

## CALL CENTER & REFERRAL SERVICE



The OTCTA call center will often receive inquiries from potential vacationers looking for information on the area and/or a place to stay. The purpose of the referral service is assist lodging facilities in filling their vacancies.

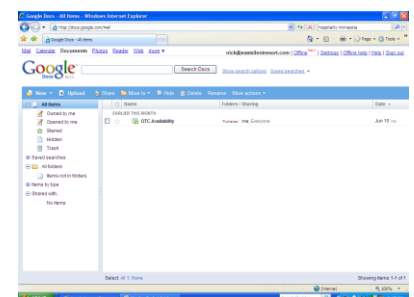
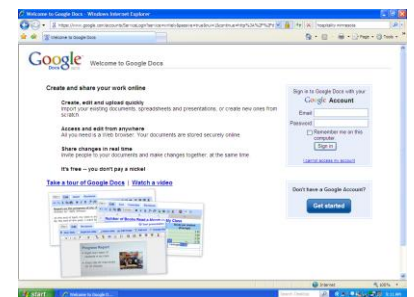
It is the responsibility of each member to maintain their vacancies. OTCTA has created an online Google document that members can access 24/7. The call center will be able to check each lodging facility's vacancy information in real-time. You must keep your

listing updated to avoid giving out incorrect information. You can update it as often as you want during the week, and off season. We hope the new system will stream line your vacancy listings and make it easier for you to update.

Please make use of the referral service if you are a lodging member. It is free and designed to help you fill your vacancies, and in conjunction with the website, it allows visitors one more avenue to get information about the area.

## Updating Your Availability

- Visit [www.docs.google.com](http://www.docs.google.com). If you do not have an existing Google account, create a new account.
- After your Google account has been created, email [internet@ottertailcountry.com](mailto:internet@ottertailcountry.com) to request access to the OTC Lodging Availability document.
- Within 24 hours, you will receive an email confirming your request for access to the OTC Lodging Availability document (detailed instructions on how to update your availability will also be included)
- Once you receive the email confirmation, begin updating your availability online.
  - ✓ Log-in to [www.docs.google.com](http://www.docs.google.com)
  - ✓ Open the document named OTC Availability
  - ✓ Locate your lodging facility and update your availability ONLY
  - ✓ Select "Save & Close"



### GENERAL QUESTIONS

For general questions or more information about the OTCTA Call Center and referral service, contact: Ron Sugden at 218-864-5534 or [bbrsugs@arvig.net](mailto:bbrsugs@arvig.net).

### ACCESS ONLINE FORM

To request access to the online OTC Availability Form, email [internet@ottertailcountry.com](mailto:internet@ottertailcountry.com)

### TECHNICAL SUPPORT

If you are experiencing technical difficulties with the online OTC Availability Form, contact Nick Leonard at East Silent Resort: 218-758-2716 or [internet@ottertailcountry.com](mailto:internet@ottertailcountry.com)