



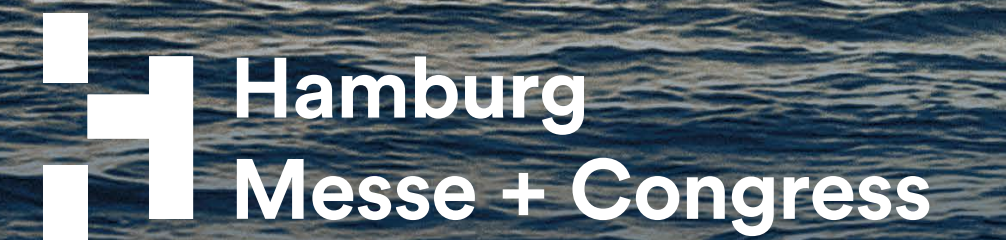
smm-hamburg.com

the leading international
maritime trade fair



how to order invitations & vouchers

in the Online Service Center (OSC)
of Hamburg Messe und Congress



Dear exhibitor,

We're happy to support you in taking another important step towards making the upcoming SMM a success for your customer relationship management.

To place your order, please visit the **Online Service Center (OSC)** – Exhibitor Ticket Shop and enter your customer number and password which can be found in the documents you have received with your admission letter as exhibitor for SMM 2024.

This guide will conveniently walk you through all the steps and ensure you have a smooth experience. Part 2 of this guide will show you how to **track your customers**, so that you precisely know who has already redeemed a ticket and when the person has entered the trade faire site.

If you have questions, please don't hesitate to contact us directly. We look forward to seeing you on the trade fair floor!

Your SMM team

Individuality and trackability through codes

In the Exhibitor Ticket Shop you may order

- **digital registration codes** for use in CRM systems and mailings
- **PDF invitations/vouchers** including a registration code
- **printed invitation cards** including a registration code

After each order, you can download an Excel file with an overview of the codes ordered. Whether invitation or voucher: Each registration code can only be redeemed once online by your customers in the SMM ticket shop for a free or reduced 1-day ticket.

During the ordering process, you can choose whether your PDF invitations/vouchers or your printed invitation cards should be customised with your company logo. By choosing this option, your company logo will also be displayed on every digital visitor ticket your customers receive when they redeem your code. Please note that tickets, PDF invitations/vouchers as well as printed invitation cards are only available in English.

Important note: Please consider that you may have to rename the downloaded Excel files according to your order, as they come labelled „sm24_VoucherCode_xls...“, even though you may have ordered invitation codes. This is critical, because every code can only be redeemed once and should therefore reach the correct recipient.

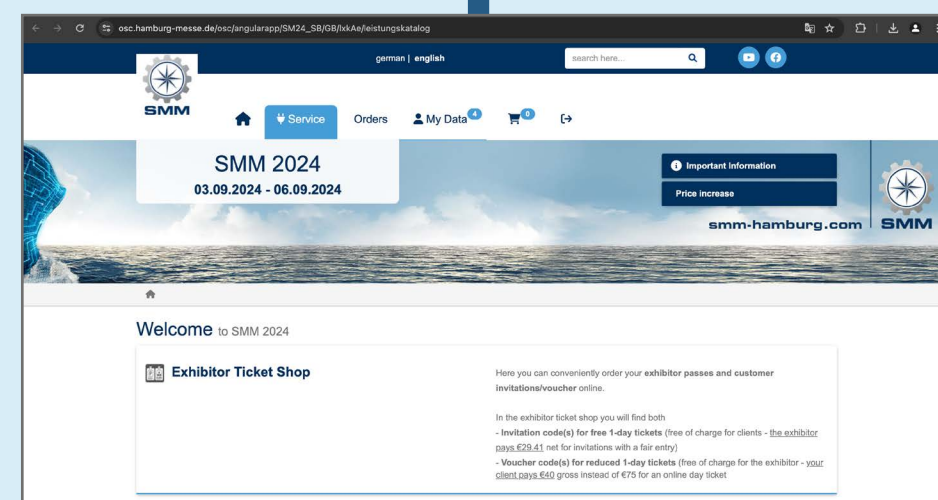
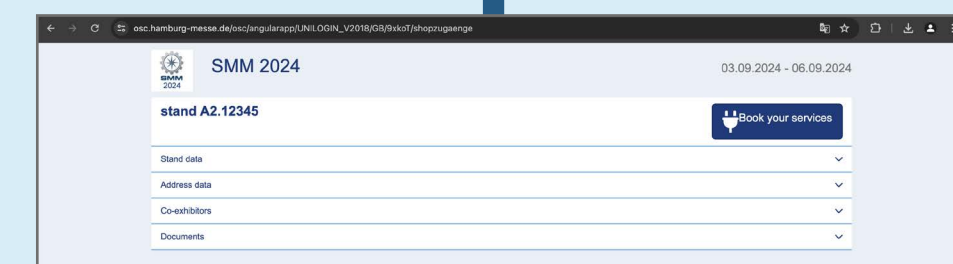
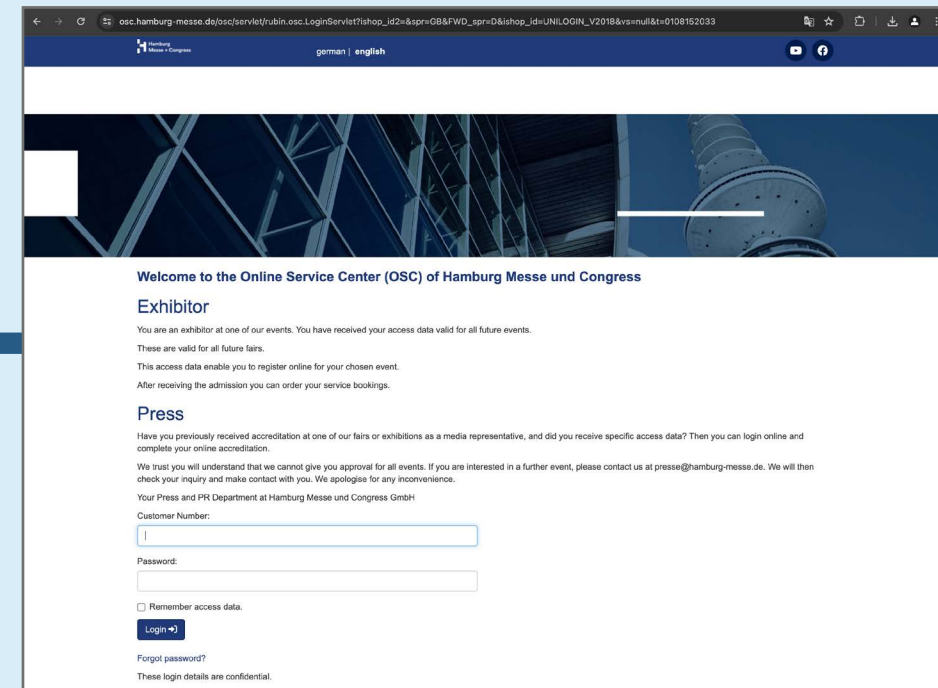
Support:

Ph. +49 40 3569-7575
customerservice@hamburg.messe.de

Part 1: Order invitations & vouchers

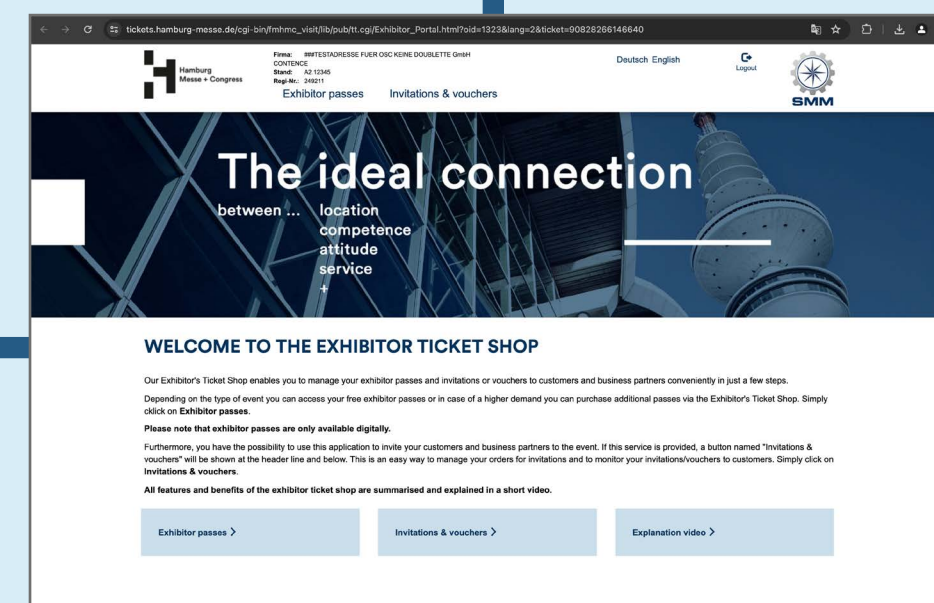
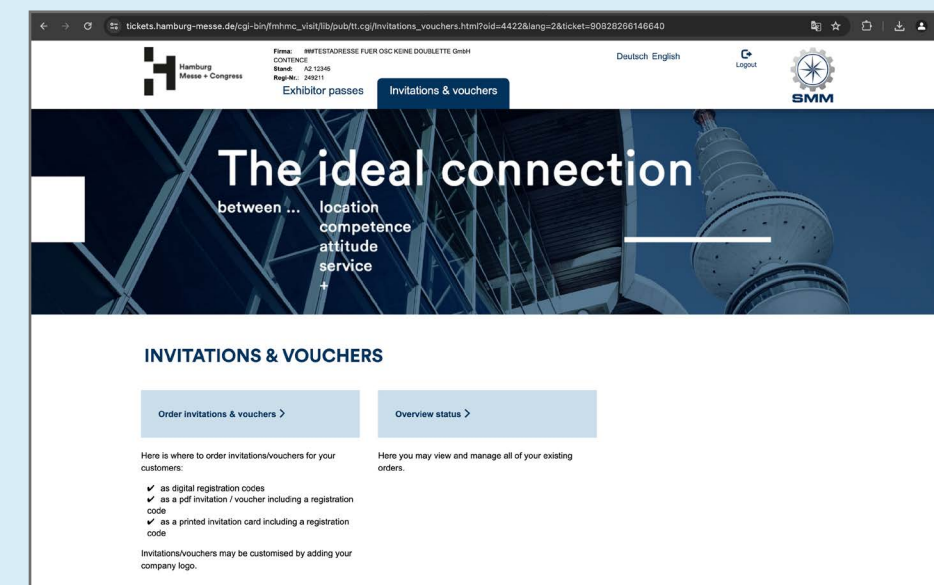


Enter log-in data



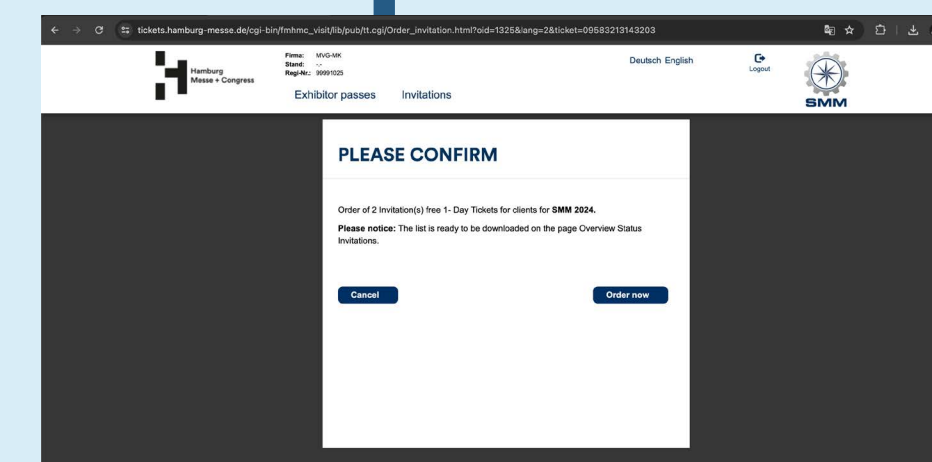
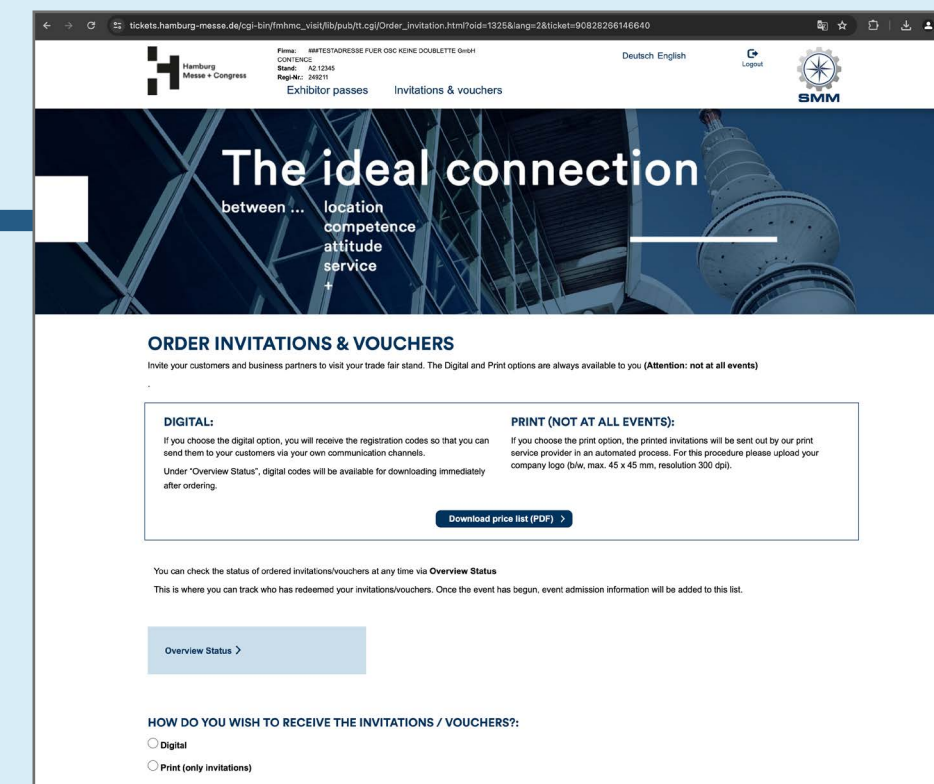
Click „Book your services“ and „Exhibitor Ticket Shop“

Proceed to „Order invitations & vouchers“



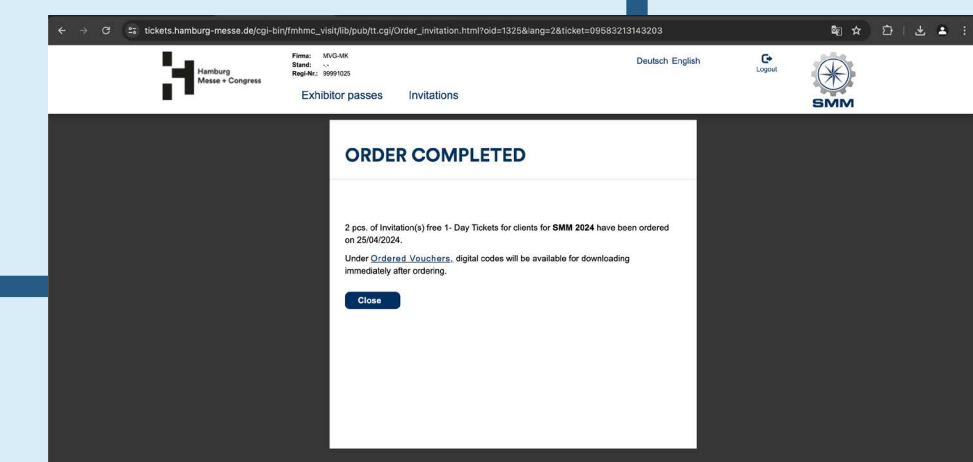
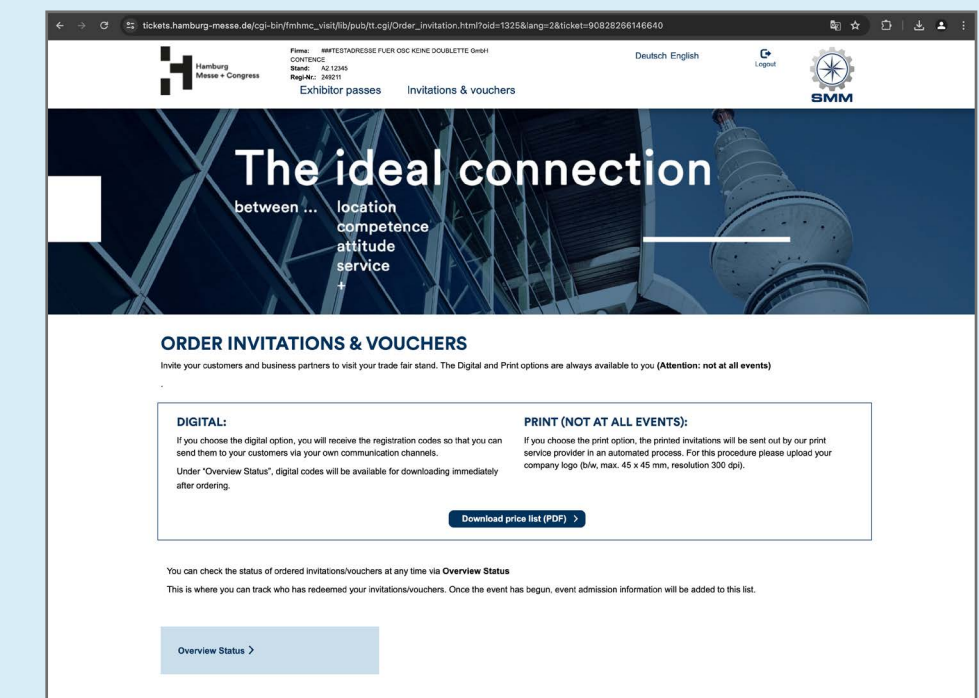
Proceed to „Invitations & vouchers“

Choose “Digital” (invitations and vouchers) or “Print” (invitations only)



Check order

Overview status

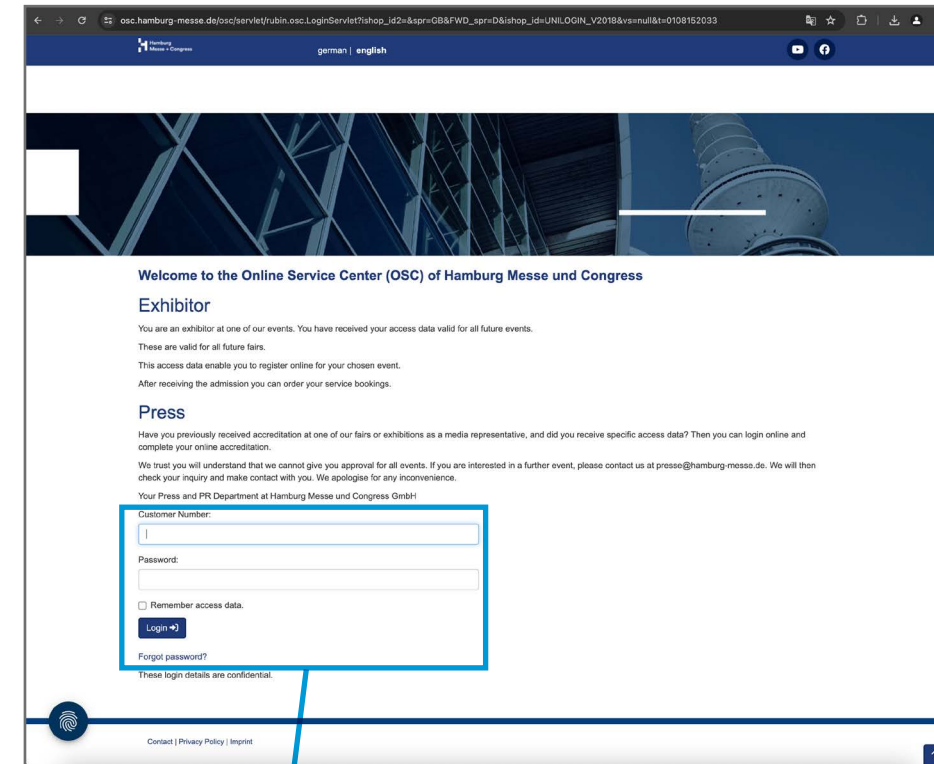


Part 1: Order invitations & vouchers



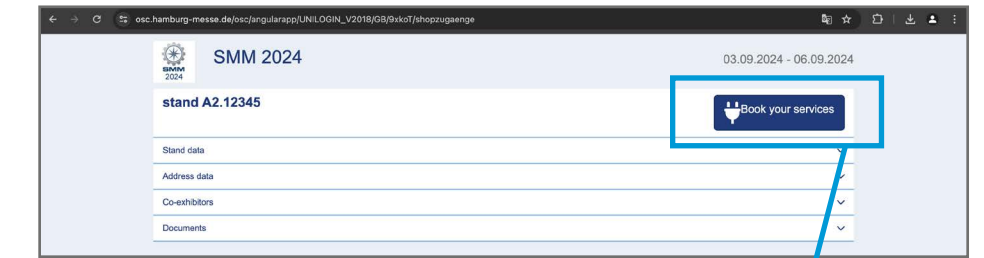
Enter log-in data

Visit the **Online Service Center (OSC)** and enter your customer number and password which are part of the documents you have received with your admission letter as exhibitor for SMM 2024.



Click “Book your services” and “Exhibitor Ticket Shop”

In the **Online Service Center** you'll find data relating to your status as an exhibitor of SMM as well as the possibility to book various services. After clicking on the „Book your services“ button with the plug symbol, please click on „Exhibitor Ticket Shop“.



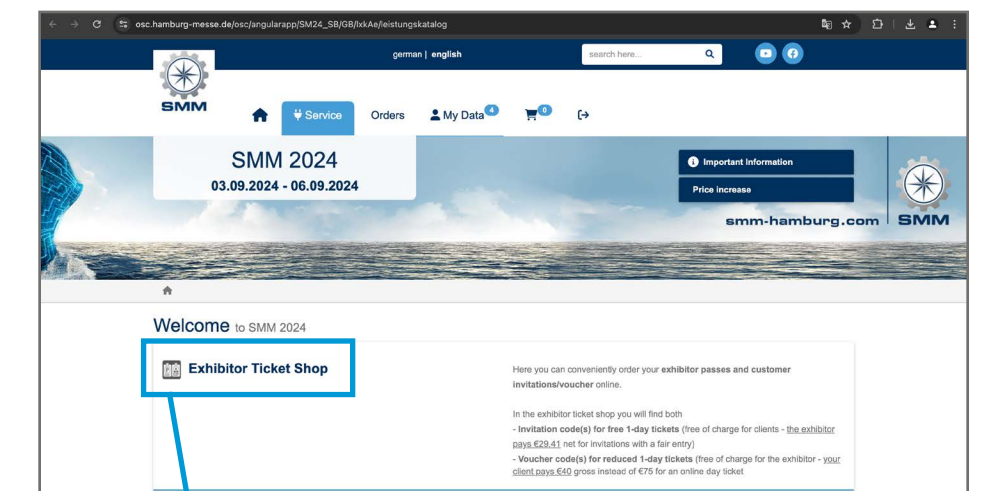
 **Book your services**

Customer Number:

Password:

Remember access data.

[Forgot password?](#)

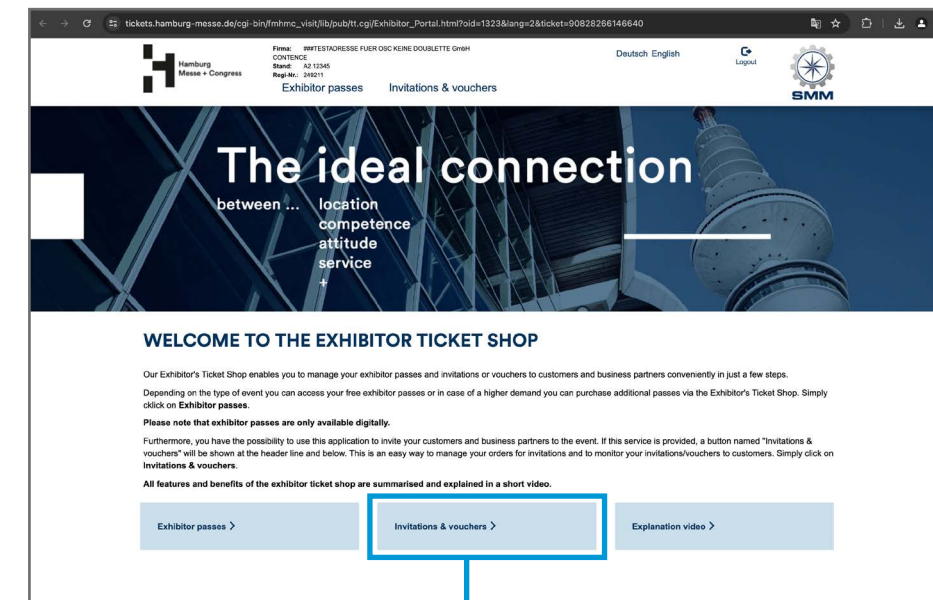


 **Exhibitor Ticket Shop**

Part 1: Order invitations & vouchers



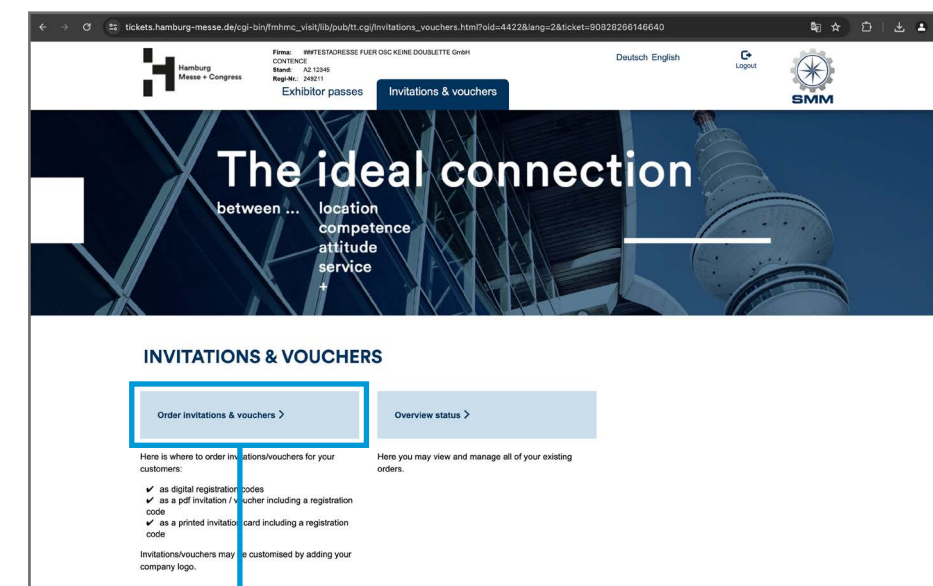
Proceed to “Invitations & vouchers”
In the SMM Exhibitor Ticket Shop please click on the button “Invitations & vouchers” to order invitation codes and voucher codes to invite your customers to your stand.



Invitations & vouchers >

Choose “Order invitations & vouchers”

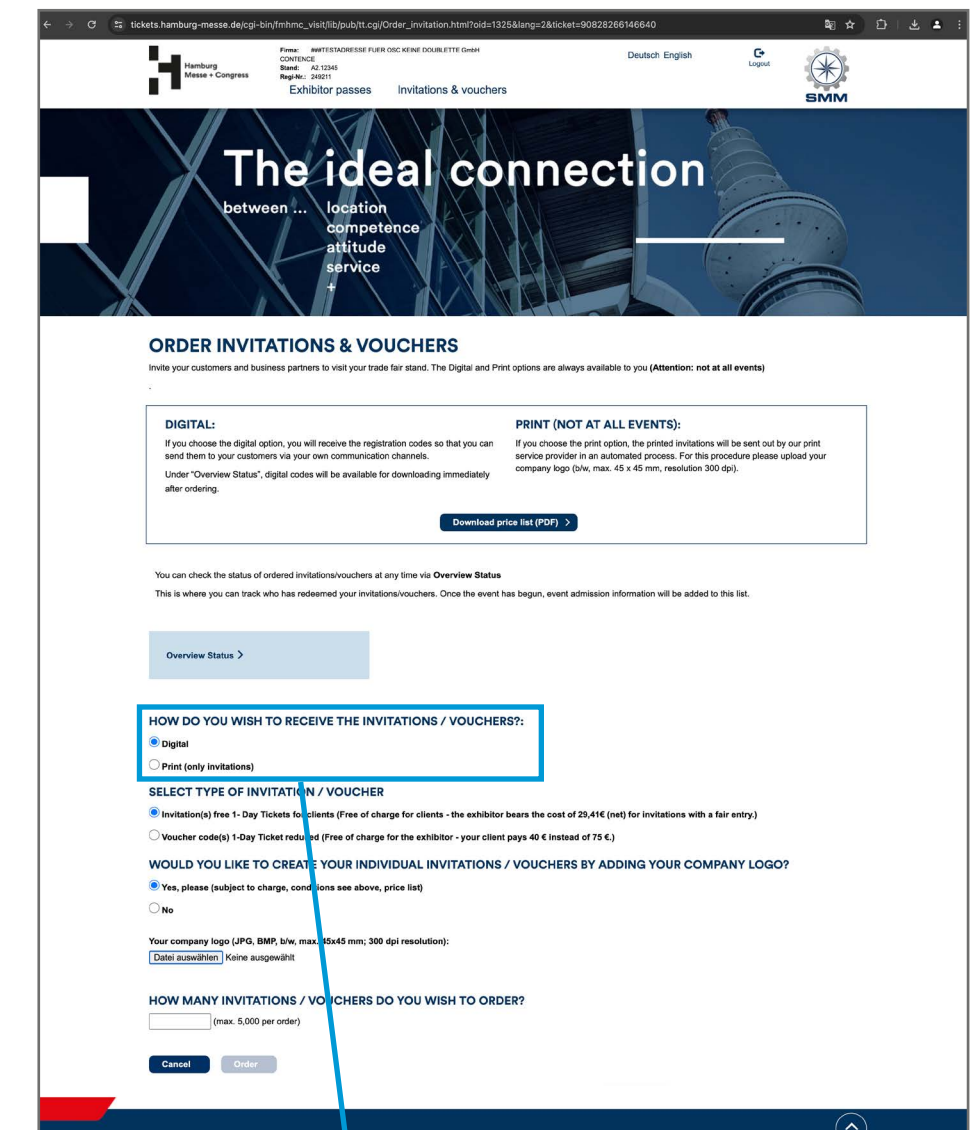
This page is important in two respects: on the one hand, you can order and reorder as many codes as you like from here – and on the other, you can call up interesting tracking information on the recipients of your codes (more on this in Part 2 of this guide). But first, please click on „Order invitations & vouchers“.



Order invitations & vouchers >

Choose “Digital” (invitations and vouchers) or “Print” (invitations only)

Although the world becomes increasingly digital, there are people for whom a printed invitation is just the right thing. That’s why you can choose **invitation codes** in different forms: an Excel list with digital registration codes, PDFs and printed invitation cards. **Voucher codes** can be ordered only as an Excel list with digital registration codes. Make your choice by clicking the respective button under the headline “HOW DO YOU WISH TO RECEIVE THE INVITATIONS/VOUCHERS?” and please note the price list which is available for download on this page.



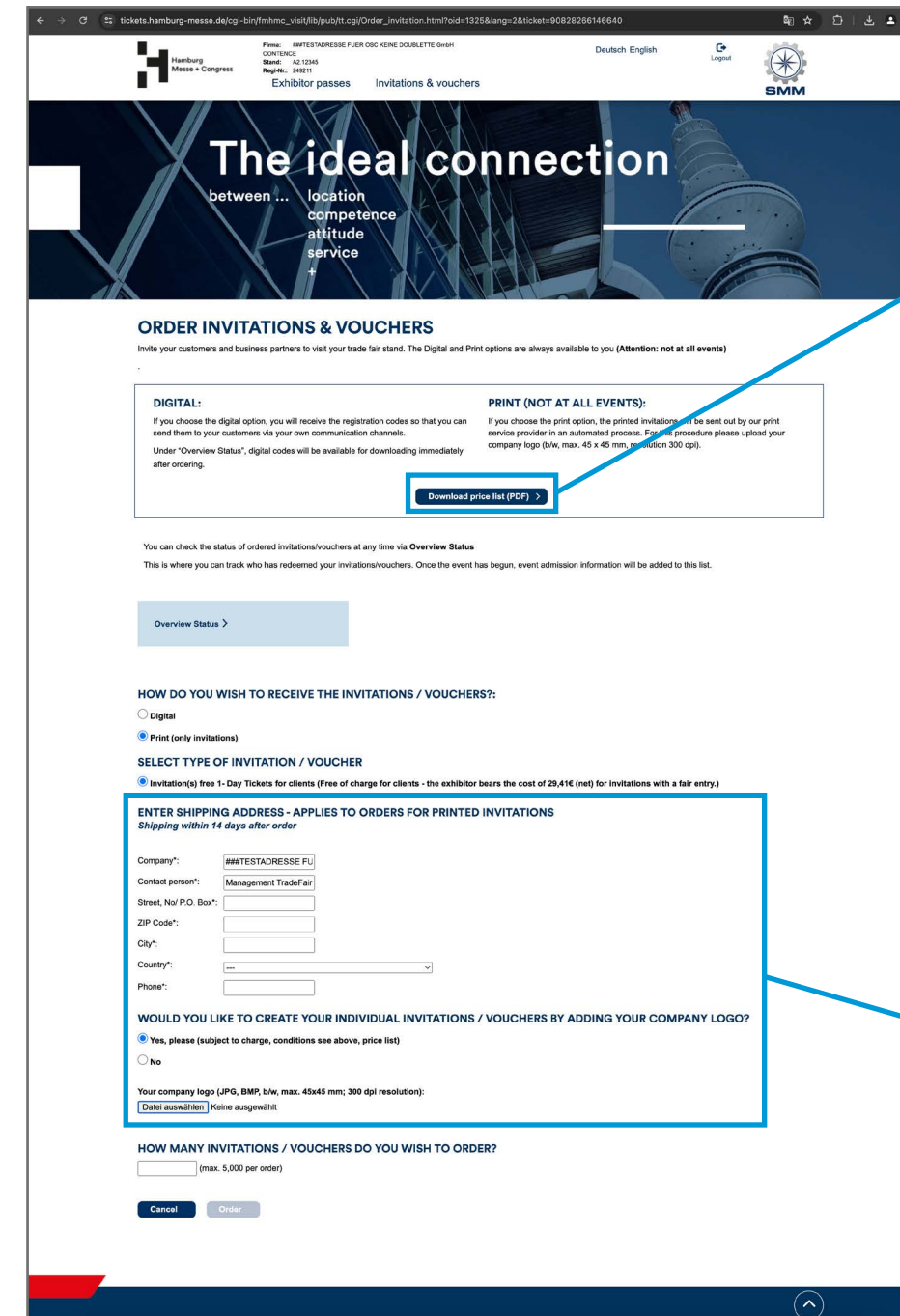
HOW DO YOU WISH TO RECEIVE THE INVITATIONS / VOUCHERS?:
 Digital
 Print (only invitations)

Part 1: Order invitations & vouchers



Shipping address, option for company logo

Your choice is print. Please note that printed invitations with registration codes can be ordered in neutral design or bearing your company logo, which, for a surcharge according to our price list, will give the invitation cards as well as the redeemed visitor tickets a recognisable branding for your customers. Please note the upload and format information to ensure a smooth handling. Minimum orders are as follows: with imprint 100 units, without imprint 30 units. Whichever variant you decide on: please leave your full address for shipping. Your invitations will be sent to you by our printing company.



[Download price list \(PDF\) >](#)

Printed invitation without your logo

- Minimum quantity – 30
- Format: A6, 105 x 148 mm
- **Invoicing:** Invitations resulting in actual visits will be invoiced after the event.

Printed invitation with your logo

- Minimum quantity – 100
- Logo requirements: Black and white or colour, 45 x 45 mm, 300 dpi
- Format: A6, 105 x 148 mm
- Fees for printing your logo, depending on quantity:

Quantity	Cost	Quantity	Cost	Quantity	Cost	Quantity	Cost	Quantity	Cost	Quantity	Cost
up to 200	110 €	up to 500	143 €	up to 1000	173 €	up to 2000	233 €	up to 5000	375 €	up to 7000	475 €

- Additionally, there are € 25.00 handling fee for printing master and € 16.00 shipping fee per package (up to 20 kg).
- **Invoicing:** In addition to the above-mentioned costs, invitations resulting in actual visits will be invoiced after the event.

ENTER SHIPPING ADDRESS - APPLIES TO ORDERS FOR PRINTED INVITATIONS

Shipping within 14 days after order

Company*:

Contact person*:

Street, No/ P.O. Box*:

ZIP Code*:

City*:

Country*:

Phone*:

WOULD YOU LIKE TO CREATE YOUR INDIVIDUAL INVITATIONS / VOUCHERS BY ADDING YOUR COMPANY LOGO?

- Yes, please (subject to charge, conditions see above, price list)
- No

Your company logo (JPG, BMP, b/w, max. 45x45 mm; 300 dpi resolution):

Keine ausgewählt

Part 1: Order invitations & vouchers



Option for company logo

Your choice is digital. If you'd like your customers to see your company logo on the redeemed tickets, please click on „Yes“. For a surcharge of only €50, your company logo will adorn the visitor tickets and, of course, PDF invitations and vouchers if you wish to use them. Please note the information on logo upload and format to ensure smooth processing.

WOULD YOU LIKE TO CREATE YOUR INDIVIDUAL INVITATIONS / VOUCHERS BY ADDING YOUR COMPANY LOGO?

- Yes, please (subject to charge, conditions see above, price list)
- No

Your company logo (JPG, BMP, b/w, max. 45x45 mm; 300 dpi resolution):

Keine ausgewählt

Enter amount

„The more the better“ is the motto that applies here, but the maximum quantity per order is limited. Enter the desired number of invitation codes/voucher codes and click on the „Order“ button. If you require more than 5,000 invitations, please first complete this order process with the maximum quantity and then start a new order process.

HOW MANY INVITATIONS / VOUCHERS DO YOU WISH TO ORDER?

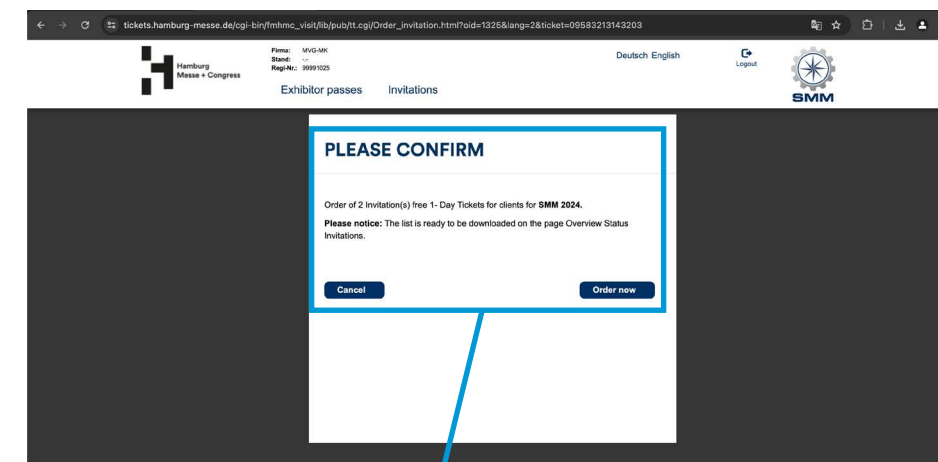
(max. 5,000 per order)

Part 1: Order invitations & vouchers



Check order

Your order is on display and if you're fine with it, click "Order now". Your order is now completed and by clicking the link "Ordered Vouchers" you'll be forwarded to your summary of invitations/vouchers with downloadable PDF files of your invitation and voucher codes as well as downloadable Excel files with the digital registration codes for each order.

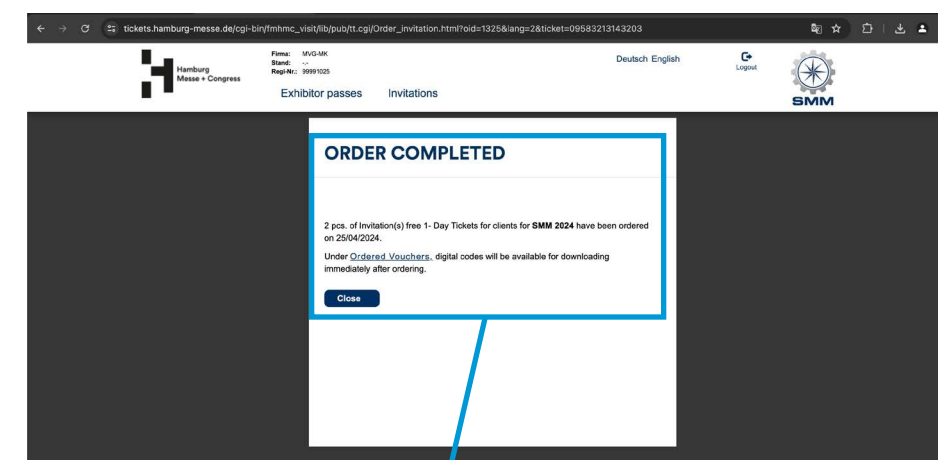


PLEASE CONFIRM

Order of 2 Invitation(s) free 1- Day Tickets for clients for **SMM 2024**.
Please notice: The list is ready to be downloaded on the page Overview Status Invitations.

Cancel

Order now



ORDER COMPLETED

2 pcs. of Invitation(s) free 1- Day Tickets for clients for **SMM 2024** have been ordered on 25/04/2024.

Under [Ordered Vouchers](#), digital codes will be available for downloading immediately after ordering.

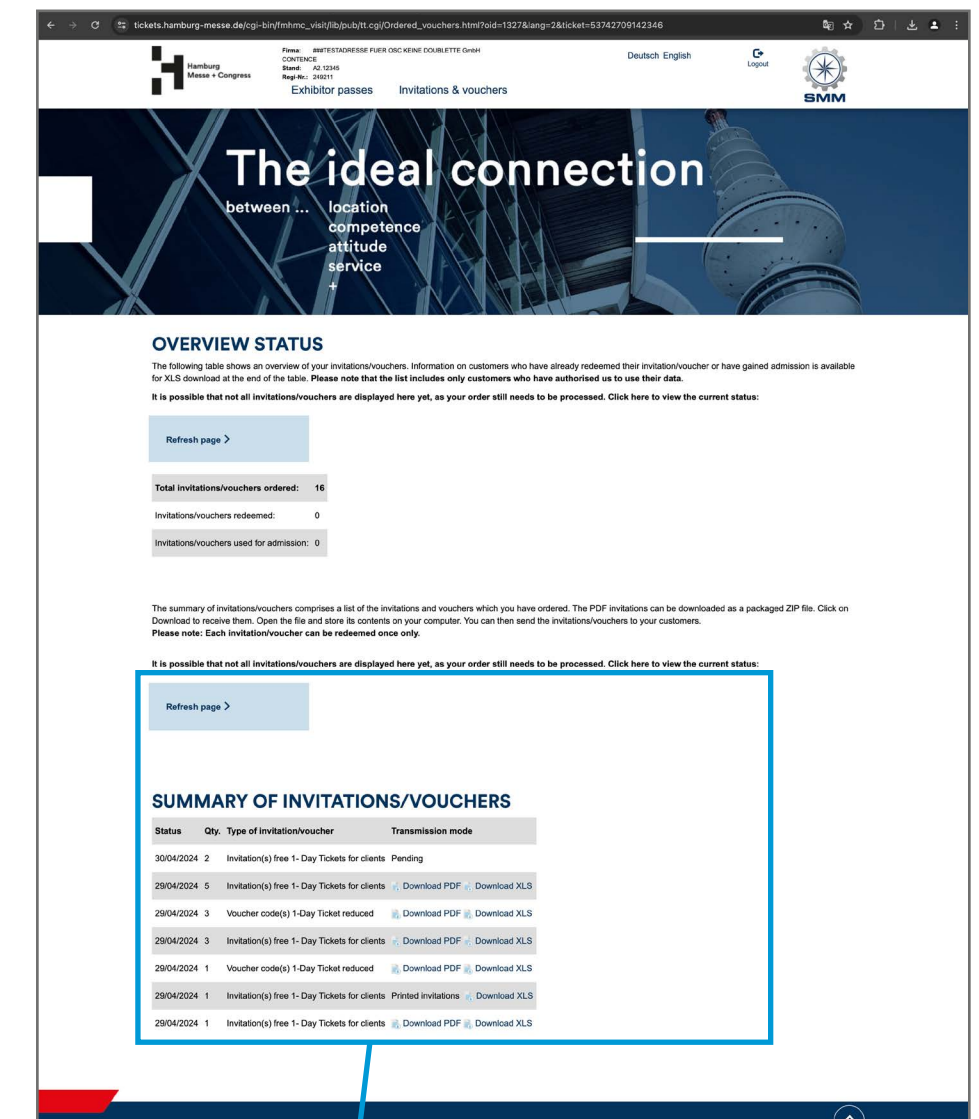
Close

Overview status

Everything under control: here you have access to all code lists/PDFs for download.

Please refresh the page and wait in case that you can't see the order that has just been completed. If you've ordered a large amount this might be need some time to be processed.

Tip: Plan enough time to invite your customers in good time and remind them of your invitation again if necessary.



Refresh page >

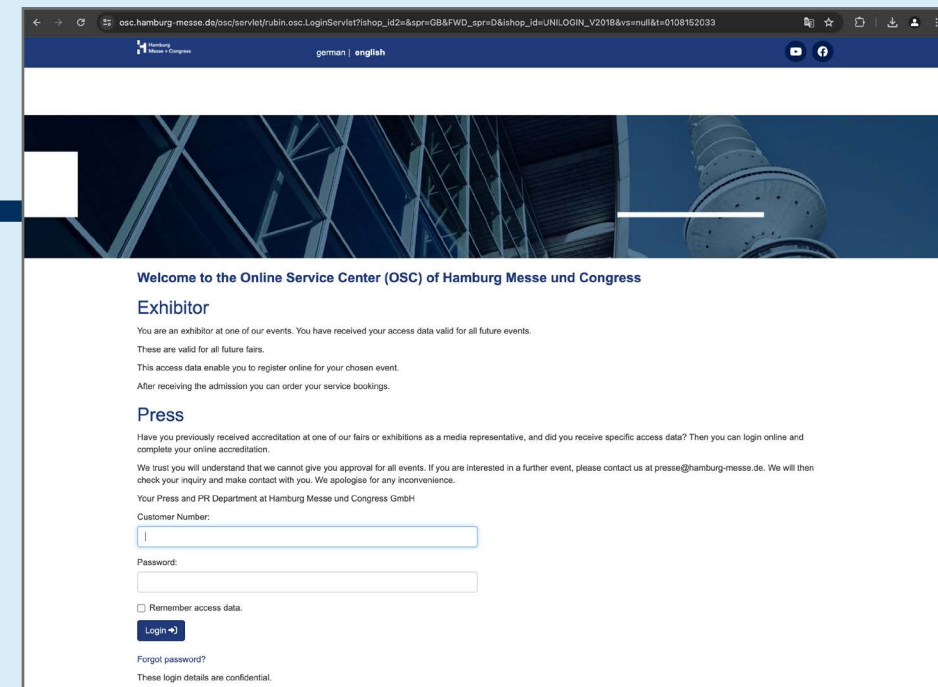
SUMMARY OF INVITATIONS/VOUCHERS

Status	Qty.	Type of invitation/voucher	Transmission mode
30/04/2024	2	Invitation(s) free 1- Day Tickets for clients	Pending
29/04/2024	5	Invitation(s) free 1- Day Tickets for clients	Download PDF Download XLS
29/04/2024	3	Voucher code(s) 1-Day Ticket reduced	Download PDF Download XLS
29/04/2024	3	Invitation(s) free 1- Day Tickets for clients	Download PDF Download XLS
29/04/2024	1	Voucher code(s) 1-Day Ticket reduced	Download PDF Download XLS
29/04/2024	1	Invitation(s) free 1- Day Tickets for clients	Printed invitations Download XLS
29/04/2024	1	Invitation(s) free 1- Day Tickets for clients	Download PDF Download XLS

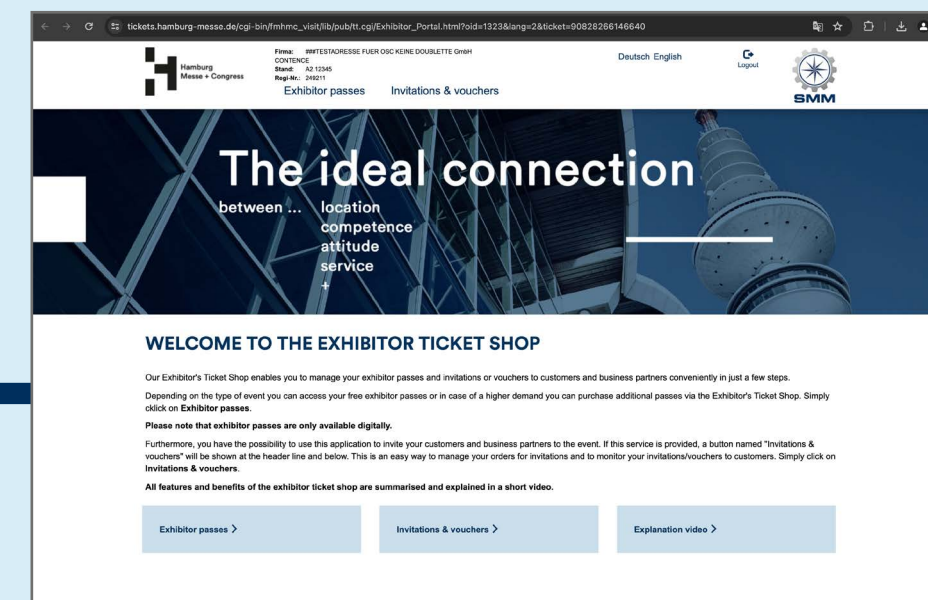
Part 2: Track customers



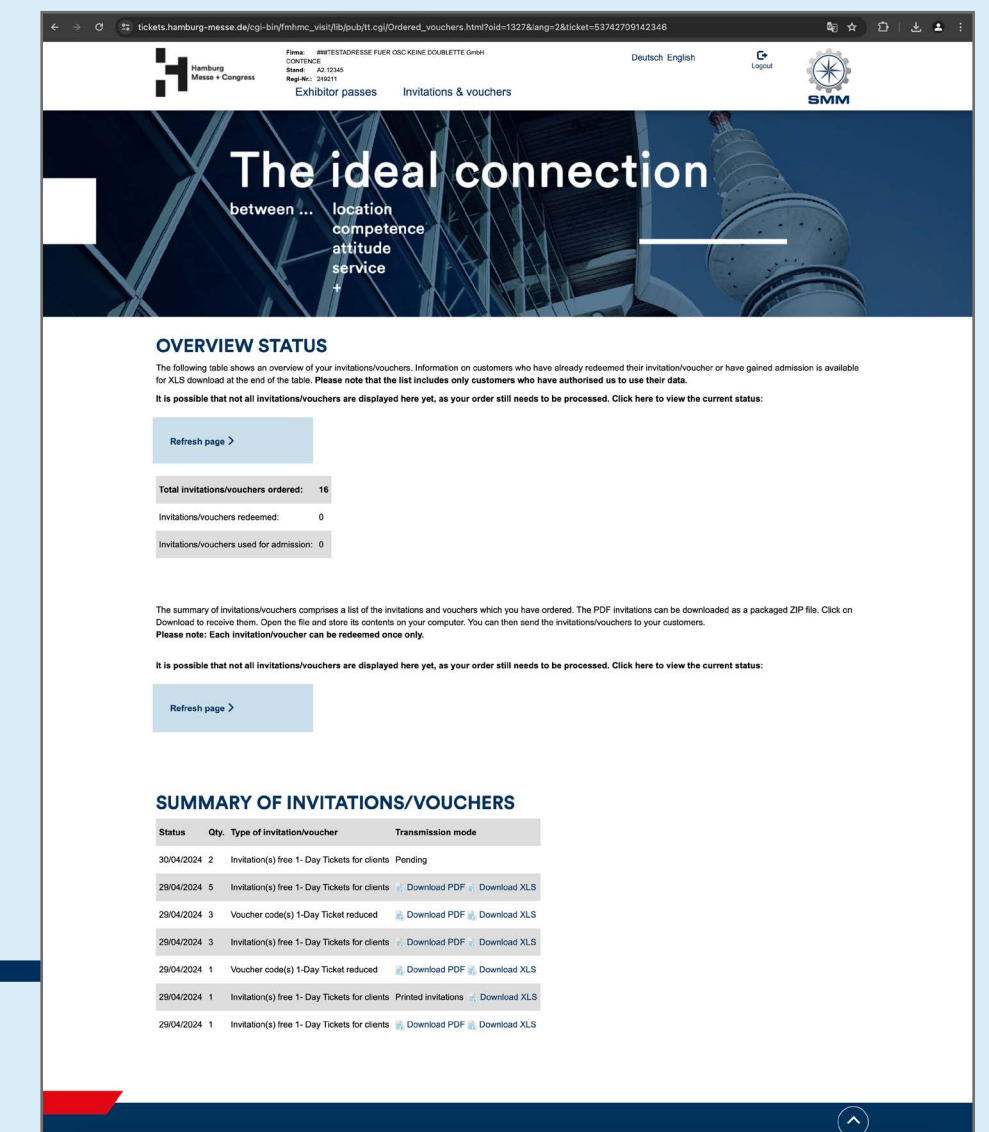
Enter log-in data



Proceed to „Invitations & vouchers“



Check numbers and update status



Click „Book your services“ and „Exhibitor Ticket Shop“

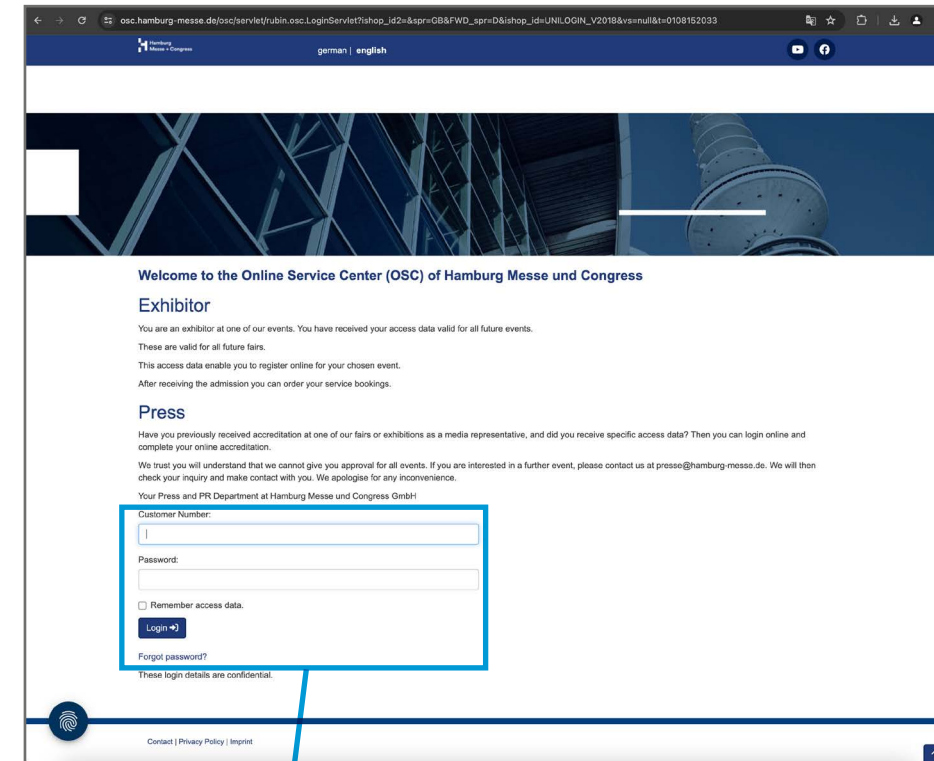
Choose „Overview status“

Part 2: Track customers



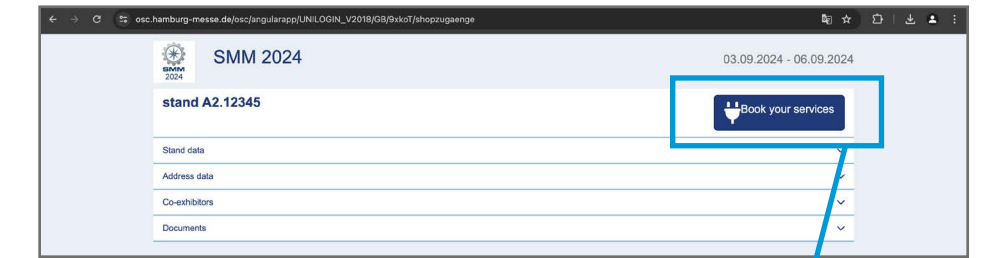
Enter log-in data

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Click “Book your services” and “Exhibitor Ticket Shop”

In the **Online Service Center** you'll find data relating to your status as an exhibitor of SMM as well as the possibility to book various services. After clicking on the „Book your services“ button with the plug symbol, please click on „Exhibitor Ticket Shop“.

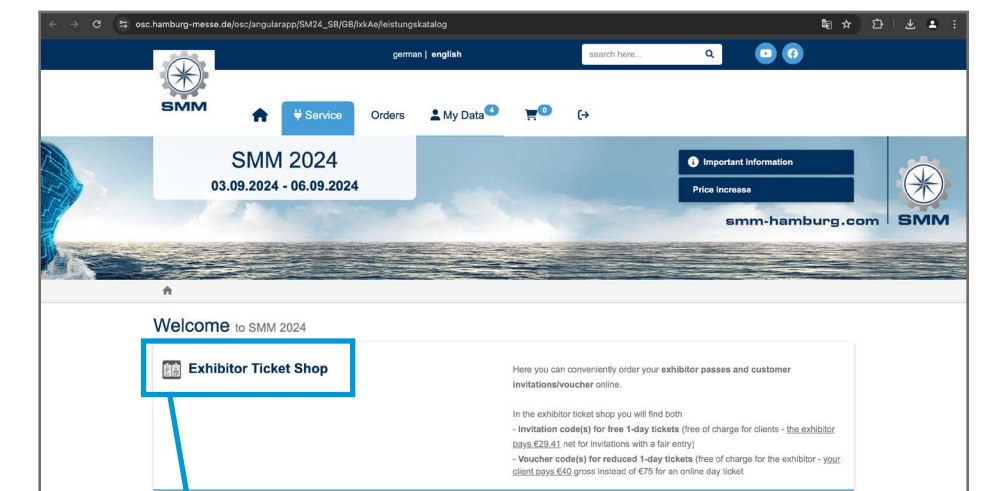


Customer Number:

Password:

Remember access data.

[Forgot password?](#)

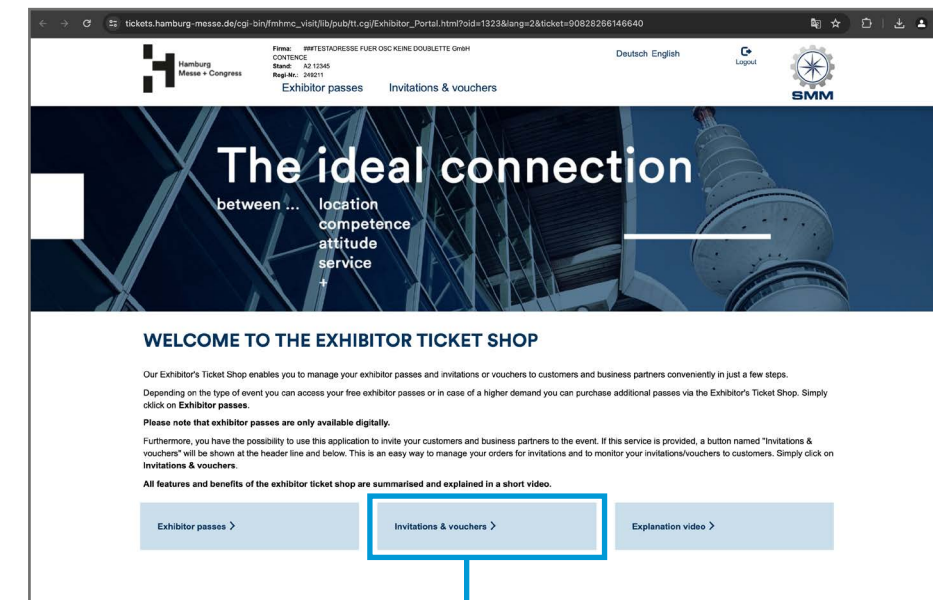


Part 2: Track customers



Proceed to “Invitations & vouchers”

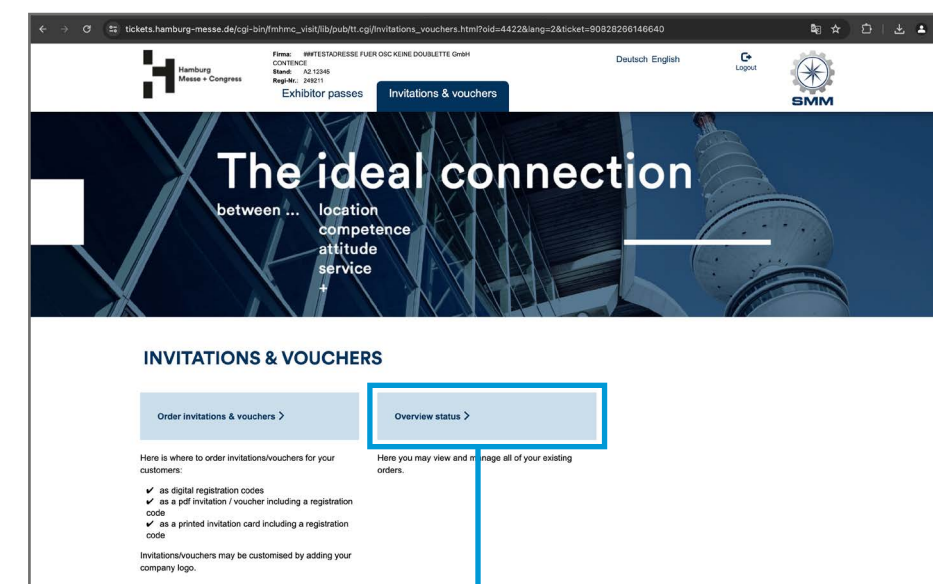
In the SMM Exhibitor Ticket Shop please click on the button “Invitations & vouchers” to access an overview showing the status of your invitations and vouchers.



Invitations & vouchers >

Overview status

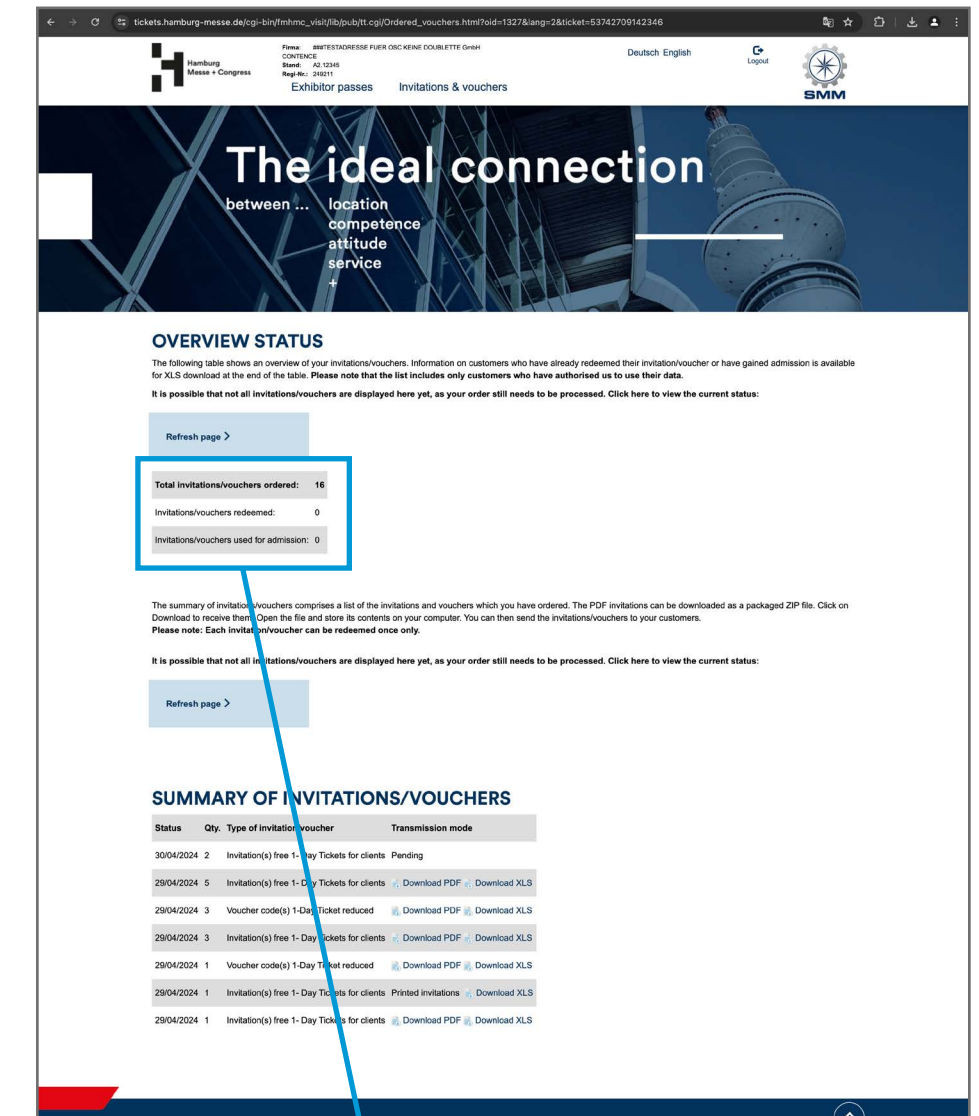
From here, it is just one click to get an overview of your orders and obtain valuable information about the status of your customers. See all the information by clicking on „Overview status“.



Overview status >

Check numbers & update status

Everything at a glance: The individual codes are precisely attributable to your customers and allow you to easily identify who has already redeemed your invitation code or voucher code and who has entered the trade fair. The information is provided in form of an Excel list and will be updated on a regular basis.



Total invitations/vouchers ordered: 16

Invitations/vouchers redeemed: 0

Invitations/vouchers used for admission: 0