

# Rendez-vous Canada 2023: Manual Appointment Request Guide



This guide will explain how Buyers, Sellers, Media, and Destination Canada delegates can make manual appointment requests for Rendez-vous Canada 2023.

My RVC

You can access Appointment Requests via your MyRVC Portal.



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 refer to the Summary page on your MyRVC Portal.*

## 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' interface. At the top, there are four tabs: 'Appointments Schedule', 'Requests By Me', 'Inbox Messages', and 'Settings'. Below these are sub-tabs: 'Open Appointments' (with a callout '3'), 'Requests To Me (1)', 'Sent Messages', and 'No Show Reporting'. A 'Day' dropdown menu is set to 'Monday AM 14-May-2018'. A table lists appointment slots with columns for 'Appt N', 'Time', 'Booth', 'Status', 'Delegate', 'Company', and 'City, State, Country'. Row 2 (08:46) is highlighted with a callout '1'. At the bottom, there are two rows of red buttons: the first row contains 'Request Appointment' (with callout '4'), 'Request Cancellation' (with callout '2'), 'Request Change', and 'Send Message'; the second row contains 'View Profile(s)', 'Select Open', 'Select Scheduled', and 'Deselect All'. A third row contains 'Block' and 'Unblock' buttons.

If you need help, click the **Help** button in the Appointment Requests tab of MyRVC Portal.

For a full explanation of appointments and how they are structured, please visit the [Appointments](http://www.rendezvouscanada.ca/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.

The screenshot shows a 'New Appointment' window with two main sections. On the left, 'Search For Recipients' includes input fields for First Name, Last Name, Title, and Company Name, each with radio buttons for 'Begins' and 'Contains'. There is also a 'First Time' checkbox. Below this is the 'Registration Type' section with checkboxes for Buyer, Tourism Partner Pavilion, Media, and DC. A 'Help' button is at the top right, and 'Reset' and 'Search' buttons are at the bottom. On the right, 'Search Results of Recipients with Common Open Slots' shows a table with columns for Company, Delegate, and Registration Type. The table is currently empty, displaying 'No Search Results to Display'. Below the table are buttons for 'Select All', 'Deselect All', 'View Profile(s)', 'Add Delegate(s)', and 'Remove Delegate(s)'. At the bottom right, there is a 'Recipients' section with a 'To:' field and a 'Request Appointment' button.

## 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**.



This screenshot shows the 'New Appointment' window with the 'Search For Recipients' section. The 'Registration Type' section has the 'Buyer' checkbox checked. Below it, a list of criteria is displayed, each with a heading and a list of options. The criteria are: 'Clientele' (Target youth aged 19-30\*), 'Services offered', 'Special Services Required', 'Marketing Support Desired', 'Organized Tours', 'Food and Beverage', 'Meetings / Convention Facilities', and 'Best Description of Main Type of Business\*'. A 'Reset' and 'Search' button are at the top right of this section.

## 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.

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 Turísticas		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
Excellence Travel Writer		Media

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.

Company	Delegate	Registration Type
Status: Available		
Ofertas Turísticas		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

## 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.

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.

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			

## 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.

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



## 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' interface 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 this is the 'Registration Type' section with checkboxes for Seller, Buyer, Tourism Partner Pavilion, DC, and Media. A 'Search' button and a 'Reset' button are located to the right.
- Recipients' Search Results:** A table with columns for Company, Delegate, and Registration Type. The table lists several entries, with '1st Class Holidays' and 'Brian' highlighted. Below the table are buttons for 'Select All', 'Deselect All', 'View Profile(s)', 'Add Recipients', and 'Remove Delegate(s)'.
- Write Your Message:** A section with 'To:', 'Subject', and 'Message' fields. The 'To:' field contains 'Brian'. 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 2023!*