

# Rendez-vous Canada 2018

## Guide to Managing your Appointments

# Rendez-vous Canada 2018 Appointment Guide

This guide will explain how Buyers, Sellers, Media, and Destination Canada delegates can make appointment requests for Rendez-vous Canada 2018.

*You can access Appointment Requests via your MyRVC page.*

We will show how to make requests as a Seller, but the steps will be nearly the same if you are a Buyer. Differences will be noted where applicable.

*NOTE: You must be registered as an appointment-taking delegate to make requests. If you are unclear of your status, please contact the RVC project team.*

## My RVC

Summary

Appointment Requests

## Request New Appointments

To request an appointment for any of your open appointment slots, you can either **click on an open appointment slot to select it**, or you can hold down the 'Ctrl' key and select multiple appointments.

1

You can also click on the **"Select Open"** button to highlight all of your open appointment slots, or go to the **"Open Appointments"** tab and click **"Select All"**.

2

3

Once you have selected any or all open slots, click on the **"Request Appointment"** button. This will open the search window.

4

The screenshot shows the 'Appointments Schedule' tab in the MyRVC interface. It features a table with columns for Appt N, Time, Booth, Status, Delegate, Company, and City, State, Country. The table is filtered for 'Monday AM 14-May-2018' and shows 10 open appointment slots. A 'Day' dropdown is at the top left. Below the table are several action buttons: 'Request Appointment', 'Request Cancellation', 'Request Change', 'Send Message', 'View Profile(s)', 'Select Open', 'Select Scheduled', 'Deselect All', 'Block', and 'Unblock'. Numbered callouts indicate: 1 points to the 'Open' status in the second row; 2 points to the 'Request Appointment' button; 3 points to the 'Open Appointments' tab; and 4 points to the 'Request Appointment' button.

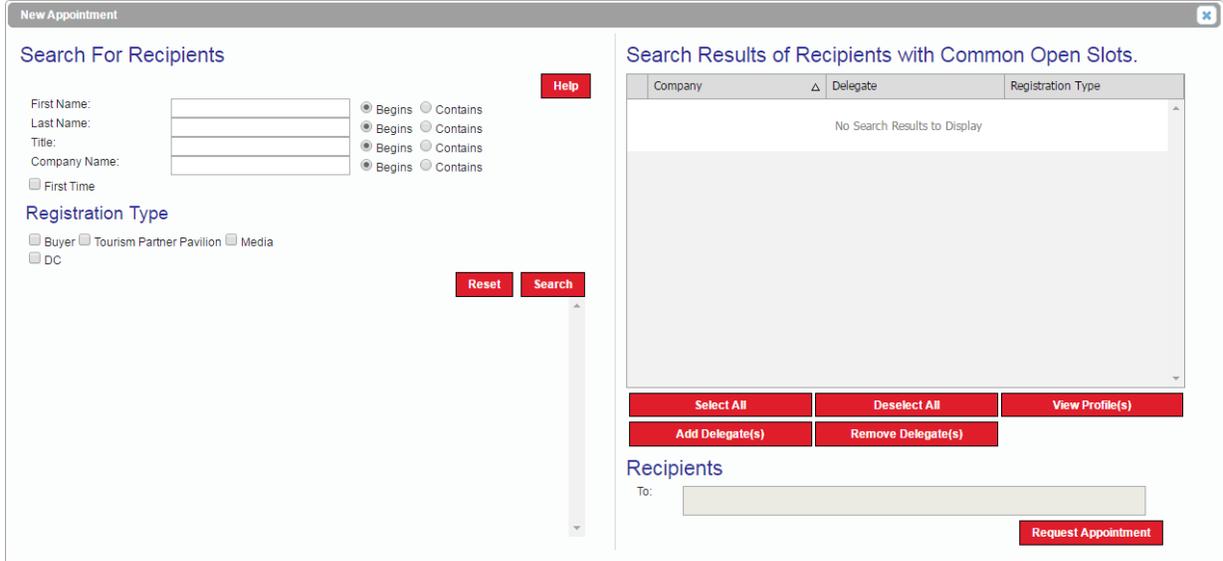
### Notes:

- Half-booth sellers who have opted for concurrent appointments will have an additional 34 open appointment slots and will now be able to book appointments directly with buyers.

*If you need help, click the Help button in the Appointment Requests tab of MyRVC. For a full explanation of appointments and how they are structured, please visit the "Appointments" page on the RVC site at <http://rendezvouscanada.ca/about/about-rvc/appointments/>*

# Request New Appointments

The 'New Appointment' pop-up is where you can refine your search parameters by company name, delegate name, or registration type.

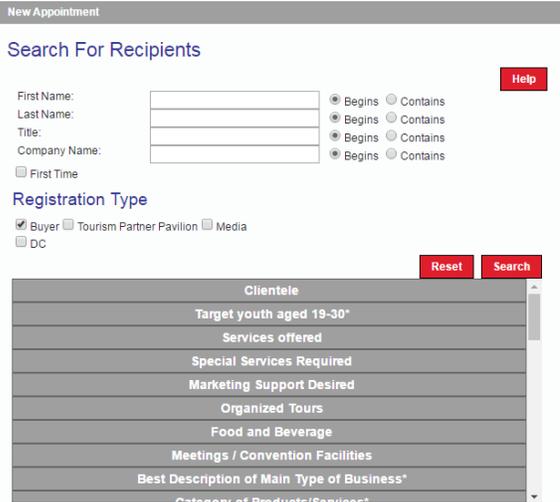


## View all available delegates:

If you would like to see a list of all available Buyers without refining your search, select the 'Buyer' checkbox under 'Registration Type', then click on the "Search" button.

## Refine your delegate search:

To search for Buyers, click the 'Buyers' checkbox. At this stage, you can refine your search according to the company criteria. Click on a heading to see all available options and select any desired. Once you have made your selections, click the "Search" button. To start your search over, click "Reset".



## Submit your request:

The first time you make manual appointment requests, you may notice that delegates are sorted into different categories according to your appointment status with them. These categories include:

- **Available:** you do not have an appointment requested or scheduled with this delegate. **Delegates in this category are the only ones available for a manual appointment request.**
- **Requested By Me:** you have already submitted a request to meet with this delegate, and the request is pending. This request must be approved or declined by the listed delegate.
- **Scheduled:** you already have an appointment scheduled with this delegate.
- **Scheduled Appointment with Colleague:** another delegate from your company has an appointment with this delegate.

Search Results of Recipients with Common Open Slots.

Company	Delegate	Registration Type
Status: Available		
Availpro		Tourism Partner Pavilion
Availpro		Tourism Partner Pavilion
Booking.com		Tourism Partner Pavilion
Canadian Tourism Commission		DC
CTM Media Group, Inc.		Tourism Partner Pavilion
Oferas Turisticas		Buyer
Parks Canada/Parcs Canada		Tourism Partner Pavilion
Status: Pending Request With Colleague		
All Americas Inc		Buyer
Status: Requested By Me		
AC Tours		Buyer
Adventure Canada		Buyer
Frontline Travel Writer		Media

Select All   Deselect All   View Profile(s)

Add Delegate(s)   Remove Delegate(s)

Recipients

To:

Request Appointment

To request an appointment with an available delegate, you can either click on the delegate name to select it, or you can hold down the “Ctrl” key and select multiple delegates. You can also click on the “Select All” button to highlight all of the available delegates.

Click on “Add Delegate(s)” to add the selected delegates to the ‘Recipients’ field, then click “Request Appointment”. Click the ‘X’ to close the pop-up confirming your request.

To review your sent requests, click on the “Requests By Me” tab.

Search Results of Recipients with Common Open Slots.

Company	Delegate	Registration Type
Status: Available		
Oferas Turisticas		Buyer
Status: Pending Request With Colleague		
All Americas Inc		Buyer
Status: Requested By Me		
Adventure Canada		Buyer
Status: Scheduled		
1st Class Holidays		Buyer
AZZ Travel		Buyer
Action Travel		Buyer
Adventure Travel		Buyer
Air Canada Panama		Buyer
Arca Touring		Buyer
Reklino Country Holiday Travel		Buyer

Select All   Deselect All   View Profile(s)

Add Delegate(s)   Remove Delegate(s)

Recipients

To: Miguel

Request Appointment

## Review requests to meet with you:

You may receive requests from other delegates to meet with you. You will be alerted to requests that require a response with a number in the Requests To Me tab. Click on this tab to view all requests to you, including those to which you have already responded.

In the Requests To Me tab, a request with a Status of 'Pending' requires a response from you. Click on 'Action' in the Details column of the appropriate request to Accept or Decline the request.

Request Type	City, State, Country	Details
Appointment	Harmelen, Netherlands	Action

Slot	Start Time	Date	Comments
42	2:32 PM	05/15/2018	

- **To Accept the request:** click on the desired timeslot, then click "Accept".
- **To Decline the request:** click "Decline".

## Changing Your Schedule

From your Appointments Schedule, you can make three types of changes: Request Cancellation, Request Change, and Block/Open Appointment Slots.

- 1 Request Cancellation:** this will send a cancellation request to the selected delegate. To request an appointment cancellation with a delegate, you can either click on the delegate name to select it, or you can hold down the 'Ctrl' key and select multiple appointments. Then, click "Request Cancellation". In the pop-up, explain the reason for the cancellation and click "Request Cancellation". Please check back regularly to see if your request has been accepted. The appointment will automatically be cancelled and removed from the schedule of both parties if no action is taken within 24 hours.
- 2 Request Change:** to move an appointment to a different timeslot, select the applicable appointment and click "Request Change". If there are any other mutually available appointment times in your schedules, they will be displayed. Select the new timeslot, add a message, and click "Request Change". If the delegate accepts the change, your schedule will be automatically updated.

**Block/Unblock Appointment Slots:** All delegates with a full appointment schedule are automatically assigned a morning and afternoon break each day. Sellers can cancel this break and request additional appointments by selecting the blocked timeslot and clicking “Unblock”.

- 3 Sellers can also choose to block open appointment slots by selecting the open timeslot and clicking “Block”.
- 4

**Note:** Buyers must receive approval from their Destination Canada representative in order to block an appointment slot.

Appointments Schedule	Requests By Me	Inbox Messages	Settings
Open Appointments	Requests To Me (1)	Sent Messages	No Show Reporting

Day	Appt No	Time	Booth	Status	Delegate	Company	City, State, Country
Day: Monday AM 14-May-2018							
	1	08:30					
	2	08:46		Open			
	3	09:02					
	4	09:18		Open			
	5	09:34					
	6	09:50		Open			
	7	10:06					
	8	10:22		Open			
	9	10:38					
	10	10:54		Open			

Request Appointment	Request Cancellation	Request Change	Send Message
View Profile(s)	Select Open	Select Scheduled	Deselect All
Block	Unblock		

## Sending a Message

The appointment scheduling system includes a messaging system to communicate directly with other delegates. This is useful if you want to pitch a meeting. Messages sent through this system are copied to the addressee’s email address.

Appointments Schedule	Requests By Me	Inbox Messages	Settings
Open Appointments	Requests To Me (1)	Sent Messages	No Show Reporting

From	Company	Subject	Date and Time	Status
	Action Travel	Hello	03/22/2017 10:18	Read

Select All	Deselect All	Print	Delete
View Profile(s)	Reply	Compose	Forward

## Compose:

The “Compose” pop-up is where you can find a delegate by company name, delegate name, or registration type. The message ‘Search’ functions the same as the appointment ‘Search’.

The screenshot shows the 'Compose' interface with the following sections:

- Search For Recipients:** Includes input fields for First Name, Last Name, Title, and Company Name. Each field has radio buttons for 'Begins' and 'Contains'. There is also a 'First Time' checkbox and a 'Registration Type' section with checkboxes for Seller, Buyer, Tourism Partner Pavilion, DC, and Media. A 'Search' button and a 'Reset' button are located below these fields.
- Clientele:** A list of categories with checkboxes, including Scheduled Group Tour, Individual - Business, Students/School Groups, Specialized Groups - Other, Individual - Leisure, Incentive, Specialized Groups - small (less than 20 people for adventure/travel, etc.), Group - Business, Conventions/Trade Shows, Educational/Learning Groups, Group - Leisure, Meetings/Corporate, Sports Groups, and Seniors.
- Recipients' Search Results:** A table with columns for Company, Delegate, and Registration Type. The results show several entries for '1st Class Holidays' and 'Adventure Travel', all with a 'Buyer' registration type. Below the table are buttons for 'Select All', 'Deselect All', 'View Profile(s)', 'Add Recipients', and 'Remove Delegate(s)'.
- Write Your Message:** A form with fields for 'To:' (filled with 'Brian'), 'Subject:' (filled with 'Hi'), and 'Message:' (filled with 'Hi'). A 'Send' button is at the bottom right.

Click “Search” to see a list of all delegates.

To send a message to a delegate, you can either click on the delegate name to select it, or you can hold down the ‘Ctrl’ key and select multiple delegates. You can also click on the “Select All” button to highlight all of the available delegates.

- Click on “Add Recipient(s)” to add the selected delegates to the ‘To’ field, then compose your message and click “Send”.

*See you at Rendez-vous Canada 2018!*