



Hot spot of the
ceramics industry

User Guide
Exhibitor Passes and
Ticket Vouchers for Visitors

Ceramitec

Technologies · Innovations · Materials

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ceramitec.com

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.



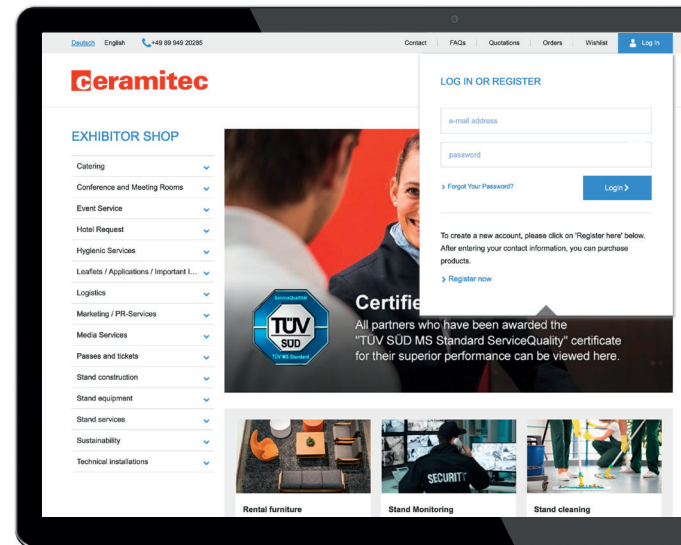
How to order exhibitor passes

Step 1: Signing in to the Exhibitor Shop

First, please sign in to the ceramitec 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.

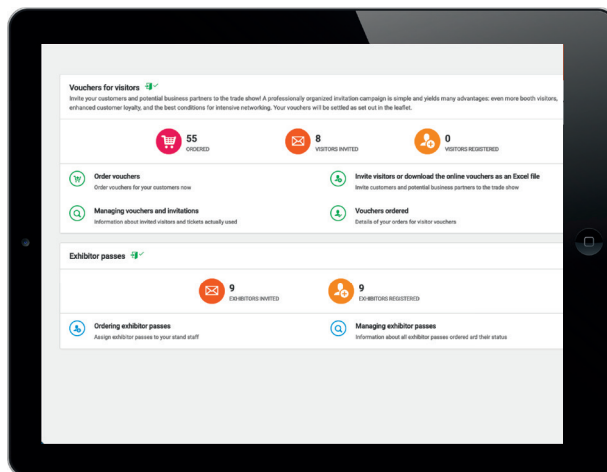


Step 2: Using the ticketing system

In the ticketing system you can, for example:

Order exhibitor passes and vouchers, **enter** the required personal data of your customers or staff members, or simply **download** the online vouchers as an Excel file, **view** all information about your exhibitor passes and vouchers at any time—for example, which have been redeemed or used for a trade fair visit.

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



How to order exhibitor passes

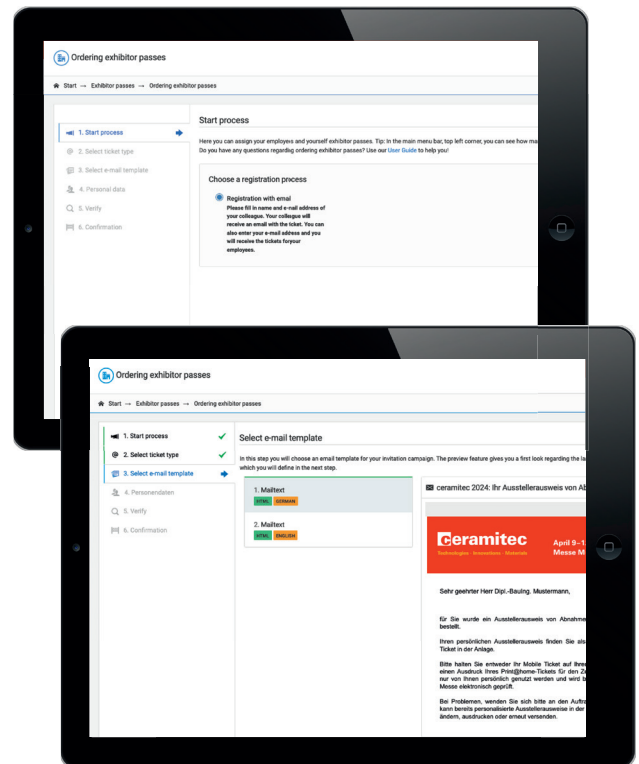
Open the menu item “Order exhibitor passes.”

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.

Please note: Each employee requires his or her own exhibitor pass.

Important:

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

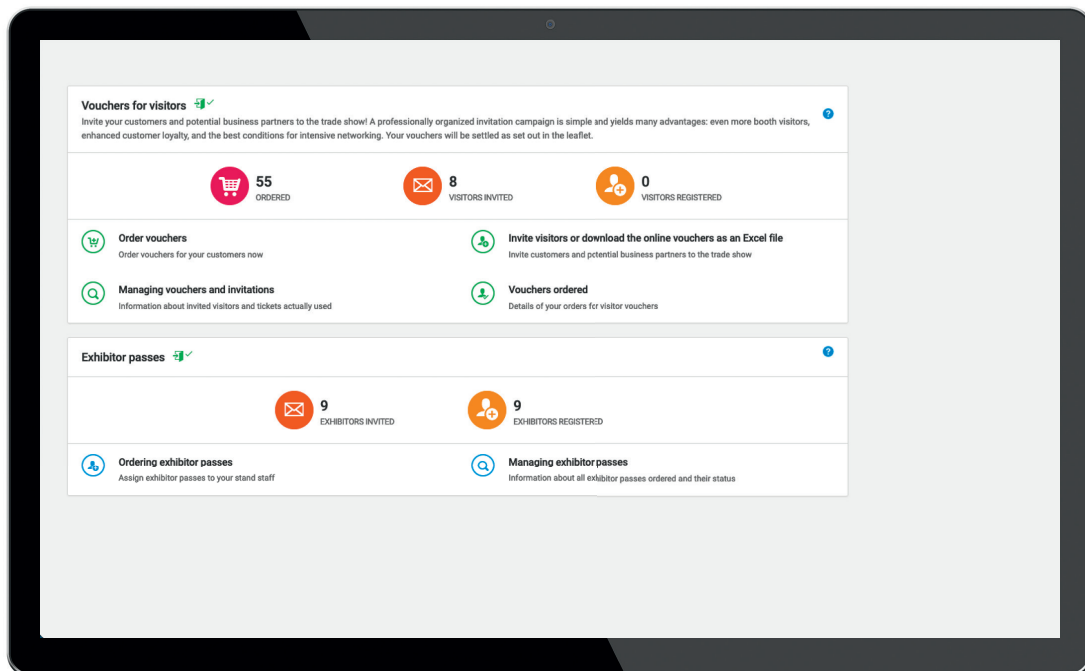


Visitor ticket vouchers

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



How to invite visitors to the fair

Step 1: Ordering vouchers

In this menu, you order the required number of vouchers. The billing will occur as set out in the leaflet.

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.

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.

Ordering vouchers - Selection of desired articles

Start → Vouchers for visitors → Ordering vouchers

Selection of desired items

Please enter here the number of vouchers you would like to order. Confirm the number below by clicking on "Add to cart". The billing of vouchers will occur as set out in the [leaflet](#).

Do you have any questions regarding ordering vouchers? Our [User Guide](#) would give you useful tips!

Article	Accounting	Price	Amount	Ticket model	Registration code	Total amount
Online voucher, day ticket	See leaflet	.*	<input type="text" value="0"/>	1:1 code		.*
Subtotal						-
Total amount						.*

** Price is not shown here. Billing as set out in leaflet.

[Add to cart](#)



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.

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 screenshot displays the 'Invite visitors' interface. On the left, a vertical menu lists the steps: 1. Start process, 2. Select ticket type, 3. Select e-mail template, 4. Personendaten (highlighted), 5. Verify, and 6. Confirmation. The main area is titled 'Personal data' and contains a text box with the instruction: 'Please enter the details of customers you would like to invite as visitors. This can either be done manually or by uploading an Excel file. If you use the latter option, please ensure that the list in this campaign requires their personalized e-mail address!'. Below this, there are two tabs: 'Manual Input' (selected) and 'Excel-Import'. The 'Manual Input' tab shows a table with the following structure:

#	Salutation *	Title	First name *	Last name *
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

The voucher options

1. Sending online vouchers via the ticket system

Effective invitation management

The easiest and most uncomplicated way to invite customers to ceramitec 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**.
- For your printed invitation you can use the **PDF voucher form** that you can complete with your **logo** and **own texts**.

Contact

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