



# HOW TO NAVIGATE THE MANUAL SCHEDULING SYSTEM

April 2024

## SOFTWARE REQUIREMENTS

1. Google Chrome and Mozilla Firefox browsers are supported.
2. Disable all pop-up blockers.

## GETTING STARTED

1. Log into the [My IPW](#) online portal using your *individual* login codes (individual number and password).

*If you do not know your individual login codes, you may request them via the retrieval link below the login button.*

2. Select [Appointment Schedule](#) from the My IPW menu to view your appointment schedule and access the Manual Scheduling system.

## APPOINTMENT SCHEDULING SYSTEM TABS/VIEWS

The Manual Scheduling dashboard has eight menu items across the top. In addition, the menu to the left of the dashboard includes a link to the Reports area.

These instructions explain each of the menu tabs and provide samples of the various reporting options.

1. [Appointment Schedule tab](#) (default view)
  - [Requesting an Appointment](#)
2. [Open Appointments tab](#)
3. [Requests By Me tab](#)
4. [Requests To Me tab](#)
5. [Inbox Messages tab](#)
6. [Sent Messages tab](#)
7. [Settings tab](#)
8. [No Show Reporting tab](#) (not displayed until onsite)
9. [Reports](#) (*Appears on the menu to the left of the dashboard*)
  - [Sample Reports](#)

**If you are inactive in the system for more than 15 minutes, you will need to log in again. If at any time during your session, you are unsure of what a button or column means, click the Help button at the left of the screen for a quick explanation.**

*If you need further assistance, please email [ipwreg@ustravel.org](mailto:ipwreg@ustravel.org) (for U.S. organizations) or [intlreg@ustravel.org](mailto:intlreg@ustravel.org) (for international organizations).*

**APPOINTMENT SCHEDULE TAB**

This tab displays your appointment schedule including all pre-scheduled appointments, as well as open appointment slots. All of your pre-scheduled appointments are noted as “Scheduled” under the column labeled “Status.” Once you start requesting and receiving *new* appointments, those will be labeled as “Manual.”

- To highlight all of your scheduled appointments, you can click on the “Select Scheduled” button.
- To highlight all of your open appointments, you can click on the “Select Open” button.
- To deselect all highlighted options, click on the “Deselect All” button.

APPOINTMENT SCHEDULE		REQUESTS BY ME	INBOX MESSAGES	SETTINGS
OPEN APPOINTMENTS		REQUESTS TO ME	SENT MESSAGES	NO SHOW REPORTING

Day <span>▲</span>						
Appt No.	Time	Status	Delegate	Company	City, State, Country	
Day: Sunday 05-May-2024						
8	02:00 PM	Scheduled	Viktor Spysak	Air Canada	Toronto, Ontario, Canada	
8	02:00 PM	Scheduled	Olivier Moeschler	Miki Travel (Hong Kong) Limited	Kowloon, Hong Kong	
8	02:00 PM	Scheduled	Alexandra Radatz	Bike the Best	Neunkirchen, Germany	
8	02:00 PM	Scheduled	Mat Cook	P&P Group/The Internet Traveller	Stevenage, United Kingdom	
8	02:00 PM	Scheduled	Sabine Besgen	Explorer World of Travel GmbH	Düsseldorf, Germany	
8	02:00 PM	Scheduled	Shining Chan	KKday	Taipei City, Taiwan, Republic Of China	
8	02:00 PM	Scheduled	Hiba Abualsoud	Jerusalem Express Travel	Amman, Jordan	

REQUEST APPOINTMENT	REQUEST CANCELLATION	REQUEST CHANGE	SEND MESSAGE
VIEW PROFILE(S)	SELECT OPEN	SELECT SCHEDULED	DESELECT ALL
BLOCK	UNBLOCK		

- **To view the profiles of your scheduled appointments**  
Click on one or hold down the “Ctrl” key and select multiple appointments and click on the “View Profile(s)” button. From here, you can print all of the profiles or close out by clicking the “x” at the top of the Profile window. **Note: If you select a large number of companies to “view their profiles” it may take some time for them to load.**
- **To request a cancellation of a scheduled appointment**  
Select the applicable appointment and click “Request Cancellation.” A request will be sent to that recipient. **Note: If a cancellation request is sent or received and it has not been accepted or declined by either party within 48 hours, the appointment will be cancelled from both parties’ schedules and an email notification will be sent alerting you of the cancellation.**
- **To request a change of a scheduled appointment**  
Select the applicable appointment and click “Request Change” button. The system will show you another option of when both parties have the same availability. Select the appointment option you’d like and click “Request Change.”
- **To send a message to one of your scheduled appointments**  
Select the appointment(s) and click on the “Send Message” button. A new window will open showing the delegate name(s) in the “To” field. From here, you can type your message and hit Send Message. If you have selected more than one delegate to send a message to, each person will be blind copied on that message.

**Note:** *You are only able to select one appointment at a time to cancel or change.*

# IPW TUTORIAL: HOW TO NAVIGATE MANUAL SCHEDULING

The screenshot shows a manual scheduling interface. On the left, there is a sidebar with a calendar view and a list of appointments. The main area displays a table of appointment details:

Appointment Number	Appointment Start Time
9	05/05/2024 02:20 PM
11	05/05/2024 03:00 PM
14	05/05/2024 04:00 PM
21	05/06/2024 12:00 PM
28	05/06/2024 04:00 PM
36	05/07/2024 02:00 PM
42	05/07/2024 04:00 PM

Below the table, there is a text input field with the following text:

You can leave a comment stating why you are changing that request. (optional)

At the bottom of the interface, there are several buttons: REQUEST APPOINTMENT, VIEW PROFILE, and BLOCK.

If there is no common slot for both parties, you will be notified of that when you select the appointment and click "Request Change."

The screenshot shows a notification message overlaid on the appointment table. The notification reads:

You do not have any common open slots with that delegate to reschedule that appointment

The table below shows the appointment details:

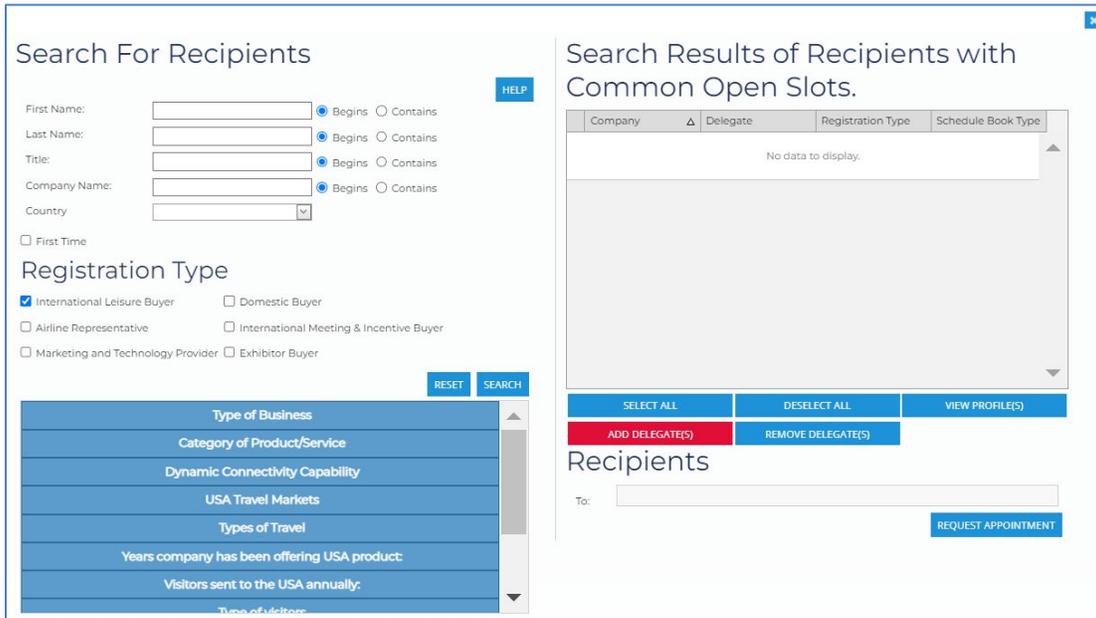
Appt No.	Time	Status	Requester	Delegate	City, State, Country
8	02:00 PM	Scheduled	Mat Cook	P&P Group/The Internet Traveller	Stevenage, United Kingdom
8	02:00 PM	Scheduled	Sabine Besgen	Explorer World of Travel GmbH	Düsseldorf, Germany
8	02:00 PM	Scheduled	Shining Chan	KKday	Taipei City, Taiwan, Republic Of China
8	02:00 PM	Scheduled	Hiba Abualsoud	Jerusalem Express Travel	Amman, Jordan

At the bottom of the interface, there are several buttons: REQUEST APPOINTMENT, REQUEST CANCELLATION, REQUEST CHANGE, SEND MESSAGE, VIEW PROFILE(S), SELECT OPEN, SELECT SCHEDULED, DESELECT ALL, and UNBLOCK.

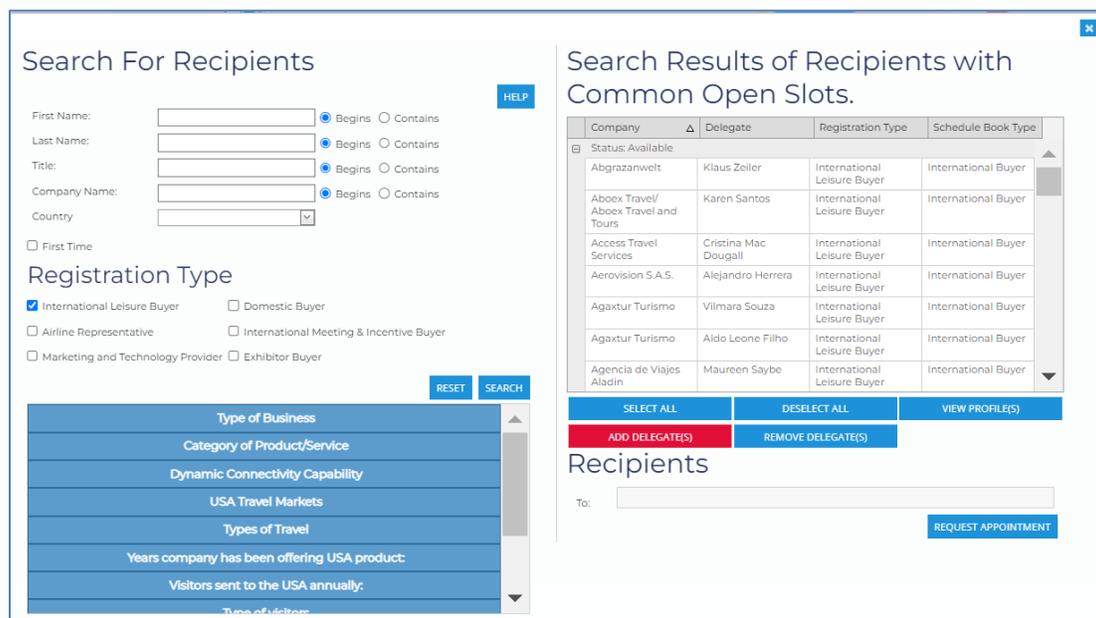
**REQUESTING AN APPOINTMENT**

To request an appointment for any of your open appointment slots, you can either select one open appointment or you can hold down the “Ctrl” key and select multiple appointments. You can also click on the “Select Open” button to highlight all of your open appointment slots. **Note: You can also go to the “Open Appointments” tab and follow the same steps. This tab displays only your open appointments for easy viewing.**

Once you have selected any or all open slots, simply click on the “Request Appointment” button. A “New Appointment” window will open where you can Search for Recipients by performing a quick search for Name, Title, Company Name or First Time. For a more extensive search, click on the Registration Type and any specific profile criteria you are interested in and click “Search.” **Note: You can only select one Registration Type at a time in order for profile criteria to appear.**



The results from your search will appear in the “Search Results of Recipients with Common Open Slots” on the right side of your screen. You can select one listing, hold down the “Ctrl” key and select multiple listings, or select all available listings by clicking on the “Select All” button. Once you have made your selection, click on the “Add Delegates” button to add them to the Recipient field and click on the “Send Request” button. You will be able to see all of the requests you have sent in your “Requests By Me” tab.



**OPEN APPOINTMENTS TAB**

This tab displays all of your open appointment slots for easy viewing. To request an appointment from this tab, please follow the instruction under “Requesting an Appointment.”

**REQUESTS BY ME TAB**

This tab displays all of the requests sent *by* you, which include Appointment Requests, Cancellation Requests and Change Requests.

- All of your “Pending” requests will appear at the top of the list. Once a pending request has either been accepted or declined, it will move to the bottom of the list and be marked as either “Scheduled” or “Granted” depending on the type of request sent.

APPOINTMENT SCHEDULE		REQUESTS BY ME		INBOX MESSAGES		SETTINGS	
OPEN APPOINTMENTS		REQUESTS TO ME		SENT MESSAGES			
Request Type	Status	Delegate	Company	Time	Registration Type	City, State, Country	Details
Appointment	Pending	Fangdian Du	Align International Education	04/25/2022 02:32 PM	International Leisure Buyer	Beijing, China	Action
Appointment	Pending	Amy Isogai	All Vacations of the Americas, Inc. (AVA)	04/25/2022 02:35 PM	International Leisure Buyer	Tokyo, Japan	Action
Appointment	Pending	Katsutoshi Tsuji	ALIS Co. Ltd.	04/25/2022 02:38 PM	International Leisure Buyer	Tokyo, Japan	Action
Change	Pending	Tomomi Plata	ANA Sales Americas, Inc.	04/26/2022 11:06 AM	International Leisure Buyer	Torrance, California, United States	Action

SELECT ALL      DESELECT ALL      VIEW PROFILE(S)      SEND MESSAGE

- For any request(s) that are still marked “**Pending,**” you have the option to withdraw that request, by clicking on the “Action” link in the last column labeled “Details.” Once the “status” changes from Pending, you can no longer withdraw that request.

**REQUESTS TO ME TAB**

This tab displays all of the requests sent *to* you, which include Appointment Requests, Cancellation Requests and Change Requests.

- All of the “Pending” requests will appear at the top of the list. Once a pending request has either been accepted or declined, it will move to the bottom of the list and be marked as either “Scheduled” or “Granted” depending on the type of request received. To accept or decline a pending request, click on the “Action” link in the last column labeled “Details.”
- Once you have accepted or declined a request, it will either be added or removed from your appointment schedule—depending on the type of request—and the status of that request will change from “Pending” to “Scheduled.”

APPOINTMENT SCHEDULE		REQUESTS BY ME		INBOX MESSAGES		SETTINGS	
OPEN APPOINTMENTS		REQUESTS TO ME (1)		SENT MESSAGES			
Request Type	Status	Delegate	Company	Time	Registration Type	City, State, Country	Details
Appointment	Pending	Gino Freddy Alvarado Gonzales	A&M Viajes	04/27/2022 01:19 PM	International Leisure Buyer	LIMA, Peru	Action

SELECT ALL      DESELECT ALL      VIEW PROFILE(S)      SEND MESSAGE

### INBOX MESSAGES TAB

This tab displays all of the general email messages you have received from within the message center. To compose a new message, click on the “Compose” button and enter your search criteria. ***Appointment requests you’ve received through the Appointment Schedule tab will not be listed under this tab.***

### SENT MESSAGES TAB

This tab displays all of the general email messages you have sent from within the message center. ***Appointment requests you’ve sent through the Appointment Schedule tab will not be listed under this tab.***

### SETTINGS TAB

This tab is for your personal settings. The email address you provided when registering will be listed as the default email address and all appointment requests/messages will be emailed to you as well as appear in your “Requests To Me” tab (appointment requests) or “Inbox” tab (messages). You can also check the box to allow requests/messages to be sent to your cell phone via SMS Messaging.

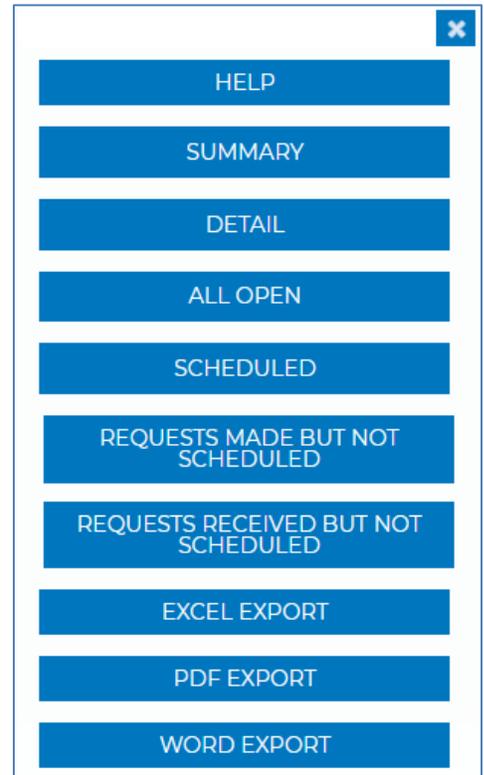
### NO SHOW REPORTING TAB

This tab allows you to report any “no show” appointments in real time. **This feature will only be available beginning on the first day of appointments, and will appear in the open slot under the Settings tab.**

### REPORTS

Access the Reports area from the Reports button on the menu to the left of the appointment scheduling dashboard. There are several options for printing or exporting your appointment schedule. Below is a description of each format; sample reports images follow.

- **Summary:** Print a list of your scheduled appointments showing day/date, appointment slot, time, booth number (applicable only on buyer schedules), request type (Pre-Scheduled, Manual, Mutual, Open, etc.), delegate name (applicable only on exhibitor and marketing and technology provider schedules), and company.
- **Detail:** Print your appointments in a two-column format with space for you to add notes next to your schedule.
- **All Open:** Print a list of all your open appointment times (same format as the Summary).
- **Scheduled:** Print a list of all your scheduled appointment times (same format as the Summary).
- **Requests made but not scheduled:** Print a list of appointment requests you submitted that were not scheduled (shows priority and company name).
- **Requests received but not scheduled:** Print a list of appointment requests you received that were not scheduled (shows priority and company name).
- **Excel Export:** Display your appointment schedule as an Excel spreadsheet.
- **PDF Export:** Display your appointment schedule as a PDF file.
- **Word Export:** Display your appointment schedule as a Word document with a dedicated page for each appointment. Includes contact information and organization profile for each company.



***NOTE: Most report formats will open automatically in a new window on your browser so be sure your pop-up blocker is disabled or allows pop-ups from the My IPW site.***

SAMPLE REPORTS

Sample Summary Report

Day ▾							
Appt No.	Time	Appt. Type	Status	Delegate	Registration Type	Company	
Day: Sunday 5-May-2024							
1	10:00 AM	Mutual	Scheduled	Kirssis Rodriguez	International Leisure Buyer	Gestiones Turisticas, S.A.	
2	10:20 AM	Mutual	Scheduled	Jimena Ruiz	International Leisure Buyer	Mediterranea Turismo	
3	10:40 AM	Mutual	Scheduled	Alejandro Mayorga	International Leisure Buyer	Mantis Group	
4	11:00 AM	Mutual	Scheduled	Federico Cianni	International Leisure Buyer	AC Travel Agency	

Sample Detail Report

-----

-----

-----

-----

-----

-----

-----

-----

#1 Sunday 05/05/2024  
 10:00 AM - 10:15 AM  
 Kirssis Rodriguez  
 Gestiones Turisticas, S.A., Santo Domingo, Dominican Republic  
 Booth: 2947A

#2 Sunday 05/05/2024  
 10:20 AM - 10:35 AM  
 Jimena Ruiz  
 Mediterranea Turismo, Cordoba, Argentina  
 Booth: 2947A

Sample All Open Report

Day ▾						
Appt No.	Time	Booth	Status	Delegate	Company	
Day: Sunday 5-May-2024						
9	02:20 PM		Open			
10	02:40 PM		Open			
11	03:00 PM		Open			
12	03:20 PM		Open			
13	03:40 PM		Open			

Sample Scheduled Report

Day ▾							
Appt No.	Time	Appt. Type	Status	Delegate	Registration Type	Company	
Day: Sunday 5-May-2024							
1	10:00 AM	Mutual	Scheduled	Kirssis Rodriguez	International Leisure Buyer	Gestiones Turisticas, S.A.	
2	10:20 AM	Mutual	Scheduled	Jimena Ruiz	International Leisure Buyer	Mediterranea Turismo	
3	10:40 AM	Mutual	Scheduled	Alejandro Mayorga	International Leisure Buyer	Mantis Group	
4	11:00 AM	Mutual	Scheduled	Federico Cianni	International Leisure Buyer	AC Travel Agency	
5	11:20 AM	Mutual	Scheduled	Gabriel Toselli	International Leisure Buyer	Juan Toselli International Tours	

Sample Requests Made But Not Scheduled Report

Requests made by me that are not scheduled:	
Priority	Company
5	Air International Tours
6	Albatros Travel
8	Almundo.com
10	AVM

# IPW TUTORIAL: HOW TO NAVIGATE MANUAL SCHEDULING

## Sample Requests Received But Not Scheduled Report

Requests for me that are not scheduled:		
Priority	Company	Delegate Name
2	Mensajero Turistico	Marina Molinari
4	Andar de Viaje	Gail Fernandez
4	La Agencia de Viajes	Claudia Gonzalez
9	Traveller Magazine	Areum Kwon
16	CT/Canadian Traveller/Bon Vivant	Jennifer Prendergast

## Sample Excel Report

Appt No.	Time	Appt. Type	Status	Delegate	Email Address	Registration T	Company	City, State, Country
Day: Sunday 05-May-2024								
1	10:00 AM	Mutual	Scheduled	Kirssis Rodriguez		International Lei	Gestiones Turisticas, S.A.	Santo Domingo, Dominican Republic
2	10:20 AM	Mutual	Scheduled	Jimena Ruiz		International Lei	Mediterranea Turismo	Cordoba, Cordoba, Argentina
3	10:40 AM	Mutual	Scheduled	Alejandro Mayor		International Lei	Mantis Group	MIAMI / MEDELLIN / CARACAS, Colombia
4	11:00 AM	Mutual	Scheduled	Federico Cianni		International Lei	AC Travel Agency	Capital Federal, Buenos Aires, Argentina
5	11:20 AM	Mutual	Scheduled	Gabriel Toselli		International Lei	Juan Toselli International	Cordoba, Cordoba, Argentina
6	11:40 AM	Mutual	Scheduled	Cecilia Seclen		International Lei	Aventurate.pe	Lima, Peru

## Sample PDF Report

Appt No.	Time	Appt. Type	Status	Delegate	Registration Type	Company	City, State, Country
Day: Sunday 05-May-2024							
1	10:00 AM	Mutual	Scheduled	Kirssis Rodriguez	International Leisure Buyer	Gestiones Turisticas, S.A.	Santo Domingo, Dominican Republic
2	10:20 AM	Mutual	Scheduled	Jimena Ruiz	International Leisure Buyer	Mediterranea Turismo	Cordoba, Cordoba, Argentina
3	10:40 AM	Mutual	Scheduled	Alejandro Mayorga	International Leisure Buyer	Mantis Group	MIAMI / MEDELLIN / CARACAS, Colombia

## Sample Word Report

**Appointment 1: May 5, 2024, 10:00 AM**      **Request Type: Scheduled**      **Appointment Type: Mutual**

Gestiones Turisticas, S.A.  
 Delegate: Kirssis Rodriguez  
 Ave. Abraham Lincoln Esq. J.F. Kennedy, Ens. Serralles,  
 Santo Domingo, , 10129  
 Dominican Republic  
 Phone: 1-809-3383232 Fax: 1-809-338-2373 Toll Free: 1-809-3383232  
 Website: www.gestur.com.do

### Company Profile:

Organization Description : We are a travel agency (wholesale and corporate), with one main office , located in the Dominican Republic, with 17 years of experience, we are Egencia partner. Our main business is Corporate total 60% corporate and 40% leisure.

Type of Business(ILB) : B2B , B2C , OTA , Tour Operator , Wholesaler

Category of Product/Service : Economy , Moderate , First Class , Luxury

Dynamic Connectivity Capability : No

USA Travel Markets : Adventure Travel , Beaches/Coastal , Children/Family , City Breaks , Congresses/Conventions , Cruises , EcoTourism/Nature , Festivals/Fairs , Honeymoon Tourism , Medical , Professional Sports , Shopping , Study/Student , Theater/Arts , Theme Parks/Attractions , Visit Friends/Relatives

Markets and/or products are you interested : Corporate, Educational and Leisure

Types of Travel : Charter , Escorted Motorcoach Tours , Fly/Drive , Group , Individual , Train

Years company has been offering USA product: 11 - 20

Visitors sent to the USA annually: 1,001 - 10,000

% International Business To USA in 2023 : 50

Percentage of visitors : Flight Only , Packages , Room Only

Business Transact : Prepay , Direct Bill , Credit card capability

USA Destinations & Percentages : All Regions

Total dollar value of total USA business annually: \$5,000,001 - \$10,000,000

Notes: