



2021 Price Guides (FAQ's)

1. Where do I get my price guide?

You may access your venue specific price guide through your venue Encore Global Locator page which may be found by visiting <https://encoreglobal.com/locations/> <https://encoreglobal.com/team-member-login/>

2. What if I don't know my venue location page?

Your venue Encore page may be found by visiting <https://encoreglobal.com/locations/>. Type your venue name and location and then click on the provided link.

3. My Price Guide login and password is not working? (The person listed as the contact in the venue page is the person with the access)

Please ensure that the venue contact information in the location page is accurate, if not, follow the steps on question 4.

4. I have other changes that I need to make on my Price Guide that are not available on the "Update Item Availability" link? i.e. DET, Contact Info, Venue Logo, etc.

Please submit a request by accessing this link [Marketing Request Form](#). Select "Partnership Website", "Edit to Existing Site" and complete the fields.

5. My price guide pricing is incorrect?

For questions regarding your price guide pricing, please contact Revenue Management by emailing pricing@encoreglobal.com

6. I have changes to make on my Price Guide?

Some changes may be made directly on the site by clicking on "Edit Pricing" once you login to the Price Guide pages within the location page.

7. My Price Guide password is not working?

From the login page, please select "Lost your password?" link. If it still doesn't work, you may not be set up in the system for that venue, please submit a request to be added to that venue by accessing this link [Marketing Request Form](#). Select "Partnership Website", "Edit to Existing Site" and complete the fields.

8. Why is my price guide not printing correctly?

Please be sure to follow these steps:

1. At the bottom of your price guide, click on "Print Price Guide" button

A dark blue rectangular button with the text "Print Price Guide" in white.

2. Under more settings, please make sure to select the following:

- a. Destination – choose "Adobe PDF" or "Save as PDF"
- b. Layout – Portrait
- c. Paper size – Letter
- d. Margins – Default
- e. Options – Do NOT select any

3. **IMPORTANT:** Depending on the type of printer and how your printer is set up, please note you may have to adjust your margins, scale and other elements before saving/printing a PDF.