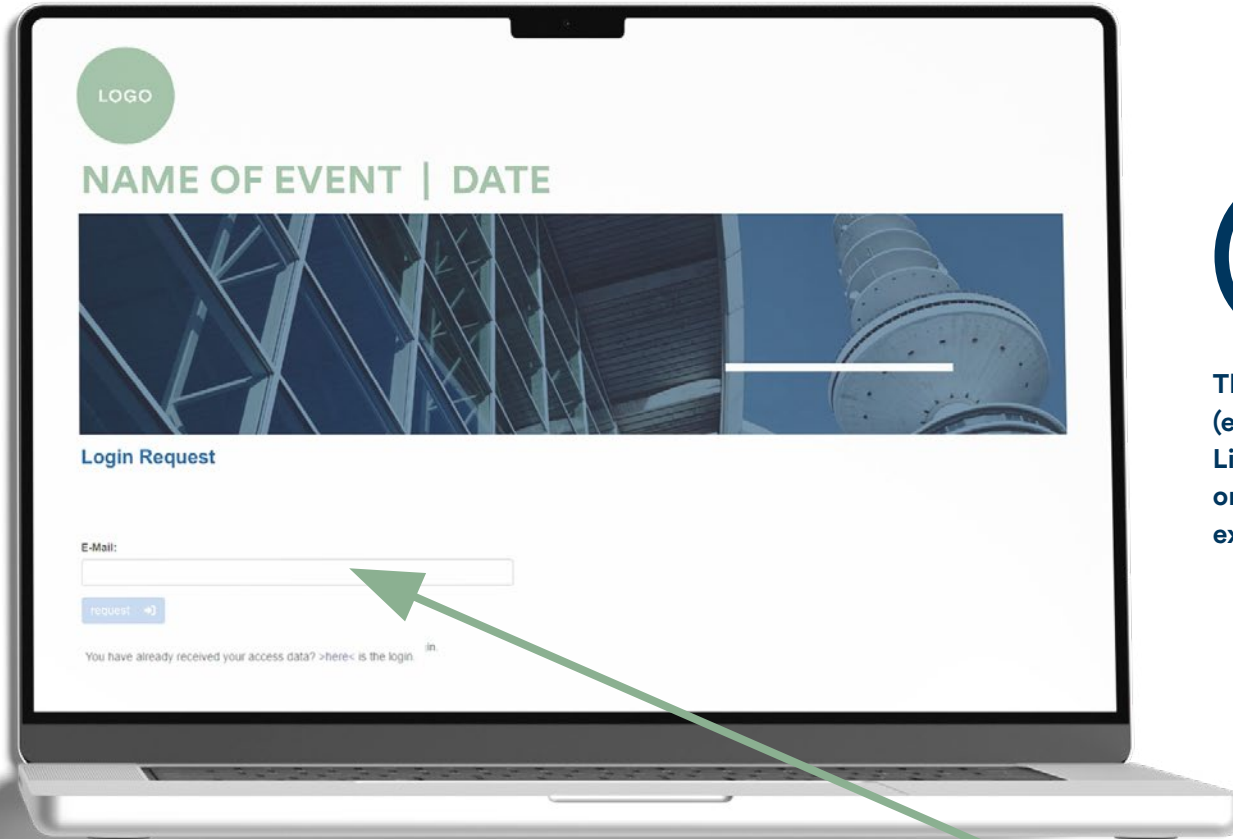




# Online Service Shop – User Guidelines

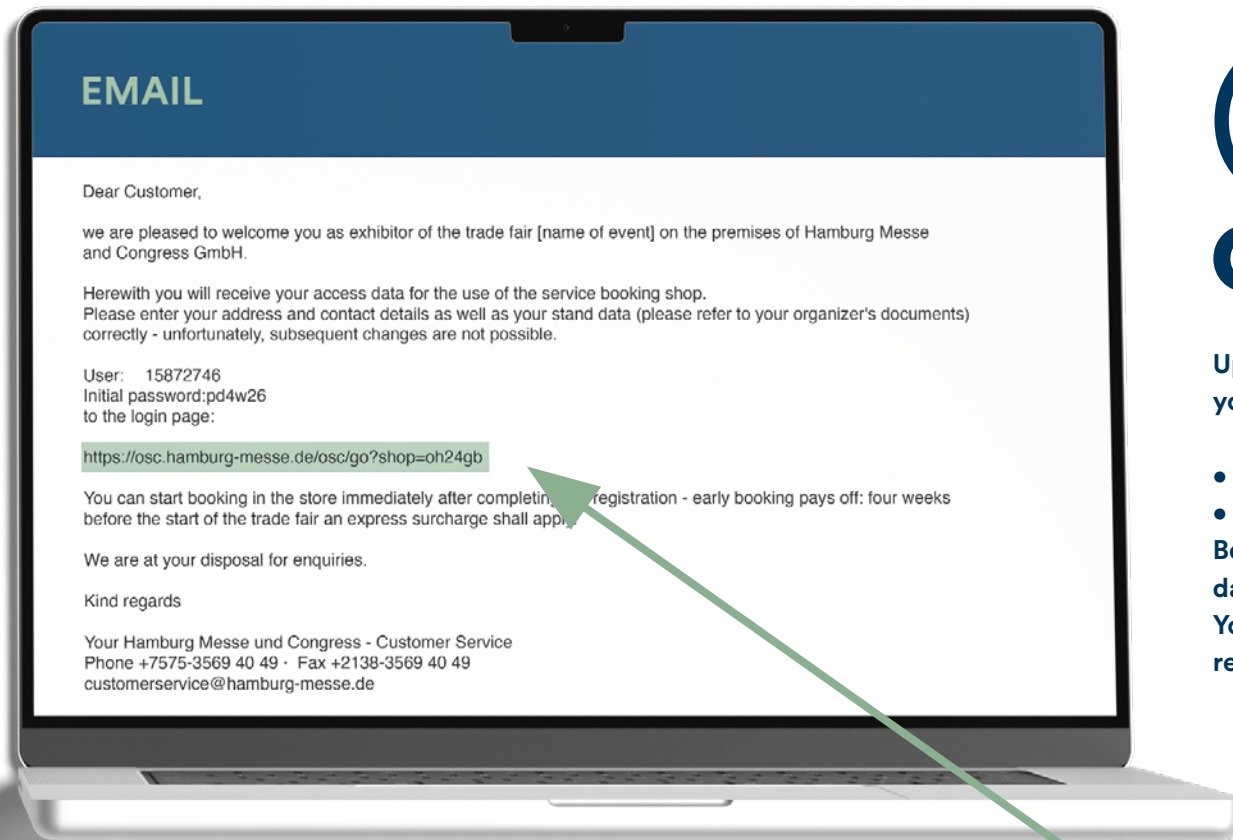
To make your trade fair preparation as easy as possible, we offer our exhibitor services directly from our convenient Services Booking Shop.



# (1) Sign on

The event organiser will provide you with a link to the sign-on page (e.g., in the exhibitor manual, on the event website, or in an e-mail). Links are available in German or English. Once you are on the sign-on page, you can enter your e-mail address to request access to exhibitor registration.

Enter your e-mail address here.



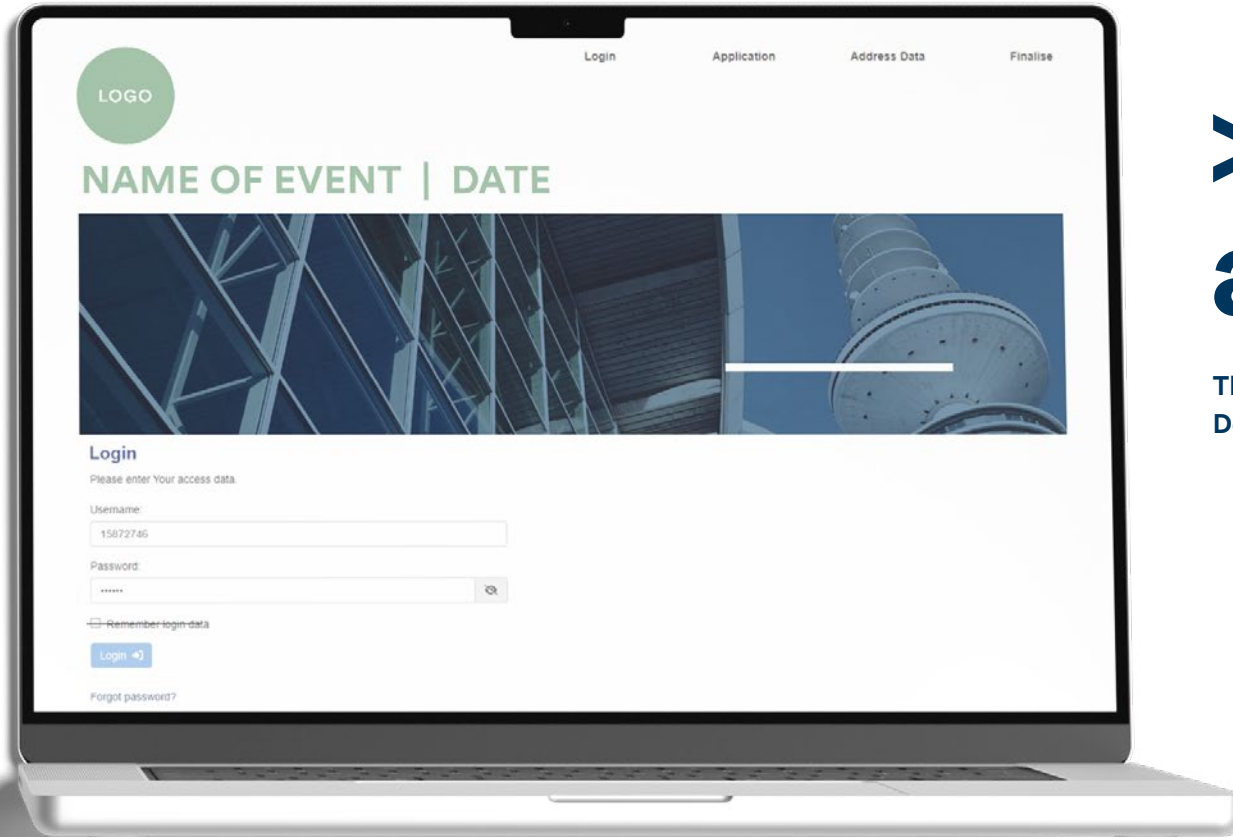
## (2) Access credentials

Upon entering your e-mail address, you will receive an e-mail message with your access credentials for your initial use of the Online Service Shop.

- Please set your personal password.
- Now register. This is a one-time process.

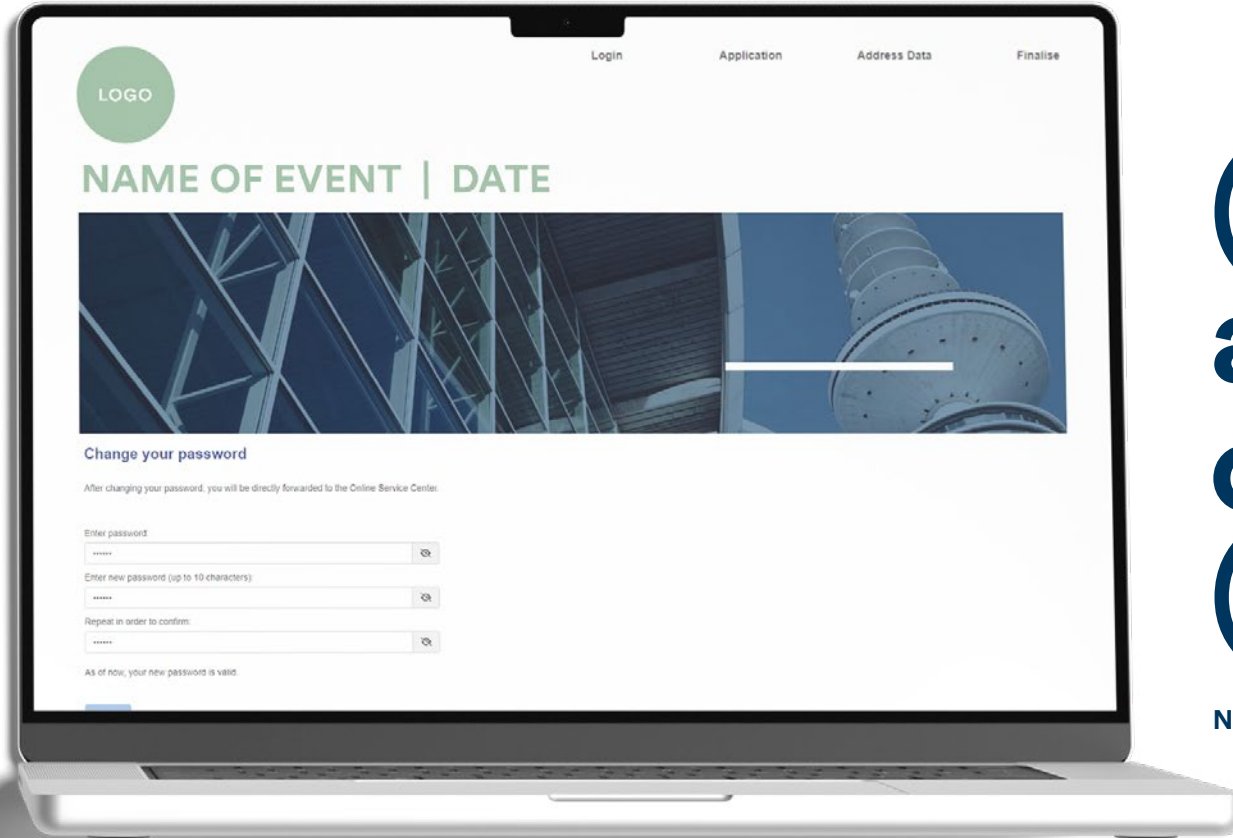
Be sure to enter your address and contact information as well as your stand data accurately (refer to the documents received from your event organiser). You will not be able to make any corrections directly at a later time (but may request changes by contacting [customerservice@hamburg-messe.de](mailto:customerservice@hamburg-messe.de)).

Click the final shop link here.



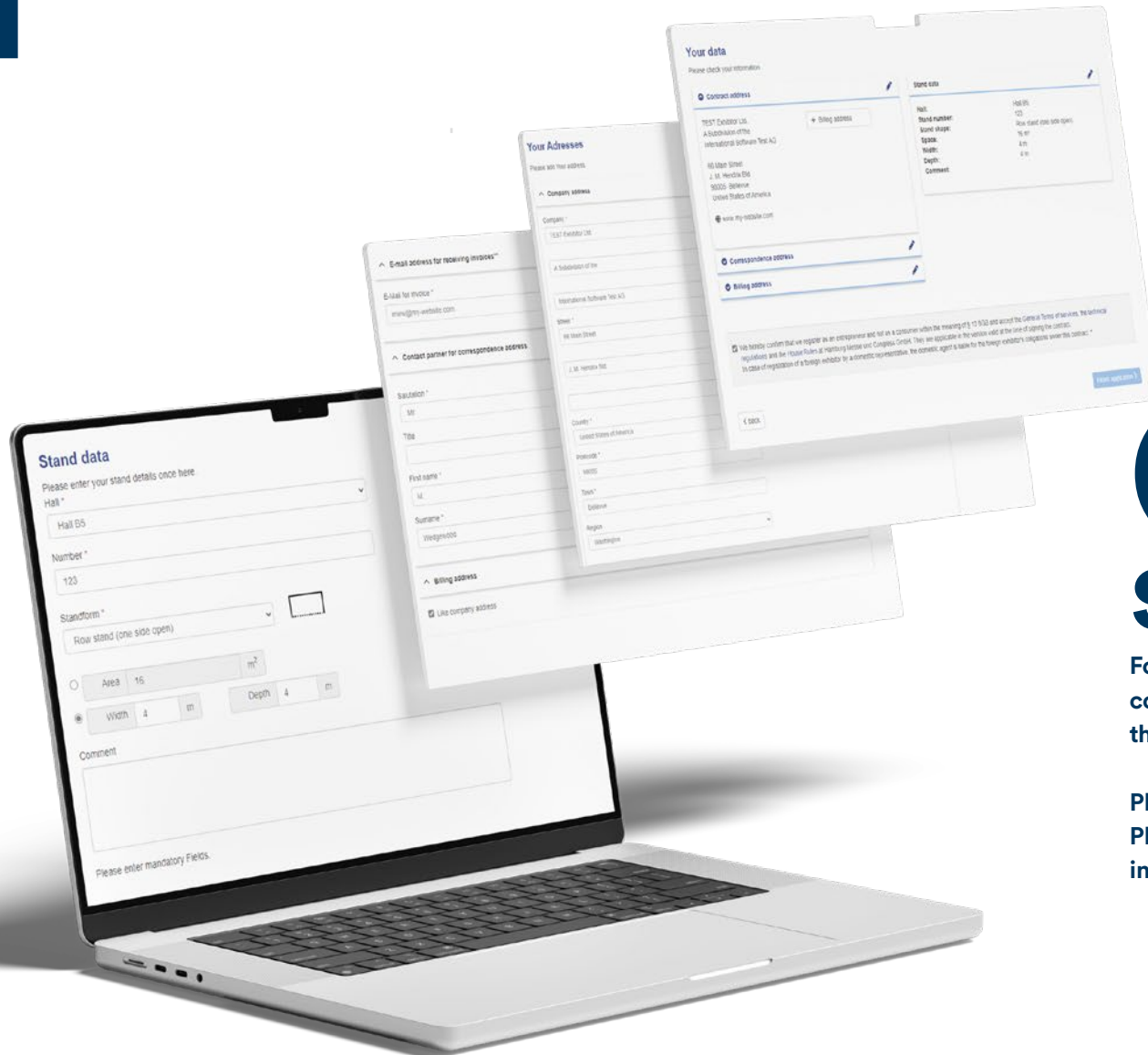
# > Initial sign-on at the Shop

Then enter your credentials (user name and password) in your browser.  
Do NOT tick the “Remember sign-on info” option at this time!



# (3) Personal access credentials (required)

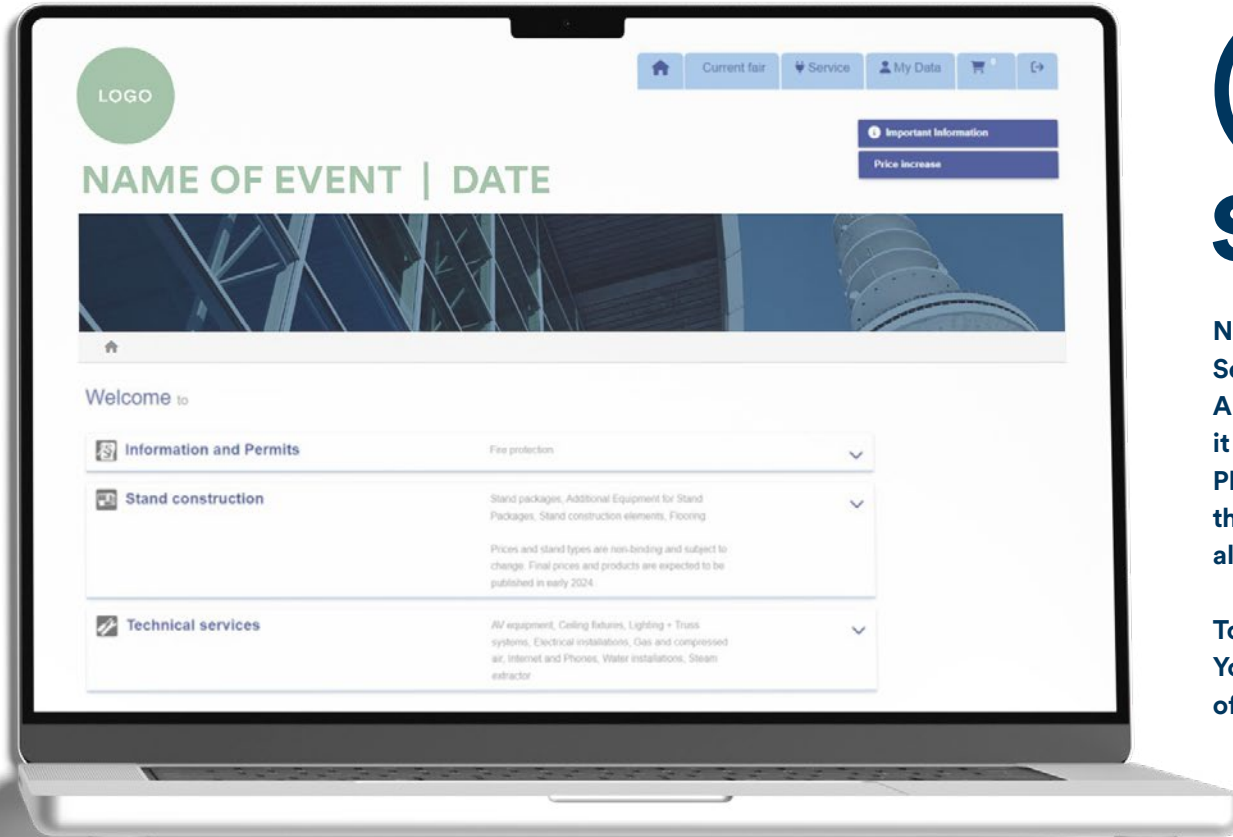
Now set your personalised access information including your new password.



# (4) Enter stand data

For your initial registration, enter your stand data and all required communication information. Please always enter the exhibitor as the contract partner!

Please note: You will not be able to correct your input at a later time!  
Please contact [customerservice@hamburg-messe.de](mailto:customerservice@hamburg-messe.de) if any of the information needs to be changed.



# (5) Order your services

Now you are all set to order the services as needed at the Online Service Shop. Simply select the proper category and the desired items. All services are listed in detail. You may also search for an item by entering it as a search term into the field in the upper right-hand area of the page. Place the selected services in your shopping basket, review your selections, then accept the General Terms And Conditions for services. Please fill in all the required fields.

To order services, it is not sufficient to place them in your shopping basket. You must finalise your order by clicking the order button. Please take note of the ordering deadline (refer to “Important Information”)!



# Questions? We are here to serve you.

**To contact our exhibitor services:**

Hamburg Messe und Congress GmbH  
Messeplatz 1  
20357 Hamburg

phone: (+49) 40 3569 7575

e-mail: [customerservice@hamburg-messe.de](mailto:customerservice@hamburg-messe.de)