

FAQs for Catering & Events Marketplace Directory
as of 10/26/11

Q: What is Catering & Events Marketplace Directory?

A: Catering & Events Marketplace Directory is a Web-based resource dedicated to providing an accurate and complete collection of suppliers of goods and services which are continually purchased by association members. It provides a convenient marketplace for expert buyers to quickly find qualified vendors that meet their unique needs, without the “clutter” of general purpose search engines.

Q: What if your company is not listed?

A: You can do one of two things.

You can go to: <http://cateringeventsmarketplace.com/mediakit.php> . This page will offer a form and step-by-step process to getting your company listed in the guide. Be sure to click the “save” button before exiting. There is an 800 number and email address at the bottom of this page if you need any assistance. The basic listing is free to all NACE members, which includes company name, address, phone and fax numbers. Not a NACE member? [Join](#) today to receive your free listing.

You can contact the sales representative on the email you received, or contact MultiView customer service at 800.816.6710 or CandEMarketplace@multiview.com

Q: Cost associated with listing?

A: There are several placement opportunities. The basic listing is free to all NACE members, which includes company name, address, phone and fax numbers. Not a NACE member? [Join](#) today to receive your free listing. To choose the one best to position your company in the Marketplace, please contact your sales representative or 800.816.6710 or CandEMarketplace@multiview.com. If you would like to view pricing and placement options, here is a link to the media kit: <http://cateringeventsmarketplace.com/mediakit.php>

Q: What if the listing is incorrect?

A: You can go to <http://nacenet.multiview.com/> , put in your username and password, to access your current listing and make updates as needed. If you do not have your username and password, you can click the “Forgot Password?” link and you will be emailed your login information.

You can contact your sales representative or call MultiView sales support at 800.816.6710 or CandEMarketplace@multiview.com. They will be happy to help you update your listing and get you placed in the appropriate categories.

Q: What if the listing is in the wrong category?

A: You can go to <http://nacenet.multiview.com/> , put in your username and password, to access your current listing and make updates as needed. If you do not have your username and password, you can click the “Forgot Password?” link and you will be emailed your login information.

Go through each step. In one of these steps, the customer user interface (CUI) will bring you to a page for which you can view and check the categories applicable to what you offer the industry. The categories are capped at 10 headings. If you would like to be in more, please contact your sales representative, or contact MultiView sales support at 800.816.6710 or CandEMarketplace@multiview.com

Q: How do I get listed?

A: You can do one of two things.

You can go to: <http://cateringeventsmarketplace.com/mediakit.php> . This page will offer a form and step-by-step process to getting your company listed in the guide. Be sure to click the “save” button before exiting. There is an 800 number and email address at the bottom of this page if you need any assistance.

You can contact the sales representative on the email you received, or contact MultiView customer service at 800.816.6710 or CandEMarketplace@multiview.com

Q: Do I have to be a member?

A: No. However, all NACE member companies receive a free listing, which includes company name, address, phone number and fax number. For more information on how to become a NACE member <http://www.nace.net/cs/membership/dues>

Q: How do I get a logo listing?

A: You will need to purchase, at least, a “complete” web-enabled listing. You can submit your logo to MultiView sales representative, sales support, or uploaded it yourself using your username and password in the customer user interface (CUI) portion of the guide.

Q: How long does the listing last?

A: Placement is based on an annual pricing structure. The listing will be up for one full year from the date of purchase.

Q: How do I get featured?

A: What’s included in a “incomplete” or basic listing?

A basic listing is at no cost. It includes company name, address, and phone number. It will not include a logo and there are no links to your website. Contact your sales representative or see media kit for more details: <http://cateringeventsmarketplace.com/mediakit.php>

What is included in a “completed” or enhanced listing?

A completed web-enabled listing includes your full-color company logo, a corporate description, links to your website and e-mail address, and placement in up to 10 predefined headings. Contact your sales representative or see media kit for more details: <http://cateringeventsmarketplace.com/mediakit.php>

Q: How many categories can I be listed in?

A: For incomplete or basic listing: placement in up to 10 predefined headings. For a complete or enhanced listing, placement is available in as many predefined headings that are applicable to what your company offers the industry.

Q: Can I change the logo at any time?

With your user name and password, and 24/7 access to your account once you have purchased a complete or above listing, you can change and update any information in your listing at any time – whether it be your logo, company description, heading changes, or phone numbers. Additionally, if you need assistance, MultiView sales support group is available to assist you with any of these changes. Contact 800.816.6710 or CandEMarketplace@multiview.com

Q: Is this directory supported by the association?

A: Yes. Catering & Events Marketplace Directory is a digital media product provided to the association at their request. Each directory is made possible via a deliberate partnership between the publisher, MultiView, Inc., and the association – all for the benefit of their valued members.

Q: Why is MultiView calling me?

A: As a service to your association.

Because MultiView Inc., is the publisher of the directory, we have committed to support your association by supplying a full-time staff whose job it is to inform suppliers of their advertising opportunities, and offer service to those who wish to participate in the guide

Q: Is participation required?

A: No. You are under no obligation to participate in the directory. However, not being included in the directory is a missed opportunity to connect with a vast audience of influential association professionals who spend millions each year buying products and services like the ones your company provides. If you do not wish to be contacted regarding sales options in the directory, simply call 1-800-816-6710 and ask to be added to the do not call list, or just click on the words “opt out” at the bottom of any directory e-mail communication.

Q: Can I use the directory if I use Firefox?

A: Absolutely! A new **Firefox** search application is now an integral part of your association's online supplier directory. Industry professionals using the **Firefox** Web browser to search the directory for products and services can now incorporate the search engine into their browser's tool bar. This makes the guide accessible anytime the **Firefox** browser is open, regardless of what Web site the user may be visiting.

When using **Mozilla's Firefox**, industry professionals simply have to click a button in the upper right corner of the screen to add access to the directory to their tool bar. As they perform a search using this new tool, association members have the capability of searching within their industry realm, significantly cutting the clutter of traditional search engine results.

Q: Is there a Media Kit for the directory?

A: Yes! A Media Kit listing the prices and details of directory advertising options is located at the foot of the directory's main search page. Simply click on the words "Media Kit" in the lowest right hand corner of the page to access it.

Q: Can I download the directory search window directly to my desktop?

A: Yes! It takes just seconds to download a helpful search window from the directory. Simply access the directory's main search page online. You'll note that there is a selection of titles in the band just below the main directory title banner and directly above the search window criteria. These titles include "**Add or Edit Your Listing**" "**Desktop Search**" and "**Create RFI**" from left to right. Click on the words "**Desktop Search**". This will take you to an instruction page. The page offers two quick ways to download the search window: you can either click on the words "**Download Setup**", the picture of the desktop search window, or the words "**Get Started Now**".

The toolbar will load directly to your computer giving you instant, one-click access to the Vendor Guide and the association Web site at any time – even if you are not logged on to an Internet browser.

The small, noninvasive, search window is there on your desktop whenever you need to perform your targeted search, and it is easily removable at any time. Of course, as with all association downloads, there is no Spyware or Adware involved.