



## Frequently Asked Questions

### ***What is the FICP Online Exchange?***

The Online Exchange is designed to allow planner members to share meeting resources and ratings with colleagues. Planners enter information (date, venue, speakers, DMC, entertainment, etc.) about past and future events, which is then cataloged within the tool. Other planners looking to use the same resources for future meetings can search the database and learn about others' experiences with these resources.

Hospitality Partners benefit from the Online Exchange as well, with the ability to search for and contact planners with meeting needs that align with their offerings. Sales calls become more meaningful, and the matching of planners and partners can be more purposeful.

### ***Why should I enter information about my future events?***

Enter your future event needs into the Online Exchange and know that 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 I ask someone else to enter the information from my meetings?***

Yes. An associate may enter your past and future events information—but he or she must be logged-in as you (that is, with your username and password for ficpnet.com). Here's why: the system captures information and assumes the person logged-in is the person who ran the event.

### ***Why is so little information returned in my search?***

The system will only return as much information as has been entered by planners. So, participate now. Help yourself and your meeting planner peers by entering resource information about your past and future events.

### ***Is there an additional cost to 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 join FICP.

### ***Won't Hospitality Partners see how I rate them?***

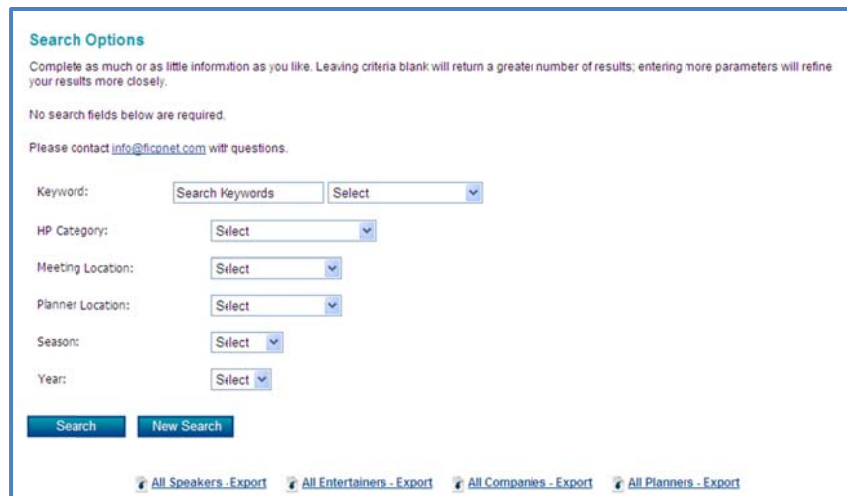
FICP's hospitality partners can only perform searches. And their search results do not include ratings. As long as a meeting planner does not share ratings information with hospitality partners, ratings are confidential.

### ***What does a Hospitality Partner see when searching?***

Hospitality partners are able to search in the tool, and results for past and future events are returned without ratings information. This allows hospitality partners to use the FICP Online Exchange to target their marketing: “Who is holding an event in my city on dates I’m available?”

### ***How does the search functionality work?***

The Online Exchange 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.



The screenshot shows a search interface titled "Search Options". It includes a sub-header "Search Options" and a note: "Complete as much or as little information as you like. Leaving criteria blank will return a greater number of results; entering more parameters will refine your results more closely." Below this, it states "No search fields below are required." and provides contact information: "Please contact [info@ficpnet.com](mailto:info@ficpnet.com) with questions." The form contains several fields: "Keyword:" with a text input "Search Keywords" and a "Select" dropdown; "HP Category:" with a "Select" dropdown; "Meeting Location:" with a "Select" dropdown; "Planner Location:" with a "Select" dropdown; "Season:" with a "Select" dropdown; and "Year:" with a "Select" dropdown. At the bottom of the form are two buttons: "Search" and "New Search". Below the form are four links: "All Speakers - Export", "All Entertainers - Export", "All Companies - Export", and "All Planners - Export".

## **SEARCH FOR A MEETING RESOURCE AND RATING**

### ***How do I find out if John A. Speaker has been rated by my peers at previous meetings?***

Enter the speaker’s name into the “Keyword” field. It is not necessary to select from the drop-down on the right, unless you wish to.

Click “Search.” This will return a list of all meeting planners who have used this speaker and the corresponding events for which that speaker was employed.

To view 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.

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

To contact the planner who used this speaker, simply close the event pop-up window, and click the hyperlinked planner name. A new pop-up window will display contact information for that meeting planner.

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

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? 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: meeting planners.

***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 are these links on the search page for?***



These links are ‘canned reports’ of all speakers, entertainers, planner companies, and planner names in the Online Exchange. Clicking any of these links will open an Excel document with all the data for those particular items, which can be easily searched or sorted.

***Where can I get more information?***

Contact Nicole Nelles at [nnelles@fcpnet.com](mailto:nnelles@fcpnet.com) with questions regarding the use of the Online Exchange.