

# Shop for Exhibitor Services

How to register stands in the shop on behalf of the exhibitor or another company.

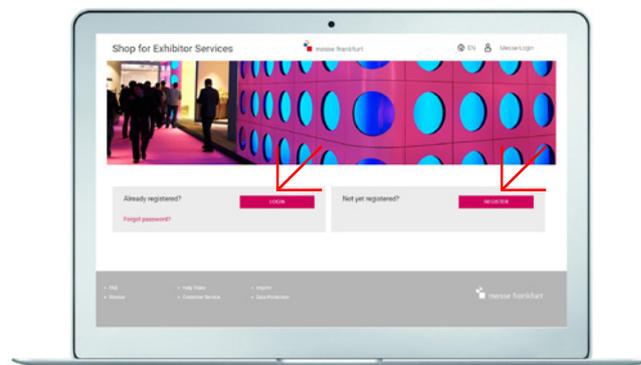


## Access to the Shop for Exhibitor Services and the first steps

### 1. Registration and your Messe-Login

In order to use the Shop for Exhibitor Services, ([www.serviceshop.messefrankfurt.com](http://www.serviceshop.messefrankfurt.com)) you need a „Messe-Login“ for Messe Frankfurt.

If you do not already have a Messe-Login, simply **register** with your personal e-mail address and confirm your registration with the code you will receive by e-mail.

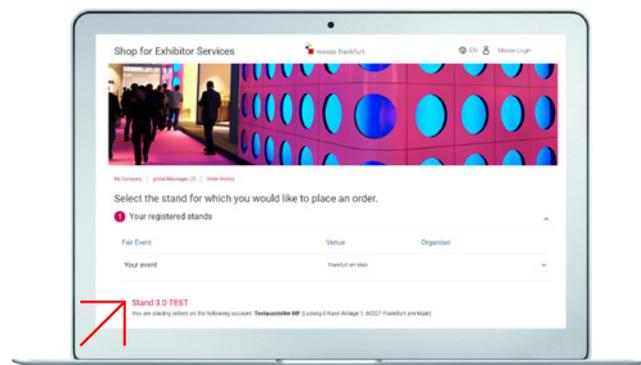


### 2. Open the Shop for Exhibitor Services

#### You see YOUR stand

If you are using the Shop for Exhibitor Services for the first time and your company data is already available at Messe Frankfurt, you will see your stand directly in the Shop. **Click on your hall and stand number** to view or order all products in the shop.

If you would like to instruct colleagues or your stand constructor to order services for this stand **in the name and on behalf of your company**, simply pass on the **stand code**. You will find this in the e-mail you receive from the shop or in the user administration in the shop (send stand code).



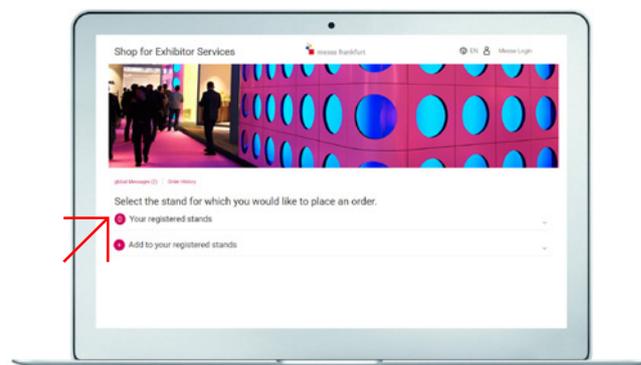
#### You do NOT see a stand

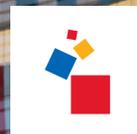
If no stand is displayed („0 your registered stands“), it may have two reasons:

**1. You are the person responsible for the event** and have previously **registered in the shop with the same e-mail address** that you used to **register your stand with the organizer**. If so, **we do not have your company master data yet or it has to be completed**. Please be patient. As soon as we have processed all the relevant data, you will automatically receive an e-mail from the shop.

**2. You are NOT the person responsible for the event.**

Then please continue reading on the [following page](#).





Register for the shop on the exhibitor's account

### 3. On which invoice would you like to order?

If you intend to:

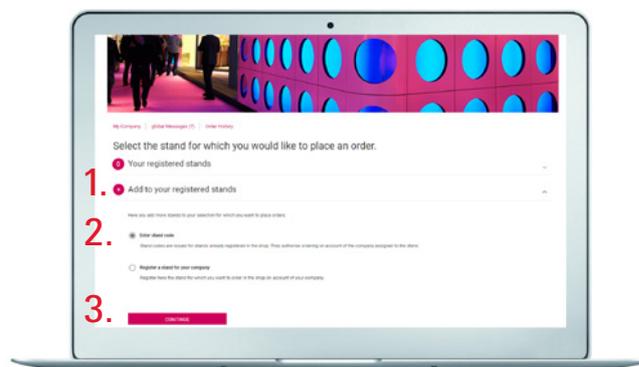
1. **order on the exhibitor's account**, for example because you are an **employee of the exhibitor**, or a **stand constructor / event agency** planning the event on behalf and on invoicing account of a exhibitor. Then please continue reading on this page at **step four**.
1. **DO NOT order on the exhibitor's account**, as you are a **stand constructor or event agency**, **ordering on your own invoicing account and you may charge your services to your customer later on**. Then please continue reading on **page 5** at **step four**.



### 4. Order on account of the exhibitor – the stand code

To order on the exhibitor's account, you need the stand code. This will enable you to **manage a shared shopping cart with the exhibitor and order services for this stand**.

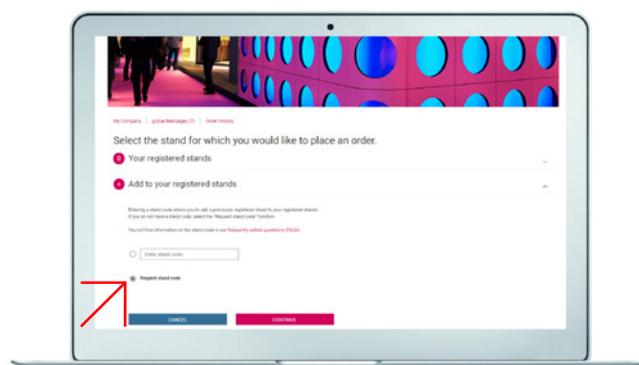
To request the stand code, please first click on „**Add to your registered stands**“, leave the default option „**Enter stand code**“ selected and click on „**Continue**“.



### 5. Request stand code

In the following window, please select „**Request stand code**“ and click on „**Continue**“.

The shop will now automatically send an mail to the person responsible. **As soon as your request has been confirmed**, you will receive an **e-mail containing the stand code**.



# Shop for Exhibitor Services



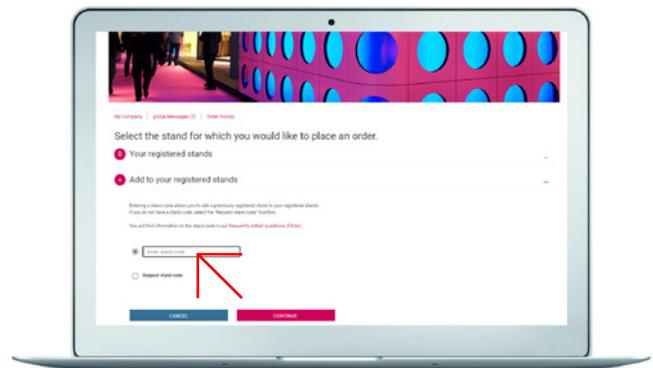
Exhibitor  
services

Register for the shop on the exhibitor's account

## 6. Enter stand code

Please go back to the shop, carry out the steps as described under point four and finally **enter the stand code in the corresponding field**.

The exhibitor's stand will now be assigned to you in the shop. Click on the stand number in the „**Your registered stands**“. You will see the product selection and you can start ordering services right away.



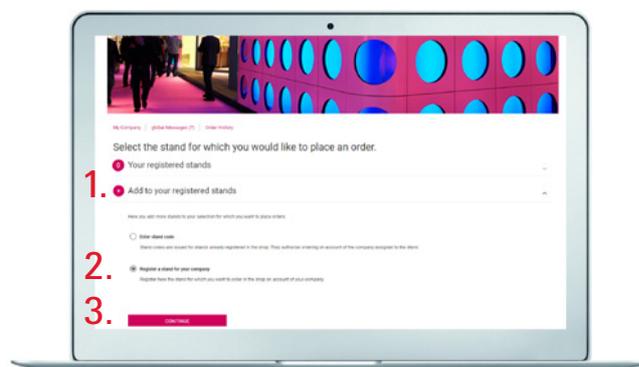
You can find further links to our portals and help pages on [page 8](#).



Register for the shop on account of your own company

## 4. Place orders at your own invoice

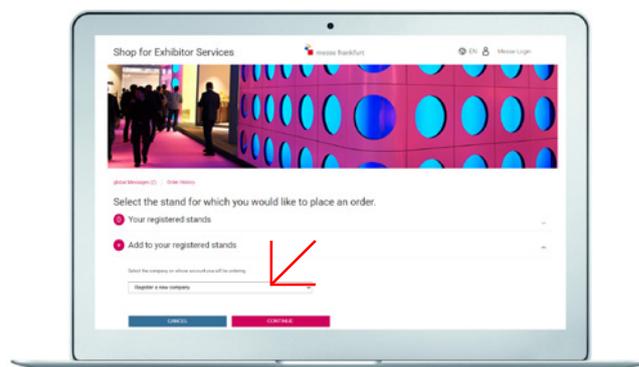
To be able to order on your own account, you must register your exhibitor's stand for your company. To do this, please first click on **„Add to your registered stands“**, then select the option **„Register a stand for your company“** and click on **„Continue“**.



## 5. Select an existing company or register a new company

In the next step select:

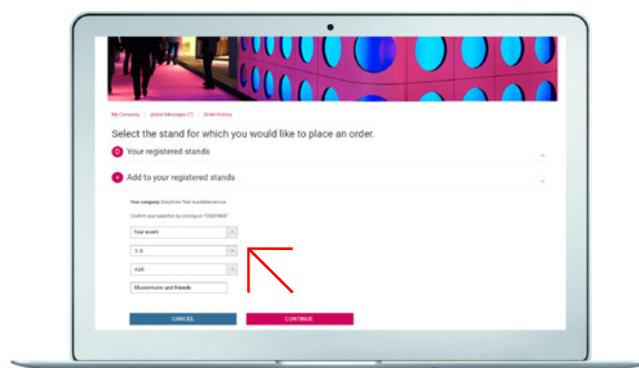
1. Your **existing company** on whose account you would like to place orders. Complete your selection by clicking **„Continue“** and follow step six on [this page](#).
2. **„Register new company“** if you have not yet placed an order in the Shop for Exhibitor Services and your company is not displayed in the Shop or if you would like to register a new invoice-relevant company. Complete your selection by clicking on **„Continue“** and continue reading on [page 6](#) with step six.



## 6. Select event, hall and stand number

After you have selected your company, please search for **your event**. Afterwards select your **hall** and **stand number**.

Complete your entry by clicking on **„Continue“**. Your stand is now available in the shop.



You can find further links to our portals and help pages on [page 8](#).

# Shop for Exhibitor Services



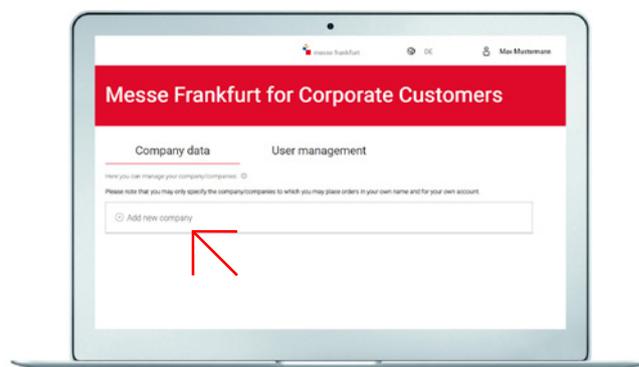
Exhibitor services

Register for the shop on account of your own company

## 6. Register new company

You will now be automatically forwarded to the „Messe Frankfurt for Corporate Customers“ portal to enter your invoice-relevant company details. To do this, click on **“Add new company”**. Please only enter a company for which you are able to order in your own name and on your own account.

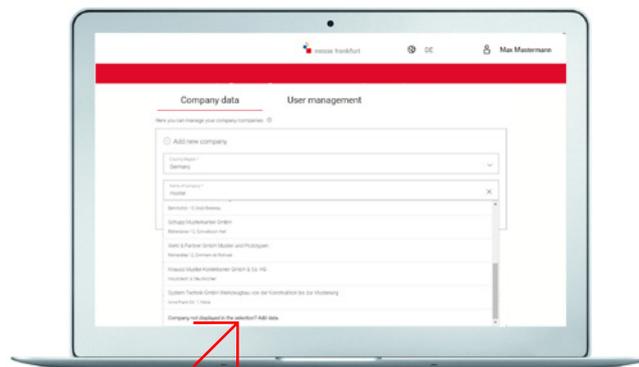
Now enter at least the first three letters of your company’s name. Our database will begin suggesting company names containing the combination of letters you have entered.



## 7. Supplement your company details or re-enter these

If your company appears in the list of suggestions, **click on it**. If you would like to re-enter your company details, go to the end of the list and select the menu item **“Company not displayed in the selection? Add data”**.

Once you have done this, please add all the missing information or enter all the relevant company details. Mandatory fields are marked with an asterisk (\*).

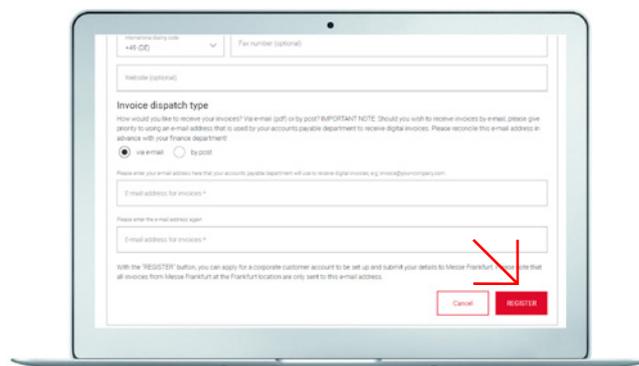


## 8. Complete registration

After doing this, click on **“Register”** to submit your company details to us.

Our accounting department will then review your master data. Please understand that this review may take a few days.

Once the **review has been completed, Messe Frankfurt will send you a confirmation email** containing your customer number.



# Shop for Exhibitor Services



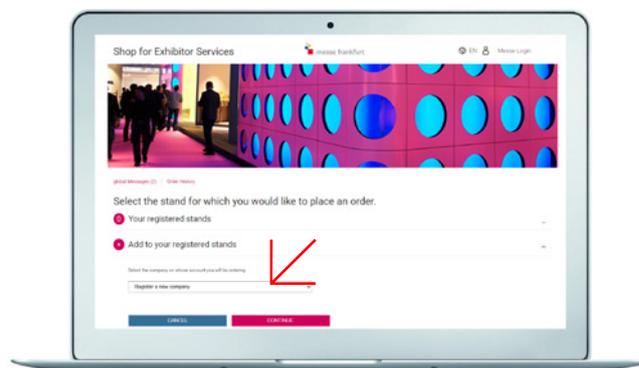
Exhibitor  
services

Register for the shop on account of your own company

## 9. Select company in the shop

Please go back to the shop, Click on „**Add to your registered stands**“, select the option „**Register a stand for your company**“ and click on „**Continue**“.

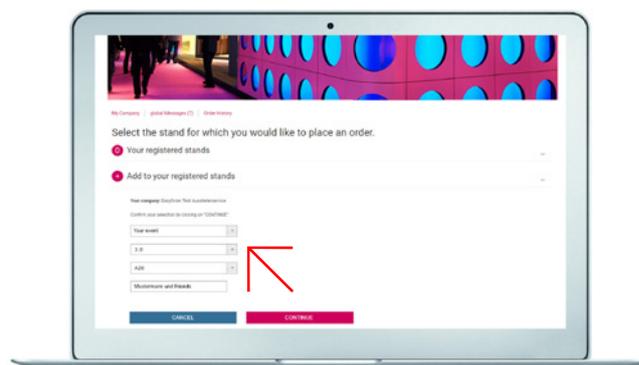
Now select the **company** on whose account you would like to order services and click on „**Continue**“.



## 10. Select event, hall and stand number

After you have selected your company, please search for **your event**. Afterwards select your **hall** and **stand number**.

Complete your entry by clicking on „**Continue**“. Your stand is now available in the shop.



You can find further links to our portals and help pages on [page 8](#).

# Shop for Exhibitor Services



Exhibitor  
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## Related links for you

Links to our portals and help pages can be found here

[Shop for Exhibitor Services](#)

[Messe Frankfurt for Corporate Customers](#)

[Answers to frequently asked questions regarding the Shop for Exhibitor Services](#)

[Answers to frequently asked questions regarding the Messe Frankfurt for Corporate Customers portal](#)