



THE HUB

How-To Guide



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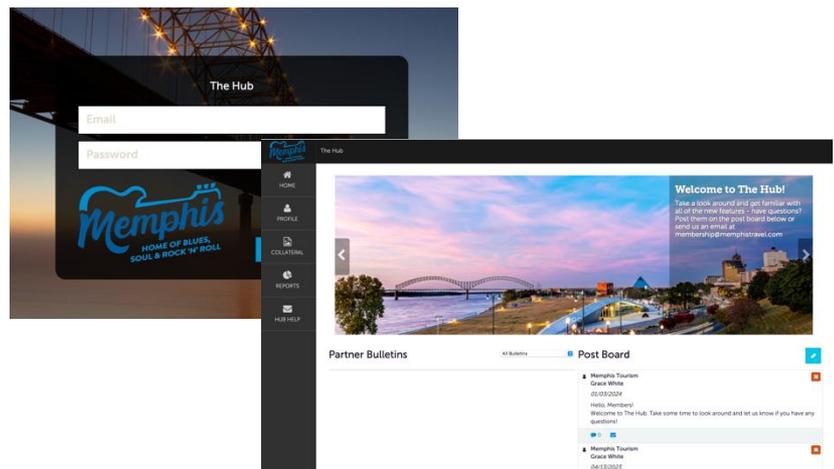
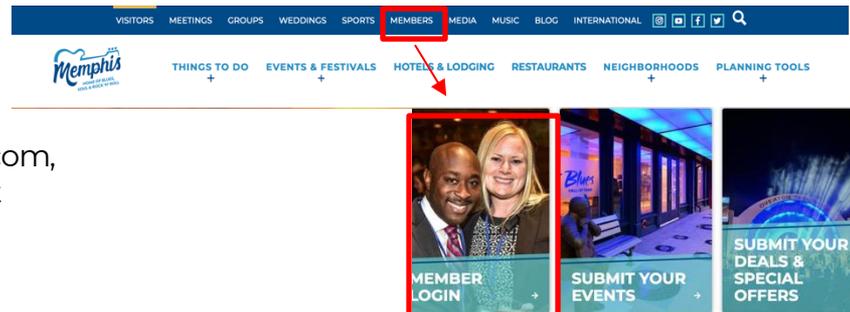
Getting Started

Accessing and Logging into The Hub

To access The Hub, visit MemphisTravel.com, click on Members. Scroll down and select [Member Login](#).

This will take you to the login screen where you'll be prompted to enter your email and password.

- If you've forgotten your password, click [Forgot Password](#). A new temporary password will be emailed to you from Memphis Tourism prompting you to reset upon login.
- If you don't have a password, contact membership@memphistravel.com.

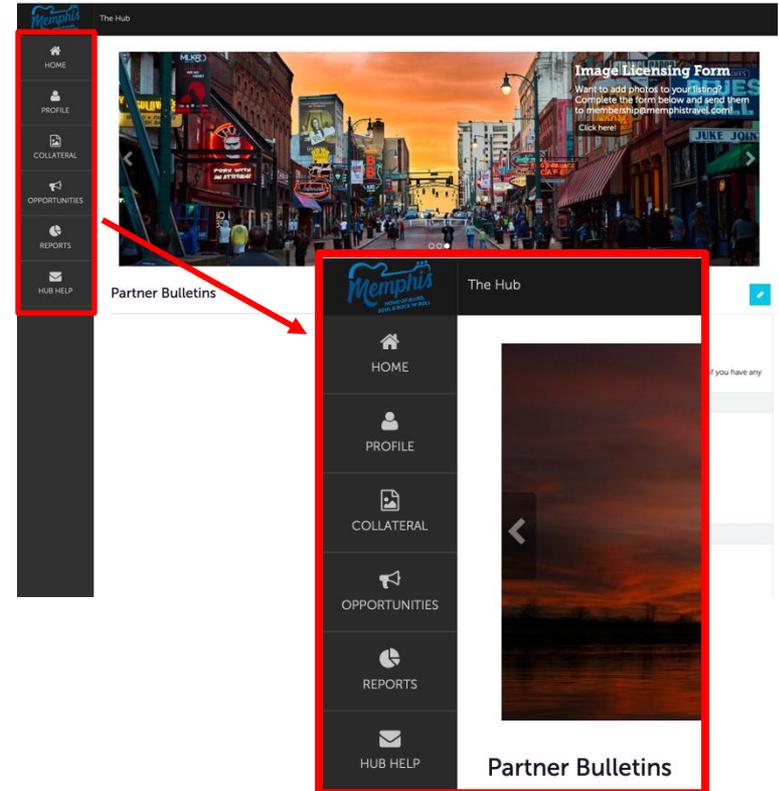


Getting Started (cont'd)

Menu Functions

The menu functions are located on the left navigation menu. Each section allows you to edit your details:

- **Profile:** View Account and Contact details. View and pay your membership dues Invoice (where applicable).
- **Collateral:** Update your Listing and Submit Special Offers to appear on MemphisTravel.com.
- **Opportunities:** Respond to RFPs and Service Requests (where applicable).
- **Reports:** Access the Convention Calendar, Tour & Travel leads, and other member documents.



Updating Content

Easily Review and Update Listings & Amenities

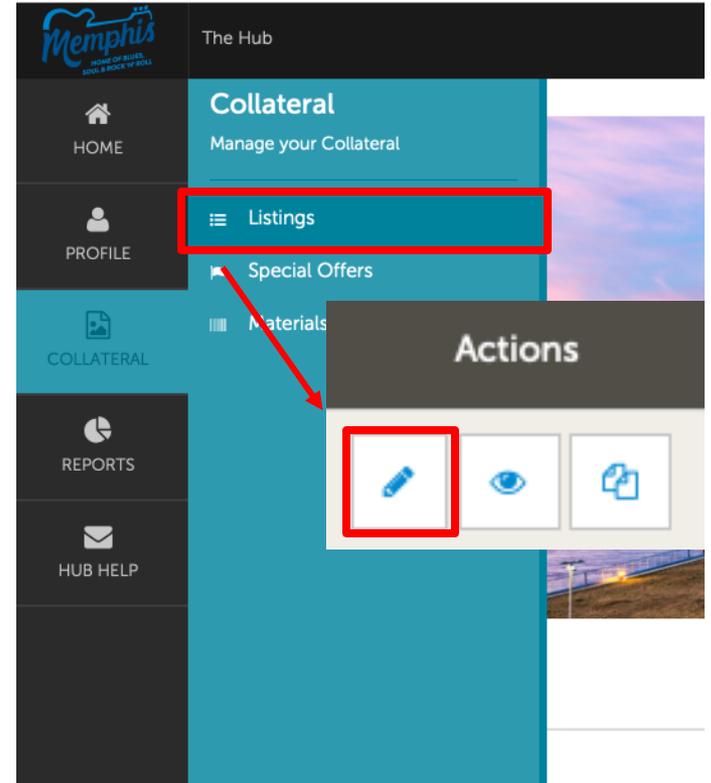
Listings

In the Hub, using the [Menu Functions](#), click on [Collateral](#), then [Listings](#).

Click the pencil icon beside the listing to edit.

- Click the pencil icon beside the listing to edit.
- Edit your listing information in the large description box.

NOTE: Remember to click save in the top left corner when you make updates.



Updating Content

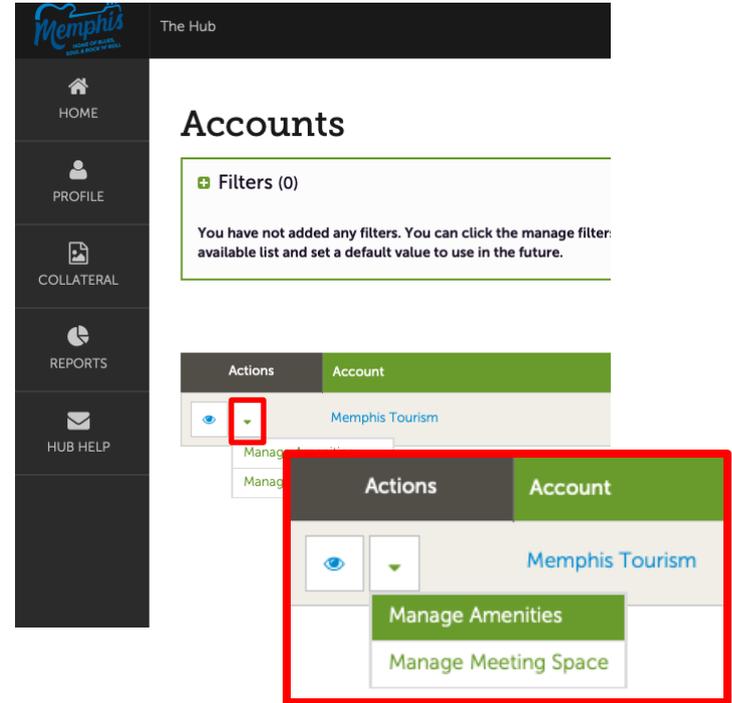
Adding Amenities

Add your service amenities details to help Memphis Tourism's Sales Team match your account with client-specific requirements.

In the Hub, using the [Menu Functions](#), click on [Profile](#), then [Accounts](#).

- Click the down arrow next to the blue eye.
- Select [Manage Amenities](#).
- Select Yes or No on your available amenities.

NOTE: Remember to click save in the top left corner when you make updates.



The Hub

Accounts

Filters (0)

You have not added any filters. You can click the manage filter: available list and set a default value to use in the future.

Actions	Account
 	Memphis Tourism
	Manage Amenities
	Manage Meeting Space

Updating Content

Updating Meeting Spaces

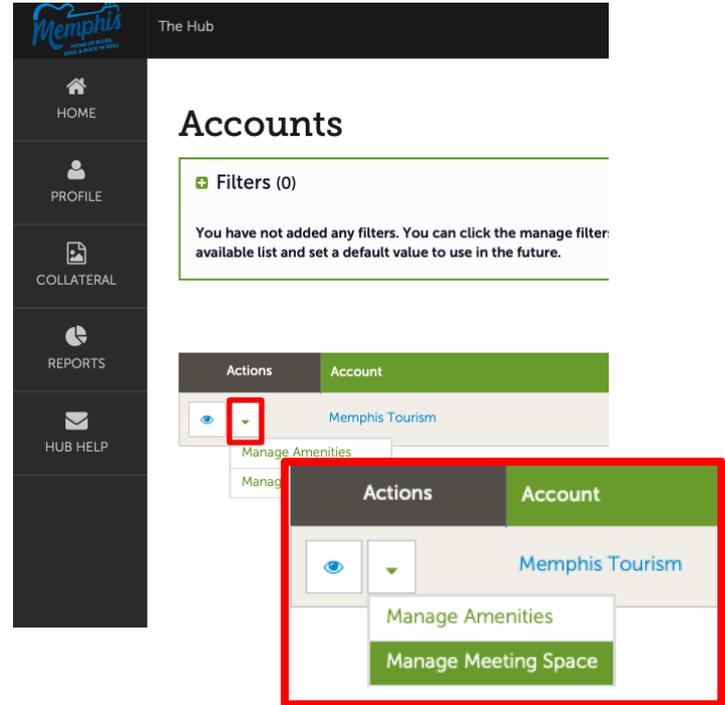
Add your service amenities details to help Memphis Tourism's Sales Team match your account with client-specific requirements.

In the Hub, using the [Menu Functions](#), click on [Profile](#), then [Accounts](#).

- Click the down arrow next to the blue eye.
- Select [Manage Meeting Space](#).

NOTE: Adding facility details and venue specs are limited to member organizations whose properties have the ability to host meetings and events. Facility details will appear on your MemphisTravel.com listing.

- The [Standard Amenities](#) area asks for specs about your overall total space: you can also add notes about this space. The Meeting Rooms area allows you to add content about the individual spaces at your property.



The Hub

Accounts

Filters (0)

You have not added any filters. You can click the manage filter: available list and set a default value to use in the future.

Actions	Account
 	Memphis Tourism
	Manage Amenities
	Manage Meeting Space

Updating Content

Meeting Spaces cont'd

Updating Standard Amenities

- Begin by clicking **Edit** on the **Facility Details** page. The **Standard Amenities** area fields will appear.
- If you have facility floorplans available, you can upload them in **Floorplan File** section.

Updating Meeting Rooms

- Begin by clicking **New Room** and add content about an individual space.

EDIT

RETURN

Sections:
[Standard Amenities](#)
[Meeting Rooms](#)

Standard Amenities

ID 401

Number of Rooms

Total Sq. Ft.

Largest Room

Ceiling

Update Facility

SAVE

CANCEL

Sections:
[Standard Amenities](#)

Standard Amenities

Number of Rooms:

Largest Room:

Theater Capacity:

Classroom Capacity:

Sleeping Rooms:

Notes:

Floorplan File

Large Floorplan File

NEW ROOM

Actions Room

Boardroom

Meeting Room

Reception Hall

New Meeting Room

SAVE

CANCEL

Additional Room Set-up

Sections:
[Additional Room Set-up](#)
[Room Information](#)

Room Information

Room Name:

Room Number:

Room Type:

Room Size:

Room Capacity:

Room Amenities:

Room Description:

Updating Content

Meeting Spaces cont'd

Updating Existing Meeting Rooms

- Begin by selecting the pencil icon next to the meeting room you'd like to make changes to.
- Complete the information in the new window.
- Select Save.

NEW ROOM		
Actions	Room	
		 Boardroom
		 Meeting Room
		 Reception Hall

Update Meeting Room

SAVE Additional Room Set-up

CANCEL

Sections
Additional Room Set-up
Room Information

Room Information

Account: **Account**
Memphis Tourism

Square Feet: 272

Length:

Width:

Height:

Theater Capacity:

Reception Capacity:

Seating:

Listening Deck:

Conference Capacity:

Boardroom:

Classroom Capacity:

Reception Capacity:

Amplification: YES NO

Listening Deck: YES NO

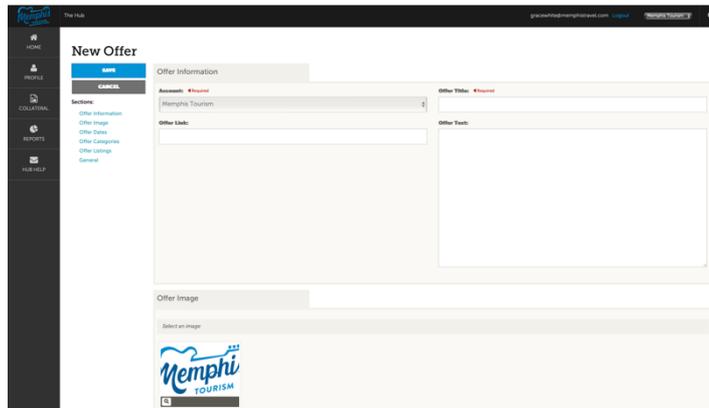
Special Offers & Deals

Submitting Special Offers

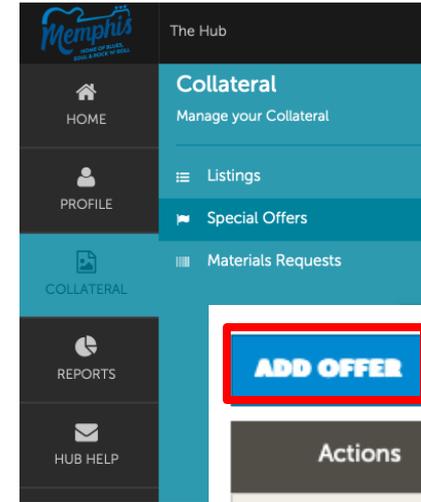
In the Hub, using the [Menu Functions](#), click on [Collateral](#), then [Special Offers](#).

- Click [Add Offer](#).
- Edit your special offer in the form.

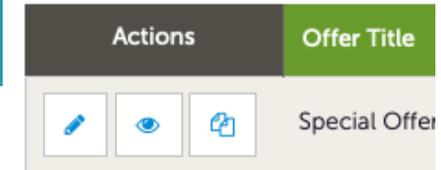
NOTE: If you want to provide a specific photo for the offer, please email membership@memphistravel.com.



The screenshot shows the 'New Offer' form in the Memphis Hub. The form is titled 'New Offer' and has a 'Save' button. It is divided into sections: 'Offer Information' (with a 'Cancel' button), 'Offer Details' (with a 'Save' button), and 'Offer Image' (with a 'Select an image' button). The 'Offer Information' section includes fields for 'Offer Title' (Memphis Tourism), 'Offer Link', and 'Offer Text'. The 'Offer Details' section includes fields for 'Offer Category' and 'Offer Status'. The 'Offer Image' section includes a 'Select an image' button and a preview of the Memphis Tourism logo.



ADD OFFER



Map & Tourist Guides

Requesting Map & Tourist Guides

In the Hub, using the [Menu Functions](#), click on [Collateral](#), then [Materials Requests](#).

- Click [Add Materials Request](#).
- Complete the form and select Save.

NOTE: When requesting guides, you are requesting the number of individual brochures. One box of Map & Tourist Guides contains 150 brochures.

New Materials Request

Materials Request Information

Status: Pending

Special Instructions:

Attached To: Memphis Tourism

Order Recipient:

First Name: Grace, Last Name: White, Title: Marketing Coordinator, Phone: (800) 543-5300, Email: gracewhite@memphistourism.com

Actions	Order ID
	1458
	1928

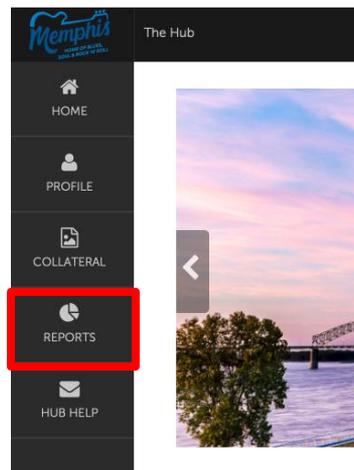
Convention Calendar

Viewing the Convention Calendar

In the Hub, using the [Menu Functions](#), click on [Reports](#).

- The [Date Range](#) can be edited to view events far in advance. (ex. 12/31/2028)

NOTE: If you see an event in **Yellow**, that means it is the first time you've seen that event. When you go back to check on new events, anything in yellow will be a newly added event since the last time you logged in.



Convention Calendar

Date Range: 03/01/2024 to 12/31/2024

[APPLY FILTERS](#) [CLEAR FILTERS](#)

[PRINT](#) [PRINT TO PDF](#) [SETTINGS](#)

Date	Association	Headquarters	Est. Atted
March 2024			
Jan 2-7	AIM AIM Inc. Cramer School 801 Glasgow Drive Cape Girardeau, MO 63703	The Phobias Memphis	85
Mar 3-01	Living Leads and Water Annual Meeting 2024 Living Leads and Water Café Schwan 1204 Market St South East Haven, CT 06424 0606 234-0124	Combin Inc - Downtown	15
Mar 4-9	2024 STETA Annual Conference International Technology and Engineering Educators Association Steta Institute 324 Association Dr Baton Rouge, LA 70802-0328	Memphis Convention Center Shelton-Memphis Downtown Hotel	1,200
William F. Shibley Special Meeting/MS South District Congress 2024			

Leads

[Convention Calendar](#)

Displays convention calendar for booked leads grouped by arrival month-year.

[Sales Lead Detail Report](#)

Turned Status Report: Displays leads based on turned status date range.

Invoices

Submitting Invoice Payments

In the Hub, using the [Menu Functions](#), click on [Profile](#), then [Invoices](#).

Option 1 – Pay Total:

- Select [Pay Account Balance](#).
- The secure payment portal will appear where you will be able to submit credit card payments.



For security purposes, you have **9 minutes 29 seconds** to submit your payment on this screen. If you are unable to enter your payment details within that time, please come back later.

Item	Price	Qty	Extended Price
Memphis Tourism	\$10.00	1	\$10.00
Total Amount Due:			\$10.00

Payment Information

Full Name on Card
Grace White

Address
[e.g. 1600 Pennsylvania Avenue]

City
[e.g. Washington]

State
[Select a State...]

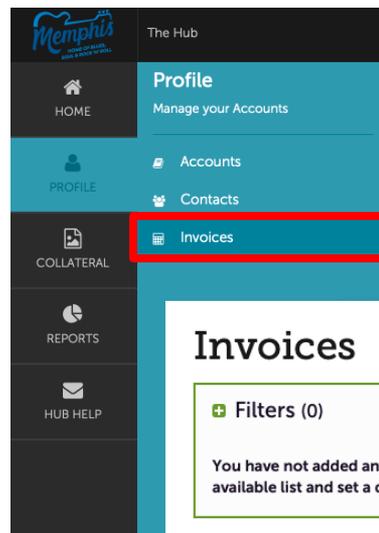
Zip
[e.g. 20500]

Country
United States

Email Address
[e.g. jsmith@gmail.com]

Credit Card Number 16 digits on the front of your card
[e.g. 1234567890123456]

VISA MASTERCARD DISCOVER



The Hub

- HOME
- PROFILE
Manage your Accounts
 - Accounts
 - Contacts
 - Invoices**
- COLLATERAL
- REPORTS
- HUB HELP

Invoices

+ Filters (0)

You have not added any filters. You can click the manage filters available list and set a default value to use in the future.

MEMPHIS TOURISM

PAY ACCOUNT BALANCE \$10.00

Actions	Invoice ID	Account
 	528359	Memphis Tourism

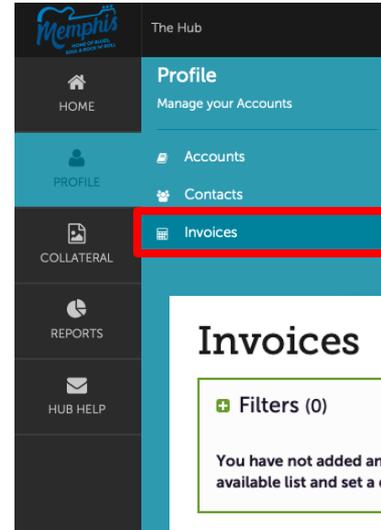
Invoices

Submitting Invoice Payments

In the Hub, using the **Menu Functions**, click on **Profile**, then **Invoices**.

Option 2 – Pay Individual Invoices:

- Select the individual invoice ID number.
- Select **Pay Now** to submit credit card payment through the secure portal.
- Once paid, select **Print Invoice** for a downloadable PDF to populate and can be used as a receipt.



Invoices

+ Filters (0)

You have not added any filters. You can click the manage filters available list and set a default value to use in the future.

MEMPHIS TOURISM **PAY ACCOUNT BALANCE \$10.00**

Actions	Invoice ID	Account
	528359	Memphis Tourism

