

UPDATE YOUR BUSINESS STATUS

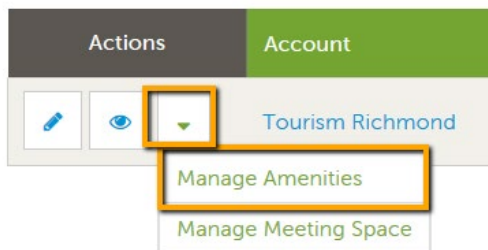
Many people would love to support their favourite local restaurants. Let everyone know if you're still open for business, and if you are offering any takeout or delivery services.

Please take a few minutes to update your business status on TRIP which will be reflected on your VisitRichmondBC.com listing.

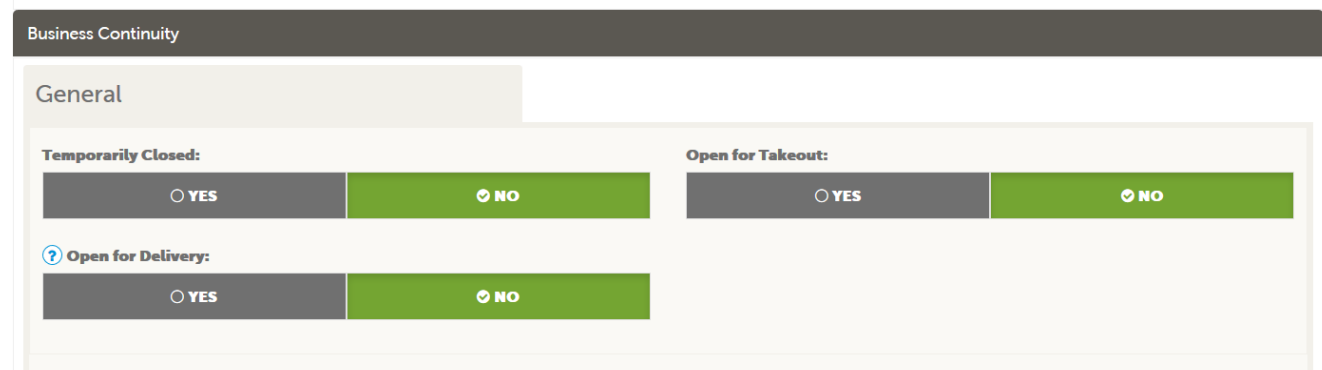
OPEN FOR TAKEOUT OR DELIVERY

Step by step instructions on how to update your business status and update your description on TRIP:

- 1) Visit <https://richmondbc.extranet.simpleviewcrm.com> to login to TRIP. If you forgot your password, click on "Forgot Password?" to receive a temporary one.
- 2) You will be redirected to the TRIP landing page after you successfully login.
- 3) On the left navigation, click on Profile > Accounts.



- 4) In Accounts, click on the downward pointing icon in Actions.
- 5) Click on Manage Amenities.
- 6) On the Amenities page, click on Business Continuity on the left-hand side.



- 7) In Business Continuity, you will see three options:
 - a. **Temporarily Closed:** is your restaurant (both physical location and online business if applicable) temporarily closed for the time being?
 - b. **Open for Takeout:** are you open for takeout? This can be curb-side takeout, or in-person restaurant pick-up by customers.

- c. **Open for Delivery:** are you either doing your own delivery services, or using a third-party delivery service such as foodora, Uber Eats, etc. to fulfill your orders?

8) All options default to NO. To make changes, toggle it over to YES.

9) After you make any necessary changes, Click on SAVE.

It will take up to an hour for your changes to be reflected on your listing.

📺 Step by step video tutorial: <https://bit.ly/3azDqY8>

Your listing will show up on our [Takeout and Delivery](#) landing page.

LISTING DESCRIPTION

You can also update your listing description if have any announcements or special messages for your visitors. For example, if you are only opened for takeout from 9:00am – 12:00pm, you can add that to your description.

- 1) On the left navigation, click on Collateral > Listings.
- 2) Click on pencil icon for the listing you would like to edit.
- 3) Update your listing description.
- 4) Click on SAVE when you're finished.

PLEASE NOTE: Tourism Richmond will be notified that you have edited your listing. Your listing will be checked for spelling/grammar mistakes, typos and coherence. Once the listing is proofed the listing will become live on VisitRichmondBC.com. Please note that this can take up to 2 business days.

📺 Step by step video tutorial: <https://bit.ly/2UOGUiU>

QUESTIONS?

If you have any questions or comments, please feel free to reach out to:



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