

INSTRUCTIONS ONLINE SERVICE CENTER (OSC):

1. Exhibitor Log-in:

Choose the website www.dreifachmesse.de. Select Exhibitor Services Manual and choose Online Service Center for Exhibitors. Fill in your log-in data:

- ▶ **Customer No.** – User-ID
- ▶ **Order No.** – identifies your stand
- ▶ **Password** – personal password for your stand

2. Welcome!

Choose the designated menu item:

- ▶ Under menu **“online booking – here we go”**: you get a short description of the functions.
- ▶ Under menu **“important advice”** you will find helpful hints and information about the event.
- ▶ Under menu **“guidelines”** you will find important information and organizational hints.
- ▶ Under menu **“services”** you will find the complete range of our services offered.

3. Online booking – here we go!


Putting desired services in your shopping cart

Within the menu is an overview of the services, sorted into categories.

Click on a service category for an overview of the services sorted according to subcategories (trades).

Click on the relevant subcategory to reveal the individual services of each type of trade.

Click on the individual service for more information on the service. Certain services have specific information requirements. You will, for example, be asked to enter your individual wishes in a free-text field or to acknowledge certain information by confirming mandatory fields (*) with a mouse click.

You can place an item in your shopping cart, specifying the desired number. The services you have placed in the shopping cart are listed in the overview marked with the icon . The items in the shopping cart have not yet been booked.

Booking services in the shopping cart

Within the shopping cart you can place an order for the service once you have accepted the technical directives. You have the following options:



remove an individual service from the shopping cart.



book an individual service.












Book all

book all services in the shopping cart.

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Calling up the status of your orders

In the order list, you can view the status of services you have booked. Individual symbols indicate whether your order has already been processed:

-  Booking status: booked by you.
-  Booking status: being processed by us.
-  Booking status: OK.
-  Booking status: rejected. You will receive a separate message in this case.
-  Order received via the internet.
-  Order received in writing or by telephone.
-  Delete this item.
-  Cancellation status: cancellation sent by you.
-  Cancellation is currently being processed/verified by us.
-  Cancellation status: cancellation was rejected by us. You will receive a separate message in this case.
-  Cancellation status: cancellation completed by us.

Additional information requirements:

A number of services have specific information requirements. For example, you will be asked to enter your individual wishes in free-text fields or to acknowledge certain information by confirming mandatory fields (*). In particular, please note that technical services require an overview of your stand. For this, please use the form available for download (in PDF format).

Services excluded from online booking:

Unfortunately, not all services can be booked online. These services are marked as such and can be booked using the relevant order forms which are available for download (in PDF format). Please complete the order form and send it to us. We also recommend you book the service online as a placeholder. This means that the item is documented in the order list, thus ensuring you have a full overview of the booked services.

Order time limit:

The Online Service Center is closed as soon as assembly begins. After this, only written orders are possible.

Exiting Online Service Center:

To close the Online Service Center, click the "Logout" button.