

How To Upload and Edit Packages & Deals

The Packages and Deals page is a popular section of ExploreAsheville.com, and a valuable platform for promoting your special offers, discounts, and seasonal packages. When you list a deal, it not only appears on the [Packages and Deals page](#), but also displays as an additional component on your business listing, creating more dynamic and engaging content that can help drive bookings and visits.



GETTING STARTED

- Login to the Partner Portal at <https://asheville.extranet.simpleviewcrm.com/login/>
- Need an account? Contact partnersupport@exploreasheville.com

WHAT ARE PACKAGES AND DEALS?



Packages combine offers with a local lodging partner.

Examples:

- Book 2 nights and get discounts on attractions like Biltmore, Navitat, or Asheville Jeep Tours
- Book a stay and get tickets to an Asheville Tourists Baseball game

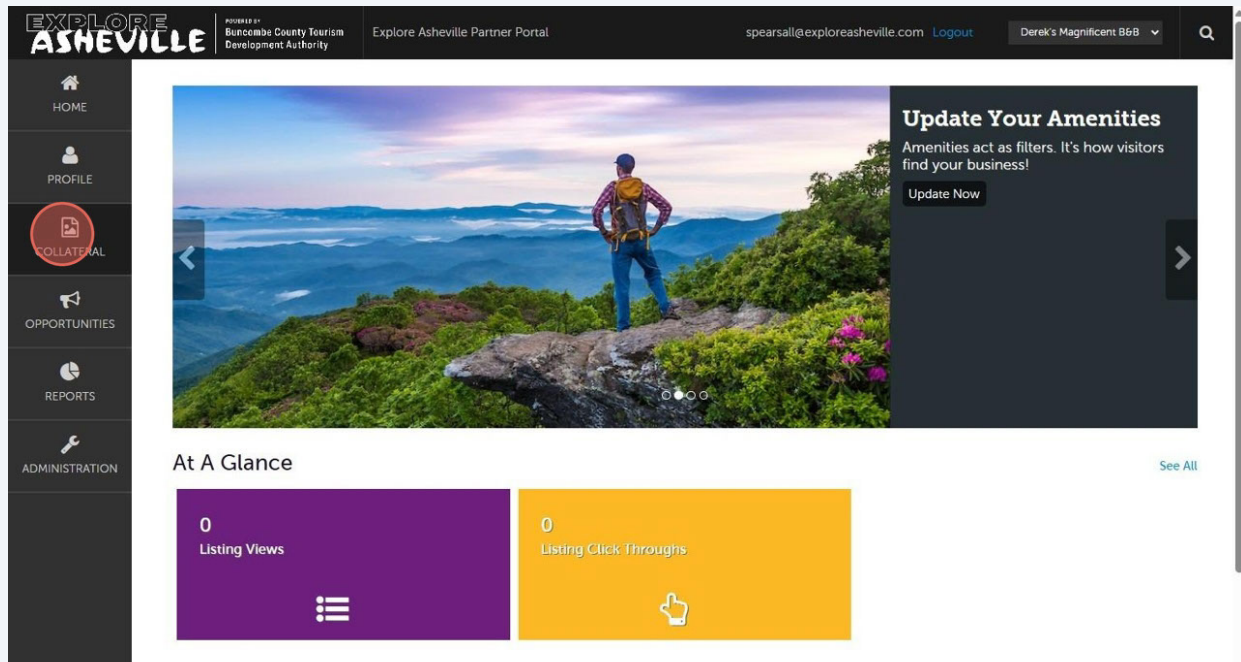
Deals/Specials enhance the guest's experience at your business.

Examples:

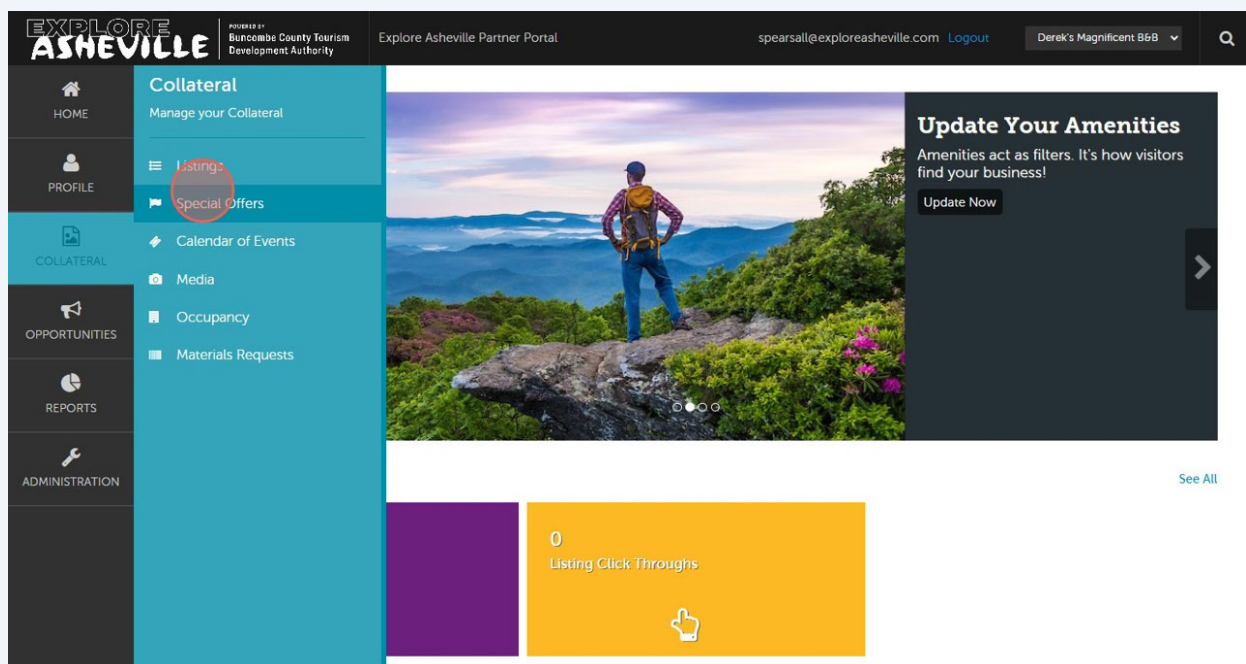
- Discounts on stays when booking 3+ nights
- 25 % off bottles of wine on Tuesdays
- Discounts on local attractions like Gray Line Trolley Tours or Local Cloth

HOW TO SUBMIT A NEW PACKAGE OR DEAL

1 Click **COLLATERAL** in the left menu



2 Click **SPECIAL OFFERS** in the blue sub-menu



3 Click the blue **ADD OFFER** button

EXPLORE ASHEVILLE POWERED BY Buncombe County Tourism Development Authority Explore Asheville Partner Portal spearsall@exploreasheville.com Logout Derek's Magnificent B&B

Offers

Filters (0) [Manage Filters](#)

You have not added any filters. You can click the manage filters link in the top right corner or click the icon from the grid to add filters from the available list and set a default value to use in the future.

ADD OFFER Page 1 of 1 Go to Page: 1

Actions	Offer Title	Redeem From	Redeem To	Post From	Post To	Pending
	15% off Mid-Week in December Deal				12/31/2015	No
	15% off Mid-Week in December Deal	12/01/2018	12/31/2018	08/31/2018	12/28/2018	No
	20% Off All Summer Long at Derek's Magnificent B&B	06/01/2025	09/01/2025	03/02/2025	09/01/2025	Yes
	Biltmore Splendor Package	06/01/2015	12/31/2015	06/01/2015	12/31/2015	No
	The Art of Romance Package	01/01/2015	04/30/2015	10/01/2014	11/30/2015	No
	Zipline On Down the Line Package	11/15/2016	07/31/2017	11/04/2016	07/17/2017	No

4 **Offer Title:** add a descriptive title for your offer (e.g. Get a Free Dessert at Mr. Miner's Tavern)

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New Offer

SAVE **CANCEL**

Sections:

- Offer Information
- Offer Image
- Offer Dates
- Offer Categories
- Offer Listings

Offer Information

Account: Required
Derek's Magnificent B&B

Offer Link: Required

Offer Title: Required

Offer Text: Required

Offer Image

5

Offer Link: Add the URL where customers can access your offer. If you don't have a specific offer page on your website, use your general website URL.

The screenshot shows the 'New Offer' form in the Explore Asheville Partner Portal. The form is titled 'New Offer' and has a sidebar with navigation links: HOME, PROFILE, COLLATERAL, OPPORTUNITIES, REPORTS, and ADMINISTRATION. The main form area is divided into sections: 'Offer Information' (highlighted in orange), 'Offer Image' (highlighted in orange), and 'Offer Text' (highlighted in orange). The 'Offer Information' section contains fields for 'Account' (Derek's Magnificent B&B), 'Offer Title' (Get Free AVLfest Tickets with Your Stay), 'Offer Link' (highlighted with a red border), and 'Offer Text' (highlighted in orange). The 'Offer Link' field is currently empty, and the 'Offer Text' field is also empty.

6

Offer Text: Briefly describe your offer, including redeemable codes if applicable

The screenshot shows the 'New Offer' form in the Explore Asheville Partner Portal. The form is titled 'New Offer' and has a sidebar with navigation links: HOME, PROFILE, COLLATERAL, OPPORTUNITIES, REPORTS, and ADMINISTRATION. The main form area is divided into sections: 'Offer Information' (highlighted in orange), 'Offer Image' (highlighted in orange), and 'Offer Text' (highlighted in orange). The 'Offer Information' section contains fields for 'Account' (Derek's Magnificent B&B), 'Offer Title' (Get Free AVLfest Tickets with Your Stay), 'Offer Link' (http://dereks.com/avlfest), and 'Offer Text' (highlighted with a red border). The 'Offer Text' field is currently empty.

7

Offer Image: Click a **previously uploaded** image for the offer's cover photo. To upload new images, go to Collateral > Media



When a photo is selected, it will display a green ribbon reading "**Active**"

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Offer Dates:

- **Redeem From/Redeem To:** the period when your offer is active/redeemable
- **Post From/Post To:** the period your offer appears on ExploreAsheville.com



TIP: Set the **Post From** date at least one month before **Redeem From** date to give customers ample time to incorporate your offer into their visit

9 Offer Categories: Select all categories that apply to your offer

- **Lodging Packages:** accommodations PLUS attraction, restaurant, retail, etc.
- **Lodging Deals:** discount on lodging rate
- **Attraction/Experience Offers:** discounts on attractions, retail, experiences, etc. (without lodging)
- **Food & Beverage Offers:** special menu items, discounts on food and beverage, etc.
- **For Locals:** discounts exclusively for Buncombe County/North Carolina locals

The screenshot shows a web form titled "Offer Categories". Below the title is a note: "PLEASE NOTE: Packages must include room nights at a Buncombe County lodging property and an experience at a Buncombe County attraction." Underneath, it says "Offer Categories: *Required". A dropdown menu is open, showing several options: "Attraction/Experience Offers, Lodging Packages" (selected), "Lodging Deals", "Attraction/Experience Offers" (checked), "Biltmore Packages", "Lodging Packages" (checked), "Asheville Restaurant Week 2025", "Date Nights with Asheville", and "Hotel Weeks" (with a "CHOOSE AMONG THE FOLLOWING..." link).

10 Offer Listings: Choose which listings the offer should appear on. The offer will also be posted to the packages and deals page [here](#).

The screenshot shows a web form titled "Offer Listings". Below the title is a note: "PLEASE NOTE: Packages must include room nights at a Buncombe County lodging property and an experience at a Buncombe County attraction." Underneath, it says "Offer Listings:". A dropdown menu is open, showing two options: "DEREK'S MAGNIFICENT B&B (WEBSITE: TEST CATEGORY: TEST SUBCATE)" and "Derek's Magnificent B&B (Website: TEST Category: Test Subcategory)" (highlighted in blue).



Before submitting, check that a listing is selected/highlighted blue

11 Click the blue **SAVE** button (top left)

SAVE

CANCEL

Sections:

- Offer Information
- Offer Image
- Offer Dates
- Offer Categories
- Offer Listings

Offer Dates

PLEASE NOTE: Coupons/Packages may only be posted for a maximum of (3) months. At the end of this period, you may renew your posting for an additional (3) months by editing the Post To/From dates.

Redeem From: Required	Redeem To: Required
<input type="text" value="04/01/2025"/>	<input type="text" value="06/30/2025"/>
Post From: Required	Post To: Required
<input type="text" value="03/02/2025"/>	<input type="text" value="06/30/2025"/>

Offer Categories

PLEASE NOTE: Packages must include room nights at a Buncombe County lodging property and an experience at a Buncombe County attraction.

Offer Categories: Required

ATTRACTION/EXPERIENCE OFFERS, LODGING PACKAGES -

Offer Listings

Offer Listings:

DEREK'S MAGNIFICENT B&B (WEBSITE: TEST CATEGORY: TEST SUBCATE

HOW TO EDIT AN EXISTING PACKAGE/DEAL

1 Click **COLLATERAL** in the left menu

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Explore Asheville Partner Portal

spearsall@exploreasheville.com Logout

Derek's Magnificent B&B

HOME


PROFILE

COLLATERAL

OPPORTUNITIES

REPORTS

ADMINISTRATION



Update Your Amenities

Amenities act as filters. It's how visitors find your business!

Update Now

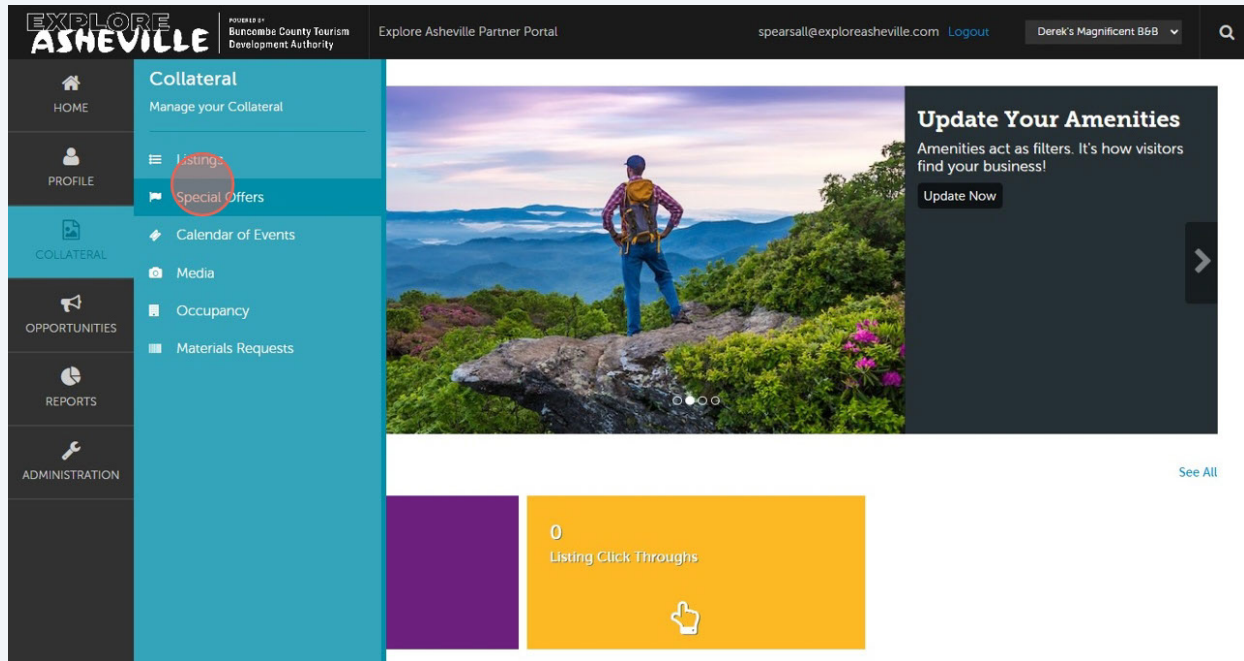
At A Glance

See All

0 Listing Views

0 Listing Click Throughs

2 Click **SPECIAL OFFERS** in the blue sub-menu



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Explore Asheville Partner Portal
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HOME
PROFILE
COLLATERAL
OPPORTUNITIES
REPORTS
ADMINISTRATION

Collateral
Manage your Collateral

Special Offers

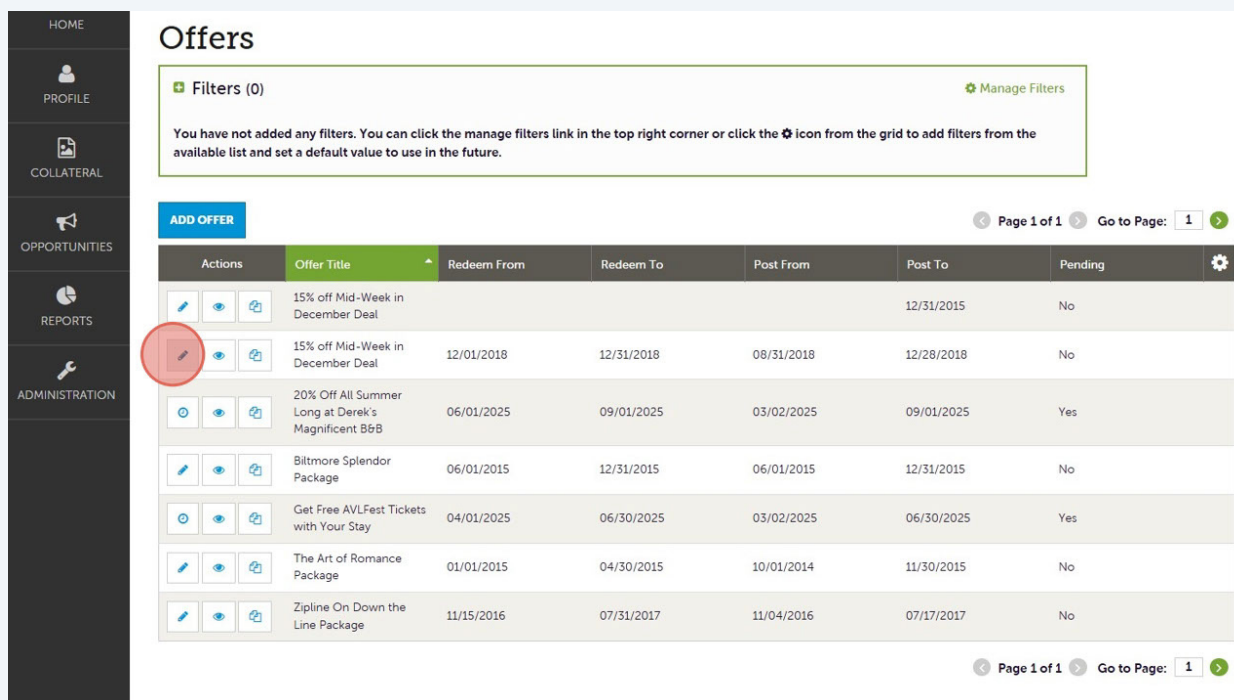
Calendar of Events
Media
Occupancy
Materials Requests

Update Your Amenities
Amenities act as filters. It's how visitors find your business!
Update Now

0
Listing Click Throughs

See All


3 Click the **pencil icon** next to the offer you'd like to update



HOME
PROFILE
COLLATERAL
OPPORTUNITIES
REPORTS
ADMINISTRATION






















Offers

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Make updates, then click the blue **SAVE** button (top left)

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Update Offer

SAVE CANCEL

Sections:

- Offer Information
- Offer Image
- Offer Dates
- Offer Categories
- Offer Listings

Offer Information

Account: Required Derek's Magnificent B&B

Offer Title: Required 15% off Mid-Week in December Deal

Offer Link: Required https://www.exploreasheville.com

Offer Text: Required Get 15% when you book 2 or more nights during the month of December. Use promo code: CHILLY

Offer Image

IMPORTANT NOTES



- **Approval Required:** Updates require approval and can take 48–72 hours to appear on the website.
- **Notification:** You'll receive an email when your changes are approved or denied.

NEED HELP?



Contact partnersupport@exploreasheville.com for assistance.