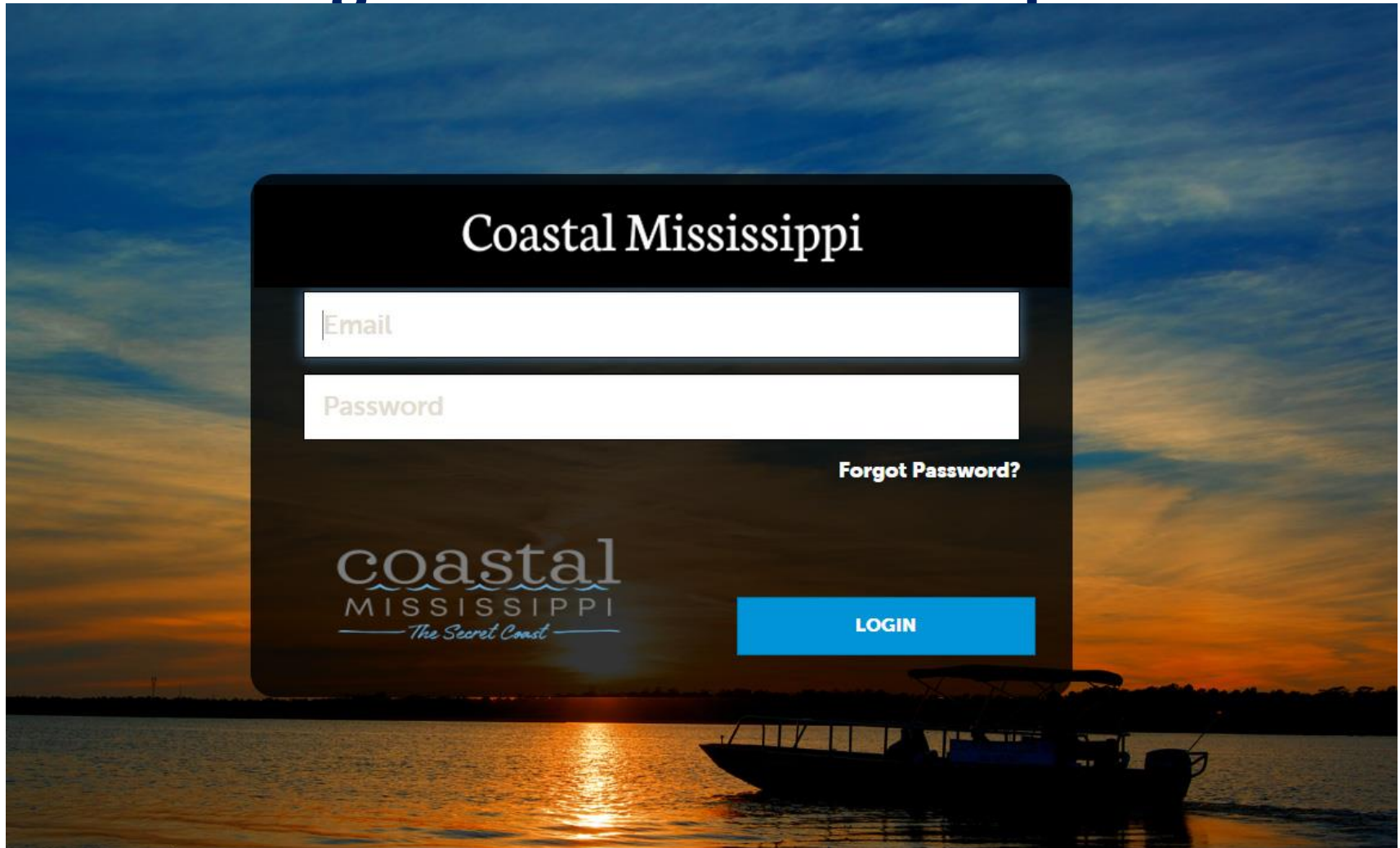


Login Screen – Service Requests



You may receive a service request from our Destination Services team when the client needs something other than room nights. This could be meeting space, dining options, or tour options for the group or spouses.



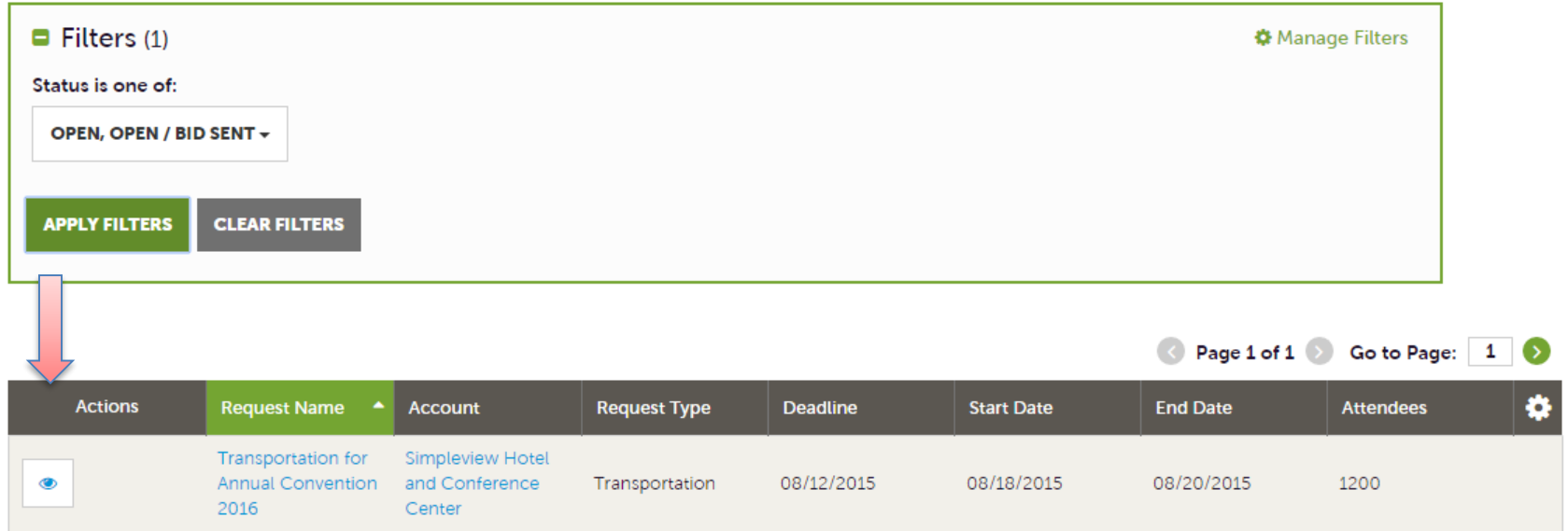
Home Screen (Service Requests)

The screenshot displays the user interface for managing opportunities. The left sidebar contains navigation icons for HOME, PROFILE, COLLATERAL, OPPORTUNITIES (highlighted with a red arrow), and REPORTS. The main content area is titled "Opportunities" and includes a dropdown menu for "All Bulletins" and a list of items such as "Full Report (Not Read)", "Conclusions (Not Read)", and "A Sense of Place - Reputation Management". On the right, there is a "Post Board" section with two pinned posts: "Kara's Eco Hotel" dated 07/28/2015 and "City Center Hotel and Conference Center" dated 07/14/2015.


Clicking the **Opportunities** icon, displays options for RFPs (**LEADS**) sent by Coastal Mississippi. Opportunities are broken in to RFPs (Meeting Sales Leads), Media Leads (travel writer RFPs), Service Requests (non-room specific RFPs).

Opportunities – Service Requests

Service Requests



The screenshot displays the 'Service Requests' interface. At the top, there is a filter box titled 'Filters (1)' with a 'Manage Filters' link. The filter is set to 'Status is one of: OPEN, OPEN / BID SENT'. Below the filter are 'APPLY FILTERS' and 'CLEAR FILTERS' buttons. A red arrow points from the 'APPLY FILTERS' button to the table below. The table has columns for Actions, Request Name, Account, Request Type, Deadline, Start Date, End Date, and Attendees. A single request is listed: 'Transportation for Annual Convention 2016' for 'Simpleview Hotel and Conference Center' with a deadline of 08/12/2015 and 1200 attendees. An eyeball icon in the Actions column is highlighted with a red arrow.

Actions	Request Name	Account	Request Type	Deadline	Start Date	End Date	Attendees
	Transportation for Annual Convention 2016	Simpleview Hotel and Conference Center	Transportation	08/12/2015	08/18/2015	08/20/2015	1200

By clicking the RFP icon and then selecting Service Requests, you can view non-room night specific Leads sent to your property. These requests can include transportation, audio/visual, catering, off site options for participants/spouses, etc...

Once you have adjusted your filters as you prefer, click the eyeball icon to view detailed information about the service request or click the name of the request.

Opportunities – Service Requests (cont'd)

The screenshot displays a service request interface. At the top left, a dark grey button labeled 'RETURN' is visible. Below it, a sidebar lists sections: Request Information, Request Dates, Contact Information, Additional Notes and Documents, and Accounts/Responses. The main content area shows request details: Attendees (1200), Deadline (08/12/2015), Budget (\$13,000), Location (To/From Hotel & Convention Center), and Description (Need transportation shuttles for convention running all day from 7am to 7pm). Under 'Additional Documents', a file named '2016-Annual-Convention-RFP.docx' is listed. A second 'RETURN' button is located below the details. Below this, the 'Additional Notes and Documents' section is expanded, showing a table with columns for File, Title, Category, and Description. A table entry shows a file icon, the title 'RFP', the category 'Spec Sheet', and the description 'See attached RFP for more details'. Red arrows point from the sidebar sections to their corresponding content in the main area.

RETURN

Sections:

- Request Information
- Request Dates
- Contact Information
- Additional Notes and Documents
- Accounts/Responses

Attendees 1200

Deadline 08/12/2015

Budget \$13,000

Location To/From Hotel & Convention Center

Description Need transportation shuttles for convention running all day from 7am to 7pm.

Additional Documents

- [2016-Annual-Convention-RFP.docx](#)

Section Collapsed, click header to expand.

RETURN

Sections:

- Request Information
- Request Dates
- Contact Information
- Additional Notes and Documents
- Accounts/Responses

Additional Notes and Documents

File	Title	Category	Description
	RFP	Spec Sheet	See attached RFP for more details

When viewing the service request, you can get detailed information in the Request Information section along with RFP attachment downloads.

This information may be contained in the Additional Notes and Documents section of the Service Request.

Opportunities – Service Requests (cont'd)

Accounts/Responses ←

Actions	Company	Status	Response
	Simpleview Hotel and Conference Center	Open	No Response

General

Response for Simpleview Hotel and Conference Center

Pursuing: **Required** ←


YES NO

Comments: **Required**

If the Response Due Date has **not** passed, you are able to add/edit a response by clicking the Pencil icon in the Accounts/Responses section of the service request. Once clicked, you can tell Coastal Mississippi’s Sales Manager if you are pursuing this piece of business by clicking the Yes or No option in the Pursuing section to the right side of the page.

Opportunities – Service Requests (cont'd)

Accounts/Responses

Actions	Company	Status	Response
	Simpleview Hotel and Conference Center	Open	No Respo

General

Decision Date

Food / Beverage


Misc. Expense

Category


Economic Value -
Lauren Test

Bureau-Only Comments:

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

 [ATTACH A FILE](#)

No files have been attached

 [UPDATE](#) [CANCEL](#)

As you scroll down the response page on the right, you have the ability to attach proposals by clicking the Attach File button allowing you to navigate to the file or click and drag the file from your computer.

Be sure to scroll to and click the Update button to save your changes!