



Using the INTU appointment system Arts and Events 2017

Instructions for Tour Operators

Aim of the appointments system

The system allows each tour operator (TO) to pick the companies he or she would like to meet with during the workshop sessions and to create a virtual diary.

Each appointment will last for 15 minutes and there are 20 slots available within the following times:

9.00 -14.00.

Access to the system

To access the system, you will need a normal internet connection (e.g. broadband) and a browser.

The system works perfectly with Internet Explorer 7-8, Firefox 2 and Google Chrome or better.

There may be slight differences with different the browsers but only in terms of appearance.

The address for access is:

<http://www.iniziativeturistiche.com/BORSA2017/login.asp>

To gain access, you will need to input certain information (username and password) that will be supplied to you by the secretariat.

We would remind you that login data is case insensitive for the username but case sensitive for

The password: e.g. if the username is pippo6 and the password is 3abcd6 (random examples), the login can be entered as PIPPO6 or Pippo6 or pippo6, etc. The password however cannot be entered as 3ABCD6 or 3Abcd6.



Choosing which companies to meet

There is a list of companies from which to choose. Each company name is accompanied by a profile compatible with that of the TO. Each has a numerical "relevance" figure. The higher the number, the greater the compatibility of the two profiles. The "match" section is arranged in

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order of descending "relevance". Companies with no compatibility do not appear on the "match" list.

Adding appointments to your diary

The "add" column in the "match" section lets you add an appointment with that company to your diary.

All you need to do is click on *add*. If your diary is full or if there are no slots available that are compatible for both companies, the company is put on the waiting list and "WL" appears.

As soon as a slot becomes available (for whatever reason, including due to changes made by others), the waiting list is analysed and the system tries to assign appointments with priority given to the companies that have waited longest. Companies on the waiting list are shown in the "my waiting list" section.

Cancelling appointments in your diary

To cancel an appointment, all you need to do is click on *cancel*.

The number of free slots (if any) and the total number of slots available (20 for TOs) are shown at the foot of the "diary" section.

Appointments made by companies

Companies too that are making "offers" can choose their appointments using exactly the same mechanism as that used by TOs. This means that a TO's diary may well have appointments made by the TO and others made by the company making the "offer".

N.B. TOs can only cancel appointments that they have made themselves. They cannot cancel appointments made by companies. Appointments made by companies can be recognised by their "no entry" symbol. Please see the section below regarding "refusing appointments"

Refusing appointments

If a particular TO does not want to meet a certain company shown on his or her diary as having requested an appointment, it is always possible to refuse such an appointment. Such a refusal can only take place when a company making an "offer" has fixed an appointment with a TO.

To indicate a refusal to meet, simply click on "no entry" on the line for the diary. When you click on this symbol, it means that appointments with that company are blocked. Clicking on the symbol also has the effect of cancelling the appointment.

Each TO can refuse up to three appointments.

The "match" section has two columns related to refusals: The first (GVEN - given) indicates refusals that the company has made. The second (RCVD - received) shows the refusals received by the company. In both cases there is no "add to diary" symbol in the corresponding line thus preventing any appointments from being made with that company.

Refusing an appointment is irreversible. To cancel a refusal you need to contact the secretariat. For this reason we ask you to think carefully before refusing an appointment and not to use this option just for the sake of it.

Refusing an appointment can even be seen as an insult. We therefore strongly recommend that, although it is not mandatory, you accompany any refusal to meet with a brief explanation (e.g. "I

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have already met with that company on a previous occasion"). To offer an explanation for a refusal, click on the "refuse" symbol in the GIVEN column of the "match" section.

Documents for the workshop

As the workshop draws nearer, certain documents that will be useful on the day of your appointments will be made available through the system (you will be kept informed by e-mail). These documents will include:

1. Your final appointments diary
2. A list of the companies with compatible profiles (in effect the "match" section)
3. The names of the companies on the waiting list
4. Refusals made
5. Refusals received

The documents will be in PDF format to facilitate printing. Copies of these documents will also be available at accreditation on the day of the workshop.

NOTE Minor changes may be made to the layout of these instructions but these will not mean changes to how the system works.

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