rates:' section with a text input field. At the bottom of the form is a blue 'ATTACH A FILE' button, which is highlighted by a yellow arrow. Below the button is a grey box that says 'No files have been attached'. At the very bottom of the form are two buttons: 'UPDATE' and 'CANCEL'. The left side of the screen shows a dark grey sidebar with a 'Comments' label at the bottom.

Opportunities

-Responding to RFPs and Service Requests

- 6) Click, "Update," and you have successfully responded to the request!

The screenshot shows a mobile application interface for responding to requests. The form is divided into two main sections: a dark grey left panel and a white right panel. The right panel contains the following elements from top to bottom: a 'Pursuing:' section with a red asterisk and 'Required' text, followed by a green 'YES' button and a grey 'NO' button; a 'Comments:' section with a red asterisk and 'Required' text, followed by a text input field; a 'Bureau-Only Comments:' section with a note that these comments will not be seen by the client and only by bureau staff, followed by another text input field; a 'Rates:' section with a text input field; an 'ATTACH A FILE' button; a message box stating 'No files have been attached'; and at the bottom, an 'UPDATE' button and a 'CANCEL' button. A yellow arrow points from the 'Comments' label in the dark grey panel to the 'UPDATE' button.

*Please note that we are able to assist you in writing your response. Let us know if you would like any help!

Opportunities

-Differences between Service Requests and RFPs

The forms for responding to RFPs will look a bit different than the form for Service Requests, although most of the steps will be the same.

Response Information

Pursuing This Lead: Required

☐ NO

☐ YES

Account: Required

Comments: Required

Bureau-Only Comments:

Rate Range: Required

From

To

Requested Rooms:

0

Peak Night Rooms:



0

Form Information

Opportunities

-Differences between Service Requests and RFPs

RFPS will often have two different date options that the guest is looking at. One of the dates will be marked as “preferred” and the other will be an alternative option. You will need to click the blue plus sign next to the date you would like to pursue in order to respond. You may respond to both dates if you would like.

Actions	Meeting Dates	Room Request Dates
	06/01/2021 - 06/07/2021 **Preferred Date**	06/01/2021 - 06/07/2021
	09/01/2019 - 09/07/2019	09/01/2019 - 09/07/2019

Opportunities

-Differences between Service Requests and RFPs

Once you have chosen which date to pursue and clicked on the blue plus sign, you will be directed to the form to respond to the request. The biggest difference between the form for Service Requests and the form for RFPs is that the RFP form will ask for "Room Information" in which you will describe the number and size of rooms you have to offer the guest during the dates of their request.

SAVE

CANCEL

Sections:

Lead Information

Response Information

Room Information

File Attachments

Room Information

	Tue 06/01/2021	Wed 06/02/2021	Thu 06/03/2021	Fri 06/04/2021	Sat 06/05/2021	Sun 06/06/2021	Mon 06/07/2021
Singles	0	0	0	0	0	0	0
Doubles	0	0	0	0	0	0	0
Multiple	0	0	0	0	0	0	0
Kings	0	0	0	0	0	0	0
Suites	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0
Requested	0	0	0	0	0	0	0

File Attachments

ATTACH FILE

 or drag files to the page

No files have been attached

Opportunities

-Differences between Service Requests and RFPs

You will be able to attach files of pictures just as you can in the Service Request form.

As always, make sure to save your changes!!

The screenshot shows a web form titled "Room Information". At the top left, there are two buttons: "SAVE" (blue) and "CANCEL" (grey). Below them is a "Sections:" list with links: "Lead information", "Response Information", "Room Information", and "File Attachments". The main part of the form is a table for room booking. The table has columns for dates from Tuesday, 06/01/2021 to Monday, 06/07/2021. The rows represent different room types: Singles, Doubles, Multiple, Kings, Suites, Total, and Requested. All cells in the table contain the number "0". Below the table is a section titled "File Attachments" which includes an "ATTACH FILE" button and the text "or drag files to the page". At the bottom of this section, it says "No files have been attached". Two yellow arrows are overlaid on the image: one points to the "SAVE" button, and the other points to the "ATTACH FILE" button.

	Tue 06/01/2021	Wed 06/02/2021	Thu 06/03/2021	Fri 06/04/2021	Sat 06/05/2021	Sun 06/06/2021	Mon 06/07/2021
Singles	0	0	0	0	0	0	0
Doubles	0	0	0	0	0	0	0
Multiple	0	0	0	0	0	0	0
Kings	0	0	0	0	0	0	0
Suites	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0
Requested	0	0	0	0	0	0	0

Thank you!

Please never hesitate to reach out for our help. We know this is a lot of information. OLIVE is meant to be an extra tool to make your interaction with Visit Estes Park easier, but we are always happy to assist you in creating any part of your listings, media, and/or responses. Thank you for working with us, and please contact us at any time.

