

FICP Online Exchange

FAQ: Searching

The FICP Online Exchange’s search has been built to help **meeting planners** leverage the experiences of their peers, and to help **hospitality partners** identify meeting planners’ future needs.

Keep in mind that all information is tied to an event. So if you’re looking for something specific—like a specific speaker—you will find that information in the event’s details.

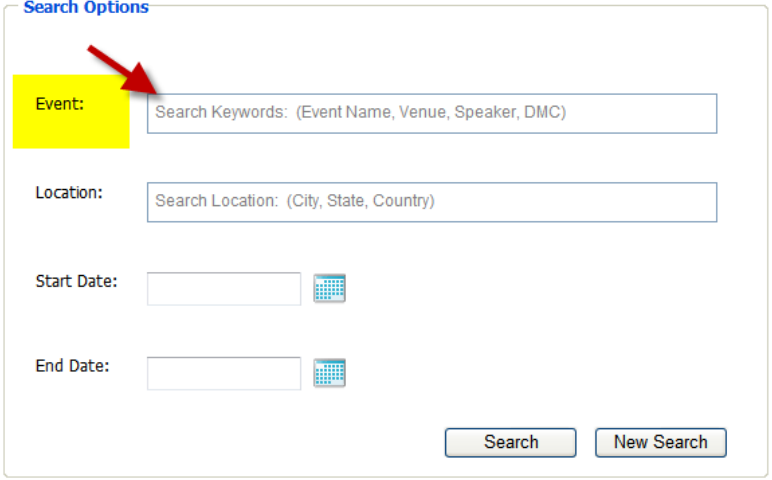
Let’s walk through an example...

I’m interested in using Joe Schmo as a speaker. How do I know if he’s any good?

Answer: Find out how your peers rate their experiences employing him at their meetings.

Great! How do I find out who has used him?

Start by entering his name into the “Event” field.



The screenshot shows a search form titled "Search Options". It contains the following fields and buttons:

- Event:** A text input field with a placeholder "Search Keywords: (Event Name, Venue, Speaker, DMC)". This field is highlighted in yellow, and a red arrow points to it.
- Location:** A text input field with a placeholder "Search Location: (City, State, Country)".
- Start Date:** A date input field with a calendar icon.
- End Date:** A date input field with a calendar icon.
- Search** and **New Search** buttons at the bottom right.

Think of the “Event” field as the place where you enter **keywords**—speakers’ names, venue names, DMC names, event names—when searching.

So begin by entering this speaker’s name in the “Event” field. Then click the “Search” button.

This will return a list containing all meeting planners who have used this speaker. The list also contains all the corresponding events where that speaker was employed.

Search Options

Event:

Location:

Start Date:

End Date:

<u>Meeting Planner</u>	<u>Company Name</u>	<u>Event Name</u>	<u>Location</u>	<u>Date</u>
Young, Daniel	Thrivent Financial	2009 Sierra Conference		7/15/2009
Nelson, Briget	NFP - National Financial Partners	Spring Conference		2/22/2009

But how do I find out the rating for that speaker?

Click on the event name. A pop-up window will display detailed information about that event—including information about that speaker.

Event Details

Event: 2009 Sierra Conference

Event Details

Event Name: 2009 Sierra Conference
 Planning Status: 3
 Start Date: 7/15/2009
 Location: Washington, DC USA
 Number of Attendees (Approx): 1001
 Number of Rooms on Peak Nights: 350
 My Decision-Making Authority for This Meeting: Yes

[View More Event Details](#)

DMC Details

DMC Name: TBA Global
 Location: Washington, DC
 Peers' Overall Rating: 5

[View More DMC Details](#)

Speaker Details

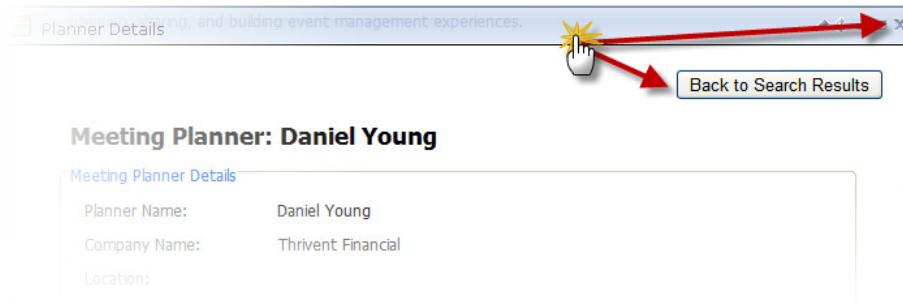
Speaker Name: Joe Piscatella
 Peer Rating: 5

Scroll down to the “Speaker Details” section of the pop-up window to see how your meeting planner peer rated that speaker for that specific event.

Great! What if I want to contact that meeting planner? Ask a few more questions?

That is the power of the Online Exchange!

So, close the event details pop-up window. (Either click the button labeled “Back to Search Results” or click the “X” in the pop-up window.)



Then click on the meeting planner’s name back in the search results.

<u>Meeting Planner</u>	<u>Company Name</u>	<u>Event Name</u>	<u>Location</u>	<u>Date</u>
Young, Daniel	Thrivent Financial	2009 Sierra Conference		7/15/2009
Nelson, Briget	NFP - National Financial Partners	Spring Conference		2/22/2009

A new pop-up window will display information about that meeting planner—including that meeting planner’s e-mail address.

What’s the easiest way to search?

Return all information, and then refine the results.

To return a list of all meeting planners. Here’s how:

1. Do not enter any text in the “Event” field. Do not enter any text in the “Location” field. Do not enter any dates.
2. Just click the “Search” button.

The system will return all meeting planner records in the database.

What if I am looking for something specific? Like “I want to know who has used the highest-rated speakers” ...

Return a list of all meeting planners. Here's how:

1. Again, do not enter any text in the “Event” field. Do not enter any text in the “Location” field. Do not enter any dates.
2. Click the “Search” button.

The system will return all meeting planner records in the database.

Step Two: refine your results. Here is how:

1. On the page returned, look to the left side. Notice the area labeled “Refine Results”. Here is where you narrow down your search results.

The screenshot displays a search interface with two main sections: 'Current Criteria' and 'Search Options'. The 'Current Criteria' section is on the left and contains a 'Refine Results' sub-section with a list of filter options, each preceded by a plus sign in a square. A red arrow points to the 'Refine Results' header. The 'Search Options' section is on the right and contains several input fields: 'Event:' with a text box containing 'Search Keywords: (Event Name)', 'Location:' with a text box containing 'Search Location: (City, State)', 'Start Date:' with a text box and a calendar icon, and 'End Date:' with a text box and a calendar icon. At the bottom of the 'Search Options' section, there are two buttons: 'Meeting Planner' and 'Company Profile'.

Current Criteria


Refine Results


- ⊕ Number of Attendees
- ⊕ Total Number of Room Nights
- ⊕ Number of Rooms on Peak Nights
- ⊕ Event Booked By
- ⊕ Venue Type
- ⊕ DMC Services
- ⊕ Speaker - Avg. Peer Rating
- ⊕ Speaker - Topic
- ⊕ Speaker - Cost Range
- ⊕ Speaker - Audience


Search Options

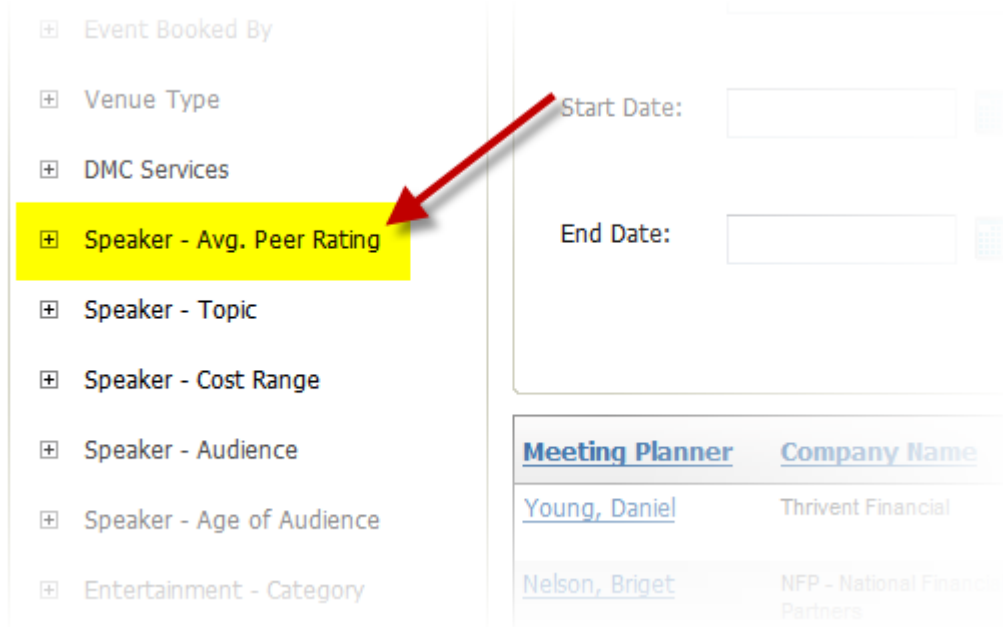
Event:

Location:

Start Date: 

End Date: 

2. Click the “expand” icon—it looks like this —next to the heading “Speaker - Avg. Peer Rating”.



3. To view speakers by rating, click the minimum speaker rating (number of thumbs-up) you want to see.



Example: if you wanted to see all speakers who have received a rating of at least 4 thumbs-up from your peers, click the link “4 thumbs.” The page will refresh, and the list of speakers and events will only show for speakers who have received a rating of “4 thumbs” or greater.

Why does the application show meeting planner names when I want to know about a speaker?

Remember: the purpose of the Online Exchange is to leverage the experiences of your peers. You may be considering a speaker—but how do you know if she is any good? Answer: your peers’ ratings. Ratings are powerful. But the Online Exchange takes things a step further than ratings. It provides you with contact information for individuals who have used the meeting element you are considering using (speaker, venue, DMC, entertainer). Call or e-mail your peers. Share your concerns. Get your questions answered. By the most reliable source: your meeting planner peers!

When would I search on “Location?”

If you’re considering going to a specific place—like Las Vegas—you would enter the city or country’s name in the “Location” field.

What information would I get from this search?

A list of all FICP member meeting planners who have held a meeting in Las Vegas—and who have entered their past events information.

If you were looking for a list of those meeting planners—but wanted to make sure their meetings were held recently—you could filter your search query by entering a date into the “Start Date” field.

FICP Online Exchange – Entering Your Event Information

Why should I enter information about my past events? They’re done. I’ve moved on!

Although you moved on from the experience, you have valuable information to share about it with your peers. Share your past meeting information and gain the ability to network with your peers. The tool is a two-way street: it takes information entered to have data to search.

Who do you trust most to provide reliable information about meeting experiences? Your meeting planner peers. Share your information, and know that your peers are doing the same. This is how the FICP will build our collective knowledge base. Participate, by entering your past meeting information. And then we’ll all be able to use the tool to its *real* potential.

Why should I enter information about my future events? I have enough to do.

Tired of cold calls from vendors? Enter your future event needs into the Online Exchange and know that your FICP hospitality partners will be contacting you for *relevant* queries about your needs.

The tool can also become an important event planning tool for you. Having this information in one place allows you—and your associates—a single location to track what you need and what you’ve acquired for upcoming events.

Can’t someone else do it?

Sure. Have an associate enter your past and future events information—but first make sure they are logged-in to www.ficpnet.org as you (that is, with your log-in username and password). Here’s why: the system captures information and assumes the person logged-in is the person who ran the event.

There is so little information returned in my search!

And that's the truth: the system will only return as much information as has been entered. So participate now! Help yourself and your meeting planner peers by entering your past and future event information!

What does this cost me?

There is no additional cost to use this service. It is part of your FICP membership fees. It is a FICP member benefit—one we expect will grow and become a major reason people become members.

Why wouldn't I just use a printed book?

The second ink hits paper, the information starts becoming out of date. Printed books are released maybe once a year, if you're lucky. The FICP Online Exchange provides *real-time* information. Entered by your peers. The second information is entered or updated online, it is available to you in the FICP Online Exchange.

Won't Hospitality Partners see how I rate them?

Not if we all play by the rules—and *not* sharing ratings with hospitality partners is a stipulation for meeting planners using the tool. FICP's hospitality partners can only perform searches. And their search results will never include ratings. As long as a meeting planner does not share ratings information with hospitality partners, your ratings are safe. Please play by the rules—for everyone's sake.

So what does a Hospitality Partner see?

Hospitality partners are able to search in the tool. And they will never see a rating in their search results. Can they see past events, too? Yes, but again: they will never see ratings. They will see all the other information about an event, but never ratings. Hospitality partners use the FICP Online Exchange to target their marketing: who is holding an event in my city on dates I'm available?