# Destination Queenstown Listing Portal User Guide



#### Contents

- 3 Login & Home Screen
- 8 <u>Product Listings</u>
- 20 <u>Media Imagery & Video</u>
- 27 Special Offers
- 33 Calendar of Events

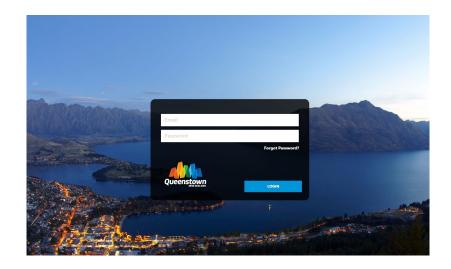


#### Login & Home Screen



# Login Screen

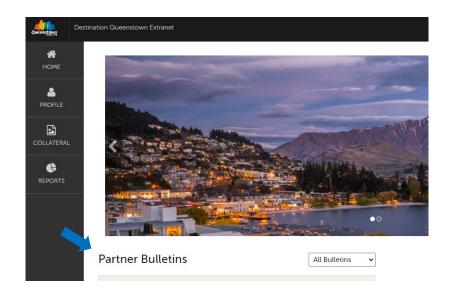
Access the listing portal through the DQ Member Area, or at: <u>https://QueenstownNZ.extranet.simpleviewcrm.com</u> Login with your email address and supplied password.





#### **Home Screen**

**Partner Bulletins** are important notices and useful documents posted by Destination Queenstown. Important bulletins will be marked with a blue and white exclamation mark.

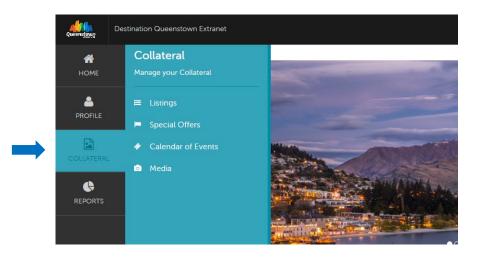




#### **Home Screen**

Click the **Collateral** icon to manage your listings and imagery/video content.

The Collateral tab provides options to create, view or edit Product Listings, Event listings, create Special Offers for product listings and manage media (i.e. listing images and YouTube videos)

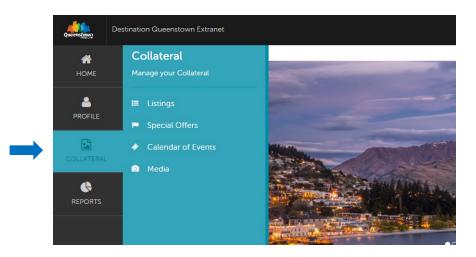




#### **Home Screen**

See the following pages for more detail about each of the different sections:

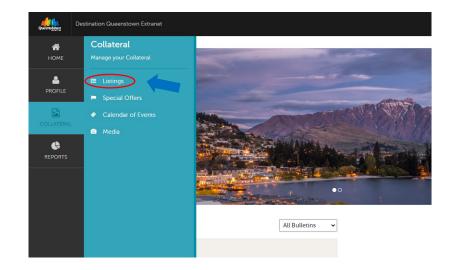
- <u>Listings</u> Page 8
- <u>Special Offers</u> Page 27
- <u>Calendar of Events</u> Page 33
- <u>Media</u> Page 20







To view or create a Product Listing, select Collateral from the menu, and click 'Listings'.

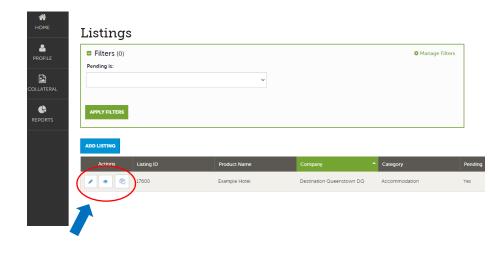




On the Listings page you will see a table of your existing product listings. Note: Event listings sit on the 'Calendar of Events' page, not the 'Listings' page.

There are 3 small icons to the left of the table, beside each of the listings:

- 1. Pencil to edit a listing
- 2. Eyeball to view a listing's detail
- 3. Clone to duplicate a listing



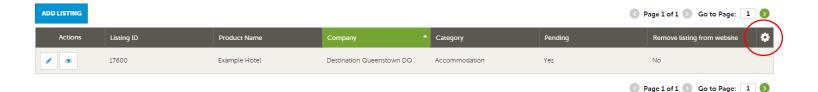


The **Product Listings table is customisable** and can be altered to your preferences.

The default columns are: Listing ID, Product name, Company, Category and Pending (the approval status).

To customise what information is displayed, you can reorder the columns or add other criteria to the table, click the sprocket icon. You can reset back to the default columns (shown below) at any time.

\* Any adjustments made with the sprocket apply only to the person making the changes





The 'Pending' column refers to whether or not the listing has been reviewed and approved by DQ:

- Yes means we have received your submission and it is pending our review and approval
- No means the listing has been approved and is live.

Tip: You can use the green 'Filters' box above to filter your listings by those approved and those pending.

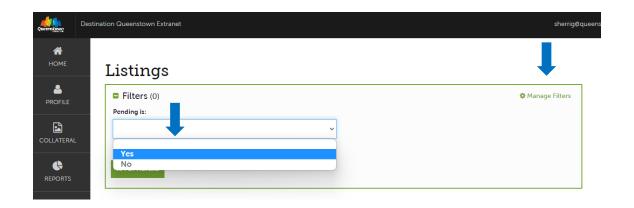
ADD LISTING					Ļ	🔇 Page 1 of 1 🔊 Go to Page: 🚺 👂
Actions	Listing ID	Product Name	Company ^	Category	Pending	Remove listing from website
	17600	Example Hotel	Destination Queenstown DQ	Accommodation	Yes	No
						🔇 Page 1 of 1 🔊 Go to Page: 🚺 👂



The Filters box allows you to narrow down the results displayed on the page. Default filters can be adjusted by clicking the **Manage Filters** option in the top right corner of this section.

The current default filter above refers to the listing status ('Pending'). Select Yes or No to view what listings are pending approval (leave blank to see both approved and pending listings at once).

\* Any adjustments made with the Manage Filters apply only to the person making the changes

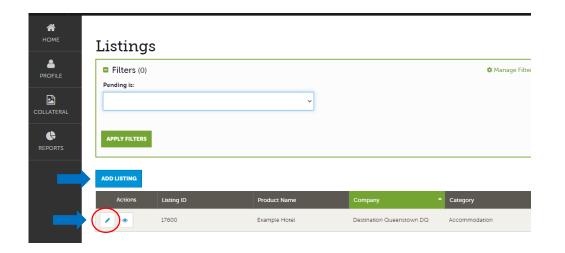




To **add a listing**: Click the Blue 'Add Listing' button

To edit a listing: Click the pencil icon next to the product listing you wish to edit

Note: Images are not uploaded via the Listings page (any new imagery/videos should be uploaded under Collateral > Media) or you can choose from the existing pool of uploads within the listing form.





When you click 'Add new listing' or the Edit Listing icon, you will see a similar screen to below. This page displays a number of mandatory and optional fields to be completed to create your product listing.

**Important:** When creating or editing a listing, the top left will show a blue Save button. Clicking the blue SAVE button sends the product listing to DQ for review and approval, so make sure all fields are complete *before* hitting Save.

<b>А</b> Номе	New Listing				
PROFILE	SAVE	Categories			
COLLATERAL	CANCEL Sections: Categories	Please complete the below form with as much information as We recommend uploading new imagery prior to completing	the listing detail form.	o sell your product!	
	Listing Image Details Listing Information	To submit your listing for approval. click the blue SAVE butto	n.	Category:      Required	
	General Accreditations	Choose One Select 'Website' for all product listings.	~	Choose One	~
	Accessibility Social Media	SubCategory: ∢Required    Choose One	~		
	Amenities Accommodation Filters Accommodation/Venue	Additional Subcategories (Max: 1):			



Most of the fields have visible hints or tips to guide you through the submission process – just hover your mouse over the blue '?' symbol to see the tip. Fields marked with <**Required** are mandatory fields.

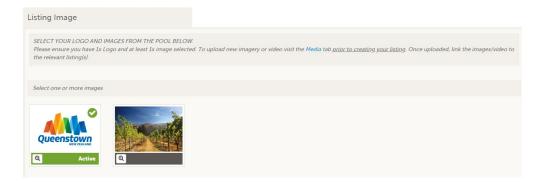
New Listing				
SAVE	Categories			
CANCEL Sections:	Please complete the below form with as much information as possible. This is y We recommend uploading new imagery prior to completing the listing detail fc		o sell your product!	
Categories Listing Image	To submit your listing for approval, click the blue SAVE button.			
Details	Type: <required< td=""><td></td><td>Category: <required< td=""><td></td></required<></td></required<>		Category: <required< td=""><td></td></required<>	
Listing Information General	Website	~	Choose One	~
Accreditations	Select 'Website' for all product listings.		Choose One Accommodation	
Accessibility Social Media	⑦ SubCategory: ⊲Required		Activities	
Amenities	Choose One	~	Eat & Drink Services	
Accommodation Filters Accommodation/Venue - Additional Information	Additional Subcategories (Max: 1):		Shopping Study Travel Packages & Combos	
Activity Filters	Category	~	Venues	
Activity - Additional Information	Select an additional subcategory if your product falls under more than one subcategory			
Food & Drink Filters				
Food & Drink - Additional Information	Listing Image			



To **add new images or video** to your listing, you will need to upload them via the Media tab from the main menu, or you can select from your pool of existing images shown within the listing form.

Click the image to link (or unlink) the image with your listing. Images highlighted in green will be the active images on your product listing. To add new images/video, navigate to the Media tab once you have completed your listing form. From there you can link the images/video to the relevant listing(s).

\*Further information on adding imagery & videos can be found on page 20





You may notice that some of the 'Additional Information' fields and filters are only relevant to specific categories.

You only need to complete the ones that are related to your selected product category: Accommodation, Activities, Eat & Drink, Services, Shopping or Venues.

Accommodation Filters			
Filters are used to help users refine their search results. Please	only complete the below field	l if loading an Accommodation listing.	
Star Rating: CHOOSE AMONG THE FOLLOWING	-		
Accommodation/Venue - Additional Information			
Please only complete if loading an Accommodation or Venue	listing.		
Number Of Rooms:		Number Of Function Rooms:	
Choose One	~	Choose One	~
Theatre Capacity:		Banquet Capacity:	
Choose One	~	Choose One	~
Cocktall Capacity:		Board Room Capacity:	
Choose One	~	Choose One	~



Once you've completed the applicable fields for your product listing, make sure to click **Save**.

Clicking Save will send your listing to DQ for review and approval. You will be notified via email when your listing has been approved, or you can check its status by navigating back to the Listing dashboard.

If you need to add imagery, you can do this after you click Save by navigating to the Media tab.

<b>А</b> Номе	New Listing				
PROFILE	SAVE	Categories			
COLLATERAL	CANCEL Sections: Categories	Please complete the below form with as much information as po We recommend uploading new imagery prior to completing the		sell your product!	
	Listing Image Details	To submit your listing for approval, click the blue SAVE button. Type: <pre> Type: </pre>		⑦ Category: ≼Required	
	Listing Information General Accreditations	Choose One Select 'Website' for all product listings.	~	Choose One	~
	Accessibility	SubCategory:      Required			
	Social Media Amenities	Choose One	~		
	Accommodation Filters Accommodation/Venue	Additional Subcategories (Max: 1):			



# Media – Imagery & Video

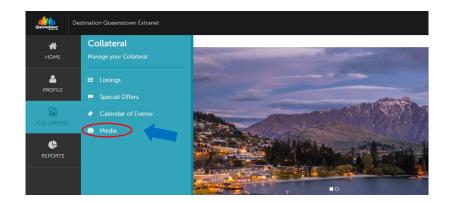


#### Media

To upload new images or add a video to your listing(s), select Collateral from the menu, and click 'Media'.

Existing imagery can also be viewed under the Media tab.

Imagery/video can be uploaded before *or* after the listing form has been completed and then linked to the relevant listing. We recommend completing the listing form first, selecting from the existing pool of images on the form (if applicable) and then navigating to the Media tab to upload any additional images you may wish to add.



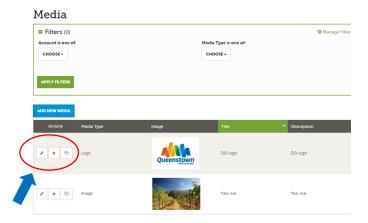


#### Media

On the Media page you will see a table of all of your account's images available for use on product listings and special offers, and the product listings that they are currently linked to. To add a new image or video, click the blue 'Add New Media' button.

There are 3 small icons to the left of the table, beside each of the images:

- 1. Pencil to edit a listing
- 2. X to delete an image
- 3. Clone to duplicate an image





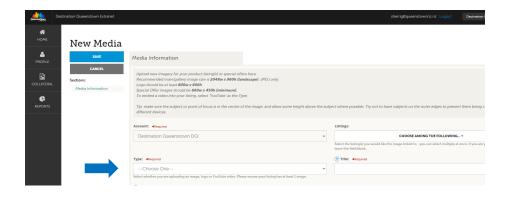
# Media – Imagery

To add a new image, select 'Image' as the file type and complete the fields including Title and Description.

#### Recommended image size is 2048w x 960h and max file size is 500KB.

The 'Image Type' is where you select whether the image is a main image, gallery image or for a special offer. The Sort Order field is used if you have multiple gallery images and wish to determine the order they display.

Note: Save time by linking one image to multiple listings - if you have hero shots you want featured on more than one product, you can apply it to multiple listings.





#### Media – Logos

To add a new logo, select 'Logo' as the file type and complete the fields, including Title and Description. The 'Image Type' should be Main.

Note: Save time by linking one image to multiple listings! (For instance, a logo can be applied across all listings rather than uploading the logo for each individual listing).

New Media			
SAVE	Media Information		
CANCEL ections: Media Information	Upload new imagery for your product listing(d) or special offers here Recommended man/pallmy image size is 2044x 990h (landreape). JPEG only Logo should be in a isa 2004 z 2000h Special Offer images should be 600e x 450h (ininimum). To embed a video into your listing, select YouTubel as the Type. Tip: make sure the subject or point of focus is in the centre of the image, and allow some height abo different devices.	ve the sul	tject where possible. Try not to have subjects on the outer edges to prevent them being cut off when resized on
	Account: «Required		Listings:
	Destination Queenstown DQ	~	CHOOSE AMONG THE FOLLOWING * Select the faiting(i) you would like the image linked to - you can select multiple at once. If you are yet to create the faiting, teave this faiting(i) you would like the image linked to - you can select multiple at once. If you are yet to create the faiting,
	Type: 4Required		Title: 4Required
	Logo	~	
	Select whether you are uploading an image, logo or YouTube video. Please ensure your listing has at least 1 image.  () Description:		
	Image Type:		
	Main	~	
	Is this a main image, gallery image or for a special offer ('coupon'? A' main image' is the first image that displays on yo a 'gallery image' are any consecutive images to display after the main image.	ar listing.	



#### Media – Video

N

Sec

To **add a new video**, select 'YouTube' as the file type and complete the fields, including Title and Description as this assists with SEO. The 'Image Type' field can be left blank. Make sure to add the YouTube video link to the 'Video Link' field.

Note: One video can be linked to multiple listings by choosing the relevant listings from the dropdown.

w Media		
SAVE	Media Information	
nformation	Upload new imagery for your product listing(i) or special offers here Recommended main/galery image size is 20 <b>48 x 960h (landscape</b> ) JPEG only. Logo shoulds be all cast <b>2009 x 960h</b> Special Offer images should be <b>660px</b> + <b>360h (minhamm)</b> . To embed a video into your listing, select YouTube' as the Type. Tay: make such subject or point of focus is in the centre of the image, and allow some height above the different devices.	e subject where possible. Try not to have subjects on the outer edges to prevent them being cut off when resized o
	Account: «Required	Listings:
	Destination Queenstown DQ	✓ CHOOSE AMONG THE FOLLOWING ▼
		Select the listing(s) you would like the image linked to - you can select multiple at once. If you are yet to create the listing, leave this field blank.
	Type: <required< td=""><td>Title:      Required</td></required<>	Title:      Required
	YouTube	×
	Select whether you are uploading an image, logo or YouTube video. Please ensure your listing has at least 1 image.	
	(?) Description:	
	Image Type:	
	Choose One	*
	Is this a main image, gallery image or for a special offer ("coupon")? A 'main image' is the first image that displays on your listin a 'gallery image' are any consecutive images to display after the main image.	ng.
	Video Link: Required	Sort Order:
	Enter your YouTube video URL by clicking 'Share' and pasting the video link	Use the Sort Order if you'd like to determine the order your gallery images display on the website. E.g. 1 would be the first a anything following (labelled 2, 3, 4 etc) would be next



#### Media

Once you've uploaded your imagery, logo and YouTube videos, you will see them all displayed on the Media page. You can link/unlink them from your listings at any time by clicking the edit icon. When creating or editing a product listing, you will now see your uploaded imagery displayed within the Product listing form page

ADD NEW MEDIA					🕜 Page 1 of 1 🕥 Go to Page: 1 👂
Actions	Title	Description	Image	Media Type	Product Name
/ x Ø	Friends enjoying apres ski on Steamer's Wharf	Friends enjoying apresiski on Steamer's Wharf		Image	Example Hotel
1 × 2	How to make a Queenstown Travel Vlog	How to make a Queenstown Travel Vlog with Dan Ilic		YouTube	Example Restaurant & Bar
/ × @	test title		Sibari	Image	Example Restaurant & Bar, Example Hotel, Example Restaurant & Bar

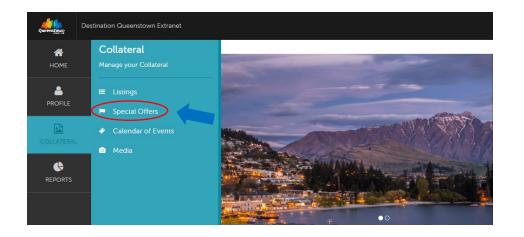




To add a Special offer to your website listing, select Collateral from the menu, and click 'Special Offers'.

The special offer will be placed on your product listing as an incentive to encourage customers to book.

Note: Special Offers can only be added to Product Listings and not Events.



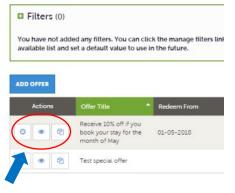


On the Special Offers page, you will see a table of all your account's offers (both current and expired). If you haven't created a special offer in the past, then this table will be blank.

There are small icons to the left of the table, beside each of the offers:

- 1. Clock the offer has been submitted and is pending approval from DQ
- 2. Eyeball -view an offer
- 3. X delete an offer
- 4. Clone duplicate an offer

#### Offers





When **adding a new offer**, you'll see a number of required fields to be completed.

This includes what listing(s) you'd like to link the offer to (it can be more than one!) Select the applicable product listings from the dropdown. The listing will need to be created before the offer can be linked.

SAVE	Offer Information			
CANCEL	Account:		Offer Listings:	
tions:	Destination Queenstown DQ	*	CHOOSE AMONG THE FOLLOWING	
Offer Information Offer Dates			Select the product listing(s) you would like to link the special offer to - you can link individual offers to multiple listings!	
Offer Image	Offer Title:		Offer Text:	
	Kids Ride Free - School Holiday Special!		Kids ride free these school holidays! Must book	
	46 characters long		before <u>xxxx</u> . T&Cs apply	
			Please add a description of the special offer. 300 characters long max.	
	Offer Link:  dRequired		Offer Categories:	
	http://queenstownnz.co.nz	۲	ACTIVITIES & ATTRACTIONS -	
	This URL must link to the specific deal on your website			

#### New Offer

Secti



Further down the page, you can add offer **redemption dates**, as well as the dates that you'd like the offer to display on the product listing. Once that date has passed, the offer will automatically stop displaying.

Offer images are uploaded via the Media tab. When uploading the image, select 'Coupon' as the image type. It will then show up under the Offer Images pool when adding a new special offer. Click the image to add it to your Special Offer (it will highlight in green).

Offer Dates	
(?) Redeem From:	Redeem To:
<b>m</b>	
Post From:	Post To:
m	
Offer Image To upload a new image, select Collateral from the main menu an offers.	d click 'Media'. Images can be linked to product listings or special
Select an image	



Make sure to click **Save** once you've created your Special Offer. This will send it to DQ for review and approval.

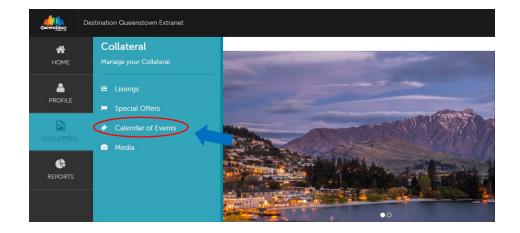
Once approved, it will be added to your product listing and you'll see it in the table on the Special Offers page

New Offer			
SAVE	Offer Information		
CANCEL	Account: <a>Required</a>		Offer Listings:  Required
Sections: Offer Information Offer Dates	Destination Queenstown DQ	~	CHOOSE AMONG THE FOLLOWING Select the product listing(s) you would like to link the special offer to - you can link individual offers t multiple listings!
Offer Image General	Offer Title: <required< th=""><th></th><th>Offer Text:</th></required<>		Offer Text:
	Example Offer 46 characters long		Example offer text





To add an event listing to the DQ website, select Collateral from the menu, and click 'Calendar of Events'.



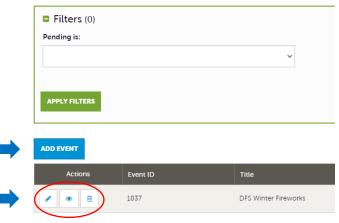


Like the Product Listings page, you will see a table of your existing events listings. To add a new Event listing, click the blue 'Add Event' button.

There are small icons to the left of the table, beside each of the listings:

- 1. Pencil to edit a listing
- 2. Eyeball to view a listing's detail
- 3. Clone to duplicate a listing
- 4. Clock events listing is pending approval

#### **Events**





The **Event Listings table is customisable** and can be altered to your preferences. The default columns are: Event ID, Event Title, Start & End Date, Event Category and Pending (the approval status).

To customise what information is displayed, reorder the columns or add other criteria to the table, click the sprocket icon. You can reset back to the default columns (shown below) at any time.

\* Any adjustments made with the sprocket apply only to the person making the changes.





The 'Pending' column refers to whether the event listing has been reviewed and approved by DQ:

- Yes means we have received your submission and it is pending review and approval
- No means the listing has been approved and is live.

You can use the green 'Filters' box above to filter your listings by those approved and those pending.

Events						
Filters (0)				🌣 Manage Filters		
Pending is:						
		~				
APPLY FILTERS						_
					]	
ADD EVENT					0	Pay of 1 🔊 Go to Page: 1 👂
Actions	Event ID	Title	Start Date	End Date	Event Category	Pending 🌣
2 .	1837	DFS Winter Fireworks	30-06-2023	30-06-2023	Family Friendly	No





To add a new event, click the blue 'Add Event' button.

Note: Events listings are slightly different to Product listings and don't need the images uploaded via the Media tab. Images can be added directly within the Event listing form.

Events							
Filters (0)				🌣 Manage Filt	ters		
Pending is:							
		~					
APPLY FILTERS							
ADD EVENT						🔇 Page 1 of 1 🔊 Go to	Page: 1 🔊
Actions	Event ID	Title	Start Date	End Date	Event Category	Pending	٠
/ • =	1837	DFS Winter Fireworks	30-06-2023	30-06-2023	Family Friendly	No	

🔇 Page 1 of 1 🔊 Go to Page: 🚺 🔊



When you click 'Add new Event'. This page displays a number of mandatory and optional fields to be completed to create your event listing. You can jump to a particular section on the page by clicking the blue links to the left.

Note: When creating or editing a listing, the top left will show a blue Save button. Clicking the blue Save button sends the product listing to DQ for review and approval, so make sure all fields are complete before hitting Save.

SAVE	Event Information	
CANCEL Sections:	Fill out all of the relevant fields below to create your Event listing, including uploading ima Once you have completed the form, click the blue SAVE button to submit the event listing	
Event Information Event Location	Account:      Arequired	(?) Contact:
Event Dates	Destination Queenstown DQ 🗸	Choose One
Image Gallery General	Categories:	Primary Category:  Required
	CHOOSE AMONG THE FOLLOWING +	Choose One
	Select the relevant event categories from the dropdown list. You can select up to 9 categories.	This is the main category your listing falls under.
	Title: «Required	Host Organization Name:
	The name or title of the event	This is the name of the organisation organising the event (your compa
	Description:    Required	



The Calendar of Events has a recurrence model built in. You can make your event a onetime event, daily, weekly, monthly, or yearly. If it is not a one-day event, you can choose your recurring days of the event. Depending upon if it is daily, weekly, monthly, or yearly, your recurrence may change. At the bottom of the recurrence section, you can choose to end your event after a certain number of occurrences or on a specified date.

The below example is a **one-off event**, see the next slide for an example of a recurring event.

Rank: «Required One Time Event ~	Start Date:  Required
Select the event type - is it a one-off event or recurring? If it's a recurring event, complete the table with the recurrence details below.	
Start Time:	End Time:
One Day Daily Weekly Monthly Yearly Custom	
No event recurrence, this even	t will occur only on the start date

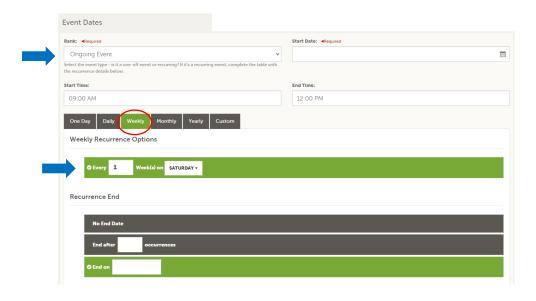


Here is how to input a **recurring event** that occurs daily for a specified time period e.g. a multi-day festival. Select 'Ongoing event' as the Rank, and Daily as the recurrence (adding the start dates and end dates)

Rank:  Required	Start Date: <required< th=""></required<>
Ongoing Event	✓
Select the event type - is it a one-off event or recurring? If it's a the recurrence details below.	ecurring event, complete the table with
Start Time:	End Time:
One Day Daily Weekly Monthly Ye	rty Custom
Daily Recurrence Options	
Daily Recurrence Options	
Daily Recurrence Options	
© Every 1 Days	
© Every 1 Days	
© Every 1 Days Every Weekday	
© Every 1 Days Every Weekday	
© Every 1 Days Every Weekday Recurrence End	
© Every 1 Days Every Weekday Recurrence End	



Here is an example of a **recurring event** that occurs one day every week e.g. a farmers market. Select 'Ongoing event' as the Rank, and Weekly as the recurrence. You can determine an end date or leave it open.





Here is an example of an event that **occurs sporadically** in no particular pattern. E.g. a show running over two weekends.

Select One Time Event as the Rank and 'Custom'. Enter the event dates into the Custom Date field.

ank: <a>Require</a>	u .		Start Date: <a>Required</a>	
One Time	Event	~	01-07-2023	
elect the event ne recurrence de		ring? If it's a recurring event, complete the table with		
tart Time:			End Time:	
09:00 AM			12:00 PM	
One Day Custom Custom Date	Daily Weekly Month	hiy Yearly Custom		
Custom Custom Date	<b>16-07-2023</b>	ADD		
Custom Custom Date	2: 16-07-2023 Event Date	ADD Day		
Custom Date	*: 16-07-2023 Event Date 01-07-2023	ADD		
Custom Date	2: 16-07-2023 Event Date	ADD Day		_
Custom Date	*: 16-07-2023 Event Date 01-07-2023	ADD Day Saturday		

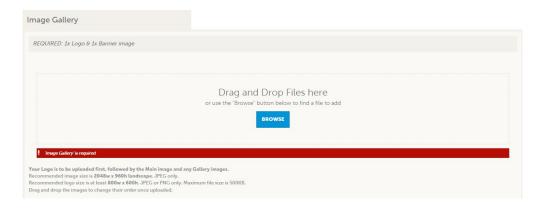


Similar to Listings and Special Offers, you can add images to your event. The process for events is a little different though. In the image Gallery section on the event, you can drag and drop an image or click the Browse button to search your computer for an image.

#### Hero & Gallery images should be 2048x960px and maximum file size is 500KB.

Make sure to upload images in the following order:

1) Logo 2) Hero Image 3) Gallery images





Once you've completed all the necessary fields for your event listing and uploaded your event images, make sure to click **Save**.

Clicking Save will send your listing to DQ for review and approval.

You will be notified via email when your event listing has been approved, or you can check its status by navigating back to the Calendar of Events dashboard.

New Event		
SAVE	Event Information	
CANCEL Sections:	Fill out all of the relevant fields below to create your Event listing, including uploading ima Once you have completed the form, click the blue SAVE button to submit the event listing	
Event Information Event Location	⑦ Account: ◄Required	(?) Contact:
Event Dates Image Gallery	Destination Queenstown DQ 🗸	Choose One
General	Categories:	Primary Category:  Required
	CHOOSE AMONG THE FOLLOWING +	Choose One
	Select the relevant event categories from the dropdown list. You can select up to 9 categories.	This is the main category your listing falls under.
	Titie: <a href="https://www.communet.com">Required</a>	Host Organization Name:
	The name or title of the event	This is the name of the organisation organising the event (your company na
	Description:  Required	



# Thank you



#### **Charlane Ketley**

Member Services Administrator

E: <u>reception@queenstownNZ.nz</u>

P: 03 441 0706

#### **Claire Brack**

**Digital Marketing Executive** 

E: <u>claireb@queenstownNZ.nz</u>

P: 021 869 337

