



PartnerNet Training Session

Date: 20 - 24 May 2016

Venue: HKTB Boardroom



- Registration and Welcome Greetings
- PartnerNet Overview and Key Features
 - → Overview of PartnerNet
 - → Introduction of My PartnerNet
 - → Introduction of e-Marketplace
 - → Enhanced Feature: Hong Kong Specialist
- Demonstration and hands-on experience
- Q & A



PartnerNet Market Versions

- International version launched in Nov 2012
- 6 x English versions launched last Sep 2013
- 7 x Foreign language versions launched last Dec 2013
- SEA version launched in 2015



INTERNATIONAL - English

INTERNATIONAL - 繁體中文

INTERNATIONAL - 简体中文

Australia - English

Canada - English

China - 简体中文

France - Français

Germany - Deutsch

India - English

Japan - 日本語

Korea - 한국어

Middle East - English

Russia - русский

Southeast Asia - English

Taiwan - 繁體中文

United Kingdom - English

United States - English





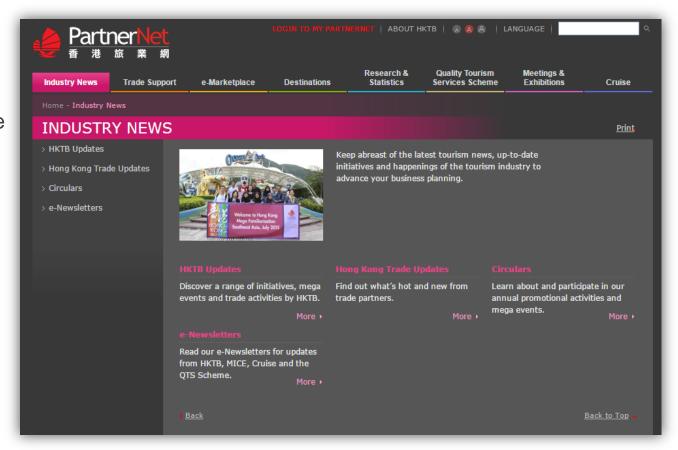


- Industry News
- Trade Support
- e-Marketplace
- Destination
- Research & Statistics
- Quality TourismServices (QTS) Scheme
- Meetings & Exhibitions
- Cruise



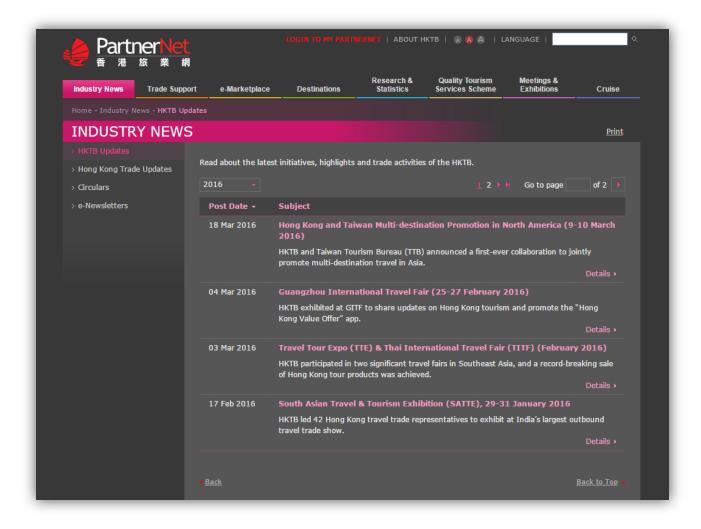
Industry News

- → HKTB Updates
- → Hong Kong Trade Updates
- Circulars
- → e-Newsletters





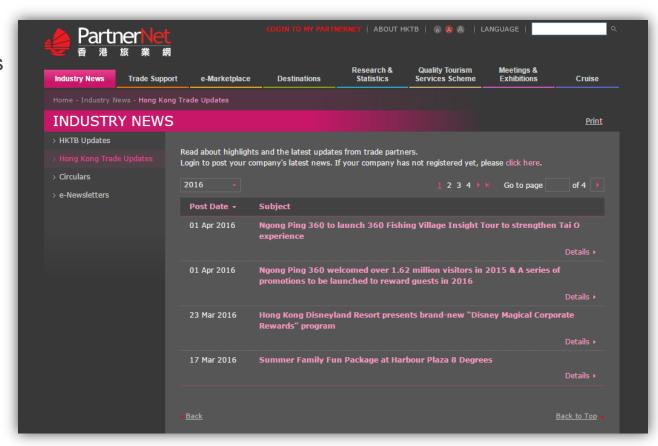
- Industry News
 - → HKTB Updates





Industry News

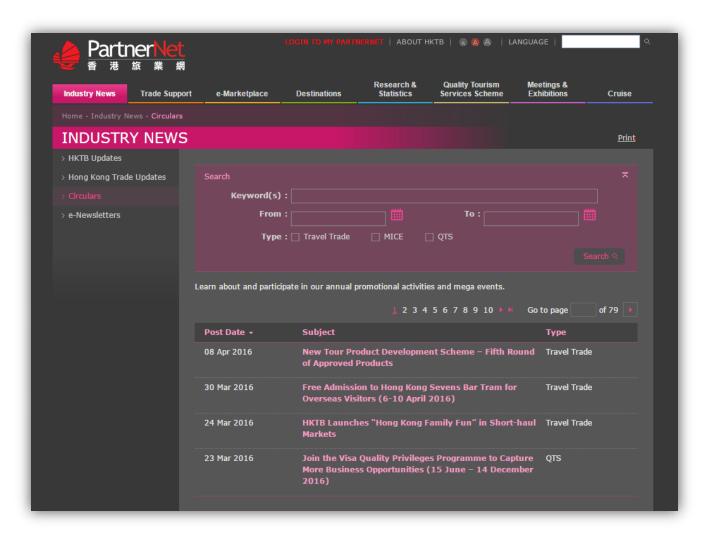
→ HK Trade Updates





Industry News

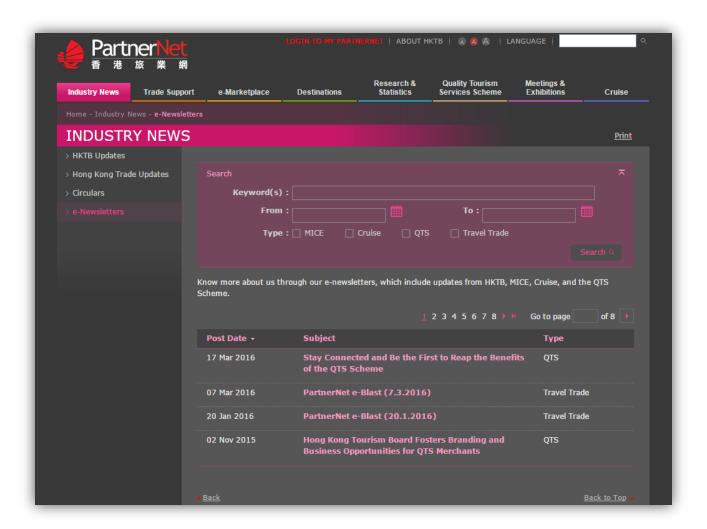
→ Circulars





Industry News

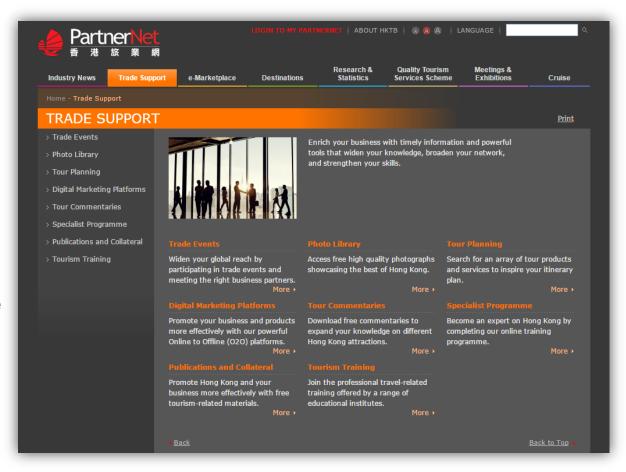
→ e-Newsletters





Trade Support

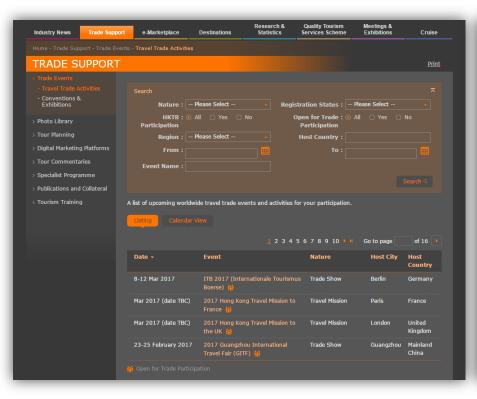
- Trade Events
- Photo Library
- Tour Planning
- Digital MarketingPlatforms
- Tour Commentaries
- Specialist Programme
- Publications and Collateral
- → Tourism Training

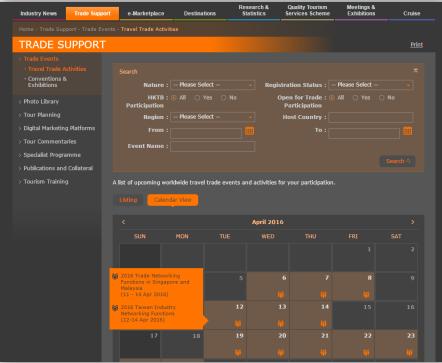




Trade Support

- Trade Events
 - Travel Trade Activities
 - Conventions & Exhibitions

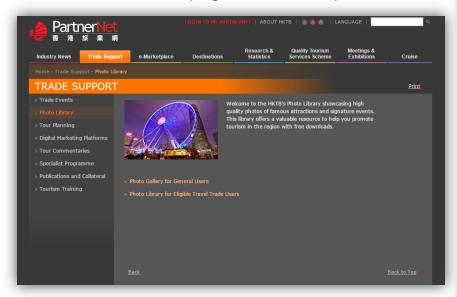


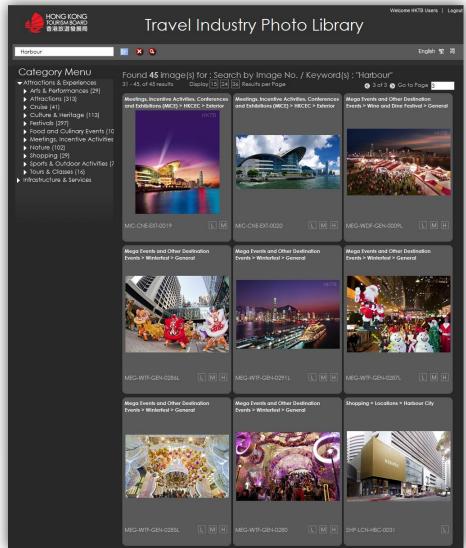




Trade Support

- → Photo Gallery for General Users
- Photo Library for Travel Trade
 Partners (login to access)

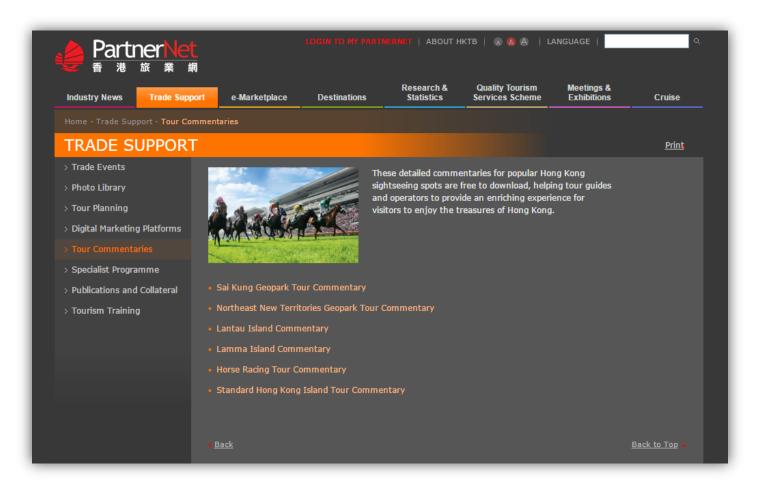






Trade Support

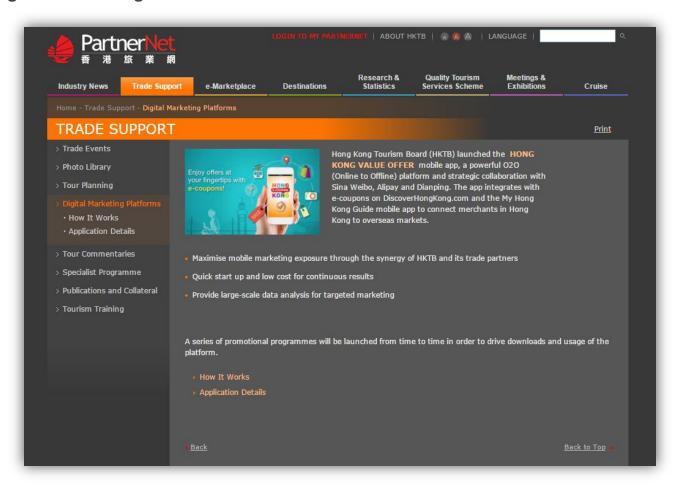
Tour Commentaries





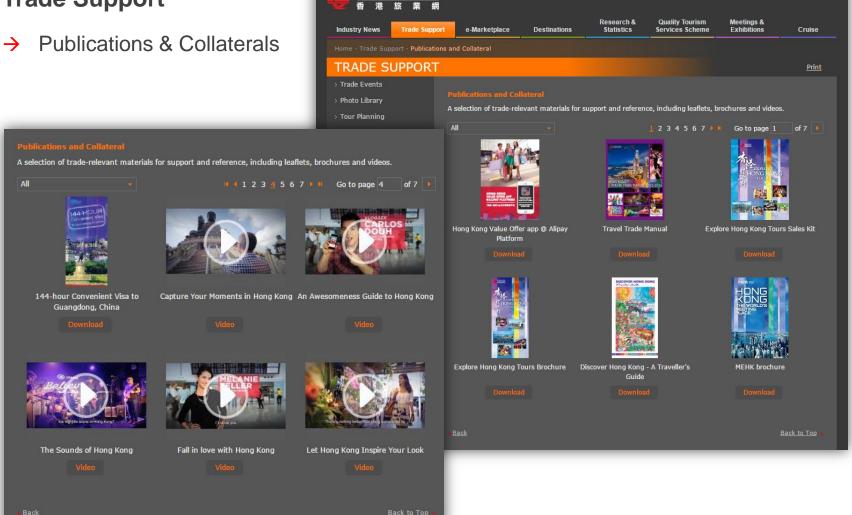
Trade Support

→ Digital Marketing Platforms





Trade Support

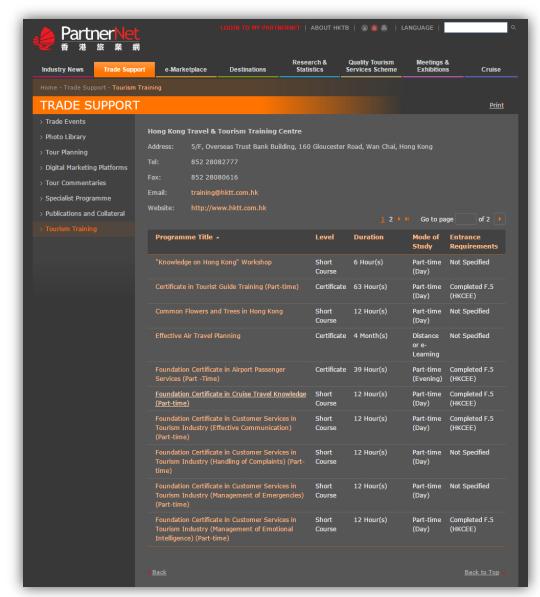


Partner 1



Trade Support

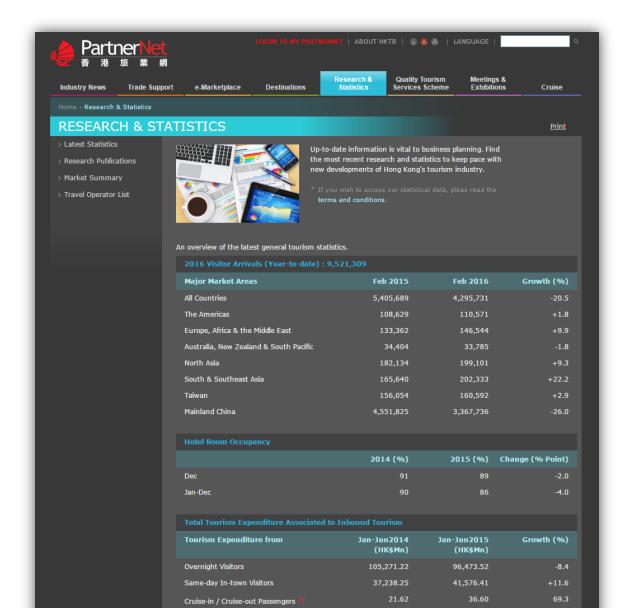
→ Tourism Training





Research & Statistics

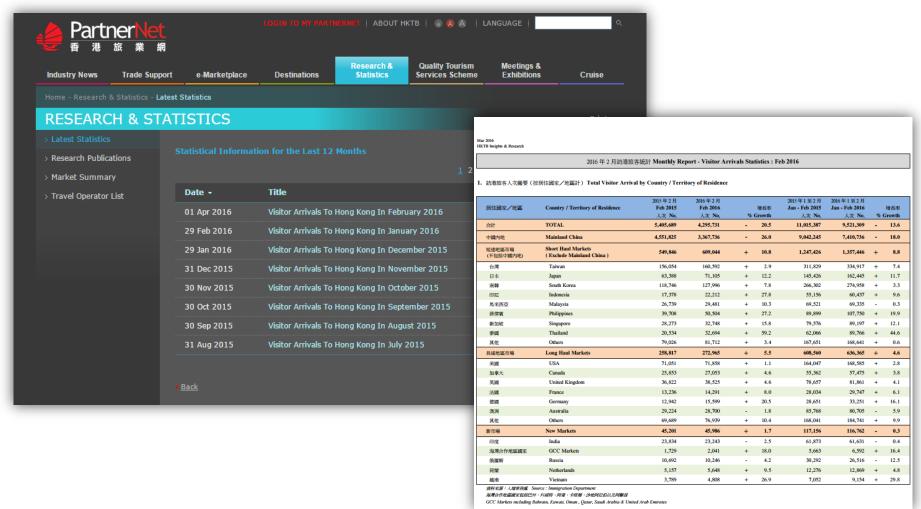
- Latest Statistics
- Research Publications
- Market Summary
- → Travel Operator List





Research & Statistics

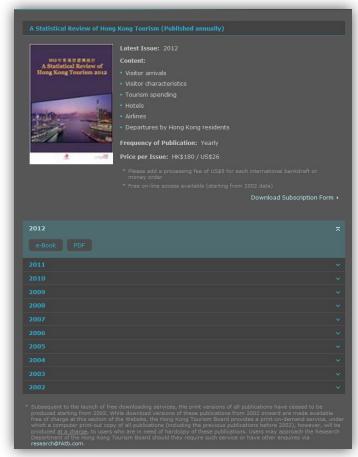
→ Latest Statistics





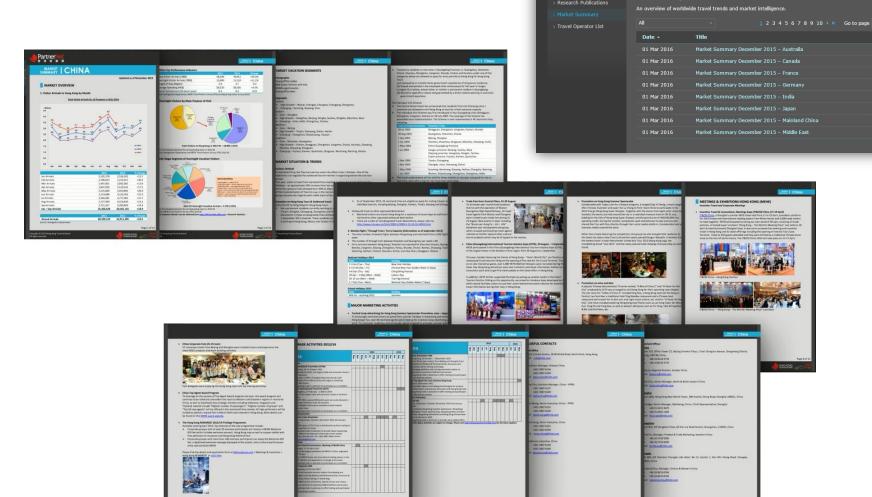
Research & Statistics

- → Research Publications (login to access)
 - A Statistical Review of Hong Kong Tourism
 - Cruise Passenger Statistics
 - Hong Kong Hotel Classification System
 - Hong Kong Hotel Industry Review Full Report
 - Hotel Room Occupancy Report
 - Hotel Supply Situation
 - Meetings, Incentives, Conventions & Exhibitions (MICE) Statistics
 - Summary of the Hong Kong Hotel Industry Review
 - Tourism Expenditure Associated to Inbound Tourism
 - Visitor Arrival by Purpose of Visit
 - Visitor Arrival Statistics
 - Visitor Profile Report





- Research & Statistics
 - → Market Summary (login to access)



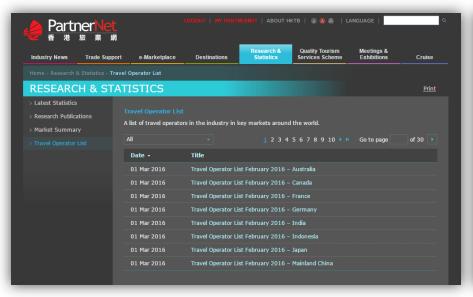
Partner

RESEARCH & STATISTICS

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- Research & Statistics
 - → Travel Operator List (login to access)







Introductory on TSP Registration & My PartnerNet



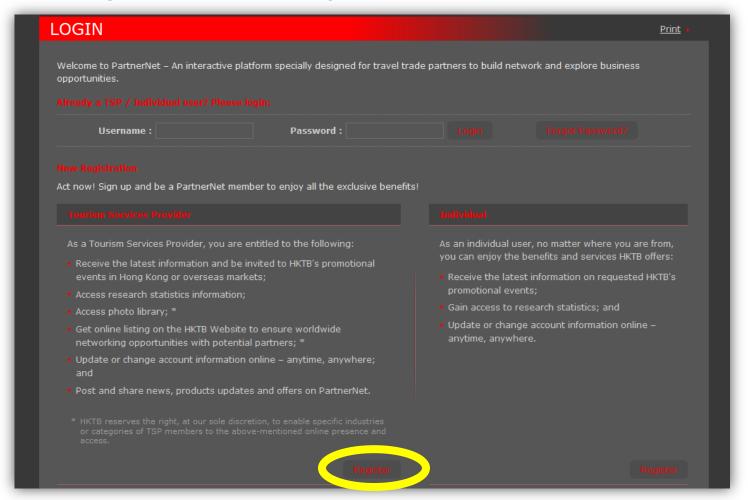
- TSP Registration
 - → Click "Sign Up Now for PartnerNet" to start your registration





TSP Registration

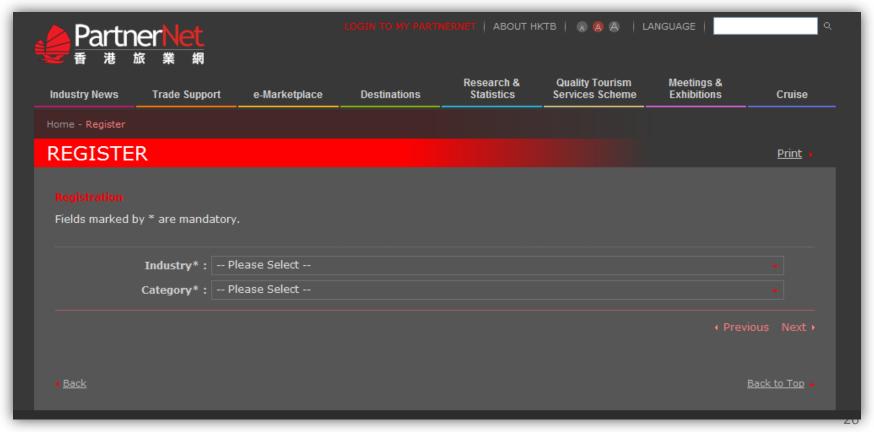
→ Click "Register" to start the registration





TSP Registration

- Select your Industry and Category, and fill in the registration form accordingly
- → A confirmation email will be sent to you upon approval of your application





◆ TSP Registration – Industry & Category List

→ Industry and Category for selection

Accommodation	Hotels & Resorts	
	Licensed Guesthouses	
	Youth Hostels	
	Hotel Corporate Representatives	
Travel Agencies	Tour Operators	
(Inbound)	Travel Agents	
	Ground Handling Agents	
Attractions / Visitor Facilities	Attractions / Visitor Facilities	
MICE / Business	Venues	
Travel	Professional Conference Organisers	
	Destination Management Companies	
	Exhibition Organisers	
	Convention & Exhibition Service Providers	
	MICE Product & Activity Providers	
Cruise	Cruise Lines	
	Cruise Travel Agents	
	Shipping Agents	
	Terminals	
	Others	

Retail, Dining	Dining Merchants
and Tourism	Retail Merchants
Services	Dining Districts
	Shopping Malls
Transportation	Airlines – Scheduled Flights
	Airlines – Non-scheduled Flights
	Helicopters
	Limousine Operators
	Bus & Coach Operators
	Rail Operators
	Ferry & Boat Operators
Industry	Travel Trade (Leisure, MICE, Cruise)
Associations	Retail Sector
	Catering Sector
	Others

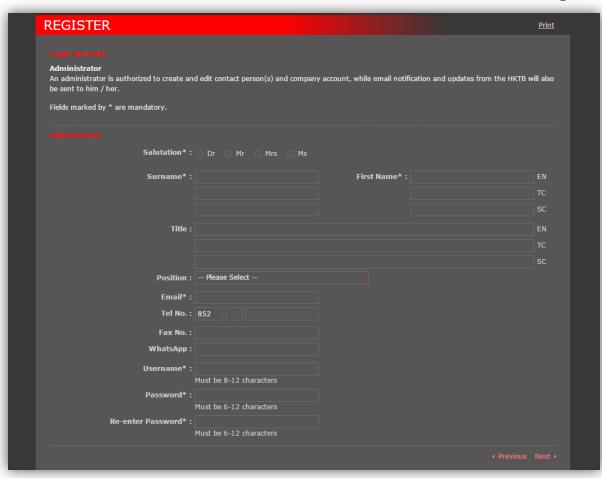


◆ TSP Registration – Types of accounts and their access rights

Member Type	Account Type	Access Rights
Tourism Services Providers	Administrator (only 1 account)	 Update personal & company profile, change password Add/Update contact person accounts Add/Update Company account View restricted information (eg. research publications, offers, trade photo library, etc) Send enquiry on e-marketplace Post trade updates, offers, and services Receive circulars / e-newsletters View activity history
	Contact Persons (Unlimited no. of account)	 Update personal profile View restricted information Send enquiry on e-marketplace Receive circular / e-newsletters
	Company Account (only 1 account)	View restricted information (a view-only account)
Individual Members	Not applicable	Update personal profile and change password 28



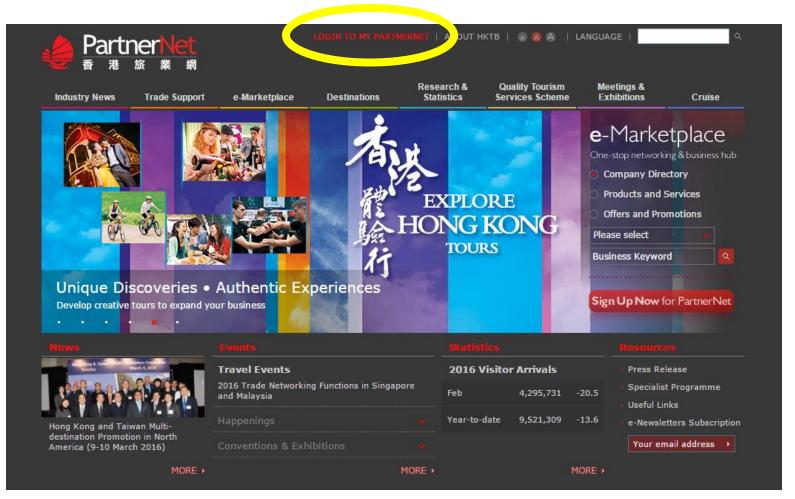
- TSP Registration Administrator
 - → Fill in the information of the Administrator in the registration form
 - → Administrator can invite staffs as Contact Persons after login to My PartnerNet





Login to My PartnerNet

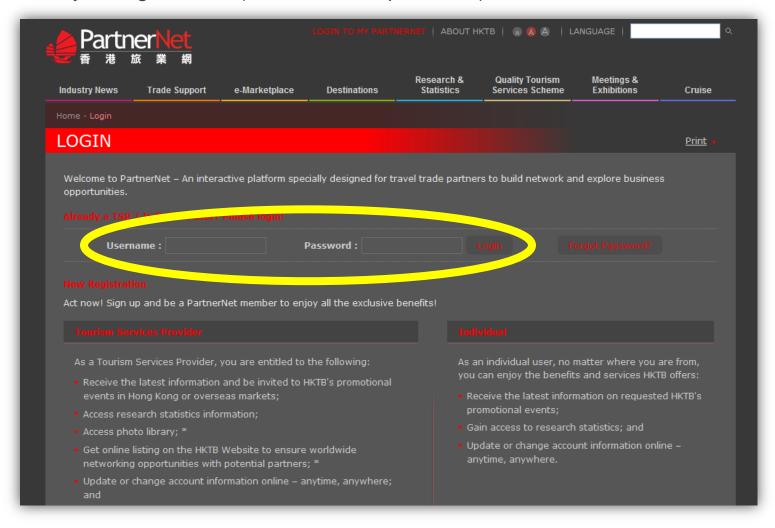
→ Click hyperlink "LOGIN MY PARTNERNET" on the top of website





Login to My PartnerNet

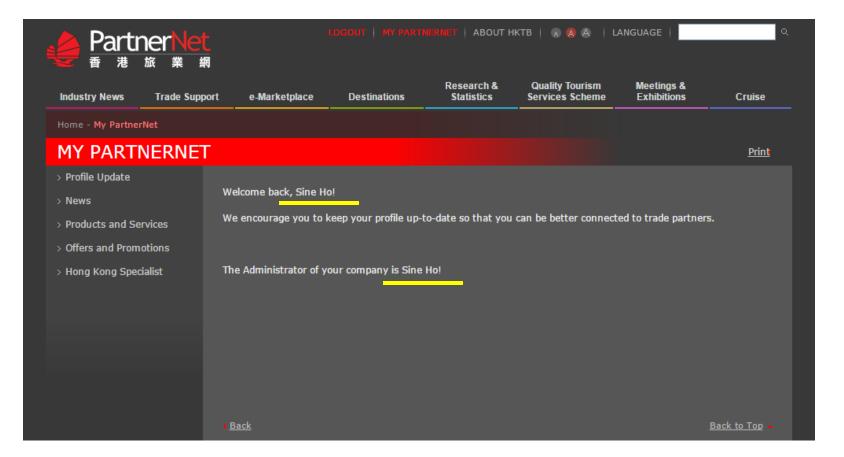
→ Enter your login details (username and password)





My PartnerNet

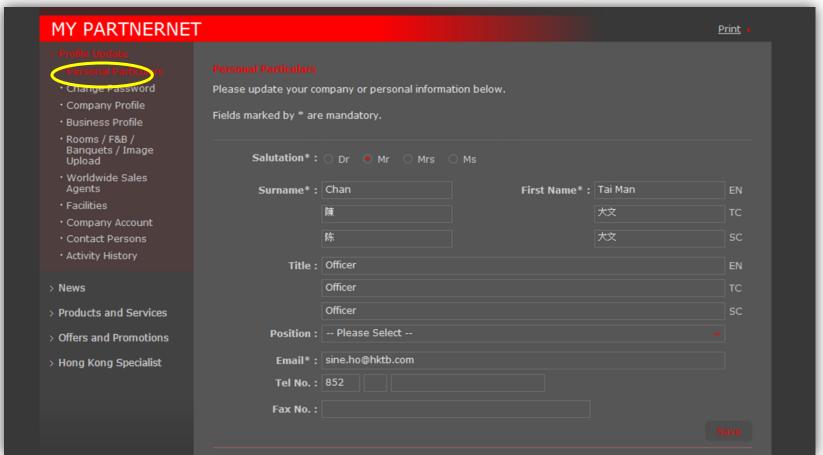
→ You can see your name and administrator on the welcome page





My PartnerNet – Profile Update

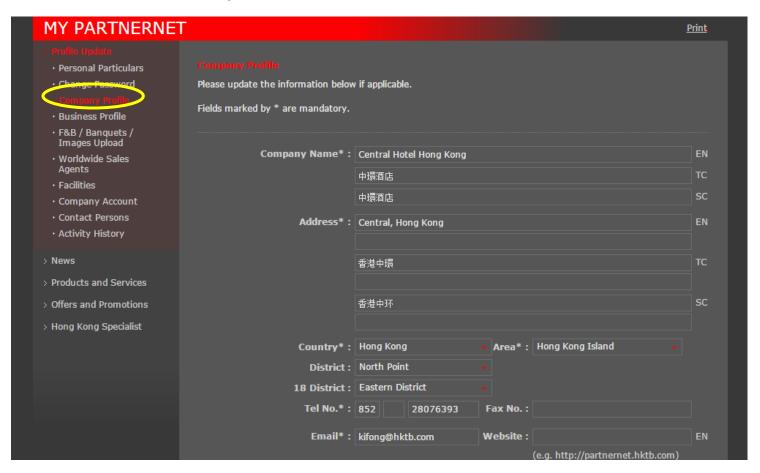
→ Click "Personal Particulars" to update your personal details



33

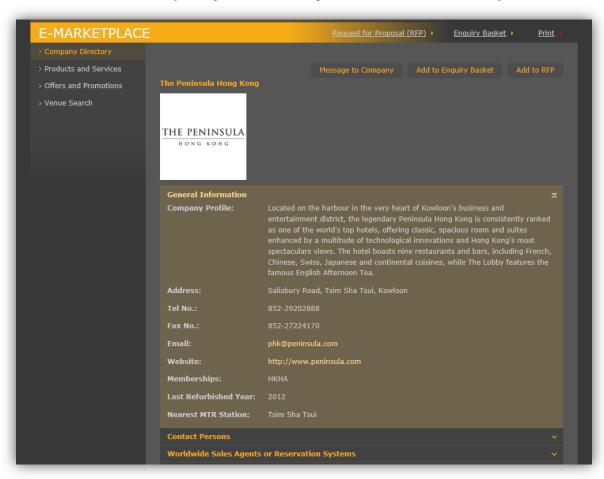


- My PartnerNet Profile Update (Company Profile)
 - → Click "Company Profile" and edit the company information to be shown in e-Marketplace, then "Save"





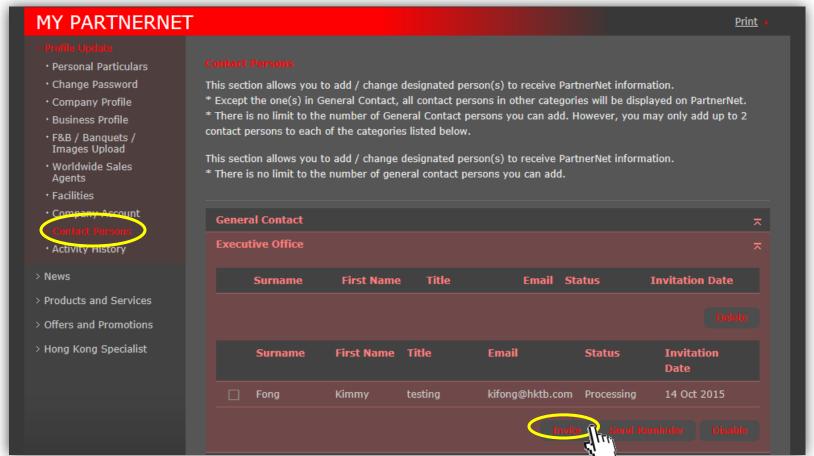
- My PartnerNet Profile Update (Company Profile)
 - → Trade Partners and the public will be able to see your latest company information on Company Directory under e-Marketplace





My PartnerNet – Invite Contact Persons

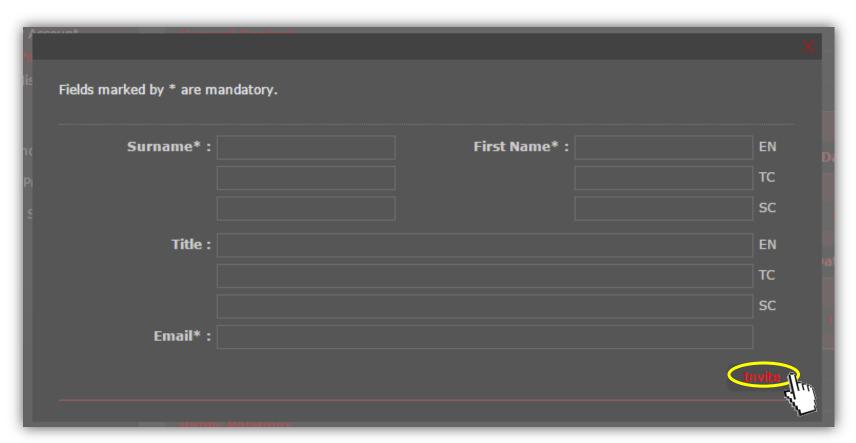
- Invite your colleagues to be contact persons of the company
- Click "Contact Persons", then "Invite" to fill in the contact information





My PartnerNet – Invite Contact Persons

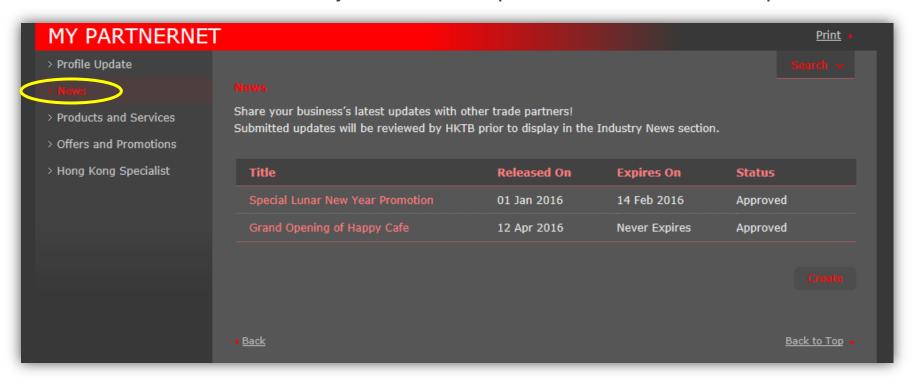
- → Click "Invite" to send an invitation email to your colleagues
- → Your colleagues will receive an email for registration in few simple steps





My PartnerNet - News

- → Submit the latest news on your company to increase the exposure
- → Contents after review by HKTB will be published on HK Trade Updates

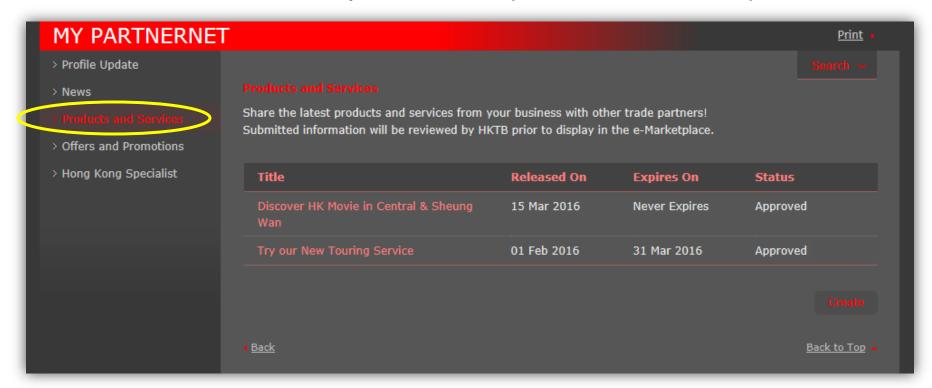




→ Overseas exposure attained



- My PartnerNet Products and Services
 - → Update products and services of your company
 - Contents after review by HKTB will be published on e-Marketplace





→ Overseas exposure attained



- My PartnerNet Offers and Promotions
 - → Update offers and promotions of your company
 - Contents after review by HKTB will be published on e-Marketplace



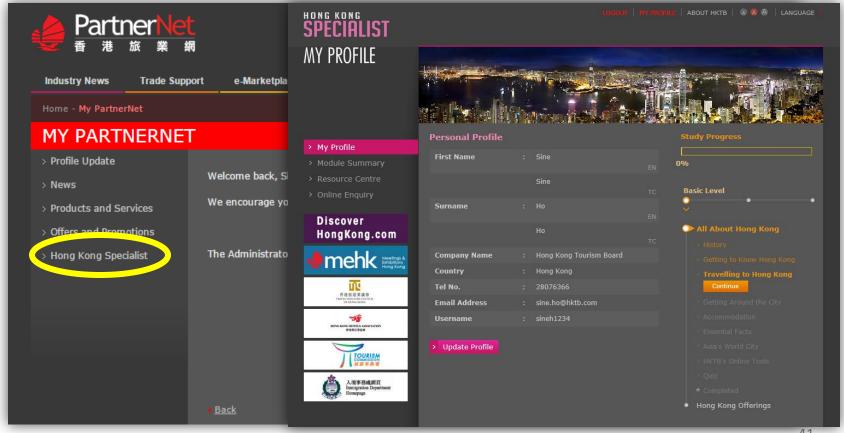


→ Overseas exposure attained



Special Feature

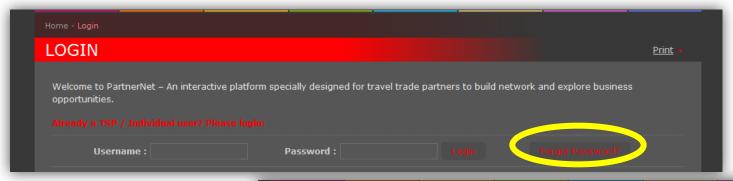
→ You can login Hong Kong Specialist by clicking "Hong Kong Specialist" on the left menu bar

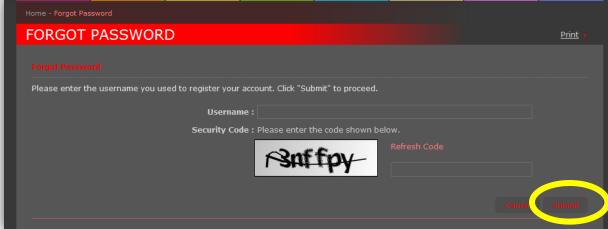




My PartnerNet – Forgot Password

- → Click "Forgot Password" to reset your password if necessary
- → Fill in the Username and Security Code and click "Submit"
- → An email will be sent to you to reset the password



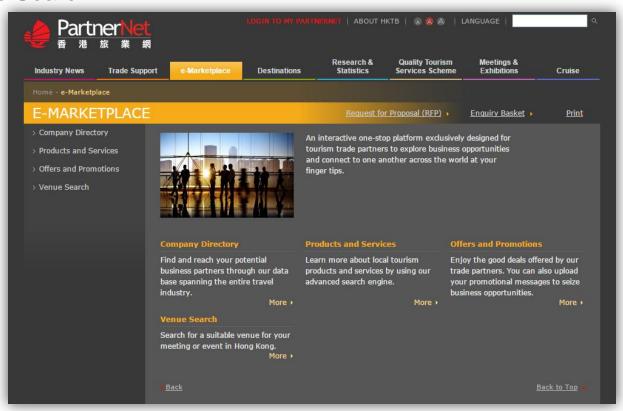






e-Marketplace

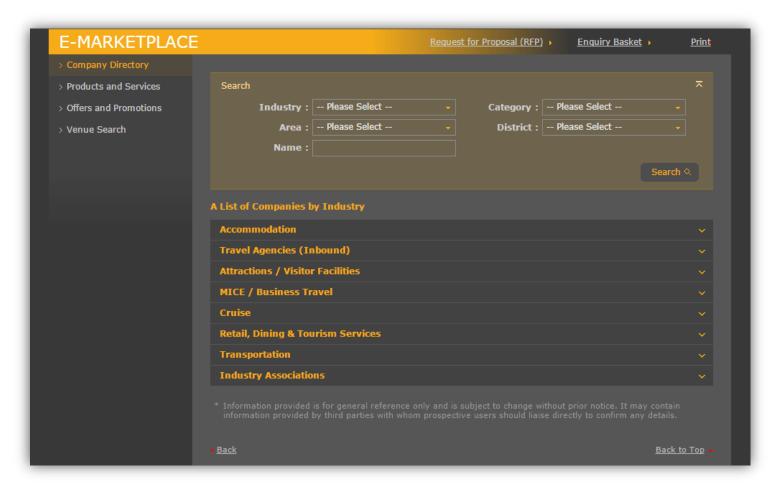
- → Company Directory
- → Products and Services
- → Offers and Promotions
- → Venue Search





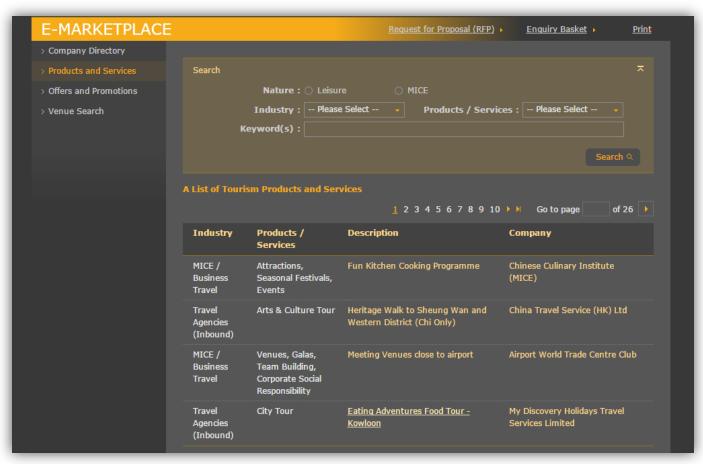
e-Marketplace

Company Directory - Search your trade partners by <u>name</u>, <u>industry</u>, <u>category</u>, <u>area</u> and/or <u>district</u>



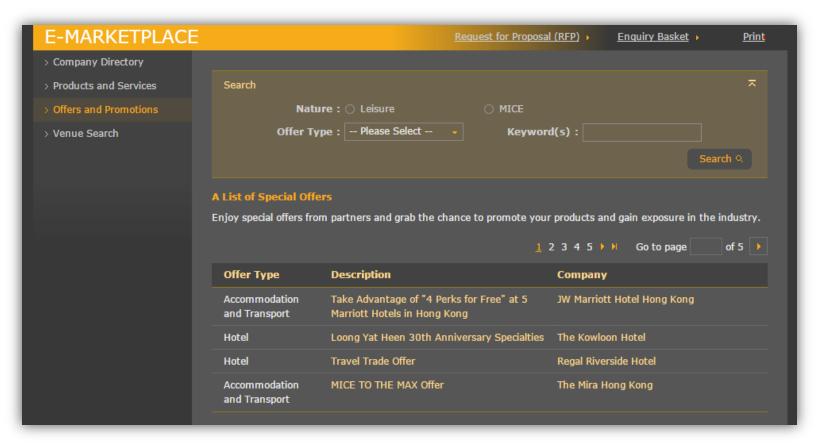


- e-Marketplace
 - Products and Services Search your interested products and services by <u>keywords</u>, <u>industry</u> and/or <u>type</u>



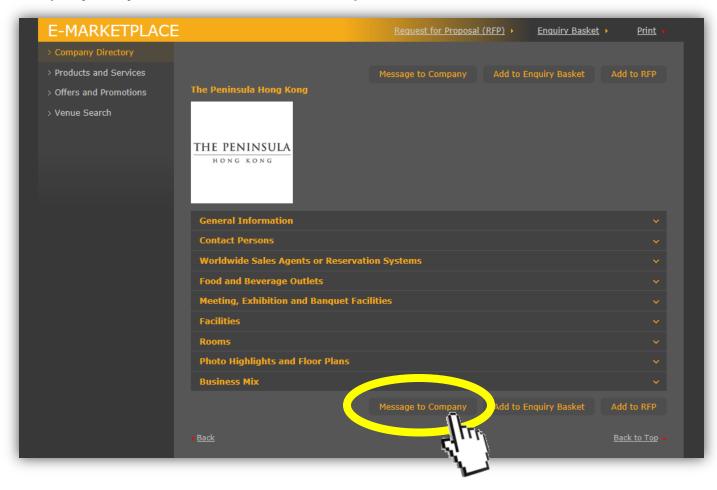


- e-Marketplace (login to access)
 - Offers and Promotions Search your interested offers and promotions by <u>keywords</u> and/or <u>type</u>



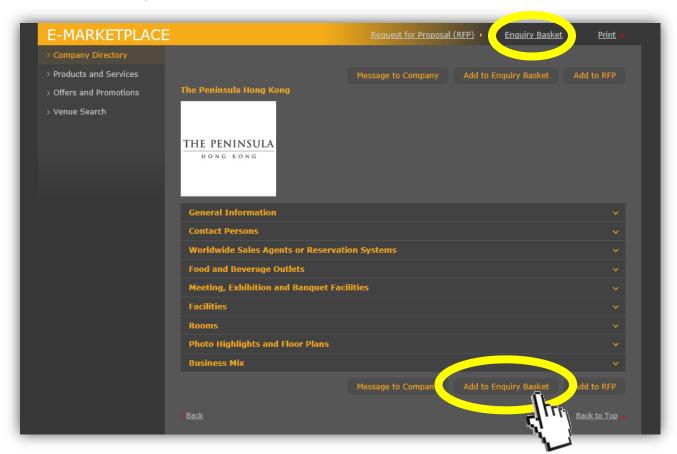


- e-Marketplace Enquiry
 - One to one enquiry Click "Message to Company" to send your enquiry to your interested trade partner





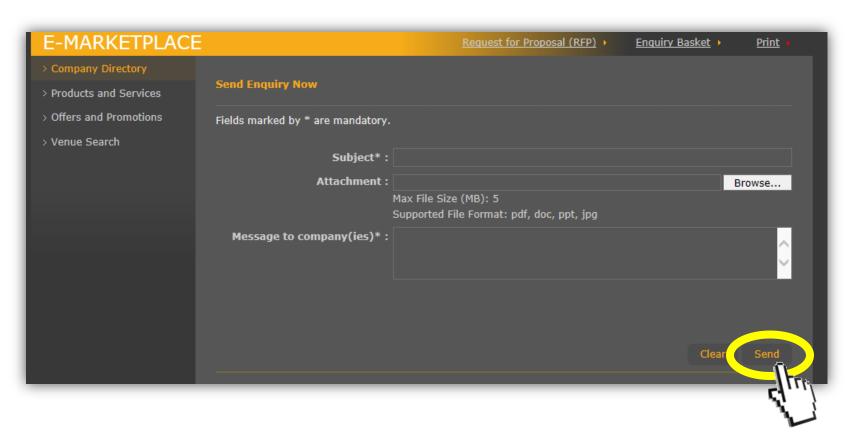
- e-Marketplace Enquiry
 - → One to many enquiries Click "Add to Enquiry Basket" to include your interested partners in your Enquiry Basket.
 - Click "Enquiry Basket" to proceed





e-Marketplace – Enquiry

→ Fill in subject, your message and upload attachment, and then click "Send"



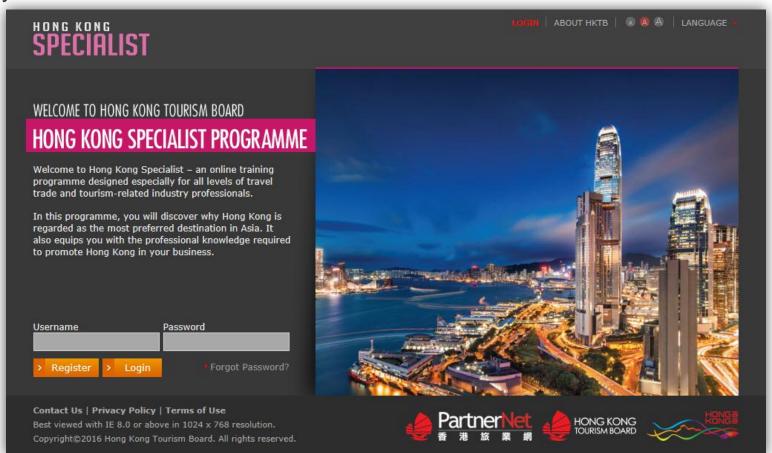


Hong Kong Specialist



Hong Kong Specialist

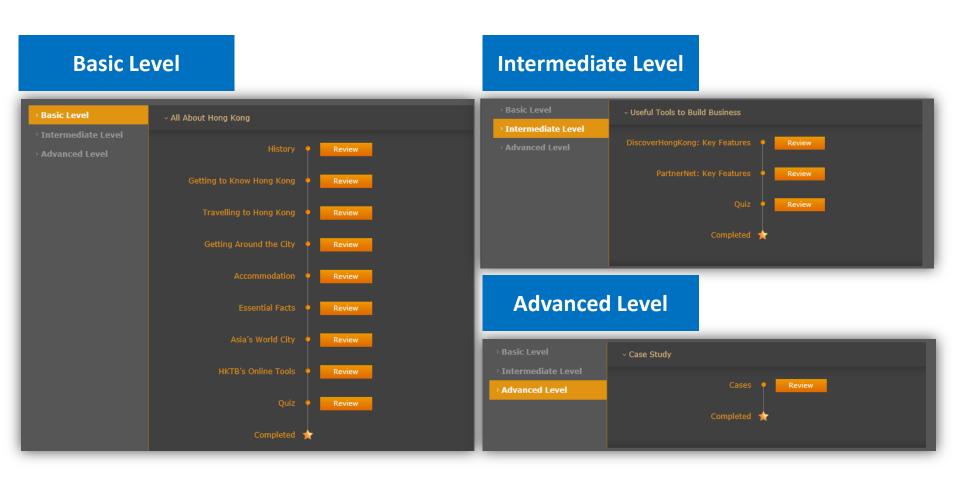
- An online training programme to equip you with the professional knowledge required to promote Hong Kong.
- User can login Hong Kong Specialist with the same username & password of My ParterNet.





Hong Kong Specialist – Course Structure

The training programme consists of three levels:

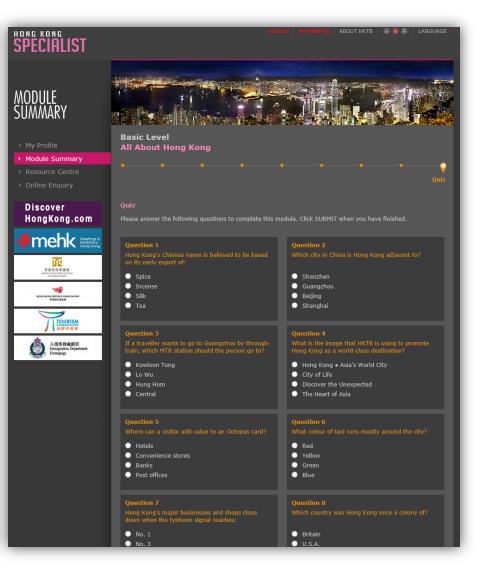




Hong Kong Specialist – Course Structure

Format of study and quiz:

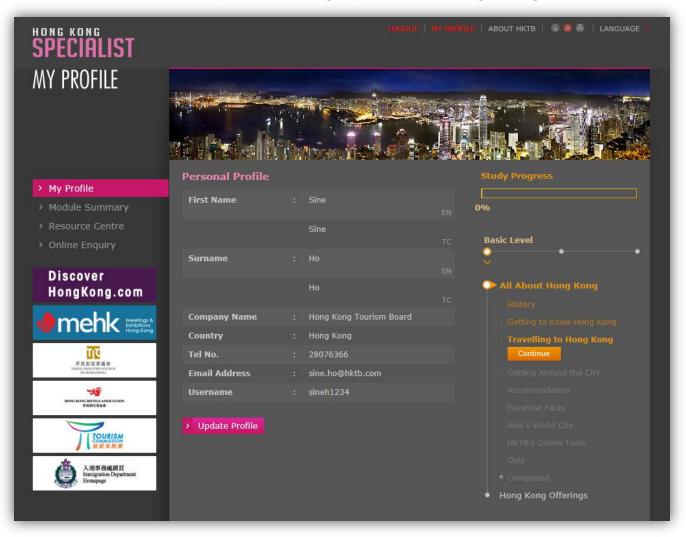






Hong Kong Specialist – My Profile

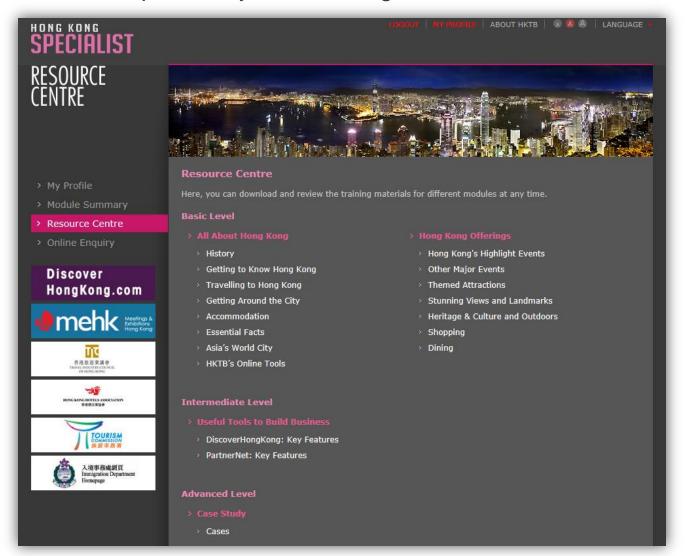
My Profile section helps you manage your training progress





Hong Kong Specialist – Resource Centre

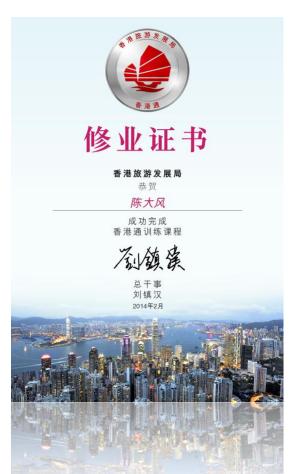
Resource Centre provides you all training contents



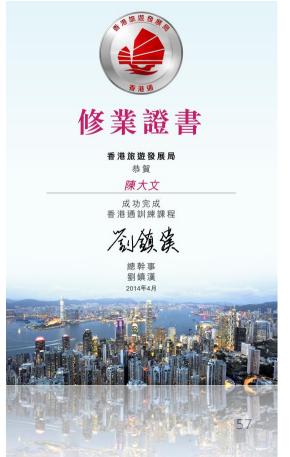


Hong Kong Specialist

Get your certificate – Be Hong Kong Specialist!











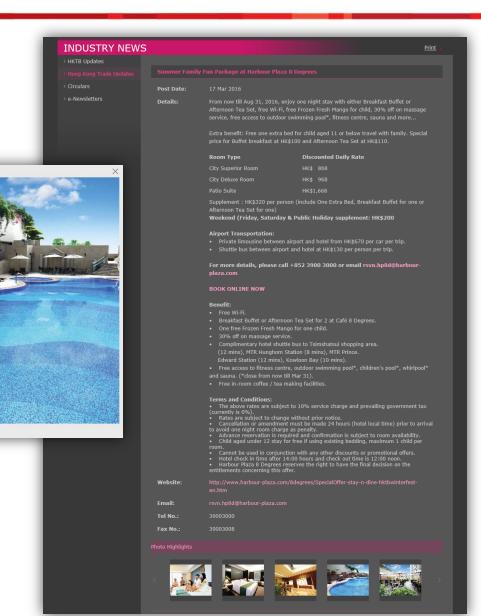
- **♦ TSP Registration**
- My PartnerNet
 - → News
 - Products and Services
 - → Offers and Promotions



News

Summer Family Fun Package at Harbour Plaza 8 Degrees

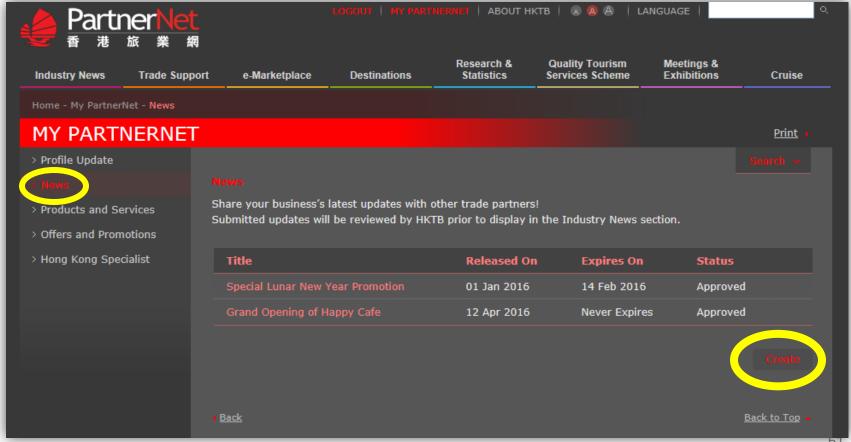
→ How to post your news?





News

- → Click "News" on left menu bar
- → Click "Create" button, and provide the details of your news

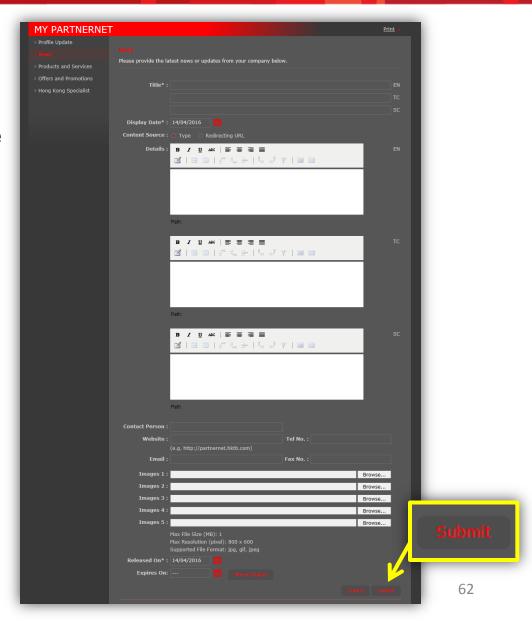


PI



News

- → Fill in all the details and upload photos
- → Click "Submit" button to complete
- → Upon HKTB's review, your offers will be displayed on "Industry News - Hong Kong Trade Updates"





Products and Services

- Products and Services has been classified by its nature: Leisure and MICE.
- Companies registered under the following categories can submit their own Products and Services via My PartnerNet:

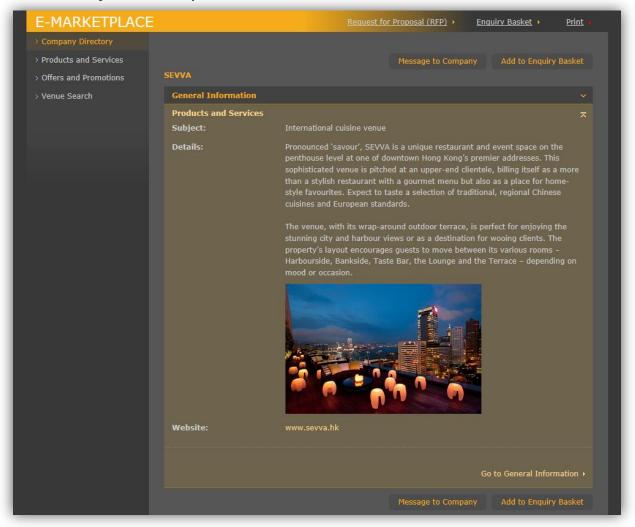
Nature	Industry and Category
Leisure	Travel Agencies (Inbound)
	Attractions / Visitor Facilities
	Cruise
	Transportation
MICE	All (except Industry Associations and Training & Education Institutes)

^{*} Remark: For hotels & resorts, the products, services and facilities will be displayed at a glance under Company Directory.



Product and Services

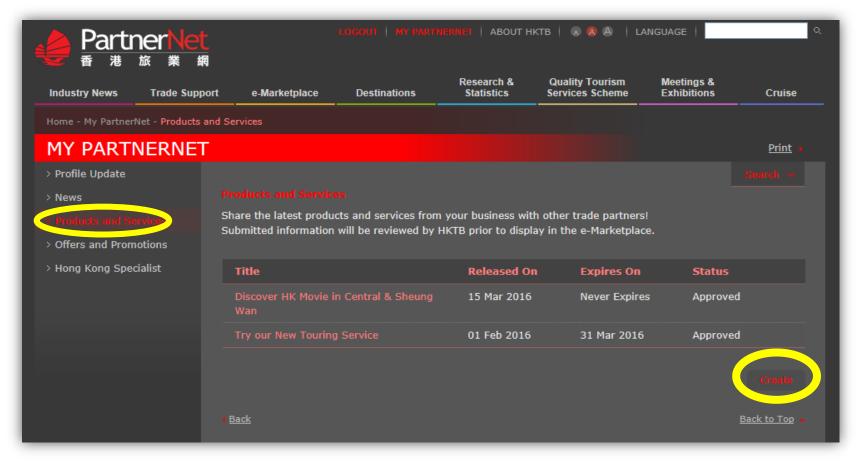
→ How to create your own products and services?





Products and Services

- → Click "Products and Services" on left menu bar
- → Click "Create" button, and input the details of your products and services





Products and Services

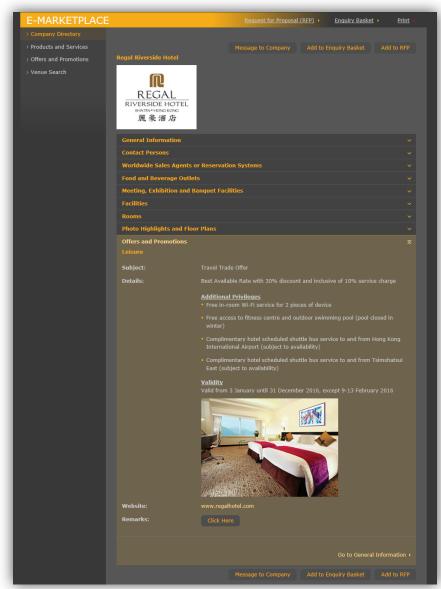
- Fill in the form
- → Click "Submit" button to complete
- → Upon HKTB's review, your products and/or services will be displayed on "e-Marketplace - Products & Services"





Offers and Promotions

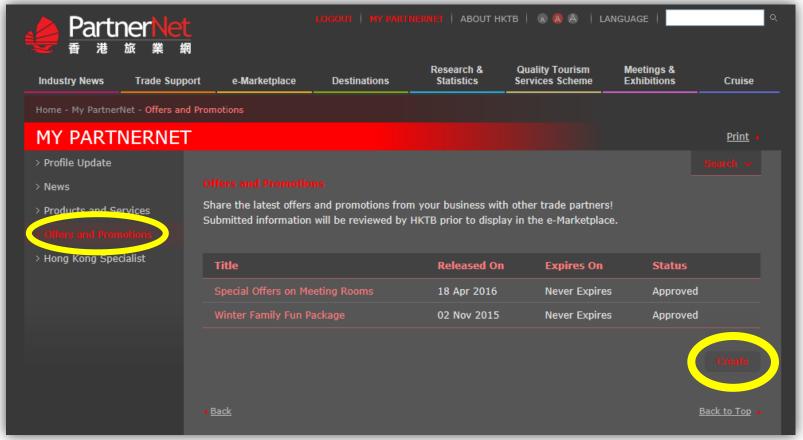
→ How to create your own offers?





Offers and Promotions

- → Click "Offers and Promotions" on left menu bar
- → Click "Create" button, and provide the details of an offer





Offers and Promotions

- Fill in the form
- → Click "Submit" to complete
- → Upon HKTB's review, your offers will be displayed on "e-Marketplace – Offers & Promotions"



Email: partnernet@hktb.com





THANK YOU