

Tutorial

Introduction to the Ticket Service Center (TSC)

Exhibitor Tickets



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TSC Tutorial

The Ticket Service Center, TSC for short, helps you prepare your trade fair appearance.

Use the TSC to invite customers, register your stand personnel and send personalized e-mails – all from one place.

In the “Visitor vouchers” section (1) you can send admission tickets to your most important customers. A few clicks are all you need to invite visitors and keep track of who has accepted your invitation.

Use “Trade fair stand / Exhibitor services” (2) to register your stand personnel. This is where you can register staff, send out Exhibitor Passes and keep track of your staff’s registrations.

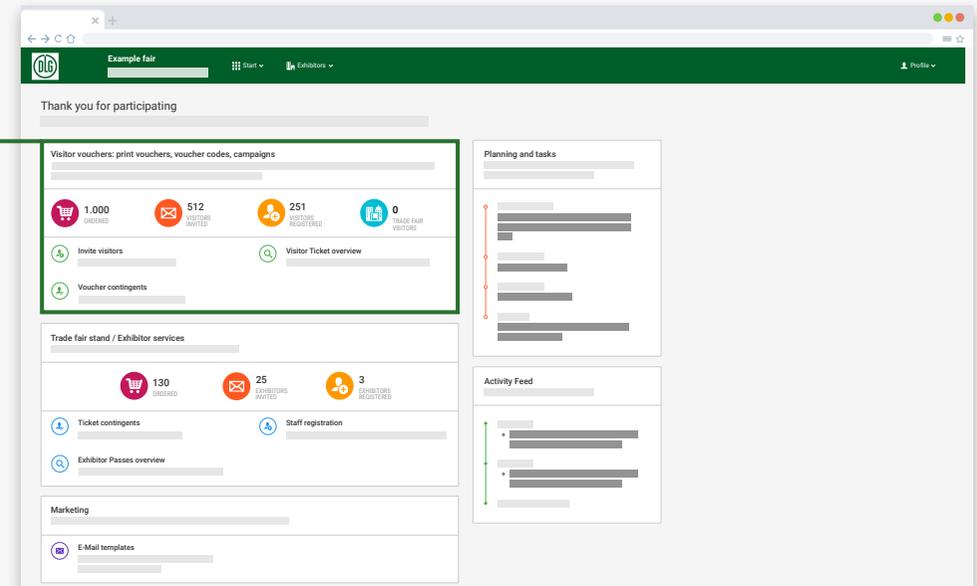
In the “Marketing” section (3) you can view and manage the predefined e-mail templates.



Introduction to the Ticket Service Center (TSC)

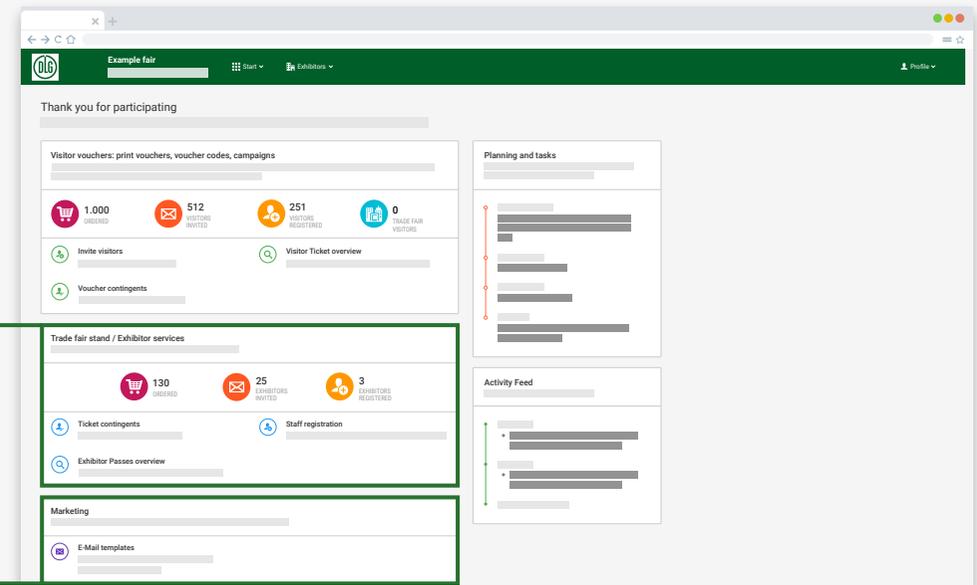
1

The “**Visitor vouchers**” area of the TSC serves to invite customers, search the lists of invited customers and manage the voucher contingents available to you.



2

The area “**Trade fair stand / Exhibitor services**” is used to register stand personnel, check the status of existing registrations and manage your contingent of Exhibitor Passes.



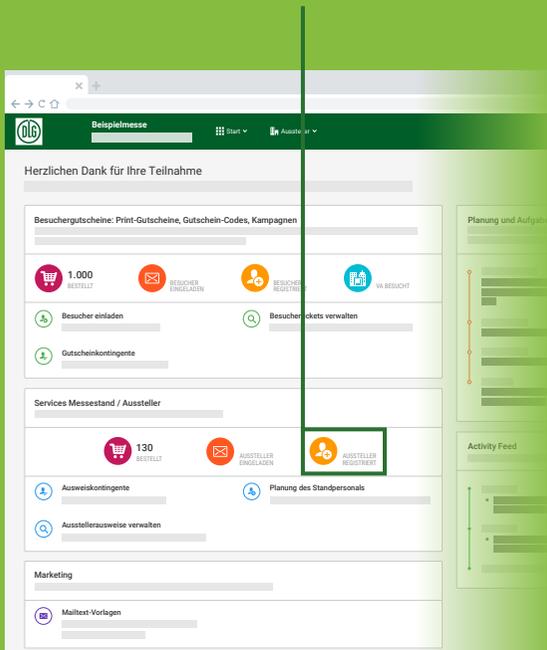
3

The “**Marketing**” area displays the e-mail templates available for your customized mailings.

Exhibitor Services

Use **“Trade fair stand / Exhibitor services”** to register your stand personnel and distribute Exhibitor Passes among your staff.

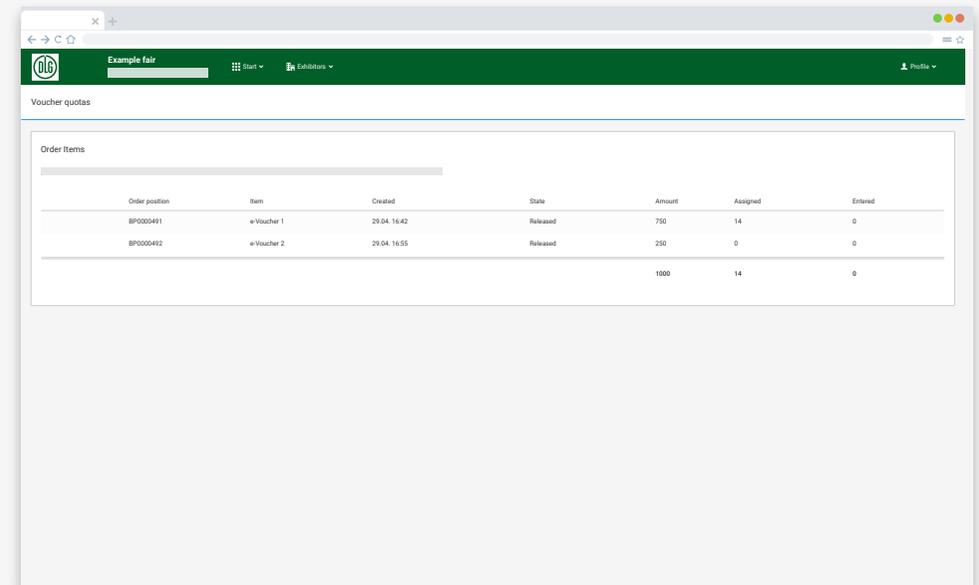
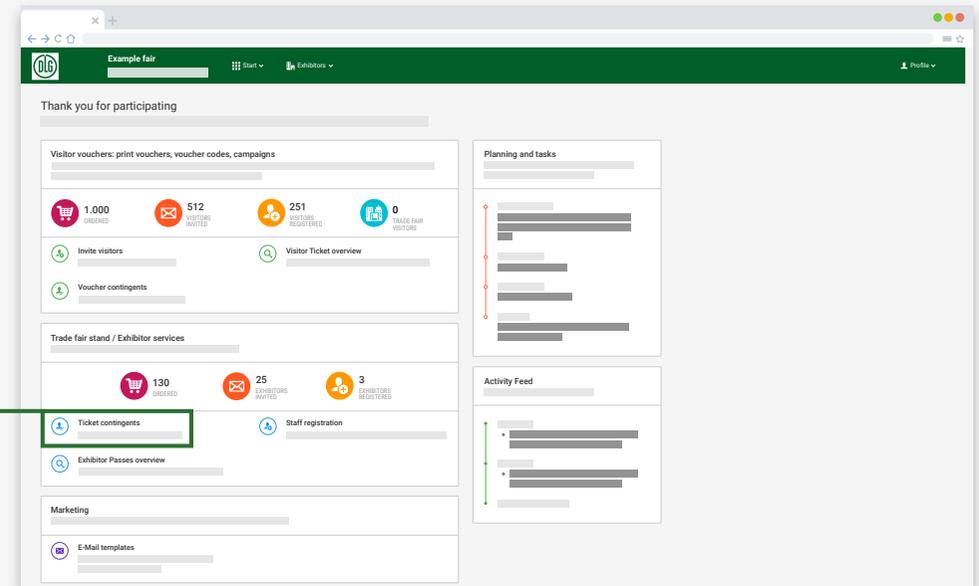
The home page provides you with an always up-to-date overview of how many of your employees have registered so far.



Manage ticket contingents

“Ticket contingents” displays how many Exhibitor Passes are still available to you. It also lists information about your orders such as date, status and availability.

1



Exhibitor Services

Staff registration

1

“Staff registration” guides you step-by-step through the registration process.

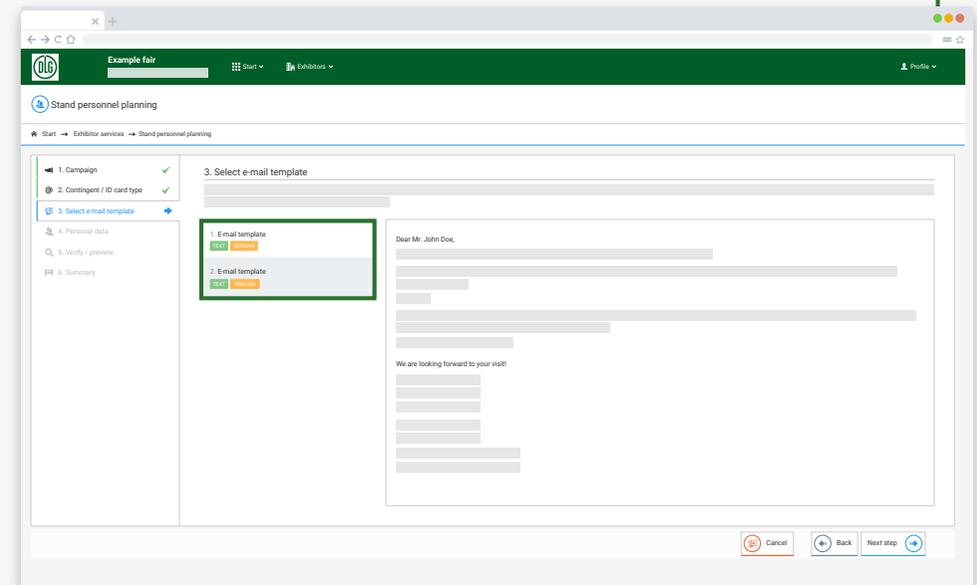
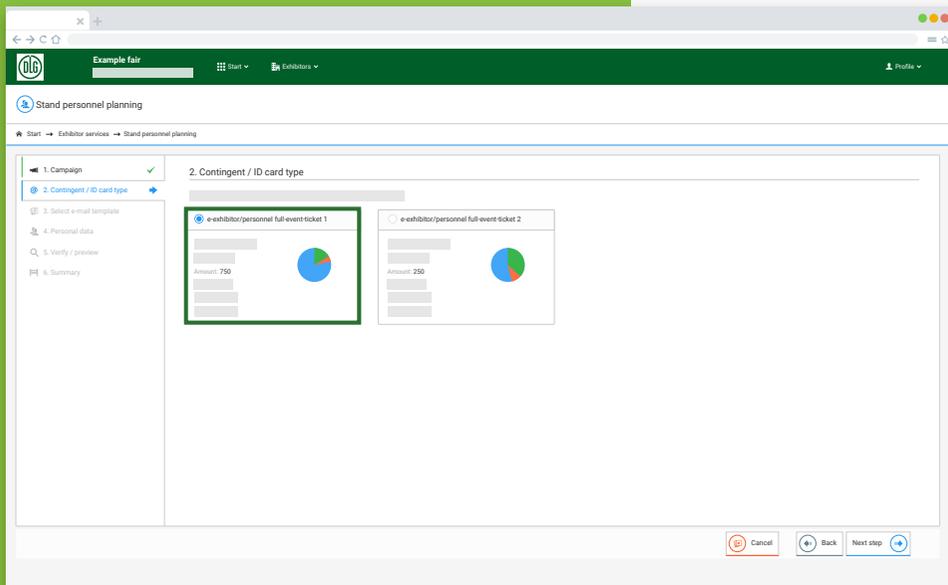
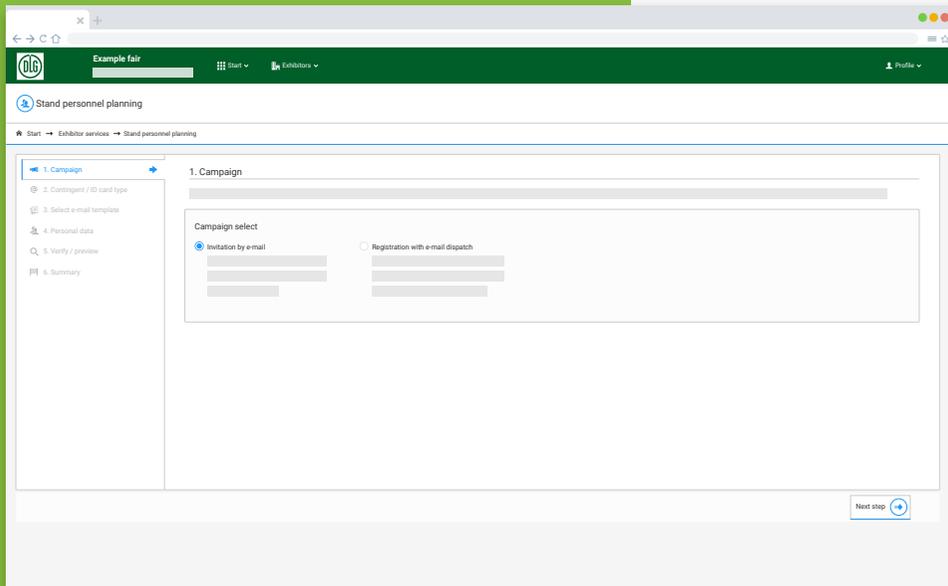
Use this wizard to either invite your employees by e-mail or download registration links in an Excel file.

2

To start an e-mail campaign, select one of your contingents (see image bottom left).

This step is skipped automatically if you only have one contingent.

Next, select an e-mail template.



Exhibitor Services

Staff registration

3

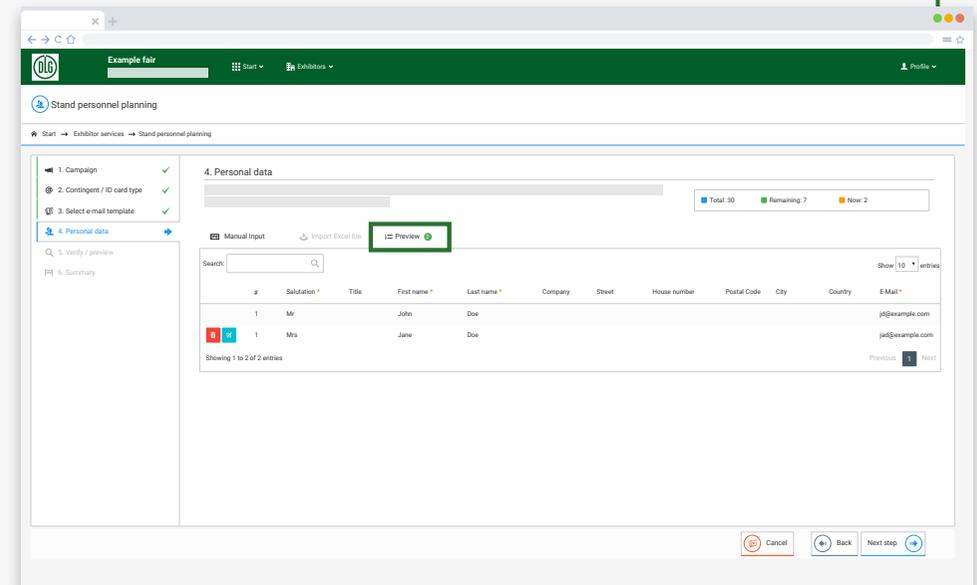
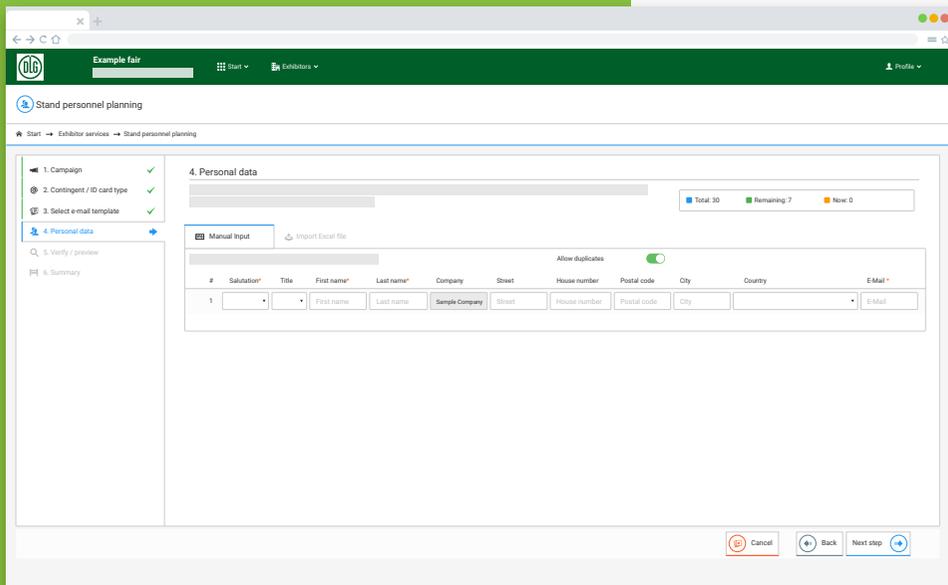
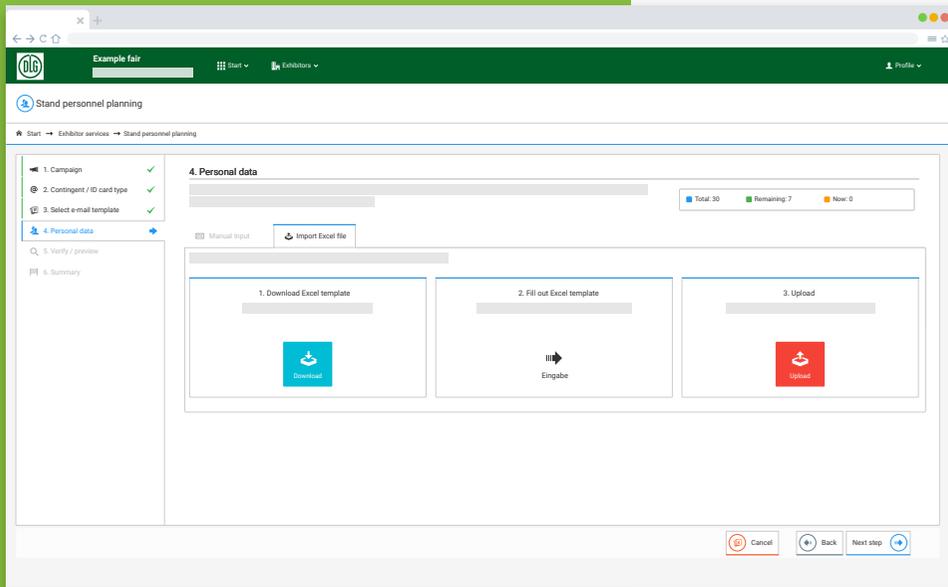
You can easily upload an Excel spreadsheet with your employees' contact data. As an alternative, names and addresses can be entered manually (see image bottom left).

Columns marked with an asterisk are required.

The button "Add entries" completes your data entry.

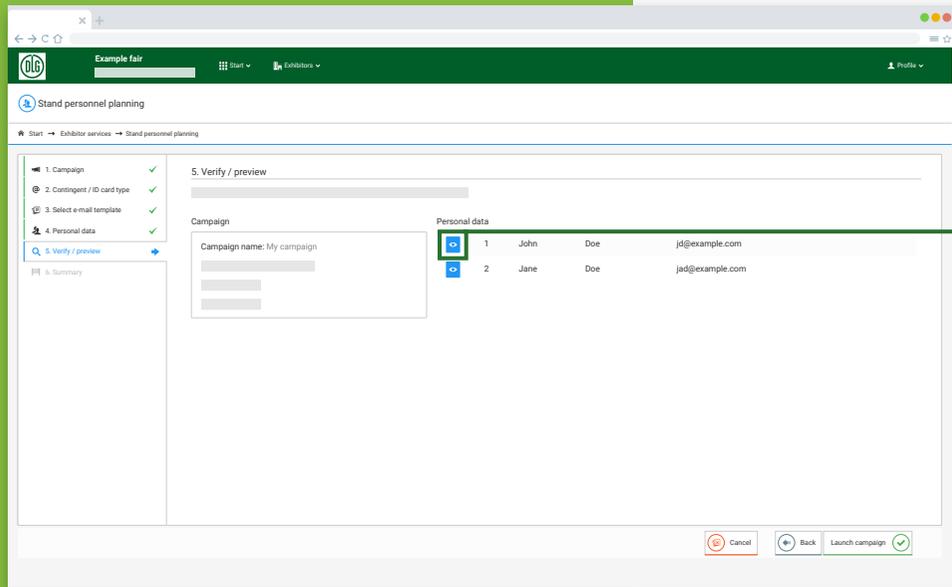
4

Use the "Preview" tab to edit or delete entries from the campaign using the buttons next to each name.



Exhibitor Services

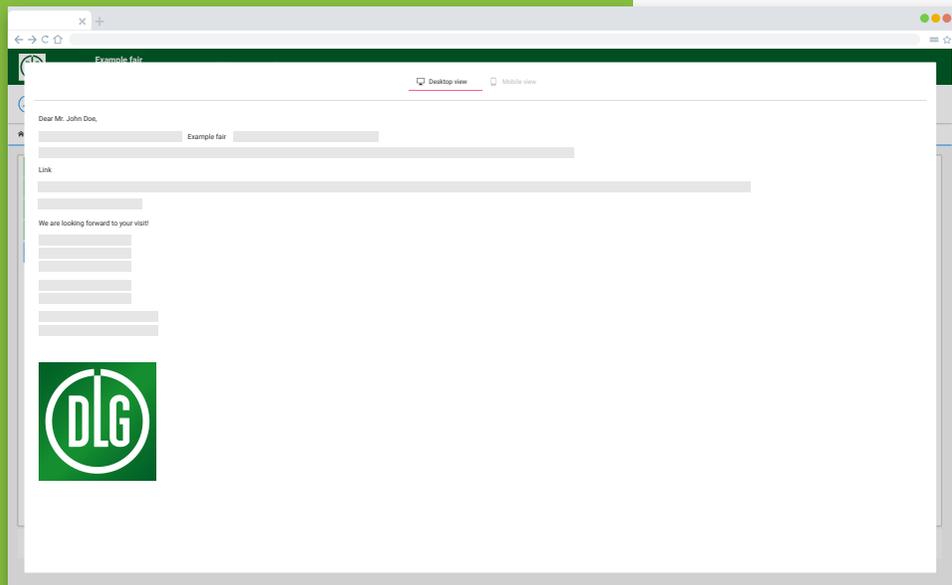
Staff registration



5

Before sending the e-mails, you can check whether all details are correct.

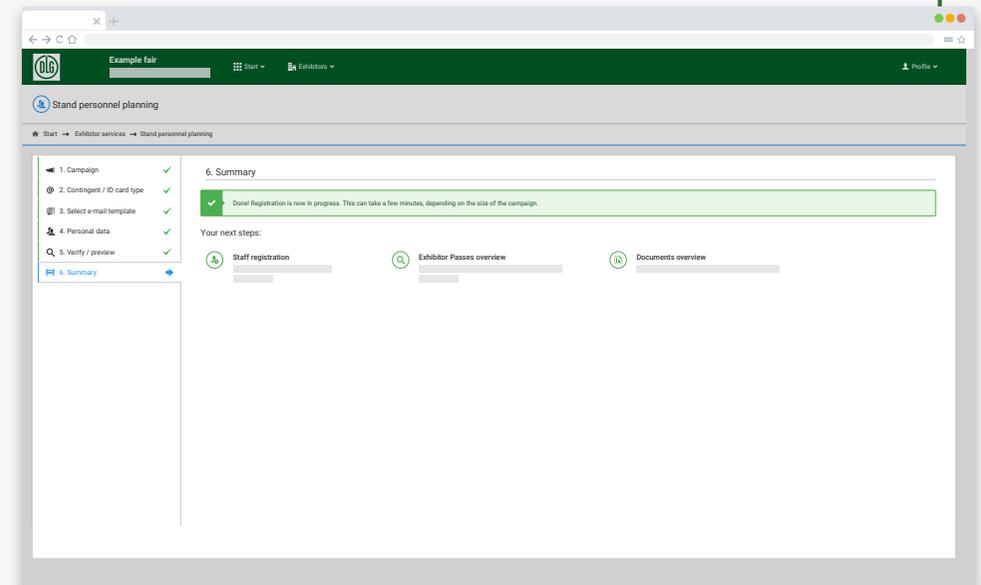
Click on the eye icon to preview how the e-mail will arrive in the selected employee's inbox (see image bottom left).



6

Start your mailing with **“Launch campaign.”** The summary will take you directly to other areas of the Exhibitor Service:

- **“Staff registration”**: start another campaign
- **“Exhibitor Passes overview”**: search current campaigns
- **“Documents overview”**: Download tickets and your registration links in an Excel file



Exhibitor Services

“Exhibitor Passes overview” leads to a list of all the employees invited so far (see image below).

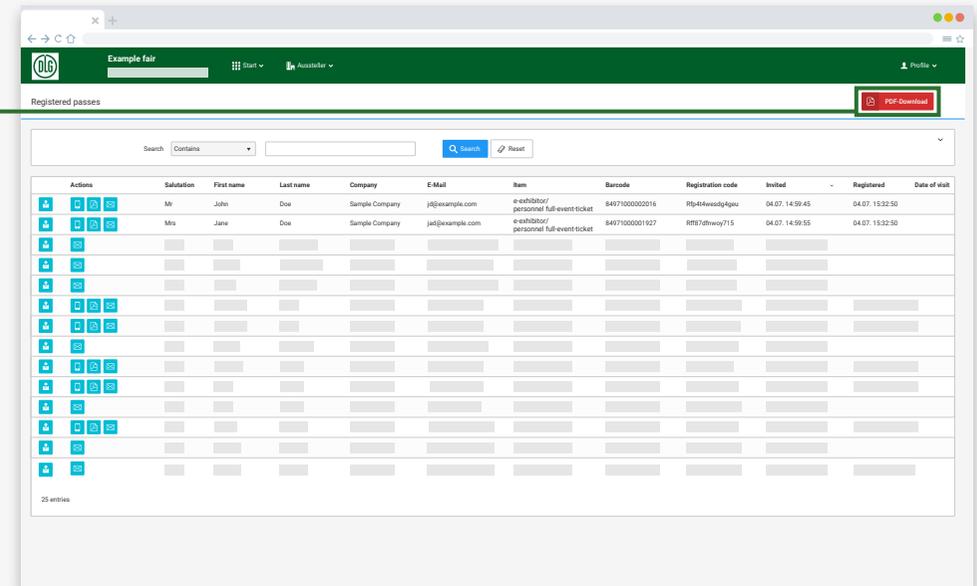
In this section, use the icons listed below to:

-  display personal details
-  display tickets for mobile devices
-  display tickets for printing
-  resend invitations

Exhibitor Passes overview

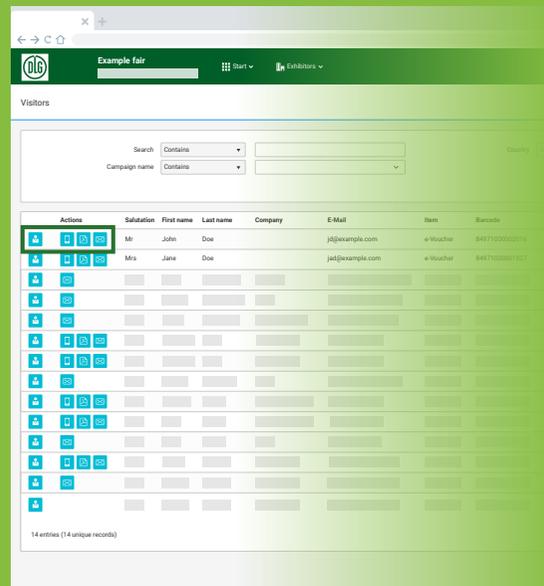
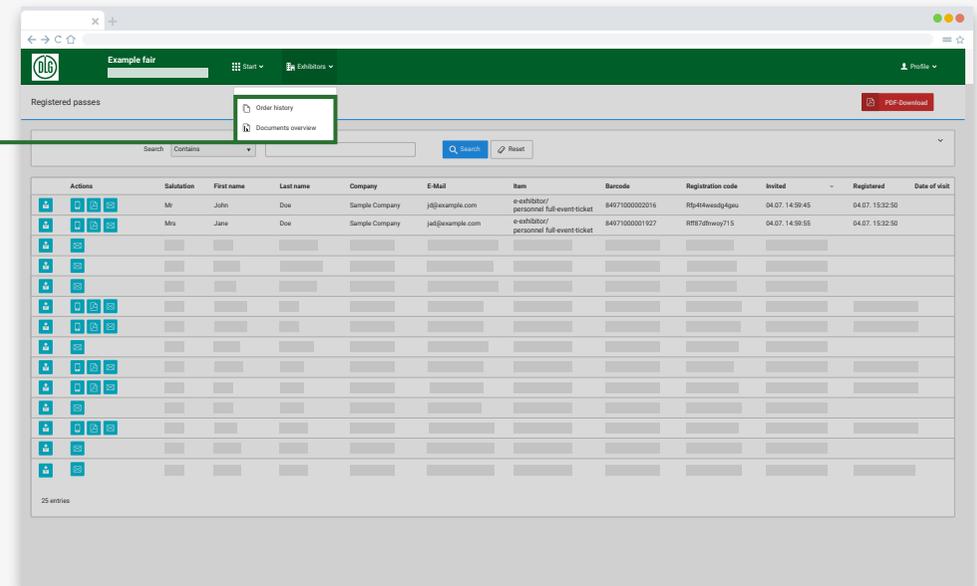
1

In this section, you can also trigger the download of PDFs with all previously issued Exhibitor Passes and export your data. This is, of course, only valid for tickets for the physical event. Tickets for the digital business platform can't be downloaded.



2

The e-Tickets you have requested for download can later be found in the “Exhibitors” menu under “Documents overview.”



We wish you a successful trade fair participation!



For questions, please contact:
E-mail: ticketing@dlg.org
Phone: +49 (0)69 24 788 420

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"Exhibitor Services"
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