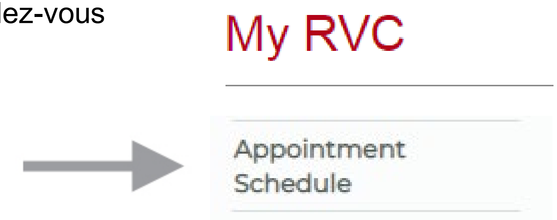
Rendez-vous Canada 2023:
Manual Appointment Request Guide

RVC
2023 Ville de Québec
Québec City

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

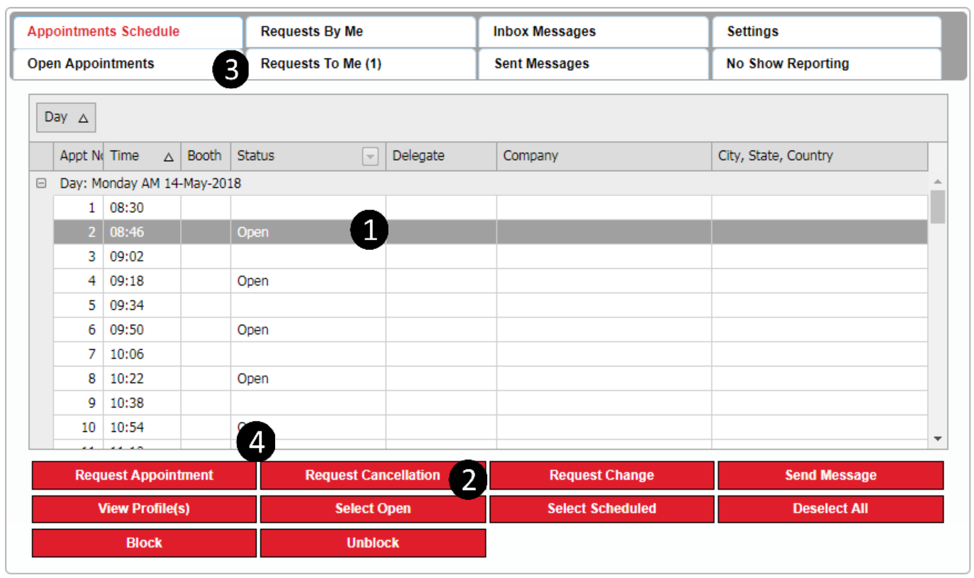


You can access Appointment Requests via your MyRVC Portal.

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



1 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.

2 You can also click on the Select Open button to highlight all of your open appointment slots, or go to

3 the Open Appointments tab and click Select All.

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

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 page on the RVC site at http://www.rendezvouscanada.ca/appointments/

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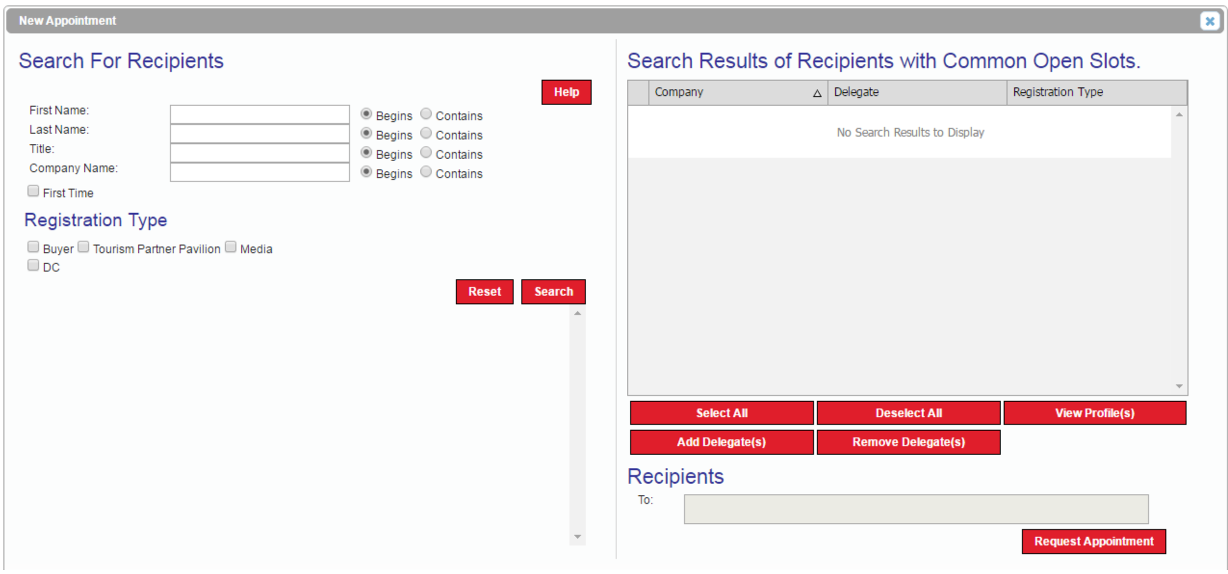
Request New Appointments

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

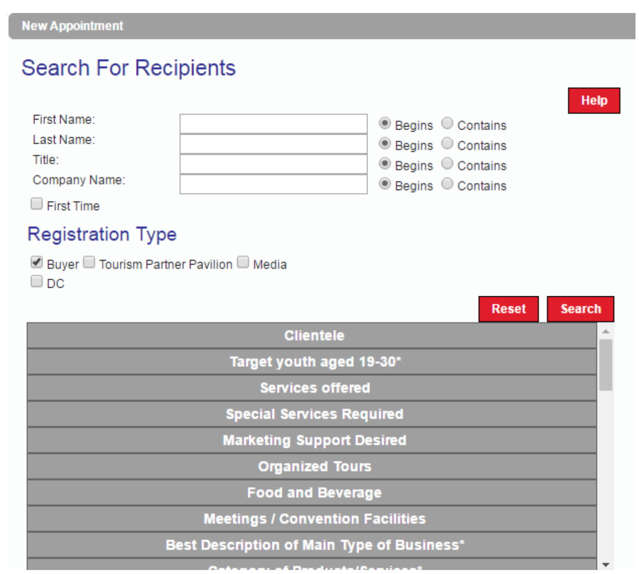


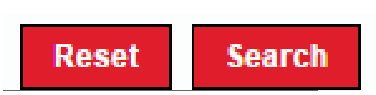
View all available delegates:

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.





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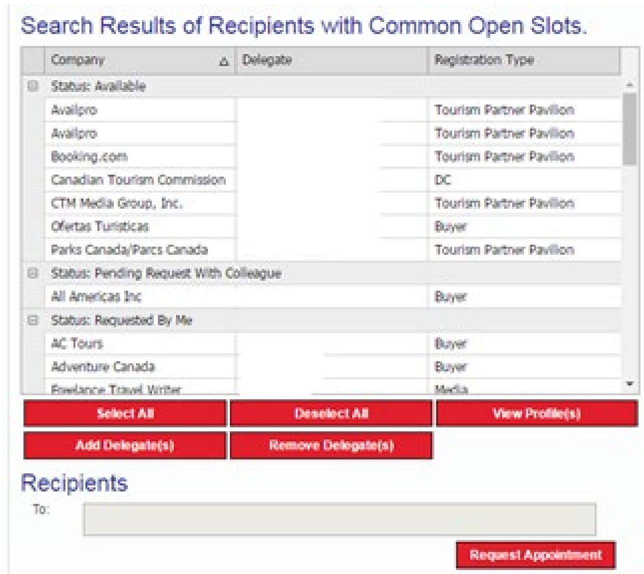
Submit your request:

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:

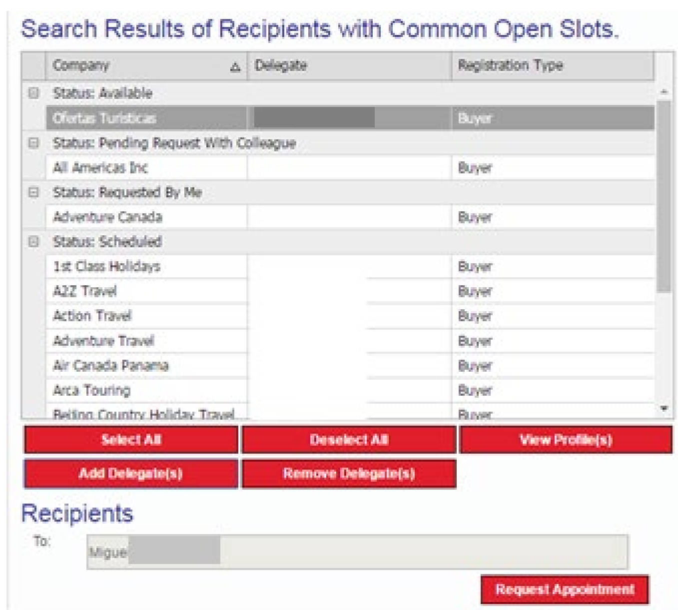
- Available: you do not have an appointment requested or scheduled with this delegate. **Delegates in this category are the only ones available for a manual appointment request.**
- Requested By Me: you have already submitted a request to meet with this delegate, and the request is pending. This request 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.



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.

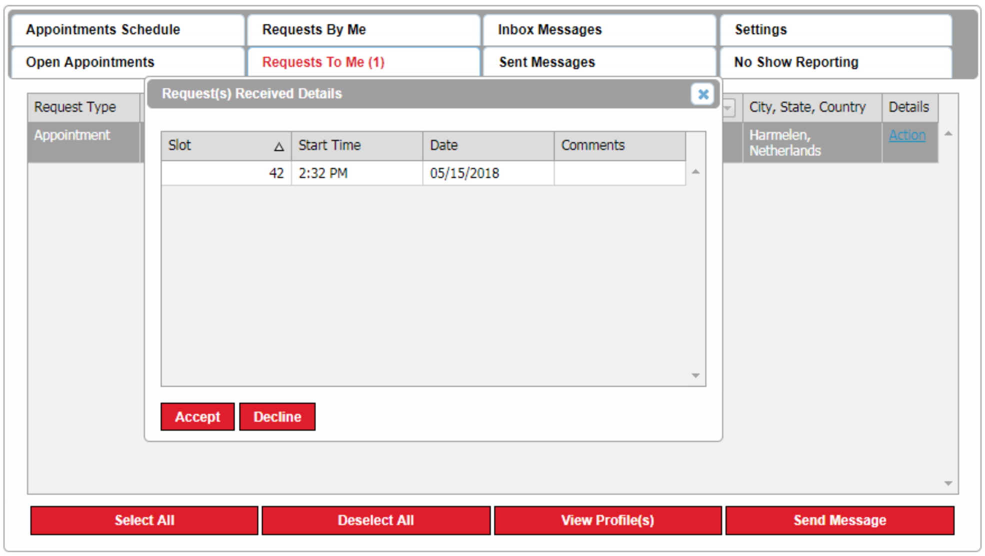
To review your sent requests, click on the Requests By Me tab.



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.



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

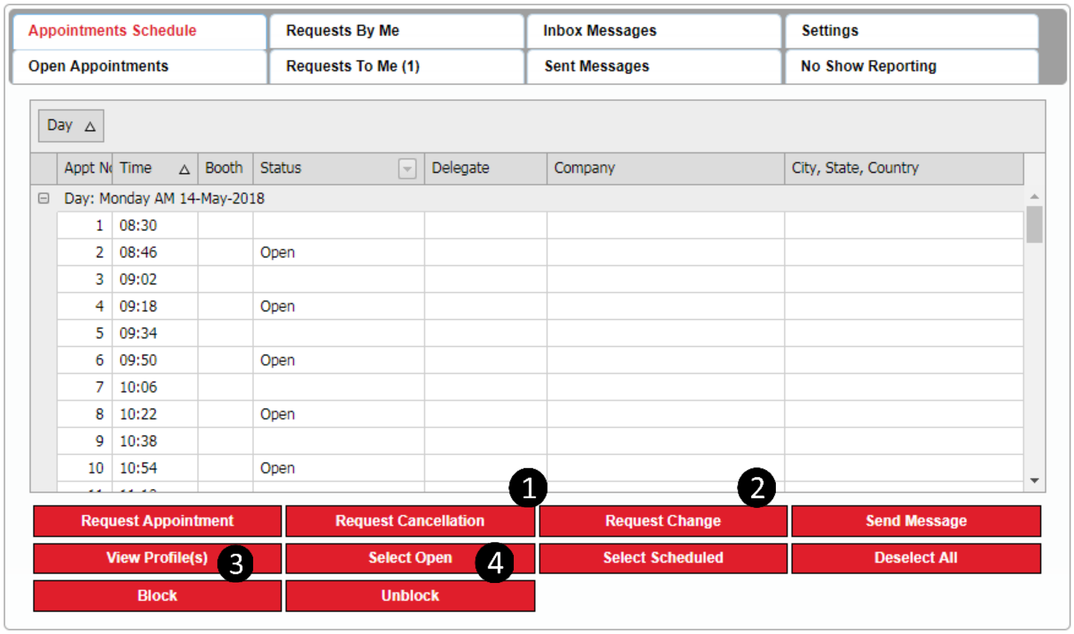
Changing Your Schedule

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.

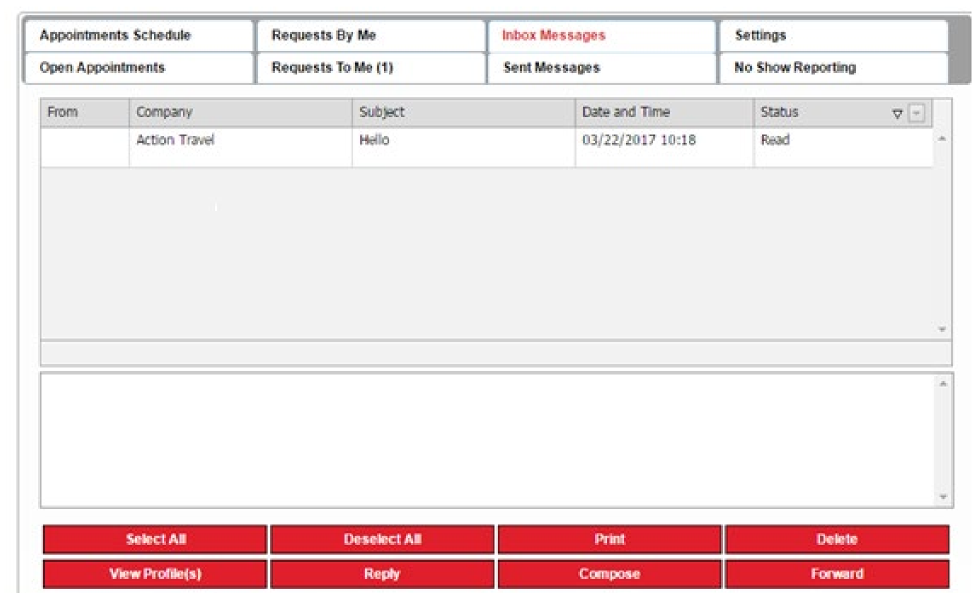
Block/Unblock Appointment Slots: All delegates with a full appointment schedule are automatically assigned a morning and afternoon break each day. Sellers can cancel this break
3 and request additional appointments by selecting the blocked timeslot and clicking Unblock.
Sellers can also choose to block open appointment slots by selecting the open timeslot
4 and clicking Block.



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

Sending a Message

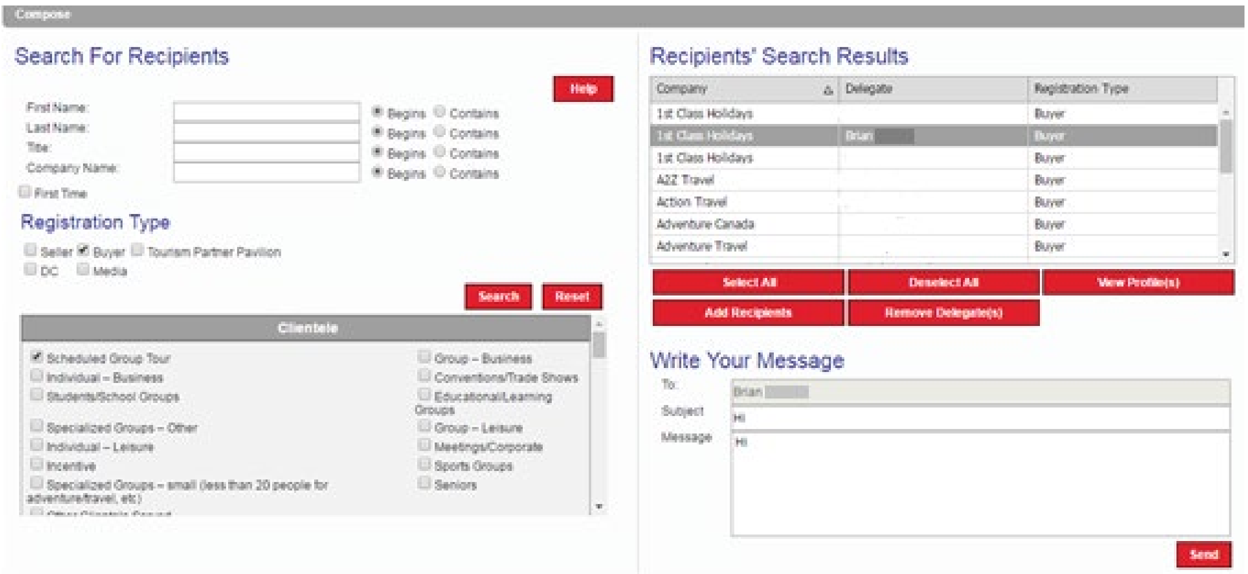
The appointment scheduling system includes a messaging system to communicate directly with other delegates. This is useful if you want to pitch a meeting. Messages sent through this system are copied to the addressee's email address.



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.



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!