

Online Service Shop: four steps to successful trade fairs

We are offering our services conveniently via the Online Service Shop to simplify the preparation of your trade fair presentation.

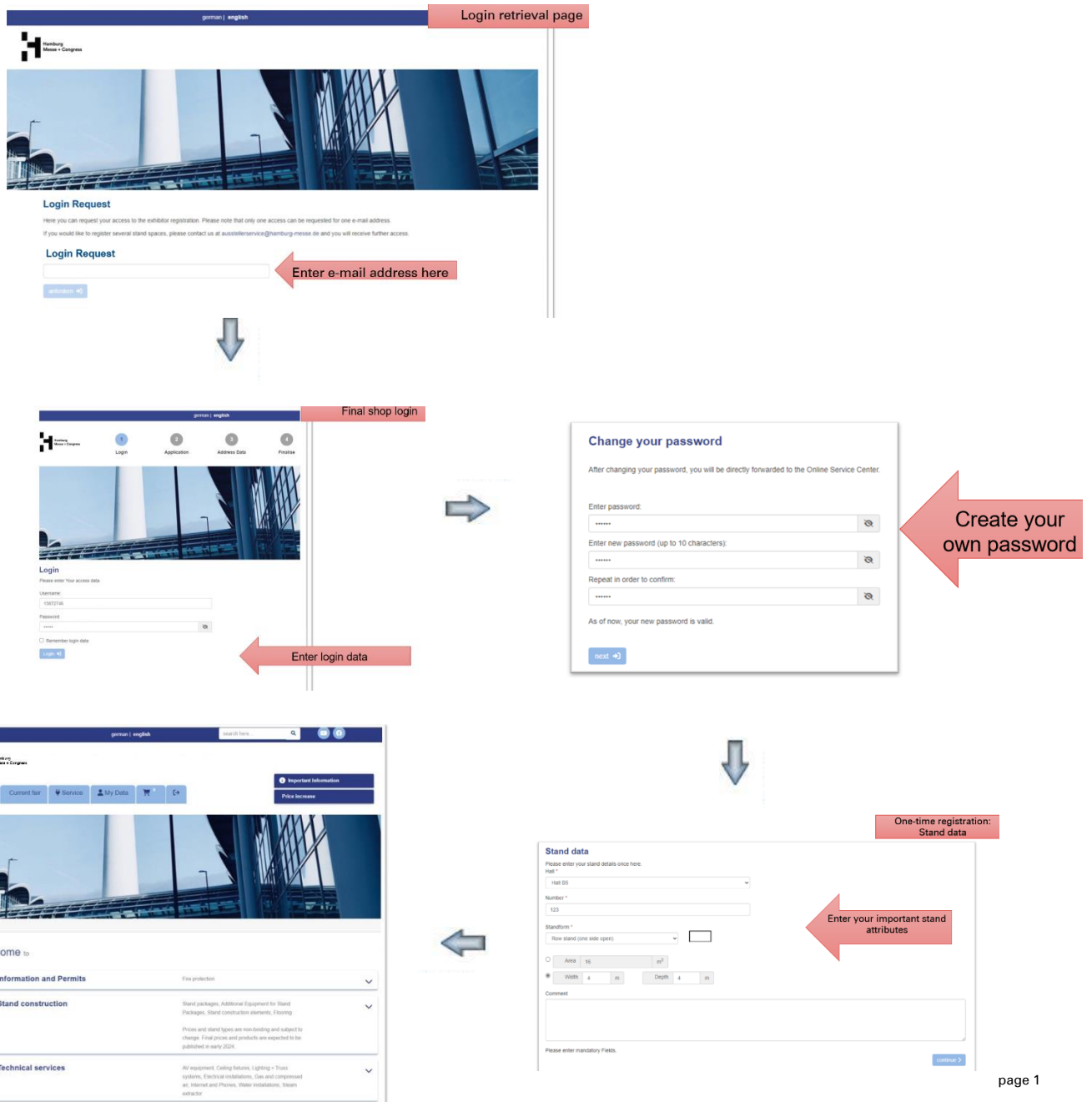
Ordering is simple and tailored to your needs.

1) LOGIN

You will receive the link to a **Login Retrieval Page** from the event organizer (e.g. by exhibitor manual, event website, mailing). Links are available in English or German.

There you can request your access to exhibitor registration by entering your e-mail address.

After you have entered your e-mail address, you will receive your access data by e-mail for first use of the online service shop.



1) Login Retrieval Page

Here you can request your access to the exhibitor registration. Please note that only one access can be requested for one e-mail address. If you would like to register several stand spaces, please contact us at ausstellenservice@hamburg-messe.de and you will receive further access.

Enter e-mail address here

2) Final shop login

Enter login data

3) Change your password

After changing your password, you will be directly forwarded to the Online Service Center.

Create your own password

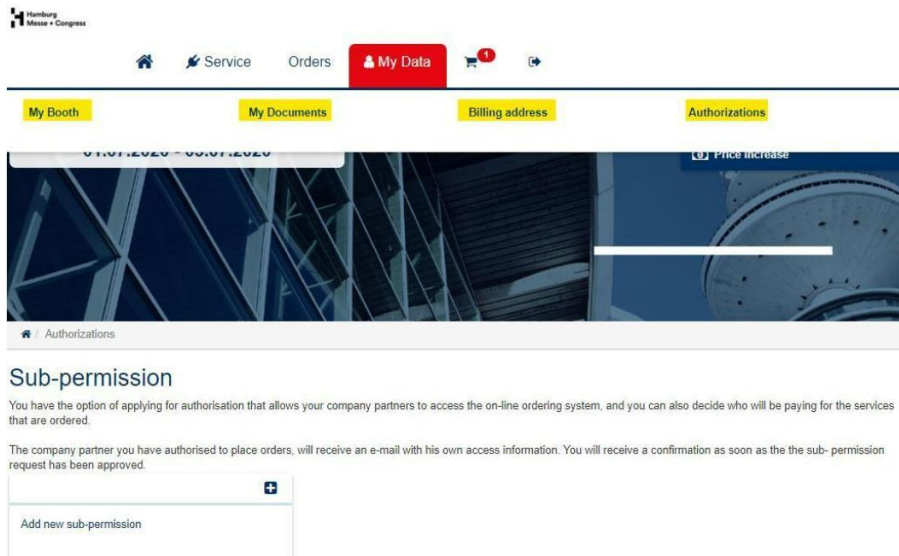
4) One-time registration: Stand data

Enter your important stand attributes

The final page shows a dashboard with sections for Information and Permits, Stand construction, and Technical services.

2) MY DATA

- My booth: Please doublecheck your booth and address data. If necessary, inform us about changes or add a new invoice address via the Online Shop.
- My documents: Upload your stand sketch here as well as additional documents. You will also find your confirmation of orders here soon.
- Billing address: You can add an additional invoice address here.
- Authorizations / Sub-permission: You can create a sub permission that allows your stand builder or exhibition agency to access the online ordering system / Online Shop on your behalf. Decide who will be paying for the services that are ordered. The contractual partner you have authorized to place orders will receive an e-mail with his own access information. You will receive a confirmation as soon as the sub-permission request has been approved.

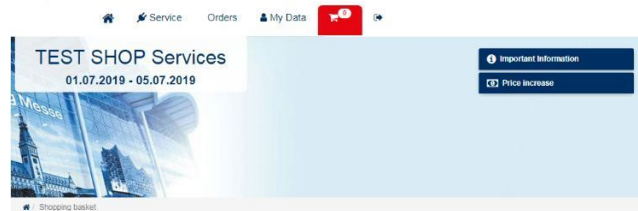
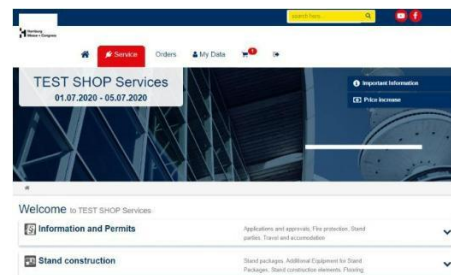


The screenshot shows the Hamburg Messe + Congress online ordering system interface. The top navigation bar includes 'Home', 'Service', 'Orders', 'My Data' (highlighted in red), and a shopping cart icon with a notification. Below the navigation bar, there are four tabs: 'My Booth', 'My Documents', 'Billing address', and 'Authorizations' (highlighted in yellow). The main content area features a banner image of a modern building structure. Below the banner, there is a section titled 'Authorizations' with a sub-heading 'Sub-permission'. The text explains that users can apply for authorization to allow company partners to access the on-line ordering system and decide who will be paying for the services. It also states that the authorized partner will receive an e-mail with access information and that a confirmation will be received once the request is approved. At the bottom of this section, there is a form with a plus icon and the text 'Add new sub-permission'.



3) SELECT SERVICES & SHOPPING BASKET

Select the corresponding group of services as well as your items (ill. left). All services are listed in detail. Or you can enter the item you are looking for in search here (ill. right, highlighted in yellow). Please always complete the mandatory fields. Then place the service into the shopping basket, review it and accept the General Terms and Conditions for Services. Initiate order by pressing button order. Goods in the shopping cart are not considered an order! Please complete your order by clicking the order button.



Shopping basket

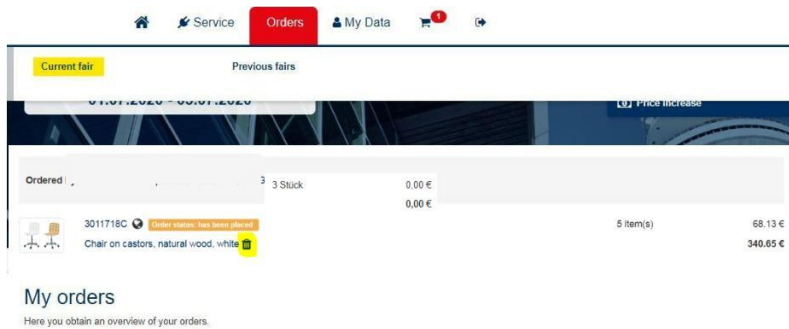
Thank you for your order and for using our services. You can call up the contents and processing status of your order at any time under Current Fairs in the Online Service Center.

You will shortly receive a confirmation e-mail. Please note: This e-mail does not constitute binding acceptance of your order. Your order is not accepted as binding until we or the service partner send you written confirmation of the provision of the service or the ordered goods.



4) PLACED ORDERS

Review the current status of your order at any time by selecting current fair (ill., highlighted in yellow). Use the trash-button to cancel the item (ill., highlighted in yellow). Cancellations are possible until four weeks before the start of the event (deadline)!



Service Orders My Data

Current fair Previous fairs

Ordered | 3 Stück 0,00 €

3011718C	Order status: has been placed	5 item(s)	68.13 €
Chair on castors, natural wood, white			340.65 €

My orders
Here you obtain an overview of your orders.

DID YOU KNOW

Displayed at the bottom:

Contact details of the customerservice, key facts about your stand as well as general important information.



Contact Customerservice

If you have any questions, please contact us
☎ +49 40 3569-7575
✉ customerservice@hamburg-messe.de

My Booth

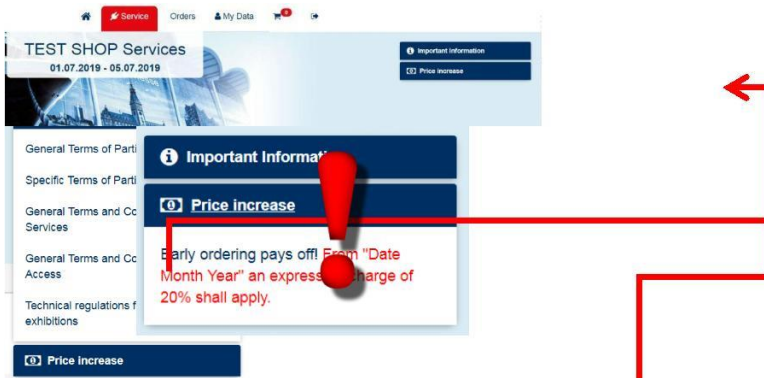
Reg. No.: 195980
Hall: Hall A4
Stand-No.: 99999
Net Floor space: 0 m²

Important Information

- General Terms of Participation
- Specific Terms of Participation
- General Terms and Conditions for Services
- General Terms and Conditions Internet Access
- Technical regulations for trade fairs and exhibitions

Displayed on the right side:

Important information like general terms and conditions, parking and traffic rules as well as the date of price increase (express surcharge of 20 %).



TEST SHOP Services
01.07.2019 - 05.07.2019

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- Specific Terms of Participation
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- General Terms and Conditions Internet Access
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Important Information

Price Increase

Early ordering pays off! From "Date Month Year" an express surcharge of 20% shall apply.