How to Use the Opinion Center

Logging a New Opinion

- 1. From the **Messages** Big Menu, select **Opinion** under the **New** column.
- 2. In the **Method In** field, select the appropriate incoming method (e.g. *Telephone*, *Fax*, or *US Mail*)
- 3. Enter the constituent's **Comments** (e.g. Questions on the budget, etc.).
- 4. Type the **Name and Address** in the appropriate fields and click the **Search** button.
 - 1. Either select an existing Contact or the **Add New Contact** radio button.
 - 2. If appropriate, select an Affiliation(s), Issue(s), Assigned To, Method Out, Form Letter, and/or Batch Name.
 - Click the **Respond** button to create a *Pending* Message record or click **Do not Respond** to create a

Closed with No Response Message record.

Once the message information has been saved, the screen will refresh to enter the next opinion.

