

Transport logistic Exhibitor Shop FAQs

1. Why have I not received log-in information for the Exhibitor Shop?

If you were already an exhibitor or a contact person at another fair (e.g. bauma), you already have an account at the Exhibitor Shop. So you can also use your existing access information (e-mail address + password) for transport logistic.

The primary contact indicated on the registration form is the person who receives access information for the transport logistic Exhibitor Shop, the correspondence contact receives access information for a subaccount. If you are not the primary contact, then the person responsible for the Exhibitor Shop can set up a subaccount for you too. Please refer to the information in Question 11.

2. The contact person in our company has changed. How can I transfer the account to that person?

Please send an e-mail with the contact information of the new contact person to exhibitor@transportlogistic.de. Shortly thereafter, the contact person will receive a new activation link and can create his/her own password at the Exhibitor Shop. The new contact person automatically has access to previously placed orders and can continue placing new ones. The account of the previous contact remains intact, but it can no longer be used to place orders for transport logistic 2019.

3. When I log in, why don't I see all the items that are available for order?

There are two possible reasons for this:

- 1) If you have not yet booked any stand space for the selected event, no items will be available for order.
 - 2) The Exhibitor Shop distinguishes between main exhibitors and co-exhibitors. Co-exhibitors do not have the same authorizations and may only order certain products.
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4. What shipping address is currently listed for ordered items that require delivery?

The delivery address is identical to the exhibitor's address indicated on the registration form.

5. Can I change the shipping address in the Exhibitor Shop?

The shipping address is taken from the Messe München database. Generally speaking, the Exhibitor Shop does not allow you to make subsequent changes to that address. Please contact us at shop@transportlogistic.de or by telephone at +49 89 949-11368.

However, there are some products for which a different shipping address may be provided.

6. Do co-exhibitors get their own account?

Yes. The contact person indicated on the registration form for co-exhibitors receives an activation link for the Exhibitor Shop and can use it to create a password for their own account.

However, co-exhibitors do not have all the same authorizations and can only order certain products.

7. How can I find out the current status of a requested item?

You can access the status of your orders via the order details under "My Orders". Detailed information is available from the supplier, whose contact information appears in the detailed description of the item in question.

8. Will I receive an order confirmation?

Once you have placed an order, you will receive a confirmation by e-mail.

9. Is there a minimum order quantity?

Some products have a minimum order quantity. Please refer to the detailed description of the product in question.

10. When do I pay for the items that I order?

The items will be included in your final invoice after transport logistic. Some products such as rental furniture, for example, are invoiced separately by our service partners, who send their own invoices.

11. What is a subaccount?

Subaccounts are additional accounts within your own account. You can use them to give employees or service providers (e.g. your stand-building company) the ability to place orders themselves. Please keep in mind that the main exhibitor is responsible for orders placed using his subaccounts and for paying any costs incurred.

12. How can I create a subaccount?

- Click on "My user account".
- Select "Manage subaccounts"

- Create a new subaccount and issue the authorizations.
 - The subaccount user will receive an activation link for his/her account.
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13. How can I delete a subaccount?

Generally speaking, accounts in the Exhibitor Shop cannot be deleted so that the history of the shop remains intact. However, you can cancel all the subaccount user's authorizations by deactivating them under "Manage subaccounts".

14. Once I have logged in to my account, can I place orders for multiple stands?

If you have booked multiple stands, the system will ask you which stand you wish to place an order for. Select the stand in the corresponding dialog box and confirm with "Continue". You will be taken to the main page of the shop catalog. If you only have one stand at the fair, the system skips this stand inquiry and takes you directly to the main page after you log in. If you switch to another stand, please keep in mind that everything you order will go to the currently selected stand/customer. Please be sure to always close your order before switching to another stand/customer. The content of your shopping cart will NOT be deleted when you switch to another stand.

15. Are the orders that I place still visible after I finish placing my order?

You can view all your orders in the customer menu (which you can reach via "My user account" under "My orders" in the menu. The link "View order" will take you to the order details, where you can review everything about the order in question.

16. What prerequisites does my browser have to meet?

The Exhibitor Shop can be used with the current versions of Internet Explorer, Firefox and Chrome. It supports Internet Explorer starting at Version 8.

17. Can I cancel an order or individual order items?

A "Cancellation request" link can be found next to each order item in the order details (which you can reach via "My user account" under "My orders"). You can use it to request a cancellation from the supplier. Whether or not a cancellation is possible depends on the supplier's General Terms of Business and the timeframe in question.

In some cases, cancellation is already deactivated in the system, e.g. if an item has already been shipped or if a specific timeframe has been exceeded. In this case, the "Cancellation request" button no longer appears in the order details.

18. I'm still not sure I understand. Whom can I turn to for help?

If you still have questions, please contact our support team either by e-mail at shop@transportlogistic.de or by telephone at +49 89 949 11368.

