

# Using the INTU appointment system Arts and Events 2019

## 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 browsers but only in terms of appearance.

The link for direct access is:

<http://www.iniziativeturistiche.com/BORSA2019/login.asp>

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



ARTS AND EVENTS  
100 ITALIAN CITIES

BOLOGNA

23ª BORSA DEL TURISMO  
DELLE 100 CITTÀ D'ARTE E DEI BORGHETTI D'ITALIA  
30 MAGGIO - 1 GIUGNO 2019

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Login

Username:

Password:

Login

[Istruzioni per le aziende dell'Offerta \(formato PDF\)](#)  
[Istruzioni per i TO italiani \(formato PDF\)](#)  
[Instructions for TO \(in english\) \(PDF file\)](#)

### 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 the one of the TO. Each one has a numerical "relevance" figure. The higher the number, the greater the compatibility of the two profiles. The "match" section is arranged in 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 analyzed 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 so-called "my waiting list" section.

You can set maximum 5 five appointments every 24 hours. In every moment, on the heading of the section "Match" you can read the number of appointments you have still available to set.

## Canceling appointments in your diary

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

The removal of an appointment acts on the limit of 5 appointments every 24 hours, freeing one.

## Appointments made by companies

Also Sellers can choose their appointments using exactly the same mechanism used by TOs. This means that a TO's diary contains both appointments made by the TO itself and others made by the Sellers.

N.B. TOs can only cancel appointments that they have made themselves. They cannot cancel appointments made by Sellers.

**Appointments made by Sellers can be recognized by the letter R ("Received") after**



**the icon:** , instead of the diary symbol. Please see the section below regarding "refusing appointments"

## Refusing appointments

If a particular TO does not want to meet a certain Seller shown on his / 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 Seller has fixed an appointment with a TO.



**To indicate a refusal, simply click on the 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 Workshop 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 is not mandatory, you accompany any refusal with a brief explanation (e.g. "I have already met with that company on a previous occasion"). To offer an explanation for a refusal, click on the "refuse" symbol in the GVEN 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 Registration Desk 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.