



# USER GUIDE

Exhibitor Passes and  
Ticket Vouchers for Visitors

ISPO 

# USER GUIDE

## Exhibitor passes and tickets

Inviting customers to the trade show and assigning exhibitor passes to your stand staff: The ticketing system of Messe München enables you to manage this task effectively. And it helps you keep track of your tickets or exhibitor passes at all times. This user guide outlines the most important steps.



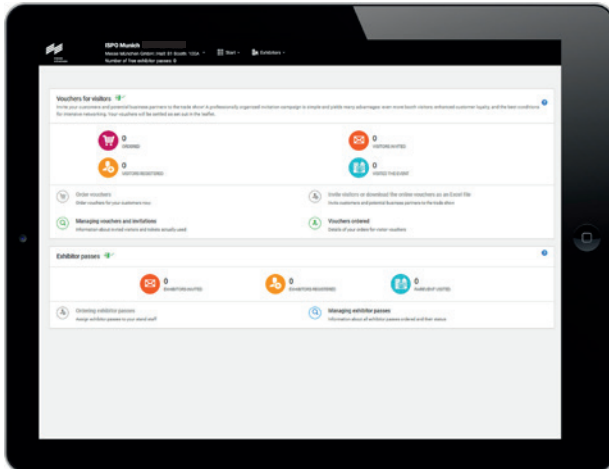
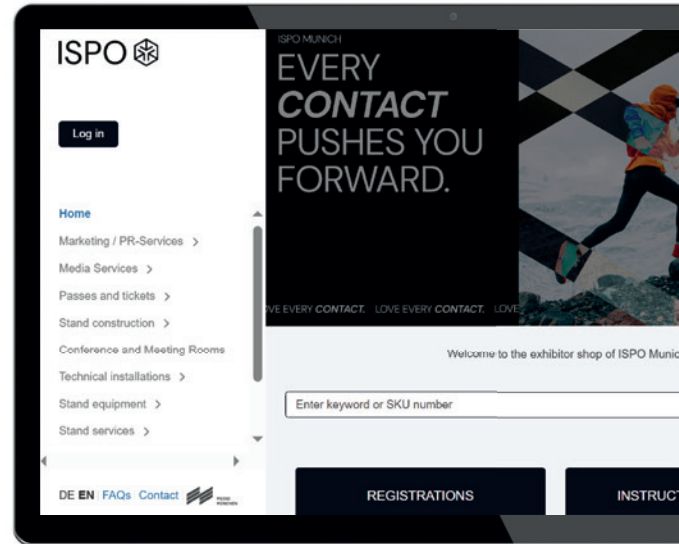
# HOW TO ORDER EXHIBITOR PASSES

## Step 1: Signing in to the Exhibitor Shop

First, please sign in to the ISPO Munich 2024 Exhibitor Shop with your Messe München account. Under “Passes and Tickets” you will find the sections “Exhibitor passes” and “Vouchers.”

### Tip:

You want to order exhibitor passes or visitor vouchers? Then please be sure to always select the respective stand number for your ticket order.



## Step 2: Using the ticketing system

In the ticketing system you can, for example:

**Order** exhibitor passes, **enter** the required personal data of your staff members, or simply **upload** it via an Excel file, **view** all information about your exhibitor passes any time—for example.

An advantage for your employees: Once they have personalized their ticket, they can use the **mobile ticket** for smartphone and tablet or the **Print@home-Ticket**.

## Exhibitor passes

In the **exhibitor passes** section, you can order passes for yourself and your colleagues and look up information on the status of your passes.

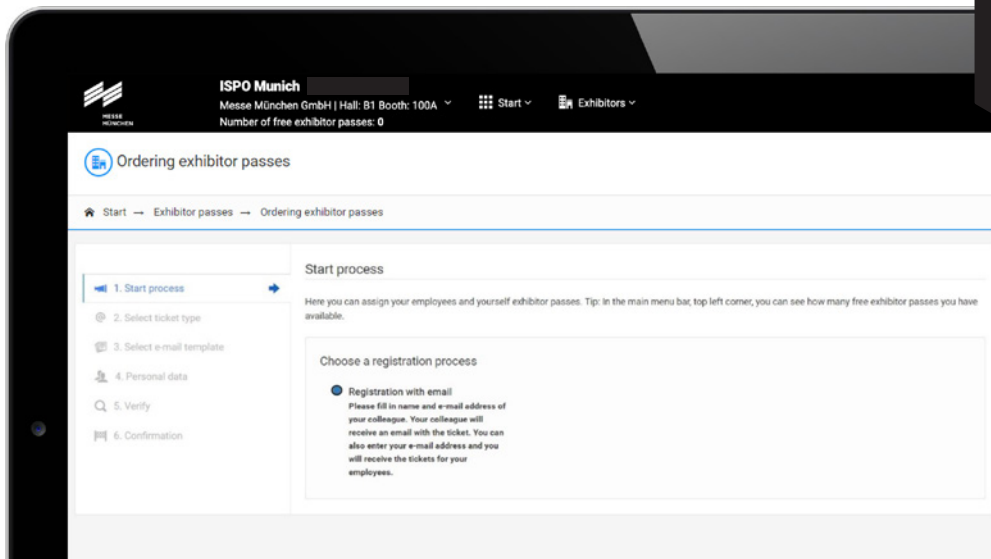
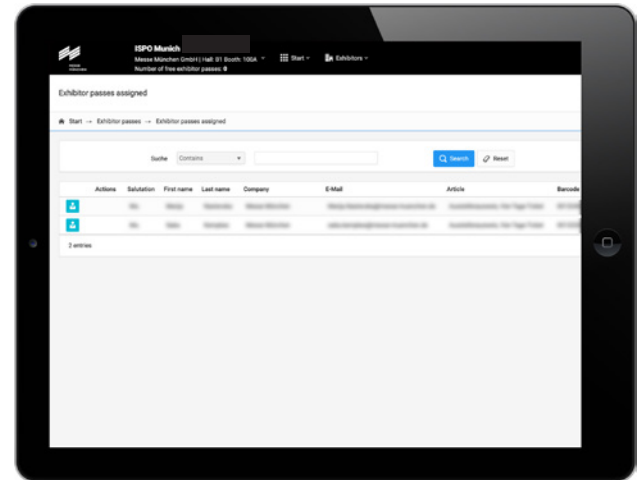
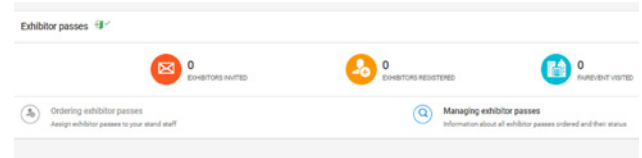
The following menu items are available for selection:

**Order exhibitor passes:** Here you can assign exhibitor passes to yourself and your stand staff.

**Managing exhibitor passes:** Here you will find information about the status of exhibitor passes of your team members. In addition, you can resend e-mails, download or disable registered passes.

### Tip:

In the top left-hand corner of the black main menu bar, you can see how many free exhibitor passes are available to you for the stand you selected in the Exhibitor Shop. The menu on the left shows you which step you are currently working on.



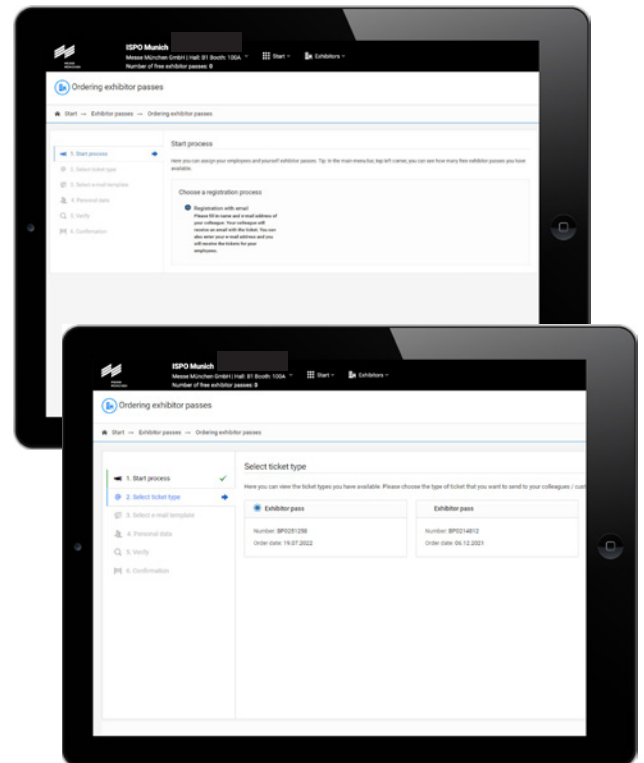
## How to order exhibitor passes

Open the menu item "Order exhibitor passes".

- 1. Start process:** You will now be given information about the order process and be guided to e-mail template via "Next step."
- 2. Select e-mail template:** Here you will find the e-mail template you can use to invite your staff: Be sure to also **select the language:** you can send the e-mail in German or English. In the context of your current order, **all** e-mails will be sent in the language you have selected.
- 3. Personal data:** In this menu, you enter data of your colleagues to whom you want to assign exhibitor passes. This can be done either manually or by uploading an Excel list.
- 4. Verify:** You can check all your input again, including the language settings for e-mail communications. If everything is correct, just click on "complete order." Otherwise, please use the options at the bottom of the window to cancel the process or make corrections.
- 5. Confirmation:** In this view you can see that the e-mails have been sent to your team members.

### Important:

Please click on "Add entries" to accept the data you have entered.



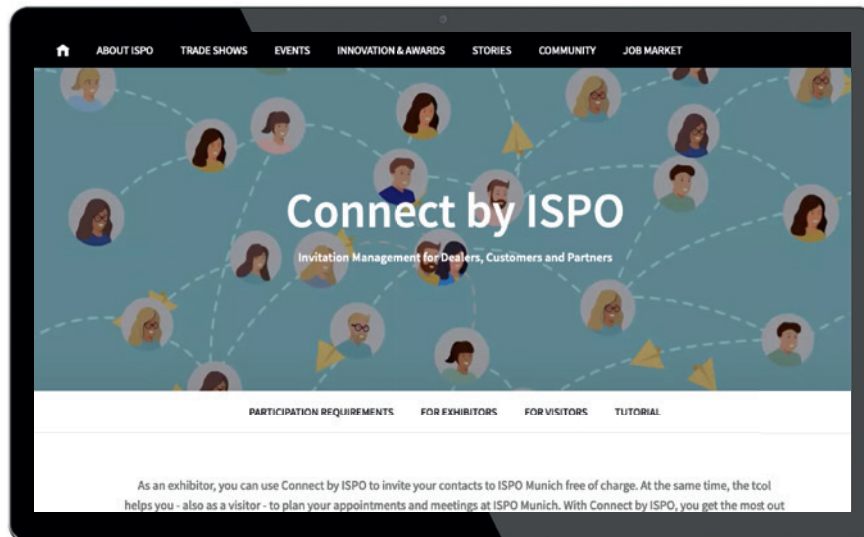
## Connect by ISPO – Visitors

Invite customers and potential business partners to the trade show! A professionally organized invitation campaign has many advantages: even more visitors to the stand, enhanced customer loyalty, and the best conditions for intensive networking.

The following menu items are available for selection:

- ✓ Order vouchers: Order vouchers for your customers now
- ✓ Invite visitors or download the online vouchers as an Excel file: Invite customers and potential business partners to the trade show
- ✓ Managing vouchers and invitations: Information about invited visitors and tickets actually used
- ✓ Vouchers ordered: Details of your orders for visitor vouchers

Further information at: [ispo.com/en/connect](https://ispo.com/en/connect)



# HOW TO INVITE VISITORS TO THE FAIR

## Step 1: Ordering vouchers

In this menu, you order the required number of vouchers. A limited contingent of vouchers — depending on the booth size — is included in your booth participation at ISPO Munich 2024. All other vouchers are subject to a charge and will be invoiced to you at EUR 24.37 plus VAT with the final invoice. Only vouchers actually used minus your included contingent will be charged.

### Voucher contingent:

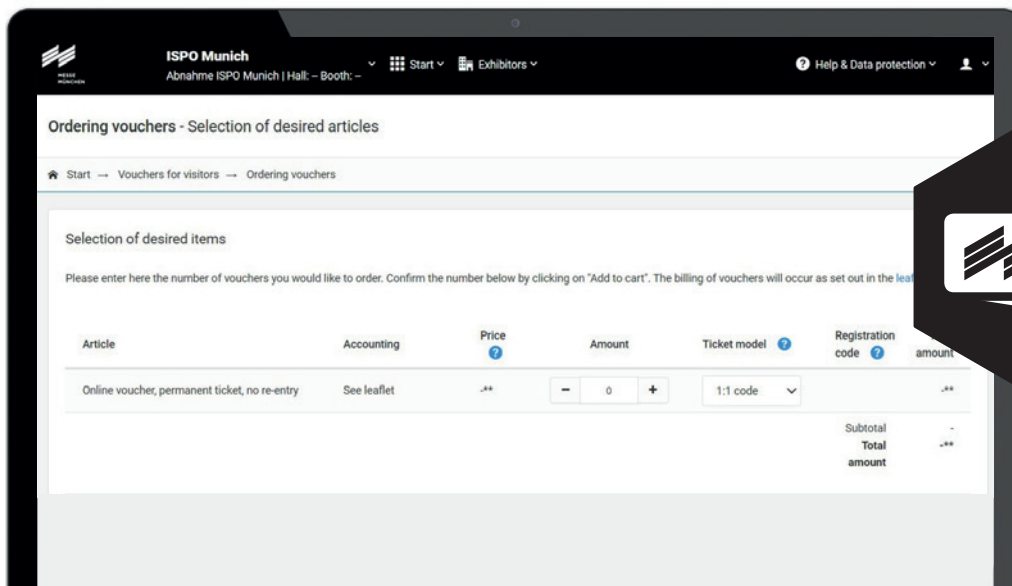
12–50 m <sup>2</sup> booth size	200 vouchers
51–100 m <sup>2</sup> booth size	500 vouchers
101–200 m <sup>2</sup> booth size	1.000 vouchers

### Tip:

Use the option to create campaigns after you have ordered your vouchers. This menu item will appear on the screen when you click on "Invite visitors or download the online vouchers as an Excel file." The campaign function enables you to send the vouchers to your customers directly from the ordering system and also track who has registered and redeemed tickets at any time.

**Important:** Please order the requested number of vouchers anyway.

Next, select the desired shipping information and enter here to which e-mail address you want your order to be sent. Complete your order after verifying your input data.



## Step 2: Inviting visitors

### Open the menu item "Invite visitors or download the online vouchers as an Excel file."

At the bottom of the respective windows, several options are available which you can click on to manage the process.

- 1. Start process:** Use campaigns to invite your customers and to separate, organize, and easily structure and manage different target groups. You can start a new campaign ("New campaign") or use an existing one ("Use existing campaign").
- 2. Select campaign type:** Select whether you want to invite your visitors by e-mail or receive the online vouchers as an Excel file.

### Campaign type: e-mail invitation

- 1. Select ticket type:** View here the type and respective amounts of tickets you have ordered.
- 2. Select e-mail template:** Here you will find the e-mail template which you can use to invite your customers. The e-mail features a voucher link, through which your customer can register his/her ticket. Be sure to also **select the language:** you can send the e-mail in German or English. In the context of your current campaign, all e-mails will be sent in **the language you have selected.**
- 3. Personal data:** In this menu, you can enter the details of customers whom you wish to invite as visitors. This can be done either manually or by uploading an Excel list.

#### Please note:

**Each person specified in this campaign needs an individual e-mail address! This is the only way for your customers to create their own Messe München account and register in the registration portal. The system will therefore alert you if you assign an e-mail address twice, allowing you to correct it.**

- 4. Verify:** You can check all your input again, including the language setting for sending e-mails. If everything is correct, just click on "complete order." Otherwise, please use the options at the bottom of the window to cancel the process or make corrections.
- 5. Confirmation:** The vouchers have been sent by e-mail to the persons you invited.

### Campaign type: online vouchers as Excel file

- 1. Select ticket type:** View here the type and respective amounts of tickets you have ordered.
- 2. Select the desired quantity of tickets.**
- 3. Verify:** You can check all your input again, including the language setting for sending e-mails. If everything is correct, just click on "complete order." Otherwise, please use the options at the bottom of the window to cancel the process or make corrections.
- 4. Complete your order:** Please download your online vouchers as an Excel file.

### Tips on the ticket codes:

Under Ticket model you have the choice between the ticket models 1:1 and 1:n. With the 1:1 model, a code can be exchanged for a ticket. With the 1:n model, the code can be exchanged several times for tickets. If you have selected the 1:n ticket model for an item, you can assign your own code here, which can be redeemed in the Ticket Shop. With the 1:n model, the number indicates the maximum number of redemptions for this code.



## Menu item: Managing vouchers and invitations

Here you will find information about the status of ticket vouchers sent to your customers. In addition, you can resend e-mail invitations and download registered tickets.

## Menu item: Vouchers ordered

In this summary, you can see your orders for ticket vouchers at a glance. You can also download this list as an Excel spreadsheet. In addition, you will find information about the order quantity and the amount of sent and actually used ticket vouchers.

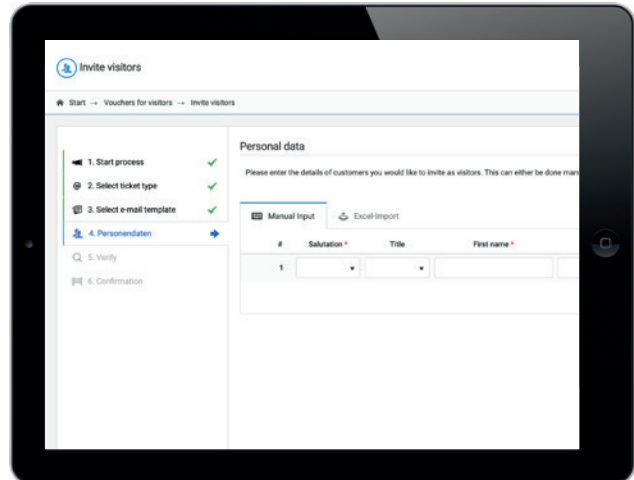
Optionally, you can download an Excel file with the ticket vouchers, which you then send to your customers individually.

# THE VOUCHER OPTIONS

## 1. Sending online vouchers via the ticket system

### Effective invitation management

The easiest and most uncomplicated way to invite customers to ISPO Munich with an online voucher? Simply leave it to us—or to be more precisely: to the online campaign tool of the new ticket system. A few clicks and the vouchers are sent automatically.



### Maximum advantages at minimum effort:

- You use the **pre-formulated invitation e-mail** stored in the system. Thus, you do not need to create an own shipment campaign.
- The online voucher link is **automatically integrated into the e-mail** and takes the recipient directly to the registration where she/he only needs to enter her/his personal data.
- The invitation e-mail with the voucher links can be **resent at any time** thanks to the voucher management.
- The system records all assigned voucher numbers/links and **thus prevents errors**.
- Already sent vouchers can be **viewed online** at any time and you can track which vouchers have been redeemed.

# THE VOUCHER OPTIONS

## 2. Sending online vouchers by e-mail

### **Customized e-mails**

To provide the best possible support for this option, we offer you a sample e-mail to invite customers. This option offers **individualization possibilities** but requires **careful handling** of the voucher numbers.

### **Your checklist—what you should bear in mind:**

- When sending online vouchers by e-mail, you **cannot track** who you already invited. Hence, please make sure to **not assign** online voucher numbers and online voucher links **twice**.
- Everything your clients need to know for redemption you will find in our customizable **sample mail to invite customers**.

## 3. Sending online vouchers by mail

### **Invitation management in paper form**

You want to send your clients an invitation in paper form? Or you do not have the e-mail addresses of all your potential visitors? Then, you can send the online vouchers by mail—for example as **serial letter or personalized print voucher**. With this option, you need to **manually enter** the voucher numbers.

### **Your checklist—what you should bear in mind:**

- Please take particular care that the voucher numbers are **not used several times**.
- Everything your clients need to know for redemption you will find in our customizable **sample mail to invite customers**.

# INVITATION MANAGEMENT

Your personal contact with retailers:

A full booth and promising, relevant business contacts: Don't forget to personally invite your existing and potential retailer contacts to the trade fair. Send them a voucher for a free permanent ticket to ISPO Munich 2024.

You can view and download the data of your customers who redeem the voucher online in advance at any time before, during and after the event in the Exhibitor Shop. This way you know who has actually used the voucher and can continue to use this information.

## **Important!**

Vouchers are exclusively **for your customers from the (retail) trade**. Therefore, please ensure that your vouchers are only sent to retailers. We reserve the right to charge the official ticket price for vouchers sent and redeemed in the event of non-compliance. An exhibitor pass must be personalized for employees of exhibitors.

To prevent misuse of the vouchers, we recommend that you only send the vouchers to a contact person known to you and also save the relevant voucher number.

## **This is how the customers get their ticket:**

Please make your customer aware of the **necessary** online registration at [ispo.com/munich/services/tickets](https://ispo.com/munich/services/tickets) when sending the vouchers.

## **Redeem voucher:**

1. Click on "Redeem voucher" on the website mentioned above.
2. Enter the voucher code you received under "Enter ticket code". The best way to do this is via "Copy and paste". Then click "Continue".
3. Follow the registration process. If you already have a Messe München account, log in with it. If not, please create an account. Once you have registered, you will receive your ticket by e-mail (Print@home ticket and a mobile ticket).

## **Please do not redeem the vouchers using false names or e-mail addresses for your customers!**

This will inevitably lead to problems on site if your customers have to identify themselves or if tickets are lost.



## Contact

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