

Frequently asked questions

How to book meetings at IMEX

Answers to our frequently asked questions will help you navigate the options and functionality, but you can also check our [Help Guides and general FAQs](#). You're also welcome to contact us if you have more questions at hosted@imexevents.com.

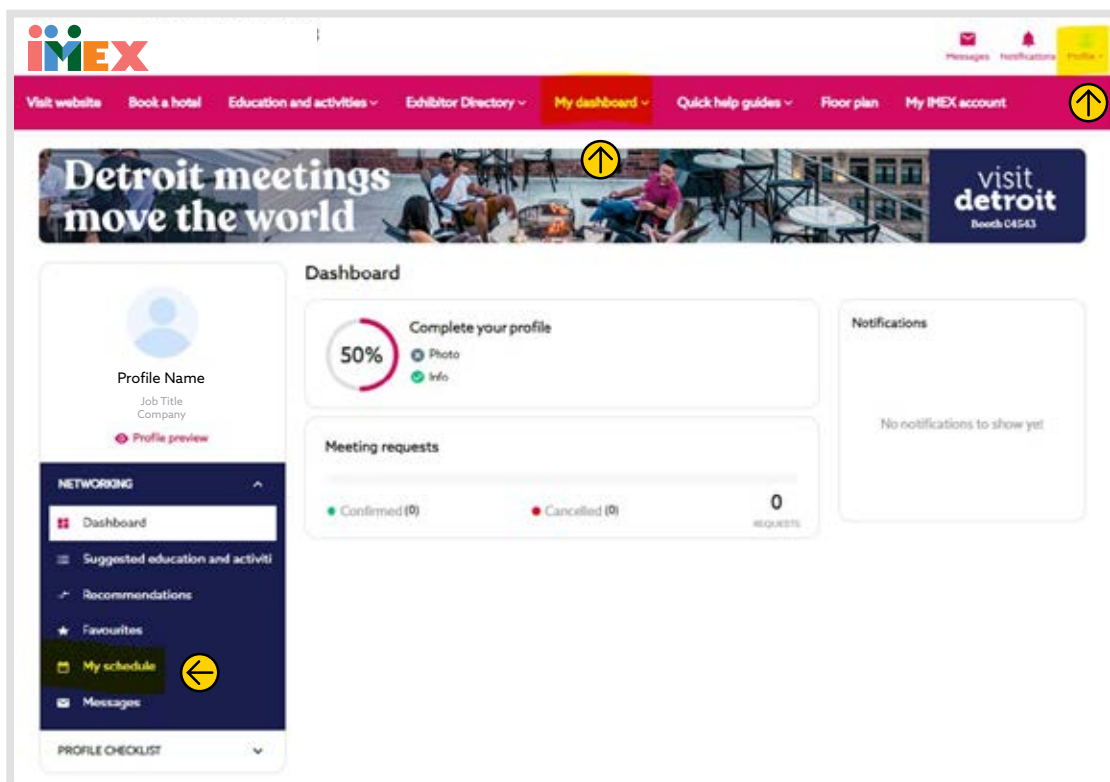
➔ Who can book meetings?

Only hosted buyers and buyer attendees can book meetings with exhibitors.

➔ How do I find my schedule?

There are three ways to find it:

- Sign in to your IMEX account
 - In the left-hand menu, go to Networking, then My Schedule
- Go to the top menu, click My Dashboard
- Or, from your profile in the top right-hand corner, click Networking in the drop down menu and then My Schedule




Frequently asked questions

➔ What will I see once I start booking meetings or adding education and activities?

At the top of your schedule you'll see IMEX show dates.

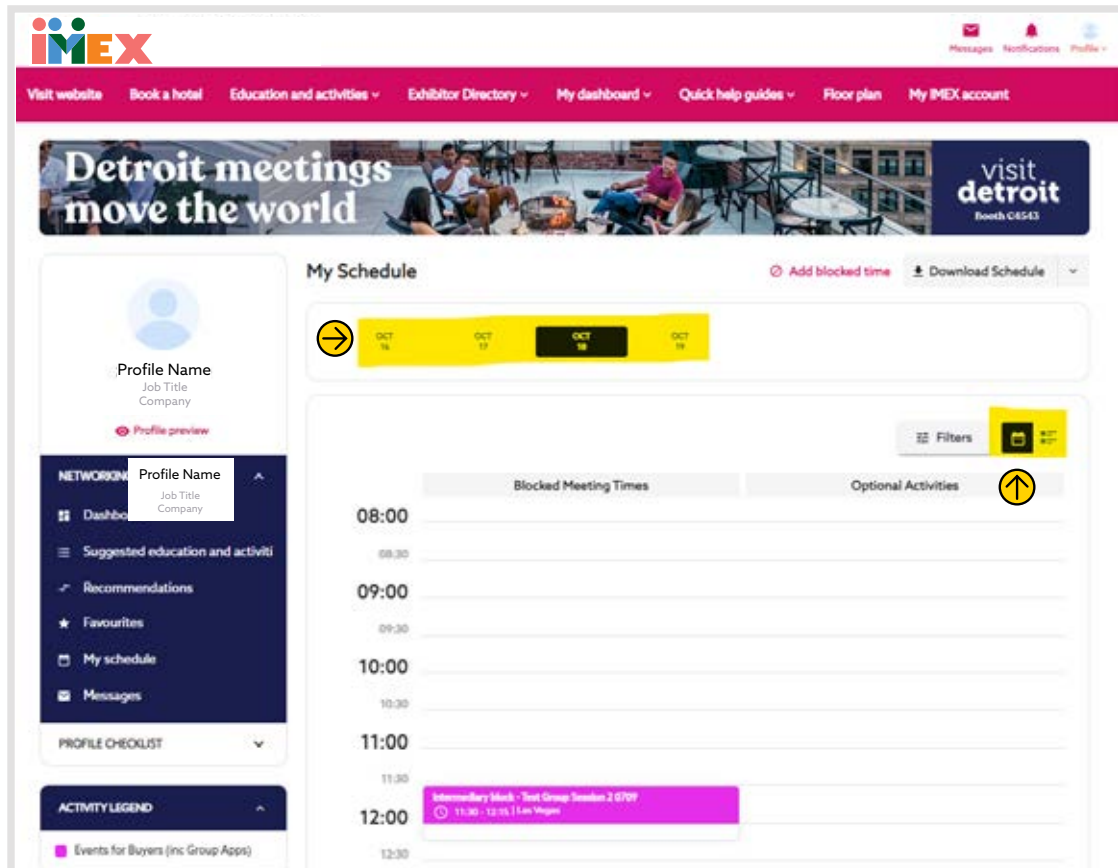
You can add education and activities to your schedule on Monday, October 16 but you cannot book meetings with exhibitors.

You can view your schedule as a list  , or in a calendar view  .

In the calendar view, hover over the relevant meeting or event to see the full details. This shows the name of the person you've scheduled the meeting with and the booth number/location.

Also in calendar view, all blocked meeting times (group appointments, intermediary/individual blocks, confirmed individual meetings) appear on the left-hand side.

All optional activities (education and activities, optional exhibitor events) appear on the right-hand side.



The screenshot displays the IMEX website's 'My Schedule' page. At the top, there's a navigation bar with links like 'Visit website', 'Book a hotel', 'Education and activities', 'Exhibitor Directory', 'My dashboard', 'Quick help guides', 'Floor plan', and 'My IMEX account'. Below this is a banner for 'Detroit meetings move the world' and 'visit detroit Booth C8543'. The main content area is titled 'My Schedule' and includes a navigation bar with 'Add blocked time' and 'Download Schedule'. A calendar view shows dates from OCT 16 to OCT 19. A sidebar on the left contains a profile section with 'Profile Name', 'Job Title', and 'Company', and a 'PROFILE CHECKLIST' with items like 'Dashboard', 'Suggested education and activities', 'Recommendations', 'Favourites', 'My schedule', and 'Messages'. The main calendar area is divided into 'Blocked Meeting Times' and 'Optional Activities'. A specific event is highlighted in purple: 'Intermediary Meet - Test Group Jordan 2 0709' from 11:30 to 12:00 on OCT 16.

Frequently asked questions

→ What will block time in my schedule?

- Individual meetings you've booked
- Group appointments (if you have any, they're automatically added to your schedule)
- Booth presentations you've booked
- Times blocked in your schedule by you or your intermediary/group leader

The online meeting system ensures you cannot double-book yourself for meetings by blocking time in this way. You can however, book meetings at the same time as an education session or booth event (such as a reception or competition). These appear on the right-hand side of your schedule under optional activities.

→ When can I book meetings with exhibitors?

Meetings with exhibitors can be booked between:

- 10am and 5:30pm on Tuesday and Wednesday
- 10am and 4:00pm on Thursday

The last meeting slot begins at 5pm Tuesday and Wednesday, and 4pm on Thursday.

→ Can I sync my schedule with Outlook/email?

Yes, nearer the show, this function will be available within your schedule.

→ Why do meetings appear in my schedule in different colors?

Meetings that block time in your schedule (see above) appear in either green or pink

- **Pink = events for buyers (including group appointments)**
- **Green = a scheduled meeting with an exhibitor**
- **Grey = individual blocked times**

Activities that do not block time in your schedule, such as exhibitor events and education sessions appear in orange or blue under optional activities.

→ Can I add multiple education and activities happening at the same time?

Yes. You can add multiple educational events and booth activities such as receptions, at the same time. These appear under optional activities.

→ If I've booked a meeting with an exhibitor and I want to attend an education session or booth event at the same time, what should I do?

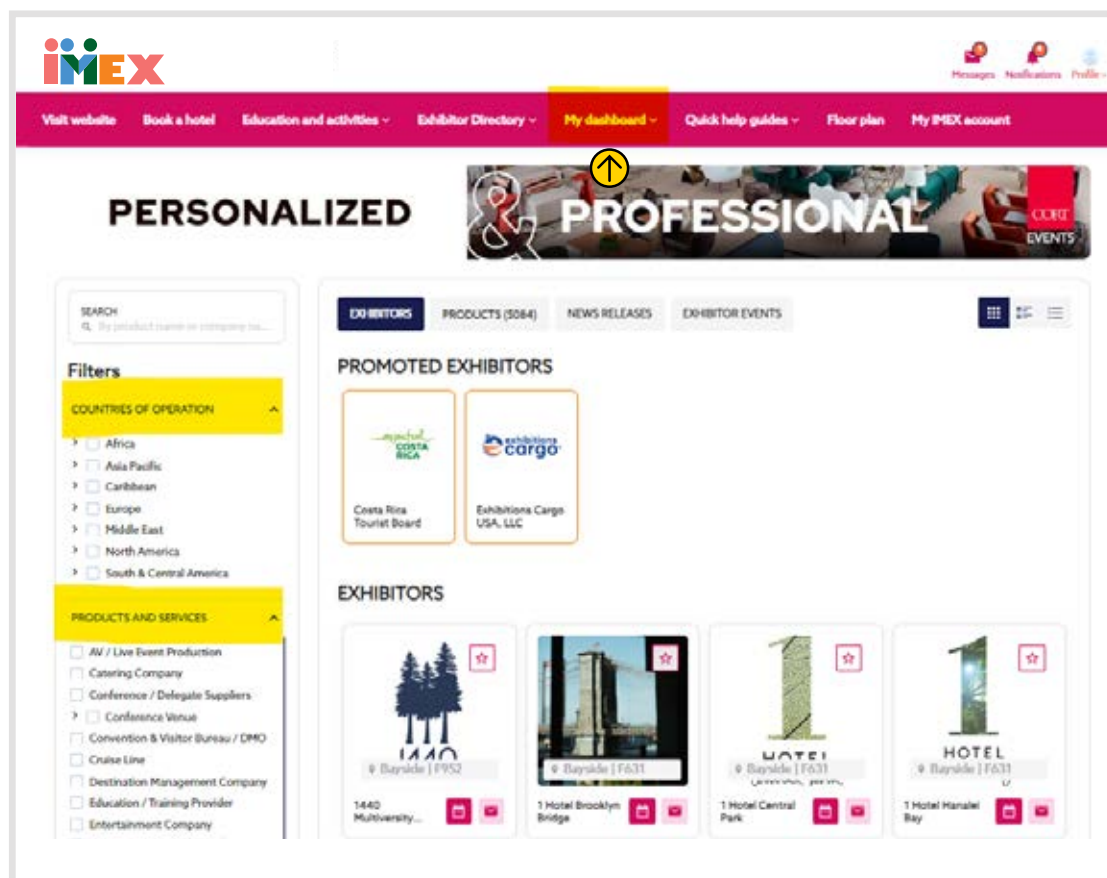
Meetings with exhibitors take priority. Keep your commitment to the exhibitor, unless there's plenty of time (at least 24 hours) to reschedule the meeting.

Frequently asked questions

➔ How do I find exhibitors to book meetings with?

- Go to the Exhibitor Directory
- Search for exhibitors by country or by products and services. You can also search by exhibitor name or by products and services using the search box. Applied filters appear above the search results. Click 'x' to remove individual filters or click Reset Filters to remove them all at once

Click +My Schedule on the search page or from the exhibitor company profile by double clicking it.



➔ What other ways are there to find exhibitors to book meetings with?

Look out for the calendar icon in the following places:

- Recommendations
 - Favorites
 - Attendee list
 - Floor plan
- Use the Exhibitor Directory to search for an exhibitor. Click their booth number to open the floor plan and find their booth. Click the calendar icon next to the exhibitor's name to book a meeting. Click back in your browser to return to the Exhibitor Directory search. You can also search for the exhibitor using the search box to the left of the floor plan.


Frequently asked questions

➔ How do I book a meeting?

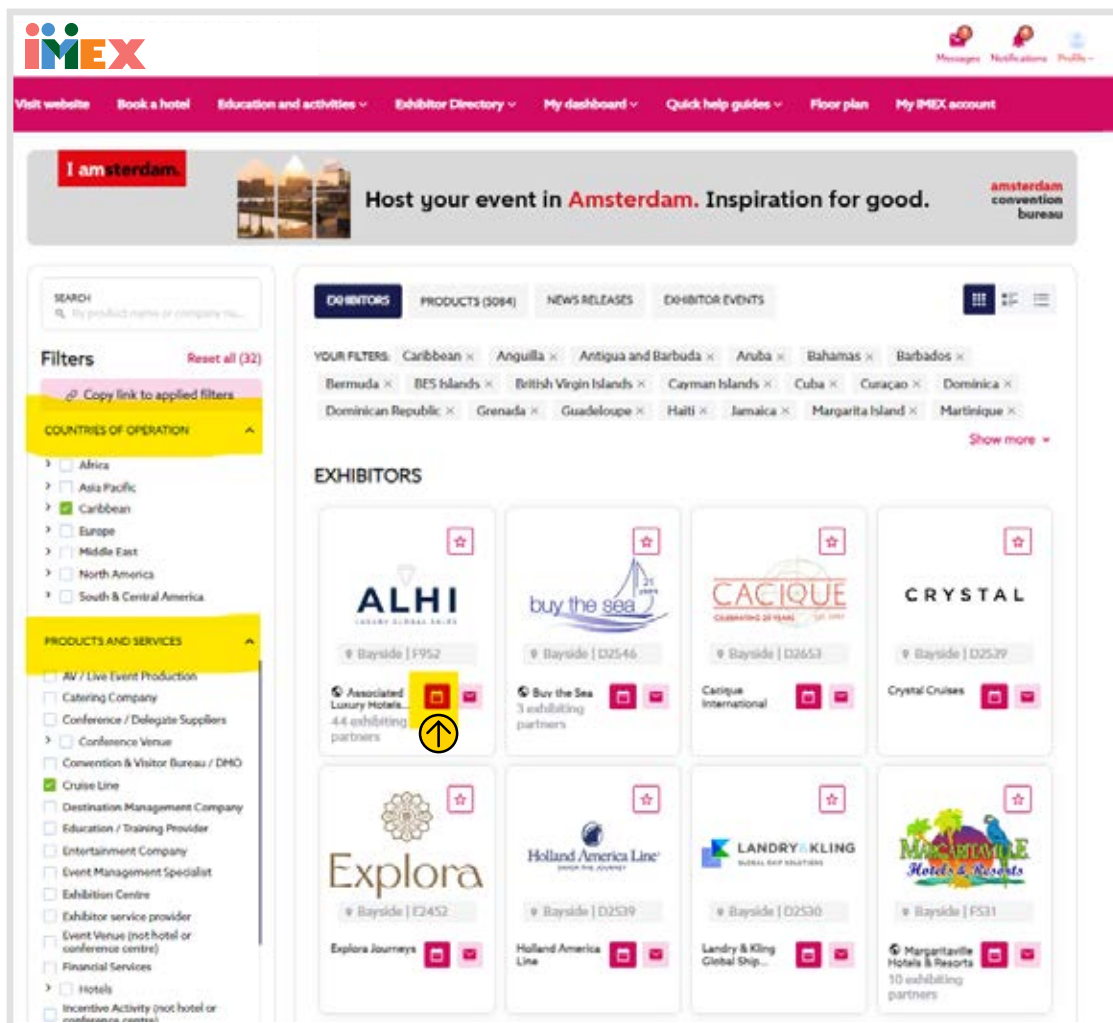
The easiest way to book a meeting is to go to the Exhibitor Directory. Search by country, products and services to find exhibitors you'd like to meet.

Select the calendar icon and complete the meeting request details.

To book a meeting, follow these steps:

- Sign in to go to your dashboard
- Select Exhibitor Directory from the top menu
- Search by country, product and service
- Look for the schedule icon  to book a meeting
- Complete all required fields then choose the date and time
- Once you click Request Meeting the meeting is confirmed in both your schedule and the exhibitor's schedule

Any fields with * are mandatory

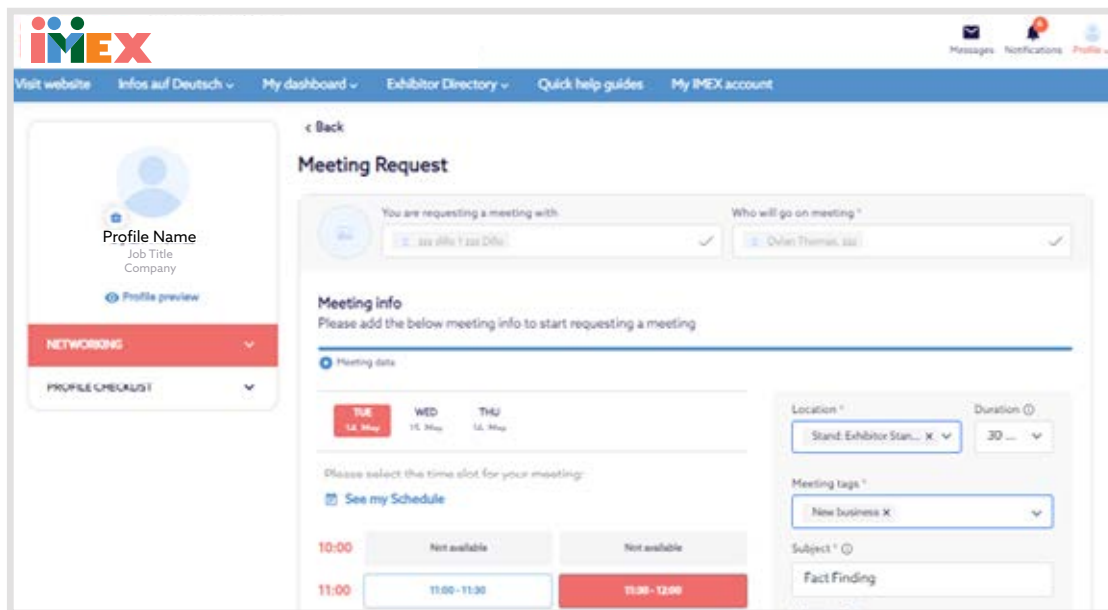


The screenshot displays the IMEX website interface. At the top, there is a navigation bar with links for 'Visit website', 'Book a hotel', 'Education and activities', 'Exhibitor Directory', 'My dashboard', 'Quick help guides', 'Floor plan', and 'My IMEX account'. Below this is a banner for 'I am amsterdam' with the text 'Host your event in Amsterdam. Inspiration for good.' and the 'amsterdam convention bureau' logo.

The main content area is titled 'EXHIBITORS' and features a search bar and a filter section. The filter section includes 'COUNTRIES OF OPERATION' (with 'Caribbean' selected) and 'PRODUCTS AND SERVICES' (with 'Cruise Line' selected). The search results are displayed in a grid of exhibitor cards. Each card includes the exhibitor's logo, name, location (e.g., 'Bayside'), and a calendar icon. A yellow circle with an upward-pointing arrow highlights the calendar icon for 'ALHI'.

Exhibitor	Location	Calendar Icon
ALHI	Bayside F952	Yes
buy the sea	Bayside D2546	Yes
CACIQUE	Bayside D2653	Yes
CRYSTAL	Bayside D2639	Yes
Explora	Bayside E2452	Yes
Holland America Line	Bayside D2519	Yes
LANDRY & KLING	Bayside D2530	Yes
MARGARITAVILLE Hotels & Resorts	Bayside F531	Yes

Frequently asked questions



The screenshot shows the IMEX Meeting Request interface. On the left is a user profile card with fields for Profile Name, Job Title, and Company, and buttons for Profile preview, NETWORKING, and PROFILE CHECKLIST. The main form is titled 'Meeting Request' and includes a 'Back' button. It has two dropdown menus: 'You are requesting a meeting with' (set to 'C. van der Vliet, DBO') and 'Who will go on meeting' (set to 'Olaf Thomas, B2'). Below this is the 'Meeting info' section with the instruction 'Please add the below meeting info to start requesting a meeting'. It features a 'Meeting date' section with a calendar grid for Tuesday (14 May), Wednesday (15 May), and Thursday (16 May). A 'Please select the time slot for your meeting:' section shows a grid with slots for 10:00, 11:00, and 11:00-12:00. The 11:00-12:00 slot is selected. To the right, there are fields for 'Location' (Stand, Exhibitor Stan... X), 'Duration' (30 min), 'Meeting tags' (New business X), and 'Subject' (Fact Finding).

Selecting the exhibitor team member: If the exhibitor has more than one team member you can choose to either book the meeting with any available team member (this is the default) or a specific team member. Select a team member from the drop-down list (you can select more than one person, but this will limit availability).

Location: This defaults to the exhibitor booth during show hours.

Duration: All meetings are set at 30 minutes and generally last 25 minutes allowing you time to get from one meeting to another.

Subject: This is the name of the meeting and how it appears in your schedule and any synced calendars.

Message: Enter information to help the exhibitor prepare for your meeting.

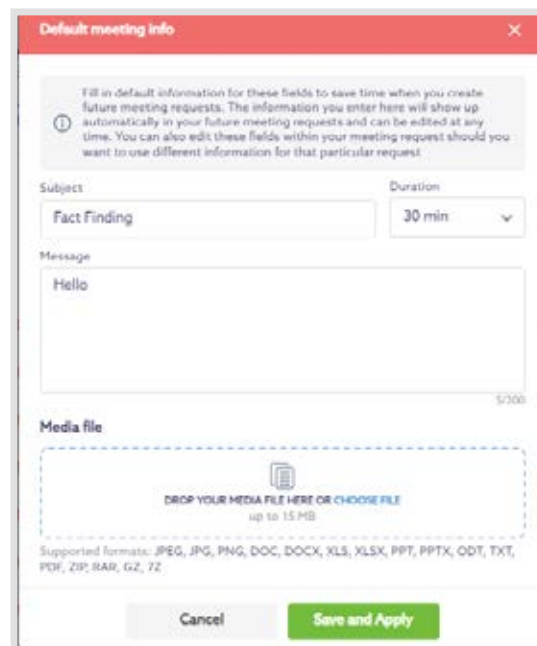
Meeting tags: Select one or more tags so that the exhibitor can see what the meeting is for.

Additional documents: Add any documents relevant to the meeting, such as an RFP.

Date and time: Once you've added the meeting details, select the date/time availability matches between you and the exhibitor. If there are no matches, choose other team members or anyone in the company and the page automatically refreshes.

Go to Request Meeting: This automatically adds the meeting to your schedule, and the exhibitor's schedule.

Default meeting info: This allows you to auto-complete the subject, message and attached files in your meeting requests with the same information. If you often request similar meetings, Default Meeting Information allows you to make those requests quicker. You can change the Default Meeting Information as often as you need to.



The screenshot shows the 'Default meeting info' dialog box. It contains a message: 'Fill in default information for these fields to save time when you create future meeting requests. The information you enter here will show up automatically in your future meeting requests and can be edited at any time. You can also edit these fields within your meeting request should you want to use different information for that particular request.' Below this are fields for 'Subject' (Fact Finding), 'Duration' (30 min), 'Message' (Hello), and 'Media file'. The 'Media file' section has a dashed box with the text 'DROP YOUR MEDIA FILE HERE OR CHOOSE FILE up to 15 MB' and a list of supported formats: JPEG, JPG, PNG, DOC, DOCX, XLS, XLSX, PPT, PPTX, ODT, TXT, PDF, ZIP, RAR, GZ, 7Z. At the bottom are 'Cancel' and 'Save and Apply' buttons.

Frequently asked questions

➔ Do exhibitors need to accept my meetings?

No, meetings are automatically added to the exhibitor's schedule once you select the time and request the meeting.

Exhibitors can:

- Cancel the meeting
- Move the meeting to a different team member
- Invite other team members to join the meeting

➔ What happens if I or an exhibitor cancels a meeting?

If the exhibitor cancels, you'll receive the reason for the cancellation by email.

The meeting will appear as canceled in your schedule (with a red bar against it). Canceling the meeting automatically frees the time in your schedule, so you'll be able to book another meeting in the timeslot.

If you'd like to remove a meeting record entirely from your schedule, select delete. (You cannot reinstate it once you've done this.)

➔ Blocking times in your schedule

Go to Networking, then My Schedule and Add blocked time.

Or go to My Dashboard/Block Your Schedule.

You'll see a page with schedule blocks for every 30 minutes from 10:00am to 5:30pm, up to 4:30pm on Thursday.

Click +My Schedule to add schedule blocks.

The screenshot shows the IMEX webex Events interface. At the top, there's a navigation bar with links like 'Visit website', 'Book a hotel', 'Education and activities', 'Exhibitor Directory', 'My dashboard', 'Quick help guides', 'Floor plan', and 'My IMEX account'. Below this is a banner for 'webex Events' with the tagline 'Any event. Every audience. One platform.' The main section is titled 'My Schedule' and features a calendar view for the current week. A sidebar on the left contains a 'Networking' menu with options like 'Dashboard', 'Suggested education and activities', 'Recommendations', 'Favourites', 'My schedule' (highlighted), 'Messages', 'Attendee list', 'Book a meeting', and 'Meeting ratings'. The 'My Schedule' view shows a grid of time slots from 08:00 to 12:00. Two meetings are scheduled: 'Dylan Thomas' from 10:30 to 11:30 and 'David Hartson' from 11:30 to 12:00. The interface includes a header with the IMEX logo and navigation links, and a sidebar with a profile section and a 'Networking' menu.

Frequently asked questions

→ Which time zone do my meetings appear in?

Central European Summer Time.

→ How many meetings do I need to book?

Being an IMEX hosted buyer means you've made a commitment to book a minimum of six to eight meetings per day. These should be mainly one-to-one meetings but can include group appointments and booth presentations.

→ Do optional activities count towards my six to eight meetings per day?

No, only individual one-to-one meetings with exhibitors, group appointments and booth presentations count toward your six to eight meetings per day.

→ Can I book/see meetings in the mobile app?

Yes, you can. All the functionality you have on your web browser is also available on the mobile app. We recommend you use the app to manage your meetings during the show.

→ What should I do if I can no longer attend a meeting?

Before the show: Either reschedule or cancel your meeting (to give the exhibitor the opportunity to have a meeting with another buyer). You'll see a pink box with Reschedule when you click the meeting in your schedule.

At the show: You can cancel or reschedule meetings on the app; but if it's very close to your meeting time, visit the exhibitor on their booth to let them know. They may not see the change if they are busy at their booth.

Exhibitors can mark buyers as a meeting no show and this information is recorded and monitored by us. It's up to you to ensure you manage conflicts in your schedule.

Productivity tips:

1. Tour icon: At any time if you want to know more about the features of our show system, click on the ? tour icon at the top right corner and you'll get a quick feature tour
2. Save all the exhibitors you want to book meetings with now, then dive in later and book all the meetings you want (**remember to leave spare time for coffees, breaks and lunch)
3. Use the floor plan to search where exhibitors are located to book meetings in the same area, to maximize your time
4. Don't forget to use the Default Meeting info to speed up meeting requests