MESSE BERLIN

Your ordering platform for all products & services

Exhibitor Portal – Servicestore Guide

What is the Servicestore?

The **Servicestore** is your ordering platform for all products and services needed to organize a successful trade show appearance, such as electrical hookups, booth equipment, tickets, parking spaces, and much more.

What‘s new

- BECO will no longer exist → NEW SERVICESTORE
- Exhibitor Portal combines stand registration and ordering platform
- Central platform for all orders
- One login for all services. Exhibitor Portal (Registration) and Servicestore

Overview

Information for Exhibitors

- How to add Co-Exhibitors
- How to grant permission
- How to place an order

Information for Co-Exhibitors

- How to register in the portal
- How to place an order

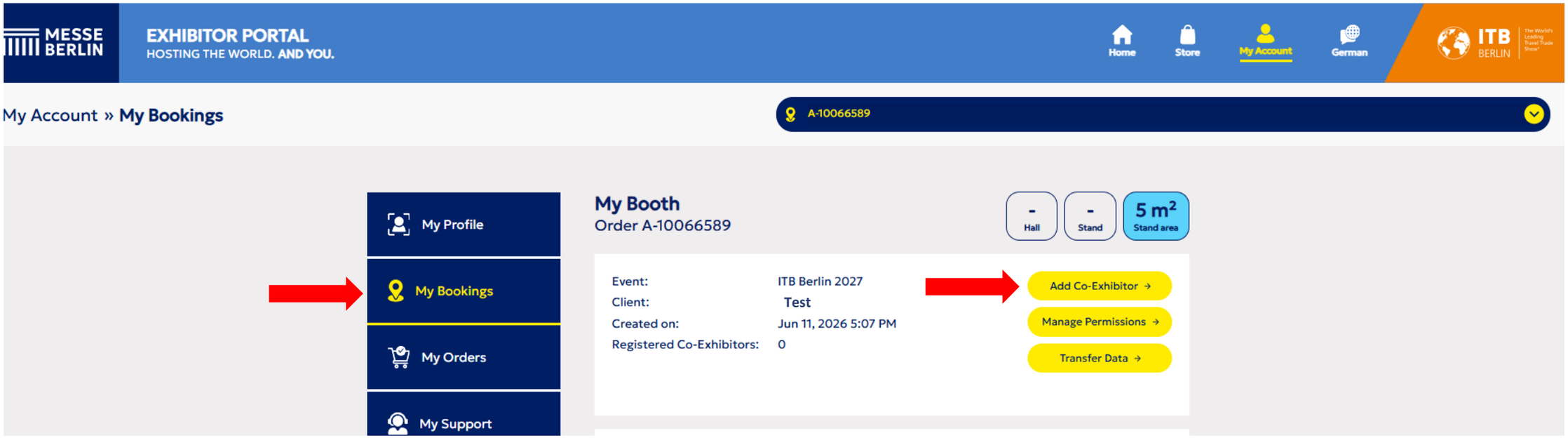
Contact the support team

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New interface – How to add Co-Exhibitor

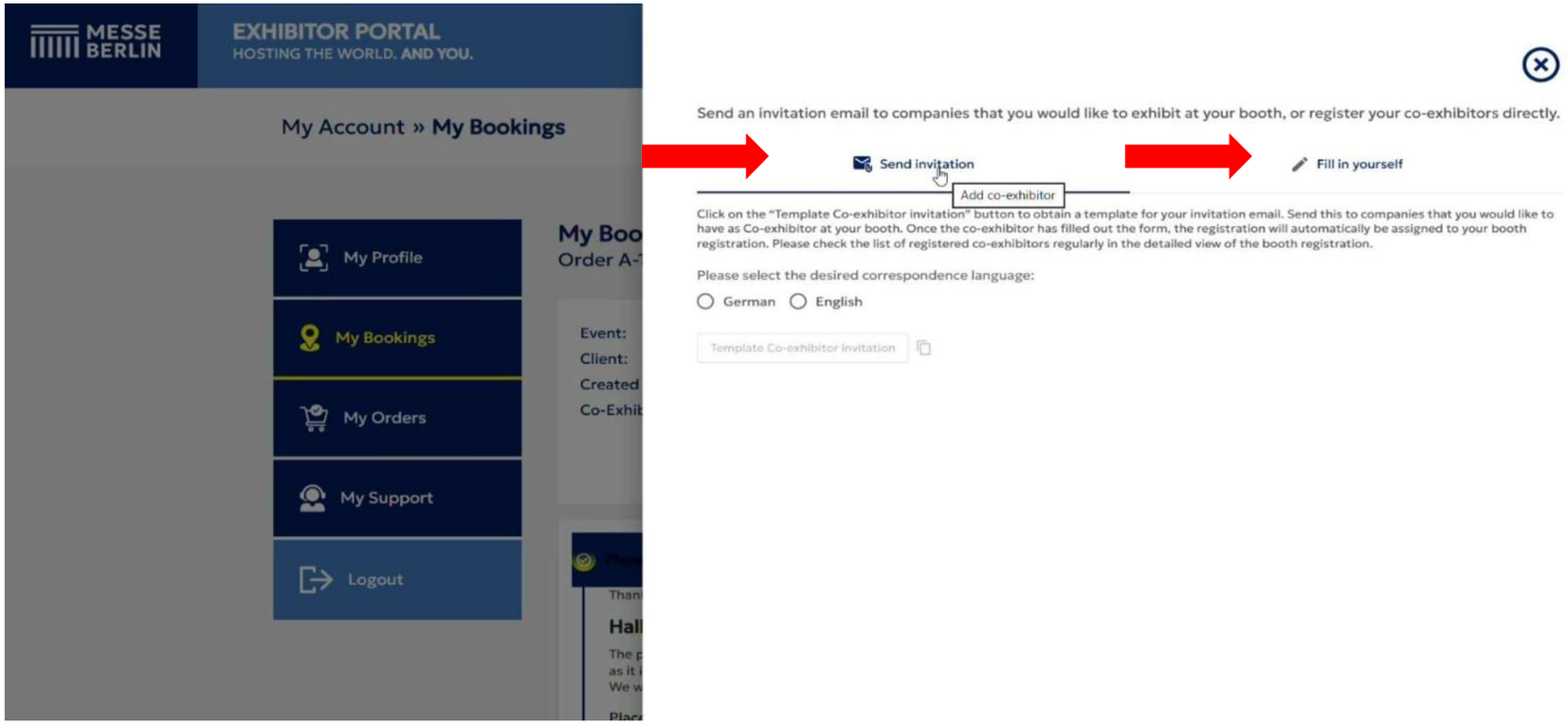
How to add Co-Exhibitors

Step 1: Click on “My Bookings” and “Add Co-Exhibitor”



How to add Co-Exhibitors

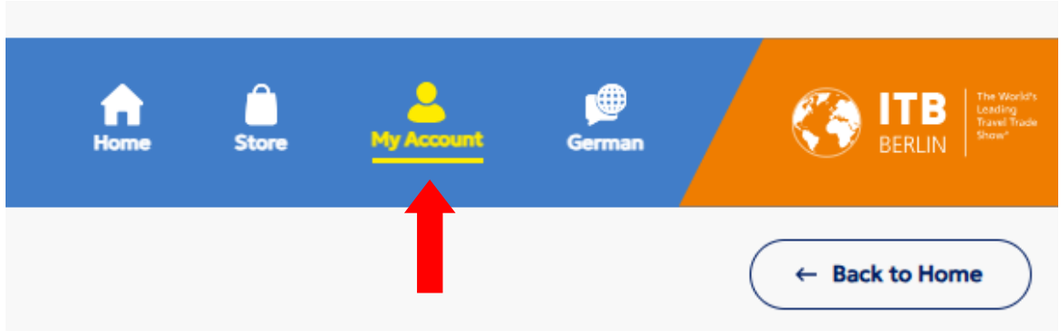
Step 2: Send invitation to the Co-Exhibitor via E-Mail or fill in yourself



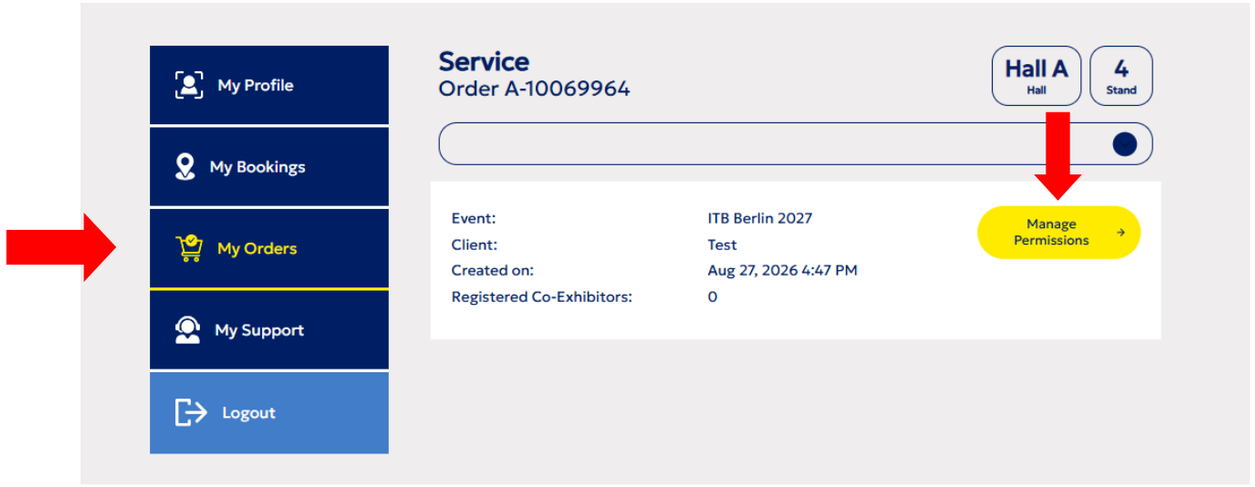
New interface – How to grant permission

How to grant permission

Step 1: Click on “My Account”

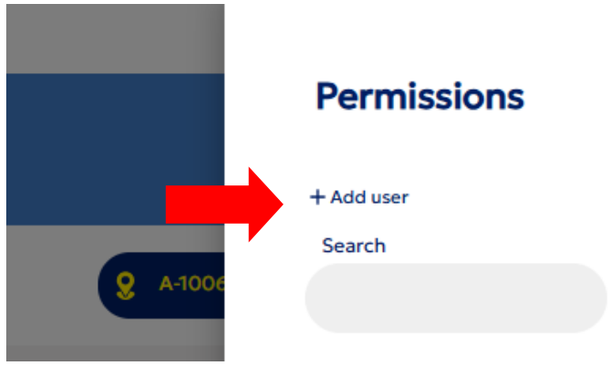


Step 2: click on “My Orders” and “Manage Permissions”

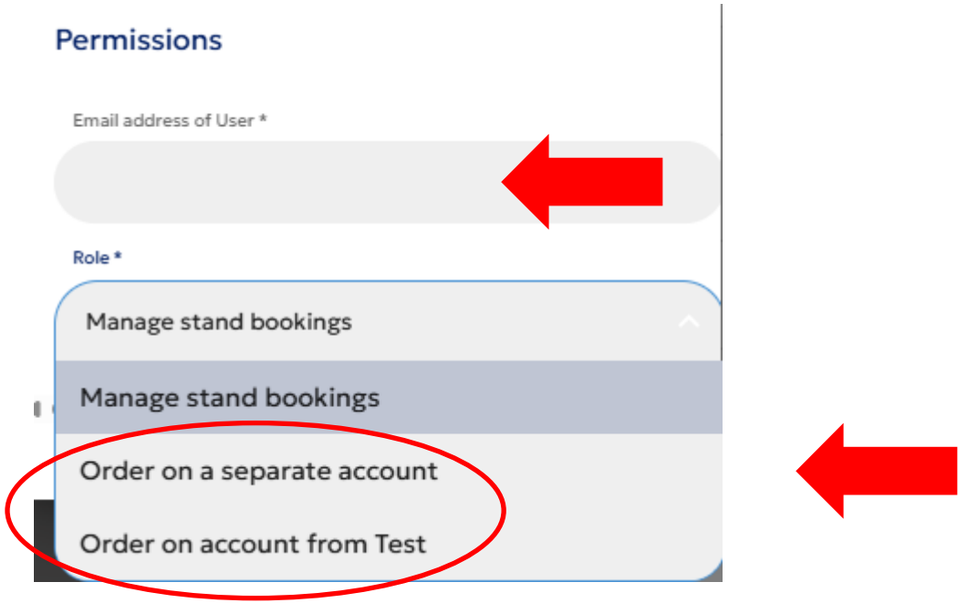


How to grant permission

Step 3: Click on “Add user”



Step 4: Add the email address and select a role.
The different roles are explained on the next slide.



How to grant permission / The different roles

Manage Stand Bookings: Admin rights; Manage and view the order in the portal, and manage permissions (only for main exihibtor)

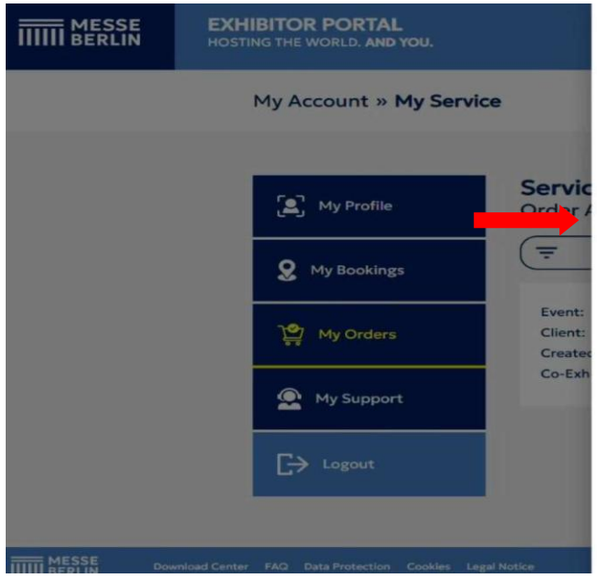
Order on separate account: Enables the ordering of ancillary services for a separate billing address that is not the exhibitors billing address (e.g. stand constructor or co-exhibitor). You cannot manage the main order.

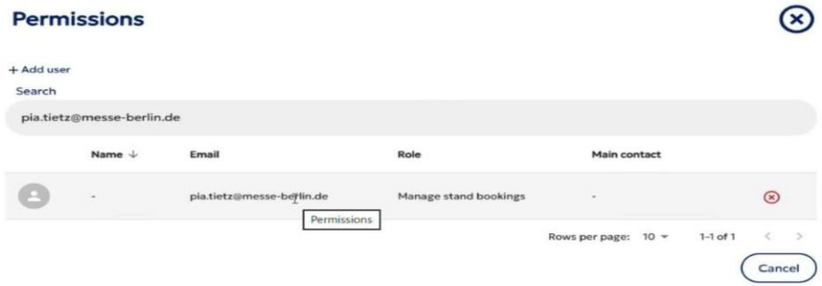
Order on account from X (main exhibitor): Enables the ordering of ancillary services at the expenses of the main exhibitor

* There is no need to grant the Co-Exhibitors permission as they will automatically be granted the permission “Order on a separate account” when added as a Co-Exhibitor.

How to grant permission

Step 5: You can now see your added contact



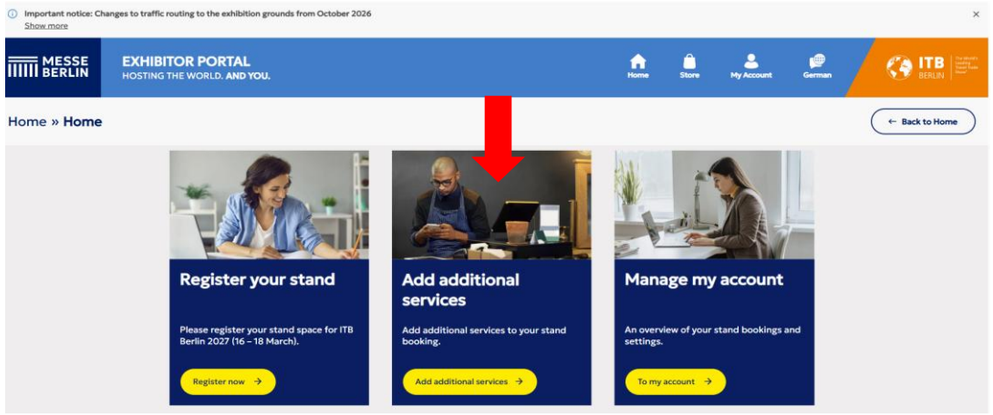


New interface – How to place an order

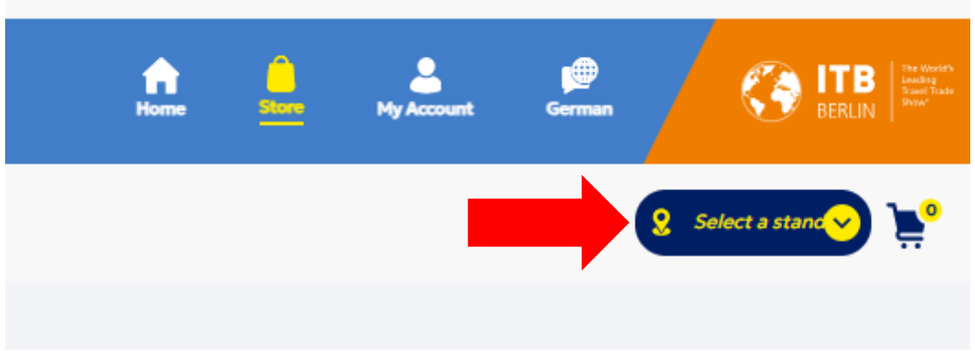
How to place an order

Important: Your registration must be in the “Service” phase. If you are unable to select a booth, please contact your ITB team representative.

Step 1: Choose “Add additional services”

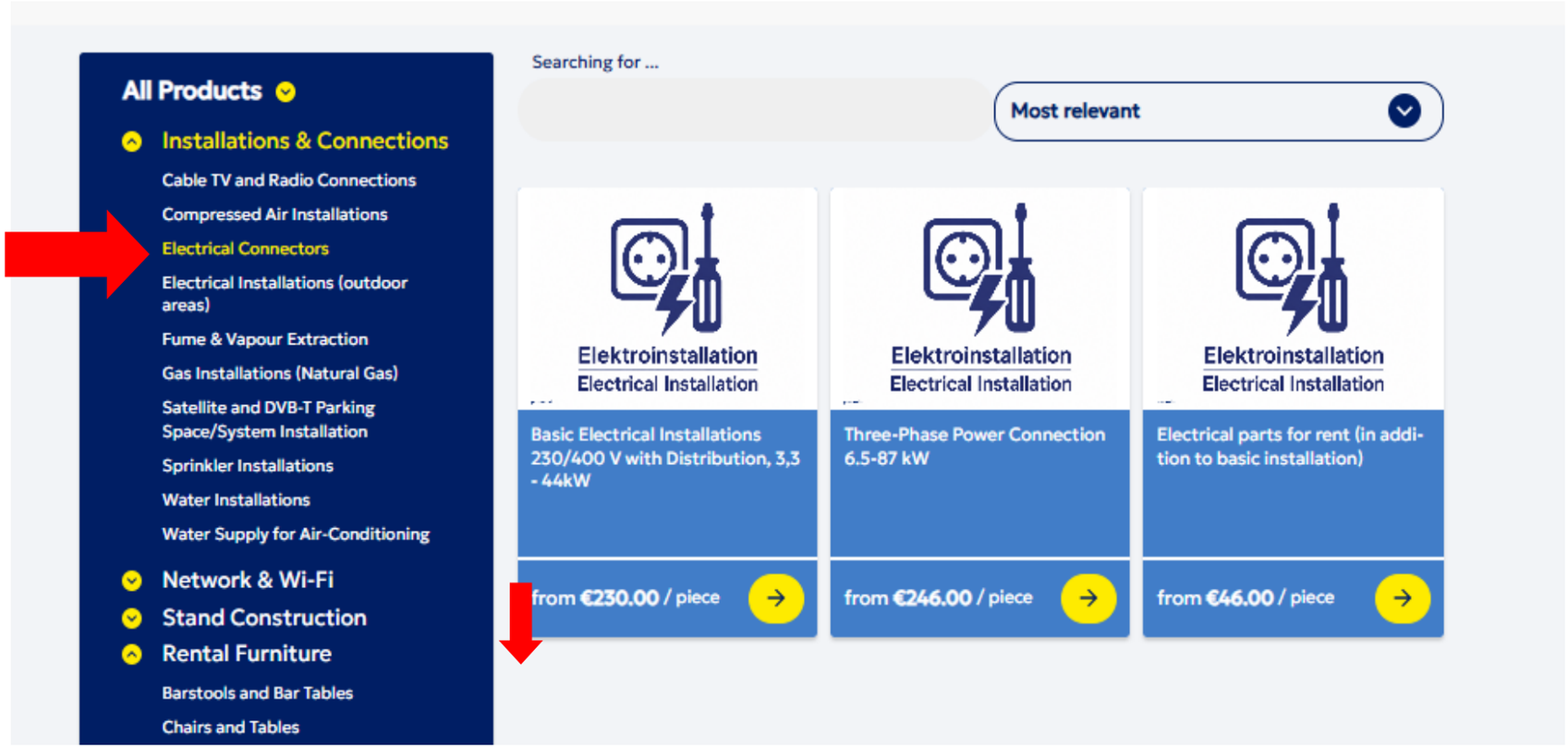


Step 2: Select a stand



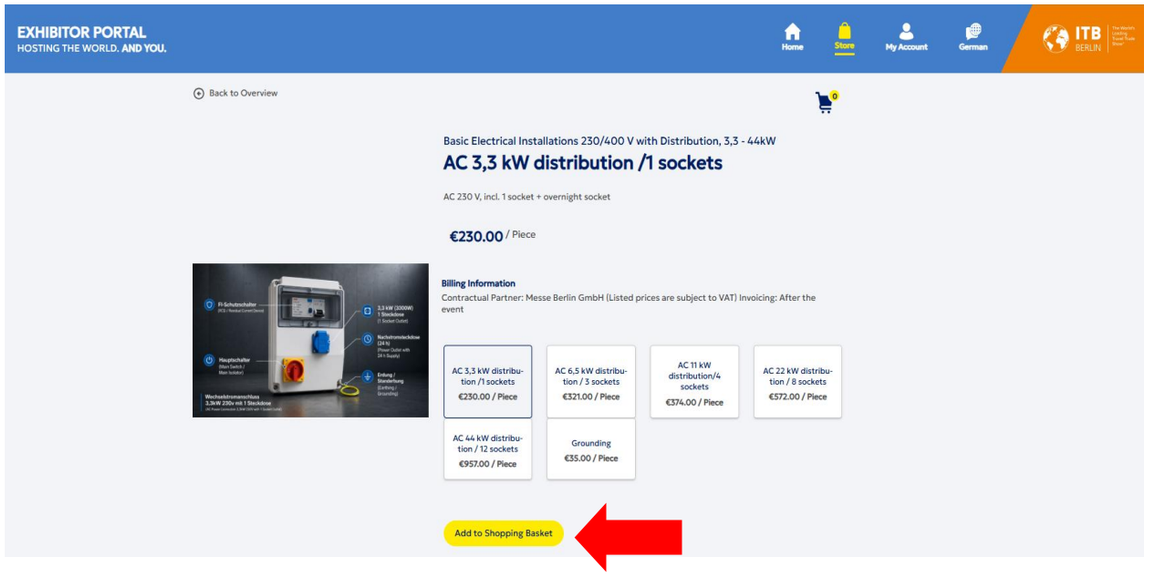
How to place an order

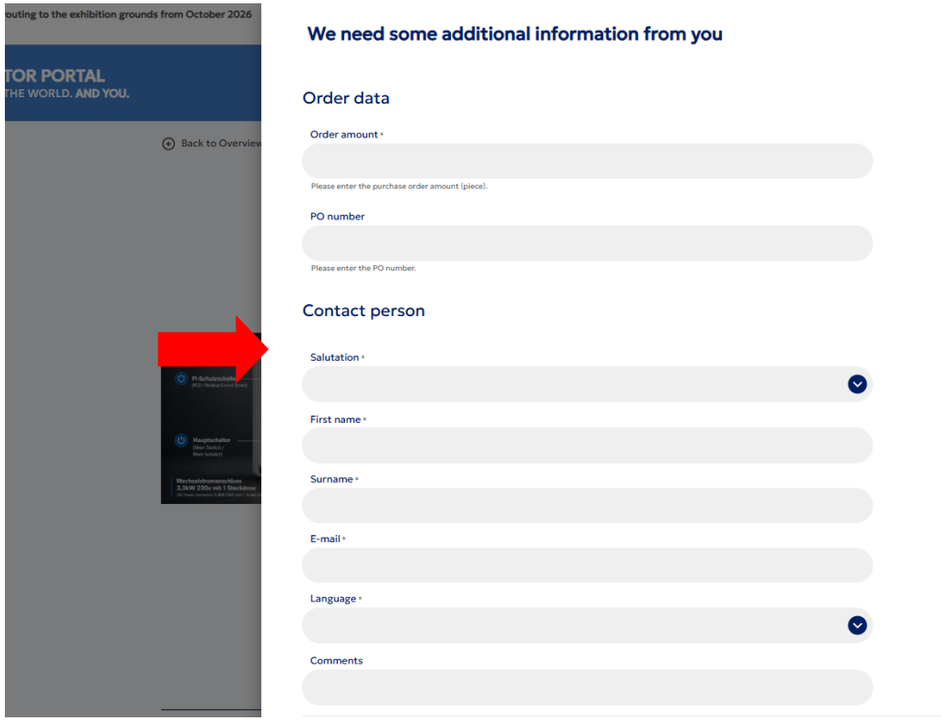
Step 3: Choose a service



How to place an order

Step 4: Add to shopping basket and enter the required information



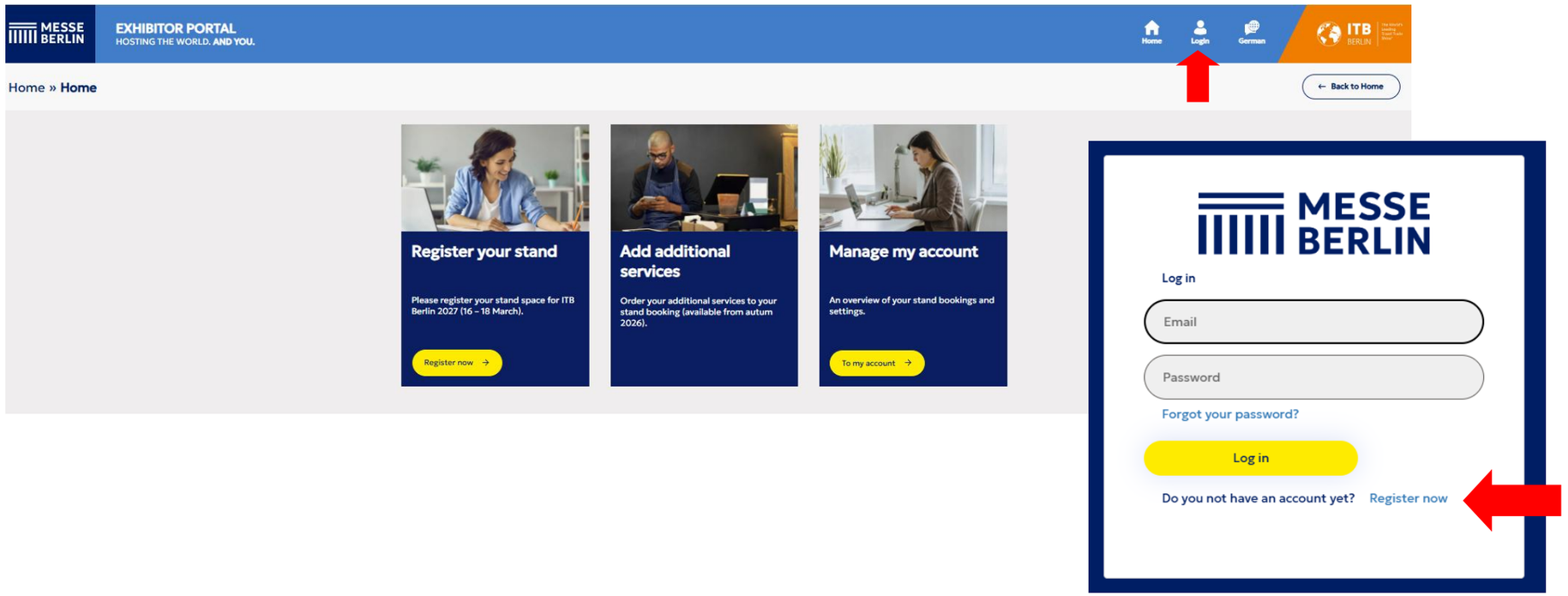


New interface – How to register as a Co-Exhibitor

How to register as a Co-Exhibitor

Step 1: You either have been added as co-exhibitor by your main exhibitor or got a invitation via e-mail to register

Step 2: Register **here** and click on Login in order to register first

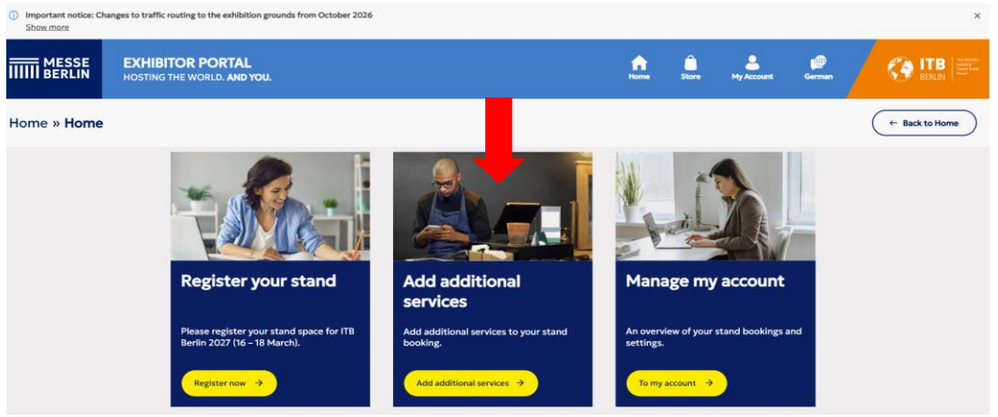


Important
Please register with the same e-mail address also used for the co-exhibitor registration

New interface – How to place an order as an Co-Exhibitor

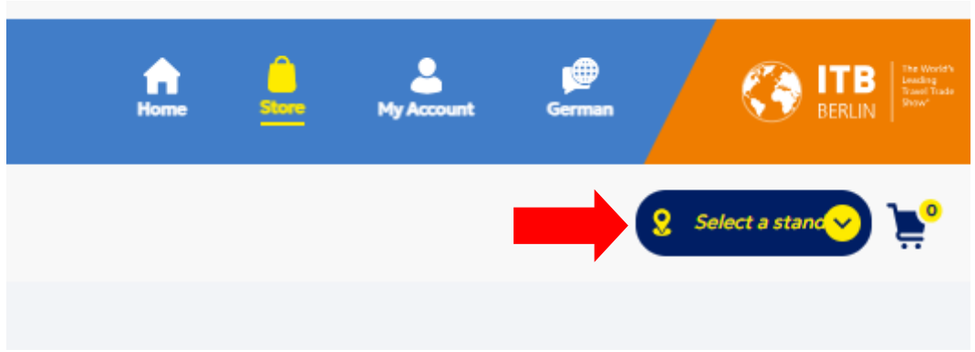
How to place an order as an Co-Exhibtor

Step 1: Choose “Add additional services”



Step 2: Select a stand
* If not possible, you might not be granted permission yet. Please contact the main exhibitor.

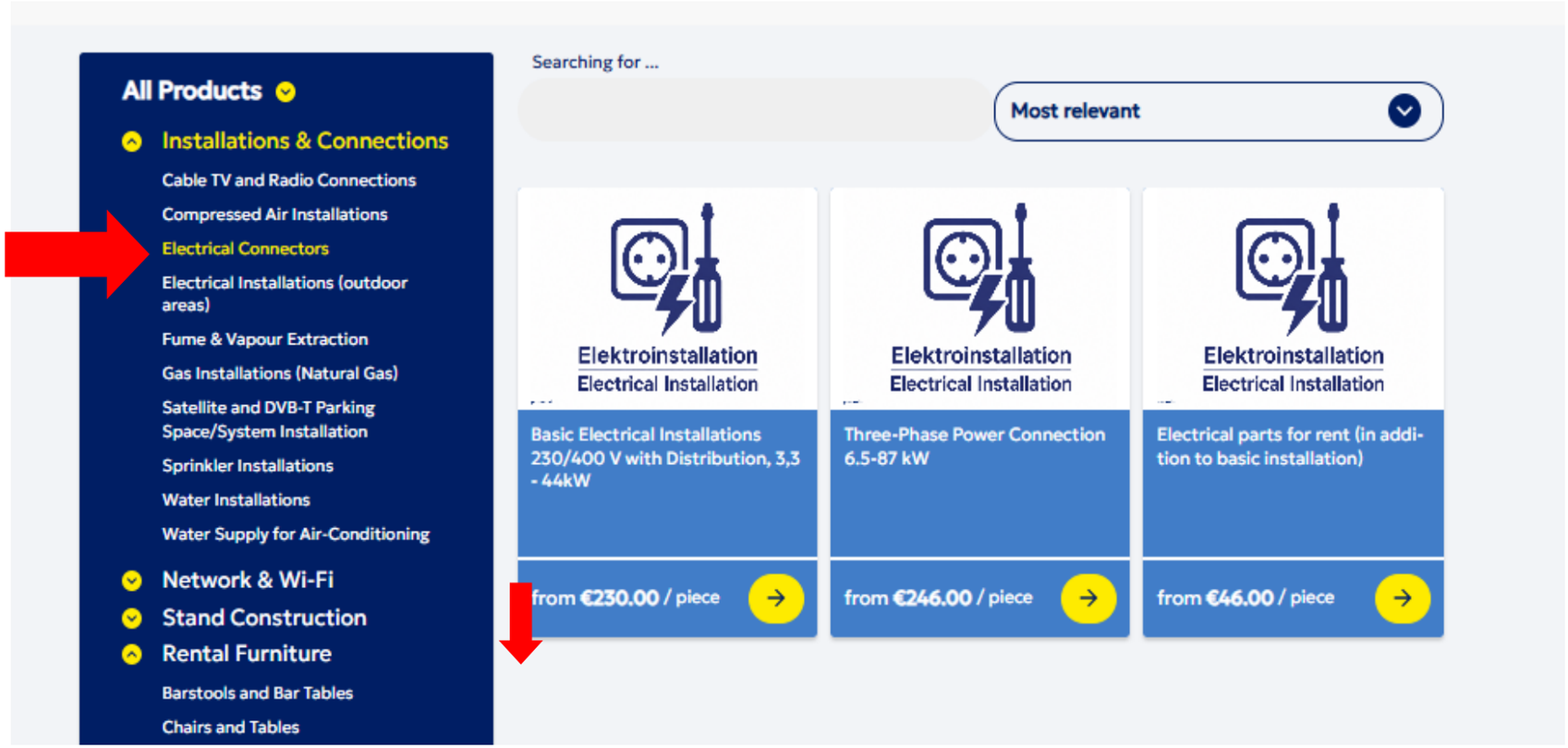
Important
The **registration number** is the one **connected to the main exhibitor**. You will select your invoice address at the end in the shopping cart



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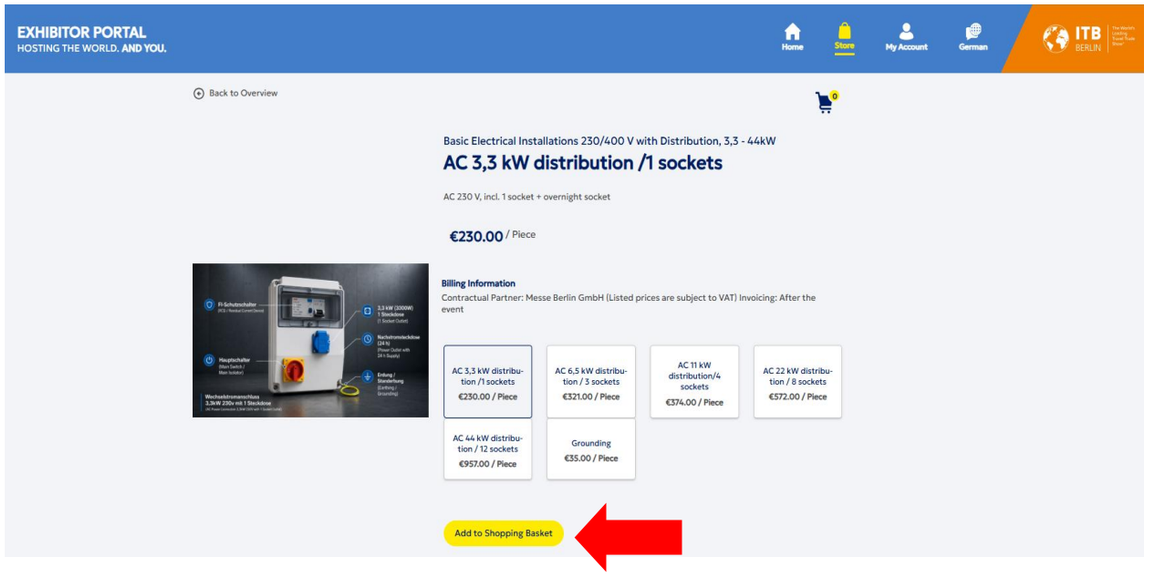
How to place an order as an Co-Exhibtor

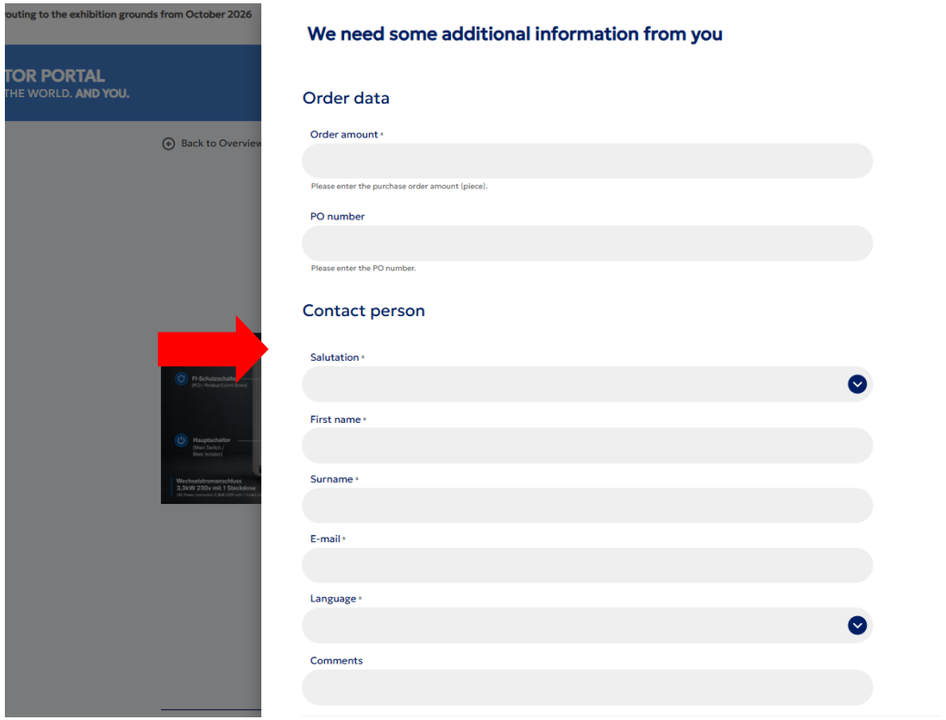
Step 3: Choose a service



How to place an order as an Co-Exhibtor

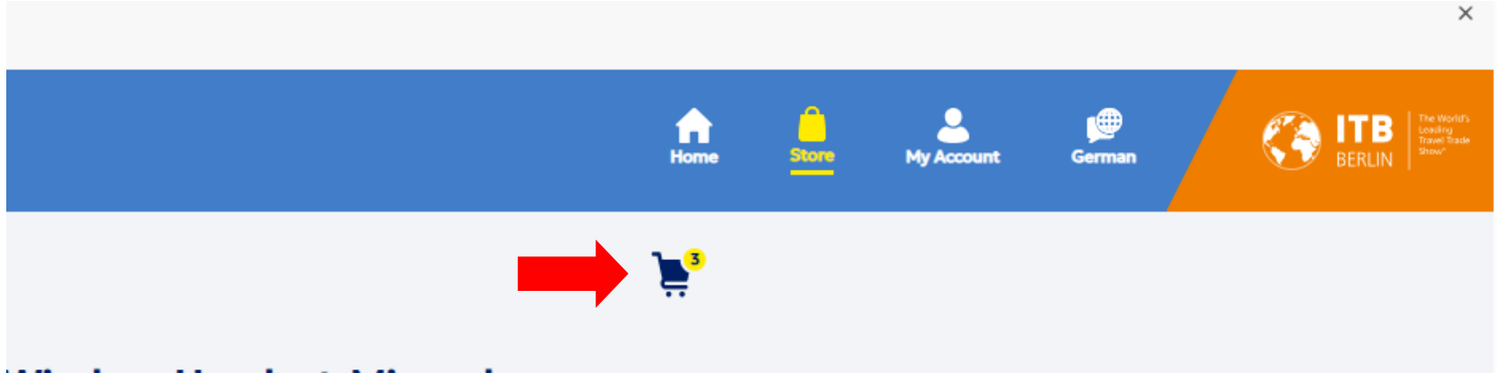
Step 4: Add to shopping basket and enter the required information

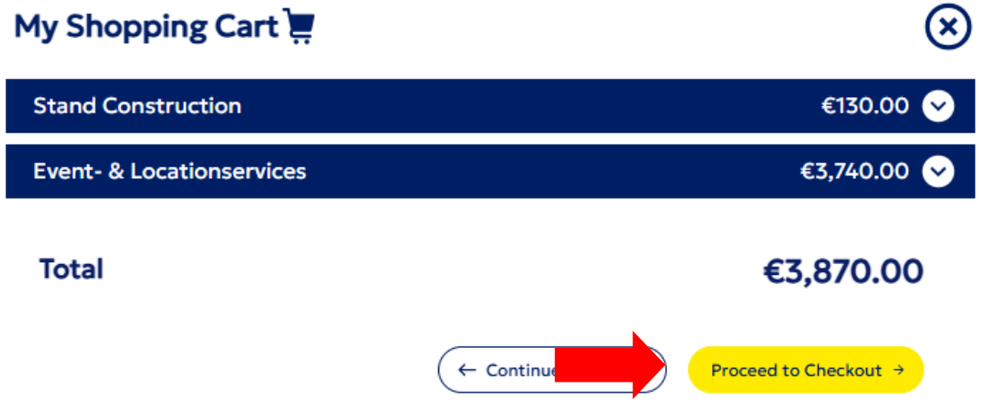




How to place an order as an Co-Exhibtor

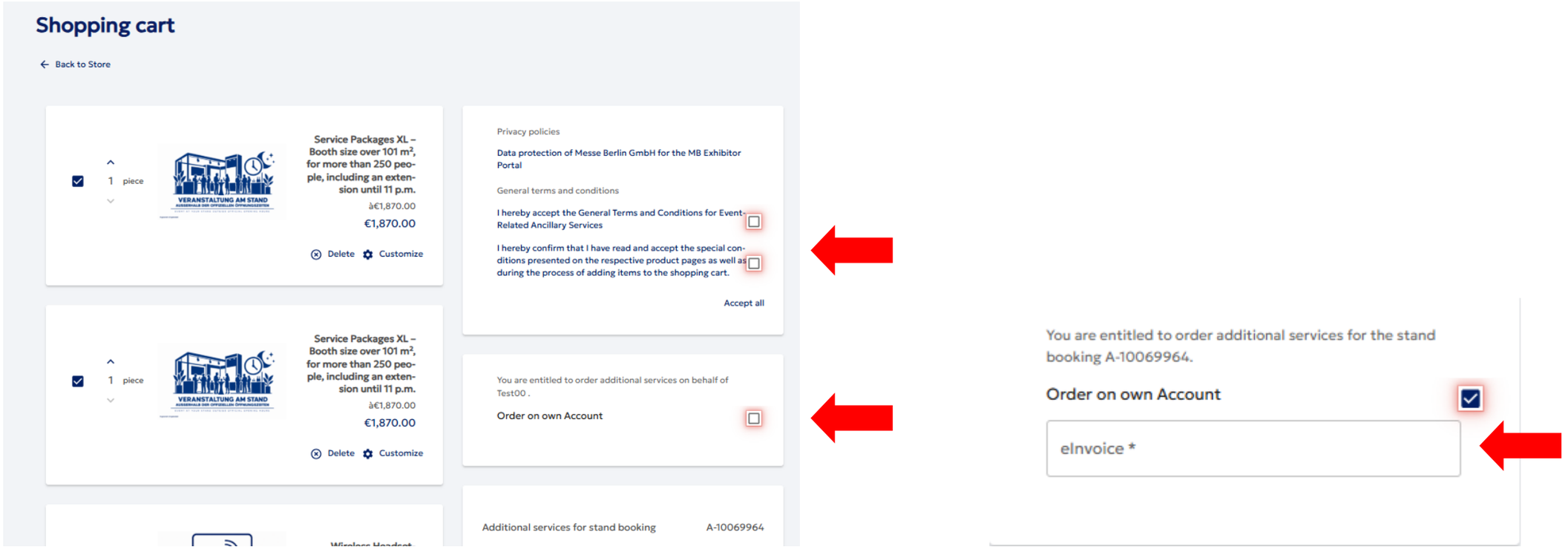
Step 5: Click on the shopping cart and click on „Proceed to Checkout“





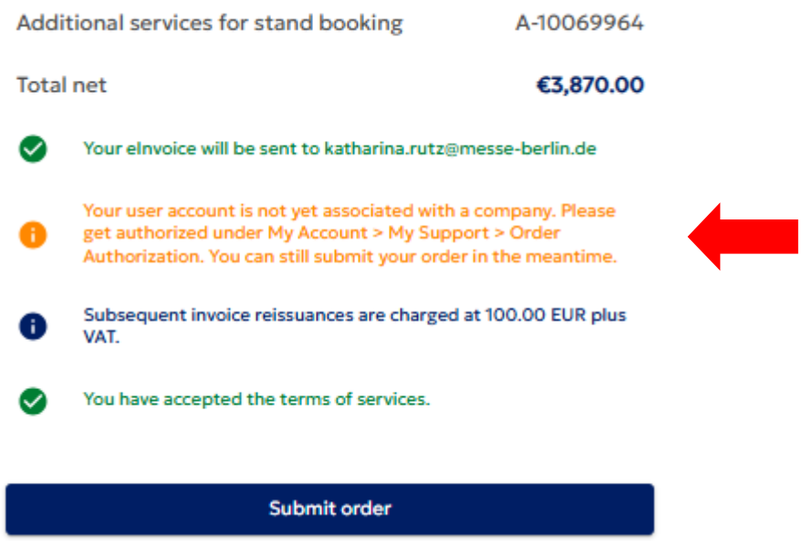
How to place an order as an Co-Exhibtor

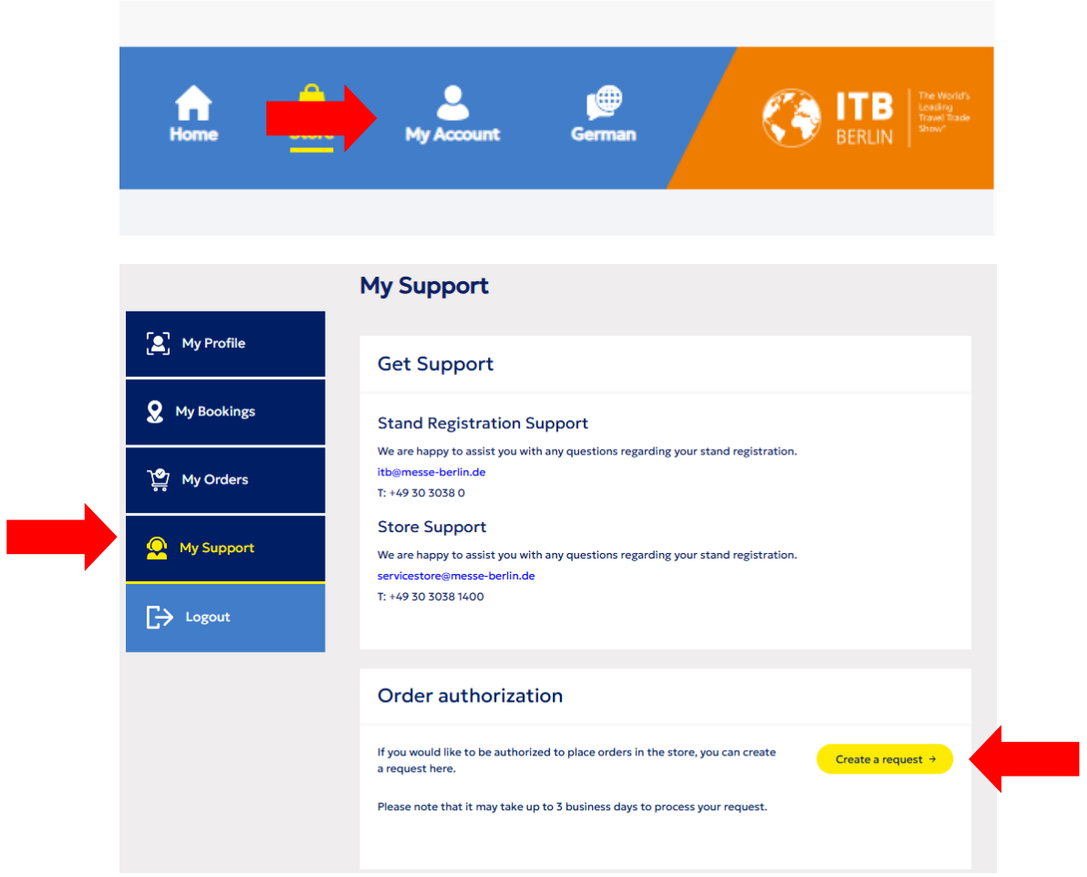
Step 6: Tick the Privacy polices checkboxes and choose „Order on own Account“ and add the eInvoice



How to place an order as an Co-Exhibtor

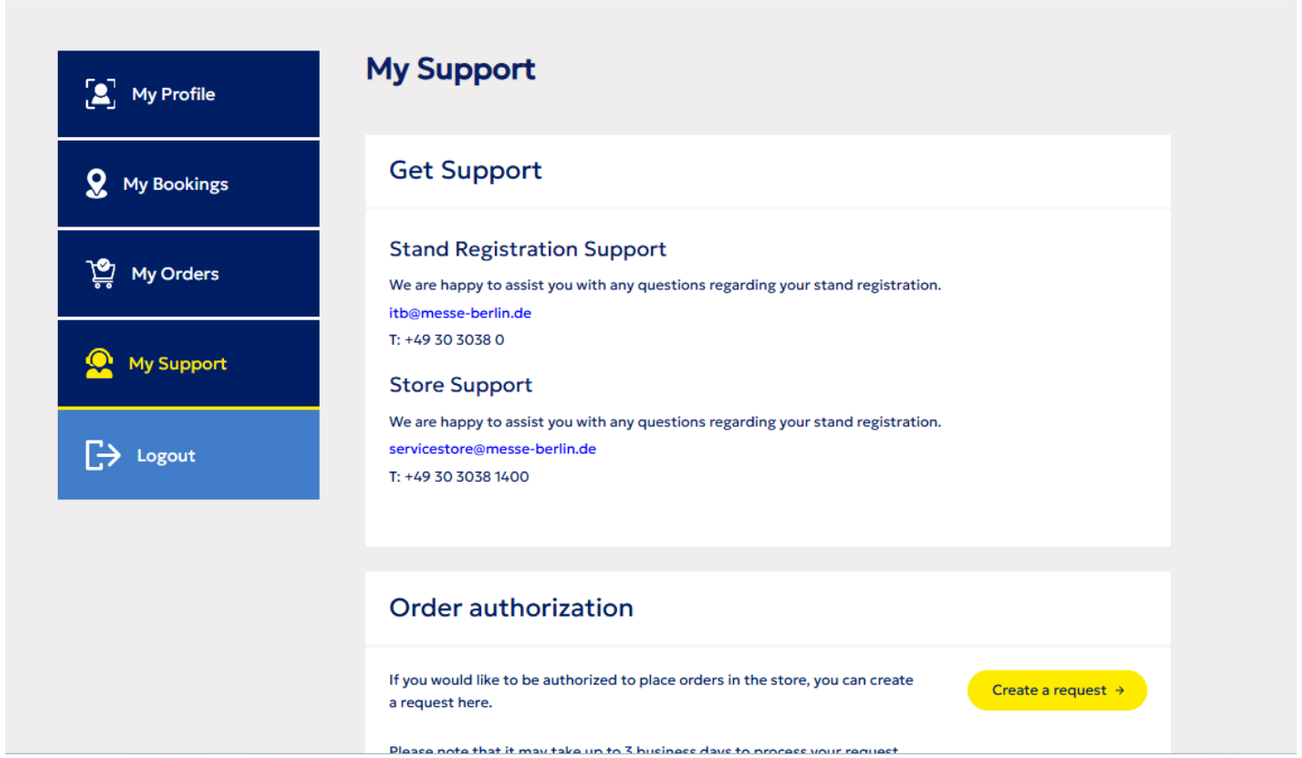
Step 7: If your user account is not yet associated with a company. Please get authorized under My Account > My Support > Order Authorization. **You can still submit your order in the meantime.**





How to contact the Support Team

Create a request or contact
servicestore@messe-berlin.de /
+49 30 3038 1400



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Exhibitor Portal - International Sales Representatives Briefing

Thank you for your ongoing support