

## Appointment Requests Guide

Event of:



Premier sponsor:



Supported by:



Managed by:



info@trenz.co.nz  
www.trenz.co.nz





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Please find step-by-step instructions to assist you while you work through the appointment request process. If at any point you require further explanation or assistance please do not hesitate to contact the TRENZ team on:

P: +64 4 499 0104

E: [info@trenz.co.nz](mailto:info@trenz.co.nz)

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[www.trenz.co.nz](http://www.trenz.co.nz)





**The TRENZ Appointment Requests tab is available in the My TRENZ Zone. This is only visible to those delegates who are Appointment taking.**

## Making Requests

When you log in, you will see two tabs on the top left of the screen

- Make New Requests
- View/Prioritise My Requests

<input type="checkbox"/>	Company ↑	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/>	TRENZ Buyer 1 - 14851	Tony Xe	China	Int Buyer		Unavailable Opted Out
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer		Add Request +
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	James Queen	Germany	Int Buyer	Requested	Remove Request -
<input type="checkbox"/>	TRENZ Buyer 3 - 14886	Jennifer Lovejoy	United States	Int Buyer		Add Request +
<input type="checkbox"/>	TRENZ Buyer 4 - 14887	Liam Fortune	United Kingdom	Int Buyer	Requested	Remove Request -
<input type="checkbox"/>	TRENZ Buyer 5 - 14850	Julie Stewart	New Zealand	NZ Buyer		Add Request +
<input type="checkbox"/>	TRENZ Buyer 5 - 14850	Katie Johnson	New Zealand	NZ Buyer	Requested	Remove Request -
<input type="checkbox"/>	TRENZ Buyer 6 - 14888	Louise Pepper	Argentina	Int Buyer		Add Request +

At the top of this page, there is also a count to show you the number of requests you have available to you, and the number you have currently made.





The first tab, Make New Requests is automatically selected. In this tab, you will see a list of TRENZ delegates who you are able to meet with.

## Viewing Profiles

You will be able to see their company name, and the person managing the appointment book.

You can sort by any of these categories, simply by clicking on the header bar

- Company
- Delegate
- Country
- Reg Type
- Request Status
- Add/Remove Request

You can click your mouse on one company name and click view profile at the top right to just view this company's profile.

The screenshot shows the TRENZ interface with a top navigation bar containing 'Make New Requests' (highlighted in orange), 'View / Prioritize My Requests', 'Email', 'Help', and 'Save'. Below this is a section for 'Lilly Wall' and 'TRENZ Seller 4 (Seller)'. It displays 'Total requests made : 4' and 'Max requests allowed : 70'. A yellow banner states: 'You can make changes to your appointment requests unlimited number of times until Apr 1 2019 5:00PM NZST.' On the right, there are buttons for 'View Profile' (highlighted with a red box and arrow), 'View All Profiles', 'Show All', 'Who Requested Me', 'Show Recommendations', and a search bar.

<input type="checkbox"/>	Company <span>↑</span>	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/>	TRENZ Buyer 1 - 14851	Tony Xe	China	Int Buyer		Unavailable Opted Out
<input checked="" type="checkbox"/>	TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer		Add Request +
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	James Queen	Germany	Int Buyer	Requested	Remove Request -
<input type="checkbox"/>	TRENZ Buyer 3 - 14886	Jennifer Lovejoy	United States	Int Buyer		Add Request +
<input type="checkbox"/>	TRENZ Buyer 4 - 14887	Liam Fortune	United Kingdom	Int Buyer	Requested	Remove Request -
<input type="checkbox"/>	TRENZ Buyer 5 - 14850	Julie Stewart	New Zealand	NZ Buyer		Add Request +

This will then pop up with the company's profile for you to review.





You can select multiple companies whose profile you wish to view by going through the list and ticking the boxes on the left. Once the ones you wish to view are selected – click view profile.

Alternatively, to view all profiles of delegates, click the “View All Profiles” button.

Once the profile view has loaded, you can select to print these.

Print Close

**TRENZ Seller 10**  
**Address**      **Registration Type:** Seller  
5 Tuesday Road  
Northland      **Phone :** 64-021-633 321  
Wellington 6011      **E-Mail :** emily.byrne@tia.org.nz  
New Zealand      **Website :** www.trenz.co.nz

**Delegate**      **Business Title**      **E-mail**  
Trish James      asd      info@trenz.co.nz  
Geoffery Palms      Business Development Manager      info@trenz.co.nz  
Sarah Travis      zxc      ellen@tia.org.nz

**Company Bio**  
testtesttesttestes  
  
**New Seller/Product**  
New Seller  
  
**New Product Description**  
test  
  
**New Product Launch/Release Date**  
10201  
  
**Company Operating Sector/s**  
Accommodation, Apartment, Backpacker, Bed & Breakfast, Boutique and Lodge, Holiday Home, Holiday Park, Hotel Chain, Independent Hotel, Luxury Accommodation, Motel, Other accommodation  
  
**Company Operating Region/s**  
Auckland, Bay of Plenty, Dunedin  
  
**Markets Currently Work With**  
New Zealand  
  
**Markets Plan to Grow In**  
Chile

**Percentage of Business Channels**  

Conference/Incentive	100%
FTT	0%
Group	0%
Special Interest	0%
Other	0%

  
**Inbound Tour Operator (ITO)?**  
No  
  
**Average Daily Capacity of:**  

Accommodation Rooms (Ave Daily)	1
Visitors/pax Capacity (Ave Daily)	1

  
**Industry Affiliations**  
Qualmark  
  
**Level of Qualmark**  
Gold Sustainable Tourism Business Award  
  
**Qualmark Star Rating**  
1 Star

Close this to go back to the Appointment Request page.

## Adding a Request

Simply click on the “Add Request” button on the line of the delegate you wish to meet with.

Once this request has been added to the system, it will change the Request Status column to “Requested” and the button will change to “Remove Request”.

If you change your mind at any stage before the appointment request system closes, simple click the “Remove Request” button.



[Make New Requests](#)
[View / Prioritize My Requests](#)
[Email](#)
[Help](#)
[Save](#)

Lilly Wall

TRENZ Seller 4 (Seller)

Total requests made : 4

You can make changes to your appointment requests unlimited number of times until Apr 1 2019 5:00PM NZST.

Max requests allowed : 70


View Profile



View All Profiles

Show All

Who Requested Me

Show Recommendations

Search 

<input type="checkbox"/>	Company	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer		<a href="#">Add Request</a> 
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	James Queen	Germany	Int Buyer	Requested	<a href="#">Remove Request</a> 

Find out who has already requested to meet with you by clicking the “Who Requested Me” button

[Make New Requests](#)
[View / Prioritize My Requests](#)
[Email](#)
[Help](#)
[Save](#)

Lilly Wall

TRENZ Seller 4 (Seller)

Total requests made : 4

You can make changes to your appointment requests unlimited number of times until Apr 1 2019 5:00PM NZST.

Max requests allowed : 70


**Who Requested Me**







View Profile

View All Profiles

Show All

Show Recommendations

Search 

<input type="checkbox"/>	Company	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer		<a href="#">Add Request</a> 
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	James Queen	Germany	Int Buyer	Requested	<a href="#">Remove Request</a> 
<input type="checkbox"/>	TRENZ Buyer 3 - 14886	Jennifer Lovejoy	United States	Int Buyer		<a href="#">Add Request</a> 
<input type="checkbox"/>	TRENZ Media 2 - 14890	Jessie Chan	United States	Media		<a href="#">Add Request</a> 
<input type="checkbox"/>	TRENZ Trade Booth 1 - 14863	John McDonald	New Zealand	Trade Booth		Unavailable  Opted Out 





Once you've reviewed this list, and added delegates you wish to meet with, click the "Show All" button to show all delegates once again.

Want to see who is recommended for you, based on your mutual profiles? Click the "Show Recommendation" button. This will give you suggestions based on mutual interests selected as part of your registration survey.

The screenshot shows the TRENZ interface with the following elements:

- Top Bar:** Contains buttons for "Make New Requests", "View / Prioritize My Requests", "Email", "Help", and "Save".
- User Information:** "Lilly Wall", "TRENZ Seller 4 (Seller)", "Total requests made : 4", "Max requests allowed : 70".
- Buttons:** "View Profile", "View All Profiles", "Show All", "Who Requested Me", "Show Recommendations" (highlighted with a red box and a red arrow), and "Search".
- Notification:** "You can make changes to your appointment requests unlimited number of times until Apr 1 2019 5:00PM NZST."
- Table:** A table with columns: Company, Delegate, Country, Reg. Type, Request Status, and Add/Remove Request.
 

Company	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer		Add Request (+)
TRENZ Buyer 2 - 14849	James Queen	Germany	Int Buyer	Requested	Remove Request (-)
TRENZ Buyer 3 - 14886	Jennifer Lovejoy	United States	Int Buyer		Add Request (+)
TRENZ Media 2 - 14890	Jessie Chan	United States	Media		Add Request (+)
TRENZ Trade Booth 1 - 14863	John McDonald	New Zealand	Trade Booth		Unavailable (minus icon) Opted Out (minus icon)

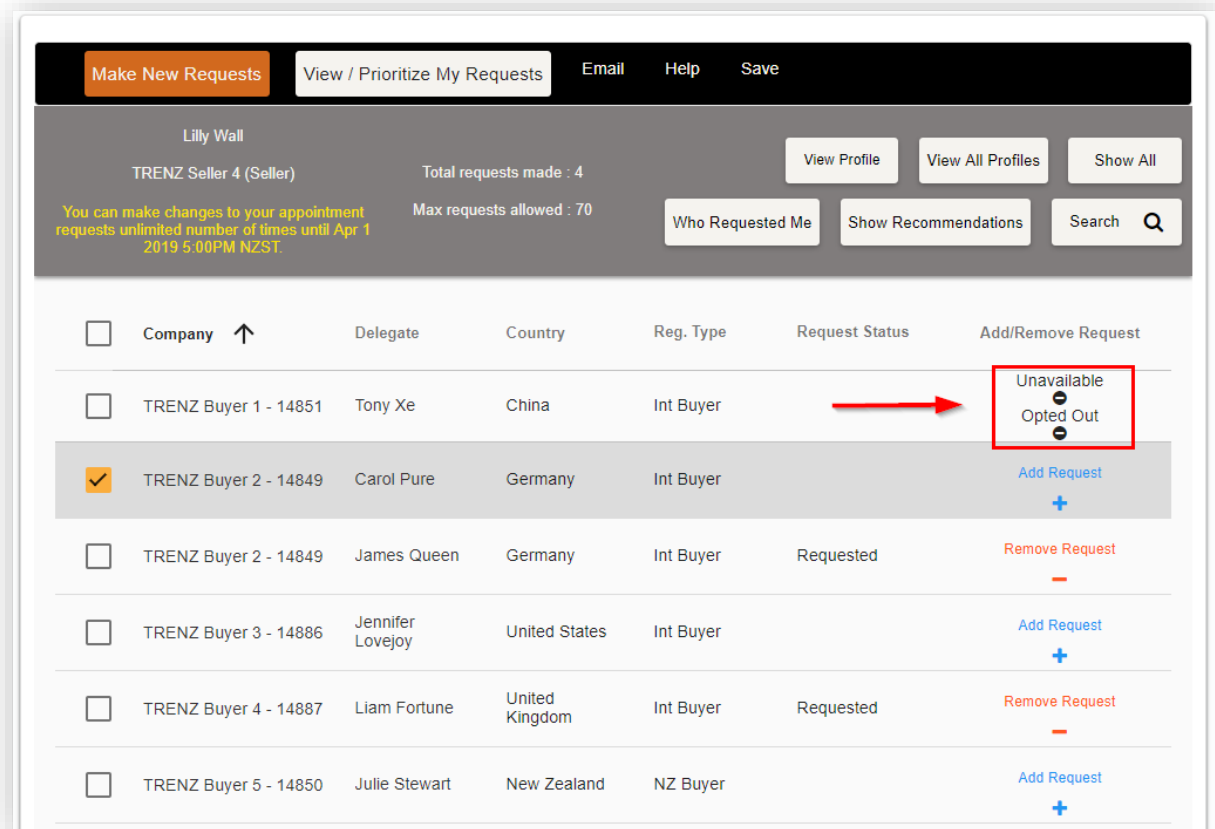
The "View All Profiles" will only show all of the profiles in the current screen, so if you are in the "See Recommendation" tab, the view all profiles, will show the profiles of the delegates in this list only.

Once you have reviewed this list, and added delegates you wish to meet with, click the "Show All" button to show all delegates once again



## Unavailable/Opted Out

Should a delegate show as unavailable, you are not able to request them during the appointment request period.



The screenshot displays the TRENZ Seller 4 (Seller) interface. It shows a table of delegates with columns: Company, Delegate, Country, Reg. Type, Request Status, and Add/Remove Request. The first row, 'TRENZ Buyer 1 - 14851' by Tony Xe from China, is marked as 'Unavailable Opted Out'. The second row, 'TRENZ Buyer 2 - 14849' by Carol Pure from Germany, is selected and shows 'Add Request' and a plus icon. Other rows show 'Requested' status with 'Remove Request' and minus icons.

Company	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/> TRENZ Buyer 1 - 14851	Tony Xe	China	Int Buyer	Unavailable Opted Out	
<input checked="" type="checkbox"/> TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer		Add Request +
<input type="checkbox"/> TRENZ Buyer 2 - 14849	James Queen	Germany	Int Buyer	Requested	Remove Request -
<input type="checkbox"/> TRENZ Buyer 3 - 14886	Jennifer Lovejoy	United States	Int Buyer		Add Request +
<input type="checkbox"/> TRENZ Buyer 4 - 14887	Liam Fortune	United Kingdom	Int Buyer	Requested	Remove Request -
<input type="checkbox"/> TRENZ Buyer 5 - 14850	Julie Stewart	New Zealand	NZ Buyer		Add Request +

This is a system set up that maps regions and particular markets or delegate types.

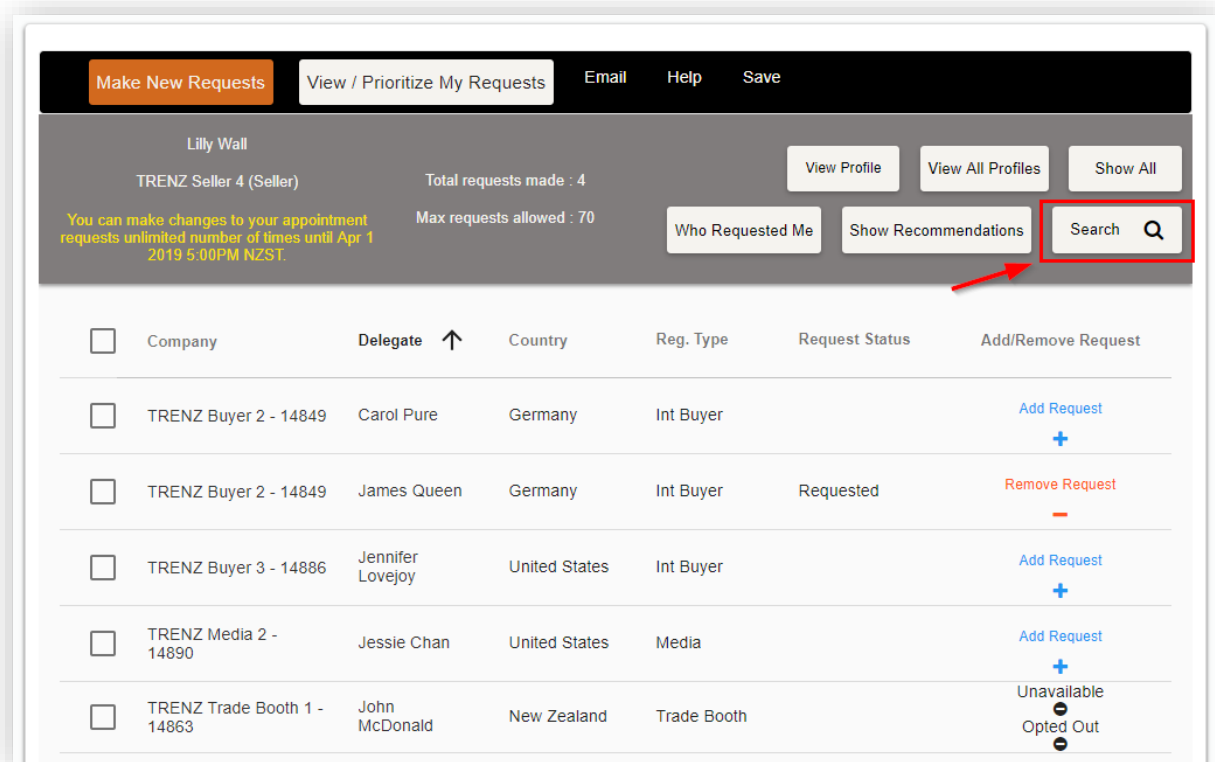
- Trade Booths may not be able to request some Sellers.
- Where a Seller has more than one Appointment Book, Buyers may only be able to request one of these books, based on regions. For example, the Seller may have an Eastern and a Western stream.

Please note the mapping of regions with Buyers is only available to Sellers **with more than one appointment book** and had to be completed prior to the commencement of the appointment requesting process.



## Searching Profiles

Click the Search button on the top right hand corner and this will open up a search system. The Search function allows you to tailor who you are wanting to meet with.



The screenshot shows the TRENZ user interface. At the top, there are navigation buttons: "Make New Requests", "View / Prioritize My Requests", "Email", "Help", and "Save". Below these, the user's profile is displayed as "Lilly Wall" (TRENZ Seller 4 (Seller)). It shows "Total requests made : 4" and "Max requests allowed : 70". There are buttons for "View Profile", "View All Profiles", and "Show All". A yellow notification states: "You can make changes to your appointment requests unlimited number of times until Apr 1 2019 5:00PM NZST." Below the notification are buttons for "Who Requested Me", "Show Recommendations", and "Search" (highlighted with a red box and a red arrow). The main content area is a table with columns: Company, Delegate, Country, Reg. Type, Request Status, and Add/Remove Request.

<input type="checkbox"/>	Company	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer		<a href="#">Add Request</a> +
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	James Queen	Germany	Int Buyer	Requested	<a href="#">Remove Request</a> -
<input type="checkbox"/>	TRENZ Buyer 3 - 14886	Jennifer Lovejoy	United States	Int Buyer		<a href="#">Add Request</a> +
<input type="checkbox"/>	TRENZ Media 2 - 14890	Jessie Chan	United States	Media		<a href="#">Add Request</a> +
<input type="checkbox"/>	TRENZ Trade Booth 1 - 14863	John McDonald	New Zealand	Trade Booth		Unavailable Opted Out





Under General Criteria you can search on company name, city, state/province, first or last names, registered after, country and state/province.

The screenshot shows the TRENZ interface for managing appointment requests. At the top, there are buttons for 'Make New Requests', 'View / Prioritize My Requests', 'Email', 'Help', and 'Save'. Below this, a header section displays 'Lilly Wall', 'TRENZ Seller 4 (Seller)', 'Total requests made : 4', and 'Max requests allowed : 70'. A yellow banner states: 'You can make changes to your appointment requests unlimited number of times until Apr 1 2019 5:00PM NZST'. A 'Who Requested' dropdown is also visible.

The main table lists requests with columns for selection, Company, Delegate, Country, and Reg. Type. The data rows are as follows:

<input type="checkbox"/>	Company	Delegate	Country	Reg. Type
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	James Queen	Germany	Int Buyer
<input type="checkbox"/>	TRENZ Buyer 3 - 14886	Jennifer Lovejoy	United States	Int Buyer
<input type="checkbox"/>	TRENZ Media 2 - 14890	Jessie Chan	United States	Media
<input type="checkbox"/>	TRENZ Trade Booth 1 - 14863	John McDonald	New Zealand	Trade Booth
<input type="checkbox"/>	TRENZ Buyer 5 - 14850	Julie Stewart	New Zealand	NZ Buyer
<input type="checkbox"/>	TRENZ Buyer 5 - 14850	Katie Johnson	New Zealand	NZ Buyer

On the right, a search sidebar is open with 'General criteria' selected. The search fields include: Company name, City, Delegate First Name, Delegate Last Name, Registered After, Country (dropdown), and State / Province (dropdown). At the bottom of the sidebar are 'Reset Search' and 'Close' buttons.

You can narrow down your search even further by using the Advanced Search. Here you can search by delegate type, and further fine tune the information, based on the survey questions the company completed as part of their registration.



Make New Requests

View / Prioritize My Requests

Email

Help

Save

Lilly Wall

TRENZ Seller 4 (Seller)

Total requests made : 4

Max requests allowed : 70

You can make changes to your appointment requests unlimited number of times until Apr 1 2019 5:00PM NZST.

Who Requested

Close ✕

Reset Search ↺

International Buyer

General criteria

Number of Years Selling New Zealand Product

Online Travel Agent (OTA)?

Online Aggregator?

Level of Product Company Offers

Brochure Contains Only New Zealand Product?

Product Interests

Currently Work With NZ Land / Inbound Operator

<input type="checkbox"/>	Company	Delegate	Country	Reg. Type
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	James Queen	Germany	Int Buyer
<input type="checkbox"/>	TRENZ Buyer 3 - 14886	Jennifer Lovejoy	United States	Int Buyer
<input type="checkbox"/>	TRENZ Media 2 - 14890	Jessie Chan	United States	Media
<input type="checkbox"/>	TRENZ Trade Booth 1 - 14863	John McDonald	New Zealand	Trade Booth

Click on one of the headings listed to show the options that the delegate may have selected, and then select the answers that you wish to search on.

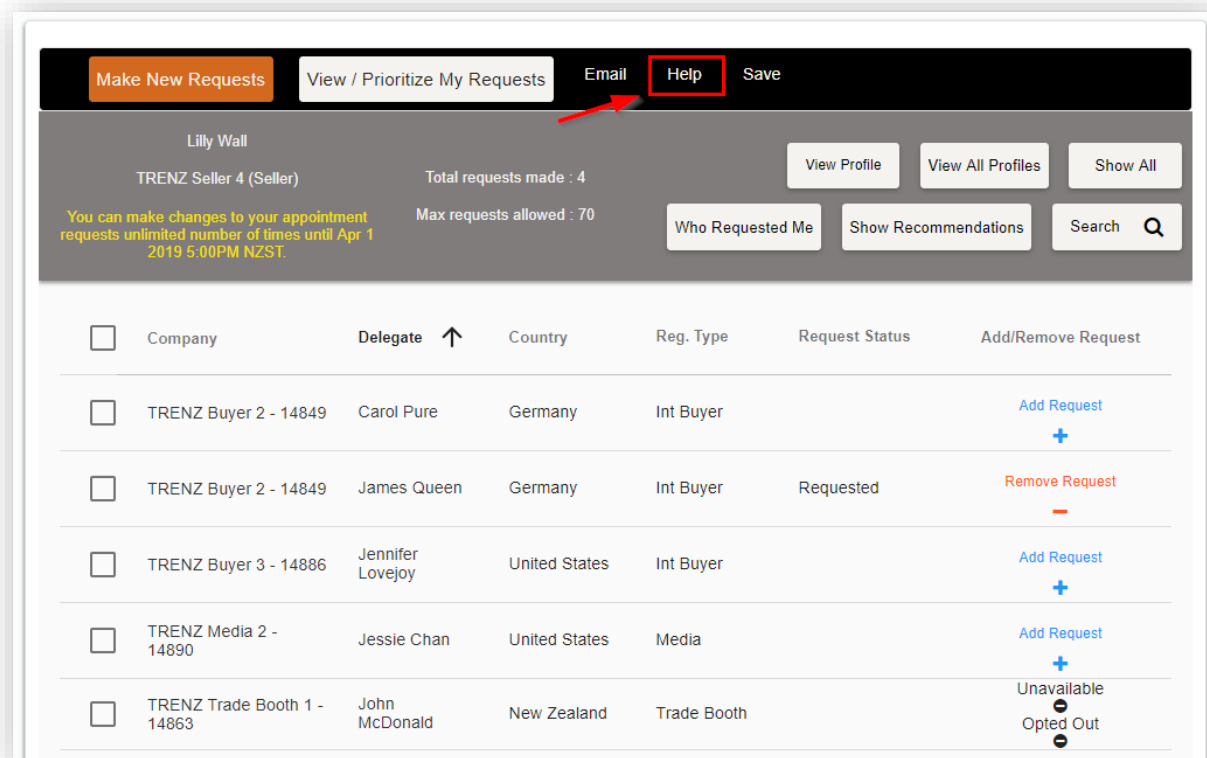
Once you have selected all the criteria you wish to search on, click close and the results will automatically be filtered to match your search criteria.

Just a reminder to make sure you click 'show all' to then clear this filter.

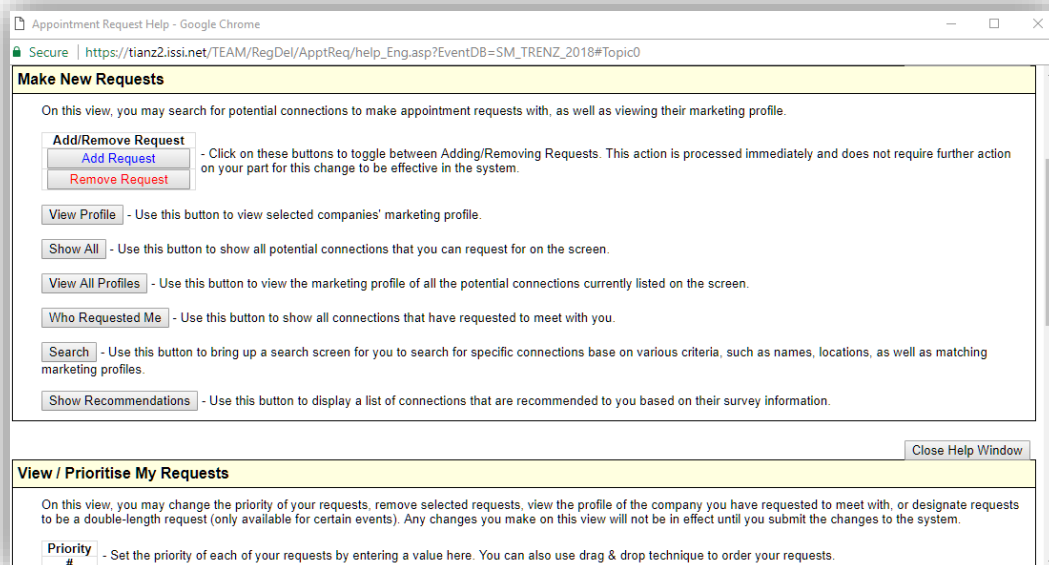


## Help

Click the "Help" button at any stage for more information



<input type="checkbox"/>	Company	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer		<a href="#">Add Request</a> +
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	James Queen	Germany	Int Buyer	Requested	<a href="#">Remove Request</a> -
<input type="checkbox"/>	TRENZ Buyer 3 - 14886	Jennifer Lovejoy	United States	Int Buyer		<a href="#">Add Request</a> +
<input type="checkbox"/>	TRENZ Media 2 - 14890	Jessie Chan	United States	Media		<a href="#">Add Request</a> +
<input type="checkbox"/>	TRENZ Trade Booth 1 - 14863	John McDonald	New Zealand	Trade Booth		Unavailable Opted Out



**Make New Requests**

On this view, you may search for potential connections to make appointment requests with, as well as viewing their marketing profile.

**Add/Remove Request** - Click on these buttons to toggle between Adding/Removing Requests. This action is processed immediately and does not require further action on your part for this change to be effective in the system.

**View Profile** - Use this button to view selected companies' marketing profile.

**Show All** - Use this button to show all potential connections that you can request for on the screen.

**View All Profiles** - Use this button to view the marketing profile of all the potential connections currently listed on the screen.

**Who Requested Me** - Use this button to show all connections that have requested to meet with you.

**Search** - Use this button to bring up a search screen for you to search for specific connections base on various criteria, such as names, locations, as well as matching marketing profiles.

**Show Recommendations** - Use this button to display a list of connections that are recommended to you based on their survey information.

**View / Prioritise My Requests**

On this view, you may change the priority of your requests, remove selected requests, view the profile of the company you have requested to meet with, or designate requests to be a double-length request (only available for certain events). Any changes you make on this view will not be in effect until you submit the changes to the system.

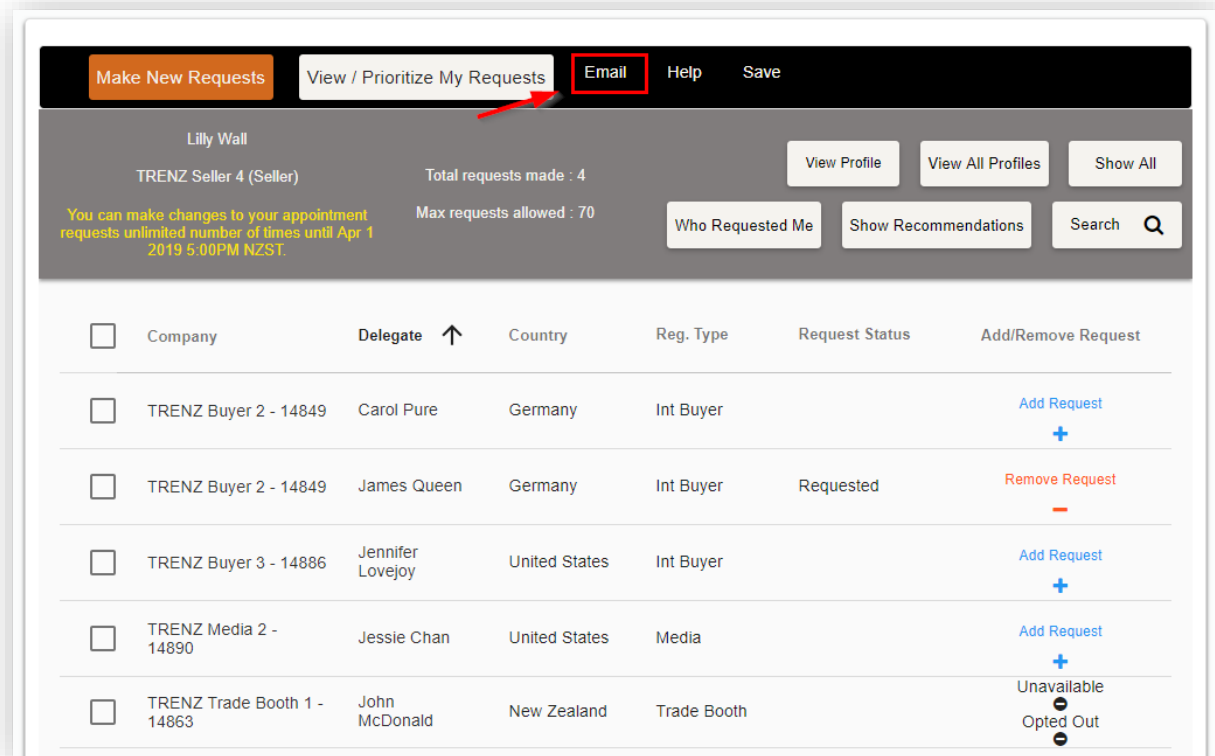
**Priority #** - Set the priority of each of your requests by entering a value here. You can also use drag & drop technique to order your requests.

A pop up window with further instructions will be displayed.



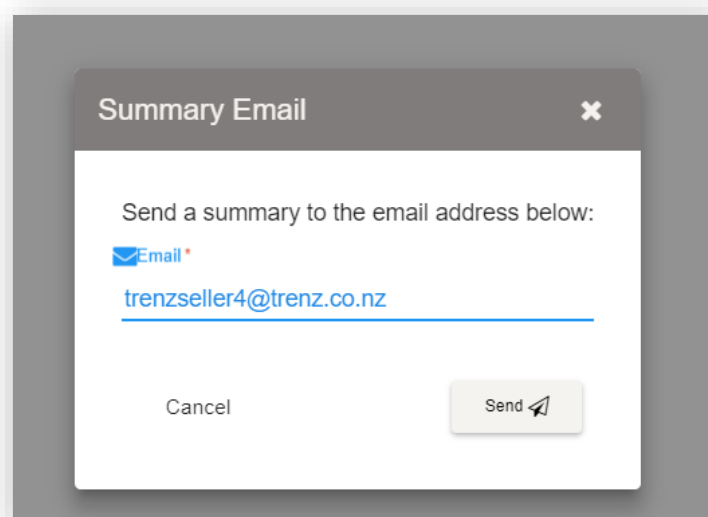
## Emailing a Summary of Requests

Click "Email" to email a summary of the requests to you. You can also overtype this with another email should you require.



The screenshot shows the TRENZ Seller interface. At the top, there is a navigation bar with buttons: "Make New Requests", "View / Prioritize My Requests", "Email" (highlighted with a red box and an arrow), "Help", and "Save". Below this, the user's profile is displayed: "Lilly Wall", "TRENZ Seller 4 (Seller)", "Total requests made : 4", and "Max requests allowed : 70". There is also a notification: "You can make changes to your appointment requests unlimited number of times until Apr 1 2019 5:00PM NZST." On the right, there are buttons for "View Profile", "View All Profiles", "Show All", "Who Requested Me", "Show Recommendations", and a search bar.

<input type="checkbox"/>	Company	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer		<a href="#">Add Request</a> +
<input type="checkbox"/>	TRENZ Buyer 2 - 14849	James Queen	Germany	Int Buyer	Requested	<a href="#">Remove Request</a> -
<input type="checkbox"/>	TRENZ Buyer 3 - 14886	Jennifer Lovejoy	United States	Int Buyer		<a href="#">Add Request</a> +
<input type="checkbox"/>	TRENZ Media 2 - 14890	Jessie Chan	United States	Media		<a href="#">Add Request</a> +
<input type="checkbox"/>	TRENZ Trade Booth 1 - 14863	John McDonald	New Zealand	Trade Booth		Unavailable Opted Out



The "Summary Email" dialog box is shown. It contains the text "Send a summary to the email address below:" followed by an email icon and the email address "trenzseller4@trenz.co.nz" which is underlined. At the bottom, there are "Cancel" and "Send" buttons.





## Prioritise your requests

This is an important section to maximise the possibility of meeting with the delegates you want to connect with.

Once the appointment request phase is completed, the TRENZ appointment matching process begins and the order in which you rank your requests does influence the likelihood of you achieving a meeting with them.

When the appointment schedule programme runs, it works in the following order:

1. Matching mutual requests where both a delegates have requested to see one another.
2. Assessing the priority ranking given by delegates to each appointment request.
3. Determining whether common appointment slots are available in both schedules.

Please note that we cannot guarantee that all appointment requests will be met. However, we are confident that if you make mutual requests and ranked the delegates you most wish to see with a high priority, our system will generate the best possible appointment schedule. We will fill appointment books where the scheduling allows.

Please note, if you are a Seller who has purchased an extra half appointment book, only 25 appointments will be pre scheduled, out of a possible 51 slots.





Ranking the request in priority easy. Simply use the up and down arrows to move the request to a higher or lower priority, or change the number in the priority column to reflect where you want the request to be ranked.

Ensure that you have listed your pre scheduled appointment request in order of priority as the TRENZ scheduling software will schedule mutual appointment requests first and then by order of priority.

Make New Requests View / Prioritize My Requests Email Help Save

Carol Pure  
TRENZ Buyer 2(International Buyer)

Total requests made : 6  
Max requests allowed : 70

You can make changes to your appointment requests unlimited number of times until Apr 1 2019 5:00PM NZST.

View Profile View All Profiles  
Remove All Submit Changes

<input type="checkbox"/>		Priority	Company	Delegate	Country	Information	Remove
<input type="checkbox"/>	▲ ▼	1	TRENZ Seller 10 - 14852	Sarah Travis	New Zealand	Dup, Mutual	<input type="checkbox"/>
<input type="checkbox"/>	▲ ▼	2	TRENZ Seller 6 - 14858	Heather Jones	New Zealand	Mutual	<input type="checkbox"/>
<input type="checkbox"/>	▲ ▼	3	TRENZ Seller 3 - 14856	Sam Boulcott	New Zealand	Mutual	<input type="checkbox"/>
<input type="checkbox"/>	▲ ▼	4	TRENZ Seller 3 - 14856	Stacey Wilson	New Zealand		<input type="checkbox"/>
<input type="checkbox"/>	▲ ▼	5	TRENZ Seller 7 - 14859		New Zealand	Cxl	<input type="checkbox"/>
<input type="checkbox"/>	▲ ▼	6	TRENZ Seller 11 - 14853	Matt Hodgkins	New Zealand	Mutual	<input type="checkbox"/>

The Information column also shows if there is a mutual request, or a duplicate request i.e. (two people who are attending as primary Buyers have both requested the same company)

As a company, that has multiple appointment books, you shouldn't request the same person twice – the system will remove any duplicates before the appointment schedules are run, hence a wasted appointment request slot.

If there is anyone on this list with a CXL in the Information column – his person has cancelled their registration at TRENZ. Click the remove button to remove them from your list.