



MARKETPLACE 2010

APPOINTMENT SCHEDULES

MARKETPLACE 2010
JANUARY 15-19, 2010 NATIONAL HARBOR, MD

MARKETPLACE 2010 SCHEDULE

Friday, Jan. 15

- 8:00 a.m. – 5:00 p.m.
Board of Directors Meeting
- 10:00 a.m. – 6:00 p.m.
Registration & Service Centers Open
- 11:00 a.m. – 5:00 p.m.
Sightseeing Tours (times vary for each tour)
Sponsored by The Capital Region
- 7:00 p.m. – 9:30 p.m.
Experience Northern Virginia: The Pursuit of Happiness Evening Event
Sponsored by Northern Virginia Visitors Consortium, George Washington's Mount Vernon Estate and Gardens & Virginia Tourism Corp.

Saturday, Jan. 16

- 7:00 a.m. – 6:00 p.m.
Registration & Service Centers Open
- 8:00 a.m. – 9:30 a.m.
Operator Business Session and Breakfast
Breakfast Sponsored by Shaw Festival Theatre
- 9:00 a.m. – 5:30 p.m.
Product Pavilion Open
ABA Foundation Silent and Live Auction
- 10:00 a.m. – 11:30 a.m.
Opening Ceremony and ABA Annual Meeting
Sponsored by Gaylord National Resort & Convention Center
- 12:00 p.m. – 1:30 p.m.
Operator-to-Operator Luncheon
Sponsored by Greater Birmingham CVB
- 12:00 p.m. – 5:30 p.m.
Networking Floor Reception
Sponsored by ABC Companies, BCI, Daimler Buses North America, Motor Coach Industries,
- 5:00 p.m.
Marketplace Gives Back: Monuments By Moonlight Tour
Sponsored by Destination DC, Guide Service of Washington and Gaylord National Resort
- 7:00 p.m. – 10:00 p.m.
Cruisin' Maryland! Evening Event
Sponsored by Maryland Tourism & Partners

Sunday, Jan. 17

- 6:00 a.m. – 7:00 a.m.
Marketplace Gives Back: Daybreak Walk through National Harbor
Sponsored by Maryland Tourism & Partners
- 7:00 a.m. – 6:00 p.m.
Registration & Service Centers Open
- 7:30 a.m. – 8:00 a.m.
Ecumenical Service
Sponsored by The Carolina Opry
- 8:00 a.m. – 9:00 a.m.
Operator Breakfast
Sponsored by Myrtle Beach Area CVB
- 9:10 a.m. – 12:12 p.m.
DMO/Receptive Operator Appointment Session
- 10:00 a.m. – 12:00 p.m.
BISC Executive Committee Meeting

Sunday, Jan. 17 (continued)

- 12:30 p.m. – 2:00 p.m.
Taste of Texas! All-Delegate Lunch
Sponsored by Grapevine CVB/Gaylord Texan/Team Texas
- 1:00 p.m. – 5:00 p.m.
BISC Meetings
- 2:15 p.m. – 5:59 p.m.
DMO/Receptive Operator Appointment Session
- 7:00 p.m. – 9:30 p.m.
Become a "DC Insider" Evening Event
Sponsored by Destination DC along with the Newseum & Partners
- 9:30 p.m. – 12:30 a.m.
Foundation Afterglow at Hard Rock Cafe DC
Sponsored by Hard Rock International

Monday, Jan 18

- 7:00 a.m. – 6:00 p.m.
Registration & Service Centers Open
- 7:30 a.m. – 8:30 a.m.
State/Provincial Caucus Meetings
- 8:00 a.m. – 9:00 a.m.
Operator Breakfast
Sponsored by Atlantic City Delegates
- 8:00 a.m. – 5:00 p.m.
BISC Meetings
- 9:10 a.m. – 12:12 p.m.
Lodging/Attraction Appointment Session
- 12:30 p.m. – 2:00 p.m.
All-Delegate Lunch
Sponsored by Group Sales Box Office
- 2:15 p.m. – 5:59 p.m.
Lodging/Attraction Appointment Session
- 6:00 p.m. – 7:00 p.m.
SKAL International Reception
- 6:30 p.m. – 7:30 p.m.
CTIS Graduation
Sponsored by The American Bus Association
- 7:30 p.m.
Dine Around
Sponsored by The Capital Region
- 9:30 p.m. – 12:30 a.m.
Hospitality Suite
Sponsored by Destinations of New York State

Tuesday, Jan. 19

- 7:00 a.m. – 6:00 p.m.
Registration & Service Centers Open
- 8:00 a.m. – 9:00 a.m.
Operator Breakfast
Sponsored by Arkansas, The Natural State
- 9:10 a.m. – 12:12 p.m.
Lodging/Attraction Appointment Session
- 12:30 p.m. – 2:00 p.m.
All-Delegate Lunch
Sponsored by Branson/Lakes Area Chamber of Commerce & CVB
- 2:15 p.m. – 5:59 p.m.
Lodging/Attraction Appointment Session
- 7:30 p.m. – 10:00 p.m.
Bandstand Boogie Evening Event
Sponsored by Philadelphia CVB

APPOINTMENT SCHEDULE

Manual Appointment Scheduling Page

The purpose of this page is to allow you to:

- View and print your appointment schedule
- Make or request additional appointments
- Request cancellations
- Accept or Decline any requests made to you
- Withdraw any requests that you have made

Managing Your Schedule

- Click on all tabs to see all slots available and/or scheduled.
- You can then use the Select All Filter at top of page:
 - Blank: Will display all scheduled and open slots
 - Open Appointments: Will select all open appointments.
 - Scheduled Appointments: Will select all schedule appointment slots.
- IMPORTANT: Any search or action will be taken on all selected slots. Make certain only the slots you wish to search, cancel, email, etc. are selected to eliminate any unwanted actions. Change the filter to mark the slots for your action.**
- Each slot header (grey bar) displays how many appointments have been scheduled and how many open slots you have for that time.
- Expand any slot header to see the detail of who this appointment is with by clicking on it.
- Click on Expand button to display the detail for all appointments.
- Click on the Compress button to hide all detail for all slots.
- Multi-select appointments by holding the CTRL key down while clicking.
- Choose any scheduled appointment(s) and then click on View Profile to see detailed information.
- Choose any scheduled appointment(s) and then click on Send Message to send the delegate(s) a message.
- Choose any scheduled appointment(s) and then click on Request Cancellation to cancel the appointment.
- Choose any open slot(s) and then click on Search Appt to search for delegates with the same open times as you. (See Manual Appointment Scheduling for more details.)
- Each appointment session has a tab at the top of the page. Click on each tab to view schedule, make requests, etc.

Viewing Your Appointment Schedule Through Your Marketplace Passport

Number Number of the appointment

Time Time of the appointment

Booth Buyer booth number (Seller schedule only)

Request Type

Mutual:	Appointment generated from a Mutual request (Both Buyer & Seller requested each other)
Seller	Seller Register Type (i.e. Lodging, DMO, Attraction, Rec Op) requested appointment
Buyer	Buyer requested appointment

Information in “()” is for scheduling purposes and may be disregarded by delegates.

Name Name of the scheduled delegate and company

APPOINTMENT SCHEDULE

Appointment requests made but not scheduled happened for one or more of the following reasons:

- You did not request the company, so you were not scheduled a mutual appointment;
- You did not list them as a high priority, so your request was not scheduled;
- Your appointment code (based on company registration date) was not high enough to schedule this request;
- There was not a mutual time slot open; or
- Either the company has cancelled or one of their delegates has cancelled.

Print and Viewing Options

Select the Print/Export Button at the top-center of page.

The following print/viewing options are available:

- **Print Summary**
Prints a summary of all slots and any appointments in those slots with information such as appointment time and number, booth number, delegate name, company name. This prints in list format.
- **Print Detail**
Prints a summary of all slots and any appointments in those slots with information such as appointment time and number, booth number, delegate name, company name. This format prints with enough space for labels and notes.
- **Print all Open**
Prints all Open (unscheduled) appointments in list format.
- **Print all Scheduled**
Prints all Scheduled appointments but in list format.
- **Print Requests Made but not Scheduled**
Prints all requests that you made prior to Manual Scheduling using the Appointment Request module that were not scheduled.
- **Print Requests Received but not Scheduled**
Prints all requests that you received prior to Manual Scheduling using the Appointment Request module that were not scheduled.
- **Export to Word**
Exports all appointment information (time, appointment number etc), company contact information (company name, booth number, address etc) and company profile information in Word format.
- **Export to Excel**
Exports appointment information (time, appointment number, request type) and company summary information (company name, booth number, delegate name) with a space for your own notes, in excel format.

APPOINTMENT SCHEDULE

Manual Appointment Scheduling (Available Dec. 8-11 at noon ET)

ABA's appointment scheduling software allows you to add appointments into your schedule. Use the ABA Schedule through your Marketplace Passport to view your open appointment slots and the companies that are open at that same time. Send an appointment request to one or more companies to try and fill that appointment. The recipient will be able to accept or reject your request. Use the help button for step by step instructions.

Making Manual Requests

- Select the slot(s) you wish to fill and click the Request Appointment button at bottom of page
- Put in all search criteria identify all available and matching companies. Click on each search category type for expanded list of search criteria. Sellers - Click on the Buyer Registration Type for all other search categories to appear. Click search button on bottom right side.
- The list displayed is all the companies that:
 - Don't already have an appointment with you
 - Have an open appointment in at least one of the times you chose
 - Match your search criteria
- Choose the company name(s) and then click on View Profile to see detailed information
- Double click on the company name(s) that you want to request to move them to the Selected Recipients Box
- Click on Select All to move everyone to the Selected Recipients box
- Click Request Appt to send the request to the Selected Recipients
- You will be taken back to your schedule view and you will see a "Pending Requests By You" list under each appointment that you chose with matching recipients

Accepting and Declining Requests

- You may receive appointment requests through the Manual Scheduling system.
- You will receive a message in your Inbox notifying you of any request you receive.
- To view the request click on the Slot Header (gray bar). You will see one or two expandable lists beneath each applicable slot: "Requests made for You" and "Requests made by You".
- Accepting and declining appointment requests are managed through the Requests Made for You expandable list:
- Click on the list to see all the requests made by other people to you
- To accept the request:
- Click on the request you would like to accept or decline.
- Click on the Accept or Decline button at the top of the page.
- If you accepted an appointment request the appointment will be inserted into both your schedule and the requestors schedule and a message will be sent to the requestor notifying them that you have accepted the request.
- If you declined an appointment request the requestor will be sent a message saying that you declined a request.

Withdrawing a Request

- If you would like to withdraw an appointment request that you made, you need to click on the "Requests made by You" expandable list.
- Click on the request that you would like to withdraw
- Click on the Withdraw Request button
- This will remove the request both from your Requests Made By You list and from the other party's Requests Made For You list