

Rendez-vous Canada 2019

Guide to Managing your Appointments

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Appointment Guide

This guide will explain how Buyers, Sellers, Media, and Destination Canada delegates can make appointment requests for Rendez-vous Canada 2019.

You can access Appointment Requests via your MyRVC page.

My RVC

Appointment
Schedule

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.

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.

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**.

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

The screenshot shows the 'Appointments Schedule' tab selected. The interface includes a table with columns: Appt N, Time, Booth, Status, Delegate, Company, and City, State, Country. The table lists 10 appointments for Monday AM 14-May-2018. Appointment 2 at 08:46 is highlighted, with a callout '1' pointing to it. Below the table is a row of buttons: 'Request Appointment' (callout '4'), 'Request Cancellation' (callout '2'), 'Request Change', and 'Send Message'. Below these are two rows of buttons: 'View Profile(s)', 'Select Open', 'Select Scheduled', and 'Deselect All' in the first row; and 'Block', 'Unblock' in the second row.

Appt N	Time	Booth	Status	Delegate	Company	City, State, Country
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					

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://www.rendezvouscanada.ca/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.

New Appointment

Search For Recipients

First Name: ☐ Begins ☐ Contains
Last Name: ☐ Begins ☐ Contains
Title: ☐ Begins ☐ Contains
Company Name: ☐ Begins ☐ Contains
☐ First Time

Registration Type

☐ Buyer ☐ Tourism Partner Pavilion ☐ Media
☐ DC

Reset **Search**

Search Results of Recipients with Common Open Slots.

Company	Delegate	Registration Type
No Search Results to Display		

Select All **Deselect All** **View Profile(s)**
Add Delegate(s) **Remove Delegate(s)**

Recipients

To:

Request Appointment

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**.

Reset **Search**

New Appointment

Search For Recipients

First Name: ☐ Begins ☐ Contains
Last Name: ☐ Begins ☐ Contains
Title: ☐ Begins ☐ Contains
Company Name: ☐ Begins ☐ Contains
☐ First Time

Registration Type

☒ Buyer ☐ Tourism Partner Pavilion ☐ Media
☐ DC

Reset **Search**

Clientele

- Target youth aged 19-30*
- Services offered
- Special Services Required
- Marketing Support Desired
- Organized Tours
- Food and Beverage
- Meetings / Convention Facilities
- Best Description of Main Type of Business*
- Category of Products/Services*

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
<input type="checkbox"/> 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
Ofertas Turísticas		Buyer
Parks Canada/Parcs Canada		Tourism Partner Pavilion
<input type="checkbox"/> Status: Pending Request With Colleague		
All Americas Inc		Buyer
<input type="checkbox"/> Status: Requested By Me		
AC Tours		Buyer
Adventure Canada		Buyer
Freelance 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
<input type="checkbox"/> Status: Available		
Ofertas Turísticas		Buyer
<input type="checkbox"/> Status: Pending Request With Colleague		
All Americas Inc		Buyer
<input type="checkbox"/> Status: Requested By Me		
Adventure Canada		Buyer
<input type="checkbox"/> Status: Scheduled		
1st Class Holidays		Buyer
AZZ Travel		Buyer
Action Travel		Buyer
Adventure Travel		Buyer
Air Canada Panama		Buyer
Arca Touring		Buyer
Refined 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.

The screenshot displays a web interface for managing requests. At the top, there are four tabs: 'Appointments Schedule', 'Requests By Me', 'Inbox Messages', and 'Settings'. Below these, a sub-menu shows 'Open Appointments', 'Requests To Me (1)', 'Sent Messages', and 'No Show Reporting'. The 'Requests To Me (1)' tab is active, showing a 'Request(s) Received Details' pop-up window. This window contains a table with the following data:

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

Below the table are 'Accept' and 'Decline' buttons. To the right of the pop-up, a sidebar shows 'City, State, Country' as 'Harmelen, Netherlands' and a 'Details' column with an 'Action' link. At the bottom of the interface are four buttons: 'Select All', 'Deselect All', 'View Profile(s)', and 'Send Message'.

- 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**.

Click **Search** to see a list of all delegates.

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

- Search For Recipients:** Includes input fields for First Name, Last Name, Title, and Company Name. It also has radio buttons for 'Begins' and 'Contains' for each field, and a 'First Time' checkbox. Below these are checkboxes for 'Registration Type' (Seller, Buyer, Tourism Partner Pavilion, DC, Media). A 'Search' button and a 'Reset' button are at the bottom right of this section.
- Recipients' Search Results:** A table with columns: Company, Delegate, and Registration Type. The table lists several companies, with '1st Class Holidays' and 'A2Z Travel' having delegates listed. Below the table are buttons: 'Select All', 'Deselect All', 'View Profile(s)', 'Add Recipients', and 'Remove Delegate(s)'.
- Write Your Message:** Includes fields for 'To:' (filled with 'Brian'), 'Subject:' (filled with 'Hi'), and a large text area for the 'Message:' (filled with 'Hi'). A 'Send' button is at the bottom right.
- 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'.

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 2019!