

UPDATE YOUR BUSINESS STATUS

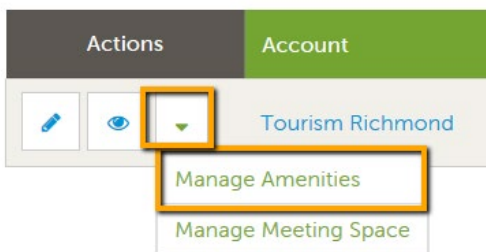
Many people are hoping to support their community by shopping at locally owned businesses. Let everyone know if you are still open for business – either in person or online, and if you are offering shipping or pickup services.

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

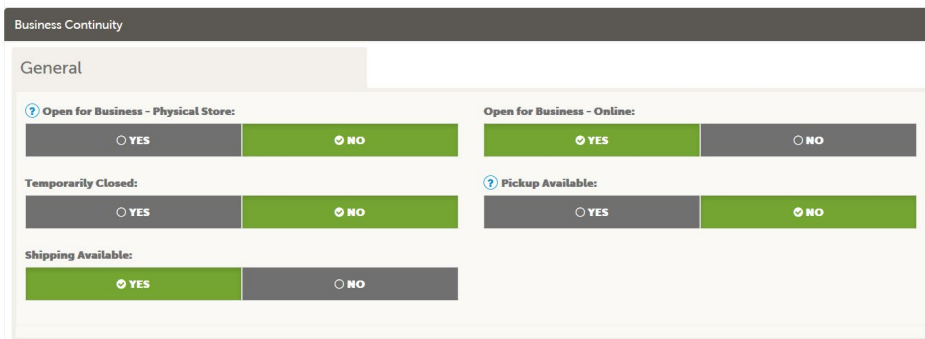
OPEN FOR BUSINESS

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.

A screenshot of the 'Business Continuity' settings page. The page has a dark header with the text 'Business Continuity'. Below the header is a 'General' section. There are five radio button options arranged in three rows. The first row has two options: 'Open for Business - Physical Store' with 'YES' and 'NO' buttons, and 'Open for Business - Online' with 'YES' and 'NO' buttons. The second row has two options: 'Temporarily Closed' with 'YES' and 'NO' buttons, and 'Pickup Available' with 'YES' and 'NO' buttons. The third row has one option: 'Shipping Available' with 'YES' and 'NO' buttons. In all cases, the 'NO' option is selected and highlighted in green.

- 7) In Business Continuity, you will see five options:
 - a. **Open for Business – Physical Store:** is your physical location/store still open for business, i.e. for people to walk in?
 - b. **Open for Business – Online:** are you offering any online/virtual services, such as online shopping or online courses?

- c. **Temporarily Closed:** is your business temporarily closed?
- d. **Pickup Available:** are you offering pickup services at your store, or curbside pickup?
- e. **Shipping Available:** are you offering shipping service? This usually applies to online stores.

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/3ebCBH0>

Your listing will show up on our [Open for Business](#) landing page.

LISTING DESCRIPTION

You can also update your listing description if have any announcements or special messages for your customers. For example, if your store is opened daily 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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