how to order invitations & vouchers in the Online Service Center (OSC) of Hamburg Messe und Congress



the leading international maritime trade fair





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

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

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





Enter log-in data



Proceed to "Order invitations & vouchers"



Click "Book your services" and "Exhibitor Ticket Shop"

Proceed to "Invitations & vouchers"





Choose "Digital" (invitations and vouchers) or "Print" (invitations only)



Overview status



Check order



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.



Customer Number:	
Password:	
Remember access data.	
Login +J	
Forgot password?	



Click "Book your services" and "Exhibitor Ticket Shop"

In the Online Service Center you'll find data relying 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".

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	Stand data	<u> </u>
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	Co-exhibitors	<u> </u>
	Documents	`
	Book your se	rvices









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.



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".







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.





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: Cost Quantity Cost Quantity Cost Quantity Cost Quantity Cost Quantity Cost Quantity 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.

Company*					
-					
Contact person*:	Management TradeFair				
Street, No/ P.O. Box*:					
ZIP Code*:					
City*:					
Country*:	, 	~			
Phone*:					
WOULD YOU L	IKE TO CREATE YOUR INI	IVIDUAL INVITA	TIONS / VOUCH	HERS BY ADDIN	IG YOUR COMPANY
Yes, please (subj	ect to charge, conditions see abov	e, price list)			



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.

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ORDER II Invite your custome	NVITATIONS & VOUCHE ars and business partners to visit your trade fair stand.	The Digital and Print options are always ar	vailable to you (Attention: not at all	events)	
DIGITAL: If you choose the send them to yo Under "Overvie after ordering.	he digital option, you will receive the registration codes our customers via your own communication channels. w Status", digital codes will be available for downloadir	so that you can If you choose the pr service provider in a ng immediately	T ALL EVENTS): Int option, the printed invitations will in a automated process. For this proce max. 45 x 45 mm, resolution 300 dpi	be sent out by our print dure please upload your).	
		Download price list (PDF) >			
You can check the This is where you	e status of ordered invitations/vouchers at any time via can track who has redeemed your invitations/vouchers	Overview Status s. Once the event has begun, event admis	sion information will be added to this	list.	
Overview State	tus >				
HOW DO YOU © Digital → Print (only invit SELECT TYPE © Invitation(s) Voucher company log Datel auswither	U WISH TO RECEIVE THE INVITATION: tations) C OF INVITATION / VOUCHER te 1- Day Tickets for clients (Free of charge for client 0 1-Day Ticket reduced (Free of charge for the exhi LIKE TO CREATE YOUR INDIVIDUAL II tipter to charge, conditions see above, price list) to (JPG, BMP, bive, max. 45x45 mm; 300 dpi resolutis Keine ausgewählt	S / VOUCHERS?: Inta - the exhibitor bears the cost of 28,4 Ibitor - your client pays 40 C instead of NVITATIONS / VOUCHERS BY an):	116 (nel) for invitations with a fair- 75 6.) ADDING YOUR COMPAN	intry;) IY LOGO?	
HOW MANY I	INVITATIONS / VOUCHER'S DO YOU W ax. 5.000 per enter) Onter	VISH TO ORDER?			
	/				

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):
Datei auswählen 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 / VO

(max. 5,000 per order)

Order

Cancel

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	ORDER INVITATIONS & VOUCHERS Invite your castomers and business partners to visit your trade fair stand. The Digital and Prit DICITAL: If you choose the digital copton, you will receive the registration codes so that you can send them to your castomers via your own communication channels. Under "Overview Status", digital codes will be available for downloading immediately after ordering.	It options are always available to you (Attention: not at all events) PRINT (NOT AT ALL EVENTS): If you choose the print option, the printed invitations will be sent out by our print service provider in an automated processe. For this procedure please upload your company loog (biv, max. 45 x 45 mm, resolution 300 dp). Hest Ist (PDP) >
	You can check the status of ordered invitations/veuchers at any time via Overview Status This is where you can track who has redeemed your invitations/veuchers. Once the event h Overview Status >	as begun, event admission information will be added to this list.
	HOW DO YOU WISH TO RECEIVE THE INVITATIONS / VOUCHER Digital Print (entry invitations) SELECT TYPE OF INVITATION / VOUCHER Invitation(s) free 1- Day Tickets for clients (Free of charge for clients - the exhibitor ENTER SHIPPING ADDRESS - APPLIES TO ORDERS FOR PRINTED Shipping within 14 days after order	IS?: bears the cost of 29.416 (net) for invitations with a fair entry.) INVITATIONS
	Company": ##TESTADRESSE FU Contact person": Management TradeFar Street, Na/ P.O. Box:	
	WOULD YOU LIKE TO CREATE YOUR INDIVIDUAL INVITATIONS.	/ VOUCHERS BY ADDING YOUR COMPANY LOGO?
	(max. 5.000 per order) Crancel Order	
UCHERS DO YC	U WISH TO ORDE	R?





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.







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.

C 😂 tickets.hamburg-messe.de/cgi-bin/fmhmc_visit/lib/pub/tt.cgi/Ordered_vouchers.html?oid=1327⟨=2&ticket=	53742709142346	ªa ☆
Hamburg Barnier ISADBESSE FUER OCKENE DOWLETTE Genet CONTINCE Hamburg Barnier AV 12365 Messe + Congress Regite: 20211 Exhibitor passes Invitations & vouchers	Deutsch English	Logout (K)
The ideal conne between location competence attitude service	ction	
OVERVIEW STATUS		
The following table shows an overview of your invitations/vouchers. Information on customers who have already re for XLS download at the end of the table. Please note that the list includes only customers who have authoris	deemed their invitation/voucher or ed us to use their data.	have gained admission is available
It is possible that not all invitations/vouchers are displayed here yet, as your order still needs to be proces	sed. Click here to view the curre	nt status:
Refresh page >		
Total invitations/vouchers ordered: 16		
Invitations/vouchers redeemed: 0		
Invitations/vouchers used for admission: 0		
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		
fresh 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 📩 Downl
29/04/2024	3	Voucher code(s) 1-Day Ticket reduced	Download PDF 💼 Downl
29/04/2024	3	Invitation(s) free 1- Day Tickets for clients	Download PDF 💼 Downl
29/04/2024	1	Voucher code(s) 1-Day Ticket reduced	💼 Download PDF 💼 Downl
29/04/2024	1	Invitation(s) free 1- Day Tickets for clients	Printed invitations
29/04/2024	1	Invitation(s) free 1- Day Tickets for clients	a Download PDF 💼 Downl







Part 2: Track customers

Enter log-in data



Click "Book your services" and "Exhibitor Ticket Shop"



Proceed to "Invitations & vouchers"



Check numbers and update status



Choose "Overview status"





Part 2: Track customers

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.



Customer Number:	
Password:	
Remember access data.	
Login +J	
Forgot password?	



Click "Book your services" and "Exhibitor Ticket Shop"

In the Online Service Center you'll find data relying 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".

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	SMM 2024	03.09.2024 - 06.09.2024
stand	A2.12345	Book your services
Stand data Address da	Ita	
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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.

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Invita	ations & v	∕ouchers >		

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".





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.







