



Accessing and Updating the State Tourism Data Warehouse

To assist Regional Tourism Organisation and Visitor Information Centre staff update and maintain tourism products in the State Tourism Data Warehouse (STDW).

1. Open <http://stdw.tourism.nsw.gov.au>
2. Login using your STDW user name and password
Eg: User Name: VICABC Password: training
3. After Logging on, your Owing Organisation will be displayed, usually consisting of four numbers.
NB While these four numbers are displayed on the search screen you will only ever be able to search for products that are located within your area. To search for a record outside of your area, you will need to change the Owing Organisation Code from your four numbers to **TNSW** this will enable a search across the entire STDW. **You may view records outside of your area but cannot edit them.** If you need to update a record outside of your area contact the Getconnected Helpdesk.
4. Select Product Search under Functions
5. Product Search Screen will display.
6. By clicking on '**Search**' without selecting any other criteria a list of all of the products in your area will be displayed
Or
7. Refine your search by selecting a particular **product type** eg Accommodation and clicking '**Search**', this search will include accommodation listings only.
Or
8. Search by Product Name by entering it into the **Search Value** field
9. To Undertake a Quick Search within your Owing Organisation – used when you are sure of product name
 - In **Search Value** enter in the **Product Name**
 - Select a Category (optional) – e.g. Accommodation
 - Click '**Search**'
10. A single product or a product list will display.
11. Choose the correct product, and click on the name of the product
12. This will display the product **Accommodation Overview** page
13. To begin updating click on the '**Edit**' button
14. This will redisplay the Product Record in update mode.
15. From here you can update the product, moving between the pages by selecting '**SAVE AND NEXT..**' at the bottom of each page.
16. Once you have completed updating please select the '**FINISH**' button at the top or bottom of the page to release the changes live.

Important to remember! In the case of incorrect information being displayed, Tourism NSW reserves the right to alter this information or de-list the operator until the error is corrected. Continual misuse will lead to a permanent de-listing. **Product information is required to be updated in the STDW at least once every 12 months either by VIC/RTO Staff or the Operator if the Operator is a member of the Get Connected Program.** Failure to update will result in a listing reverting to a **basic listing** (name and contact details only). To review the Get Connected Terms and Conditions please visit our website www.tourism.nsw.gov.au/getconnected



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Mandatory Fields, You must complete all mandatory fields marked with a red asterisk, or those surrounded by a red outline. This information is required to appear on Tourism NSW's website www.visitnsw.com.au, Tourism Australia's website www.australia.com. If you do attempt to move to the next stage without completing a mandatory field, an error message will appear **in a pop-up window**. You will then be directed to the incomplete field.

ATDW Information from the STDW is provided to the Australian Tourism Data Warehouse (ATDW) for distribution to other third party websites for a complete listing visit http://www.atdw.com.au/web_services.asp

Updating Tips

- Once you have completed a section, **click** on the '**SAVE & NEXT**' button. This will save your content and take you to the next section.
- If you want to take a break from the section you are on, but not move to the next section, **click on 'SAVE'** at the top of the page.
- Throughout the sections, when you hover your mouse over a field name, a description or instruction for that field will be shown. Use this hover feature if you are unsure of what a field name means.
- **To delete a field**, select the delete box to the left of the text to be deleted. The system will delete it when you save or move to the next page.

STDW Updating Tips for Tour Product

Tour Company Overview

- When entering an ABN use a format: 88 444 444 444
- Alternate Names: Insert various tour names e.g. alternate names for Big Dave's Tours could be *Fishing Tours, Deep Sea Fishing, Winery tours*
- Physical address is where the main office is located. Postal address is where you would information is to be sent.
- Communication Details is for phone, fax, email & URL information. Each time an entry is made a new blank field will appear. This allows you to add additional phone numbers and email addresses. It is mandatory to enter one phone and one email address.
- Type a description that best suits the **tour company**, up to 300 words. You further describe individual tours under 'Tour Services' on the following page
- Apply any awards applicable to the tour and the year in which they were won.

Tour Services

- To update an existing tour service click on the tour name at the top of the page and make any changes to the tour service
- To add a new tour service click on '**ADD NEW TOUR SERVICE**' link
- To add a tour that is similar to one that is already listed, ensure the tour has been selected then click the '**DUPLICATE**' link. You can then make changes to the new tour service.
- To delete an existing tour service, ensure the tour has been selected then click the '**DELETE TOUR SERVICE**' link.

Adding a New Service

- Enter Tour Name
- Enter a tour description; include any places you will be visiting and activities offered.
- Classify the **Tour Type** by selecting the appropriate categories. Multiple selections may be chosen. It is important to read the definitions provided to ensure the tour meets the criteria. To do this hover your mouse over the category.
- Enter available tour dates ie Snow Tours 01 June 2007 to 01 October 2007 or for tours that are



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available year-round 01 April 2007 to 31 March 2008,

- Enter **Starting Point**. The pick-up box is for adding specific departure points ie Central Station or All Hotels in the Sydney CBD. If you pick up from several locations/ hotels click on '**More start locations..**' and add each point or hotel name.
- Create in **Tour Highlights** an itinerary route
 - E.g. Visiting **Three Sisters** Suburb/City/Town **Katoomba**
 - Visiting **Leura Village** Suburb/City/Town **Leura**
 - Visiting **Ben's Sheep Station** Suburb/City/Town **Bathurst**
- **Click** on check boxes to select applicable mode of transport, facilities, activities and experiences

Rates This is where you enter the indicative rates for the tours you have provided information on, in the Tour Details section.

Indicative Rates

- Select the Tour Service, Rate Basis and From and To Rate

When you have finished your update **click** on '**SAVE**' and '**FINISH/RELEASE LIVE**' at the bottom of the page and your product will be sent to Tourism New South Wales for quality control.

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