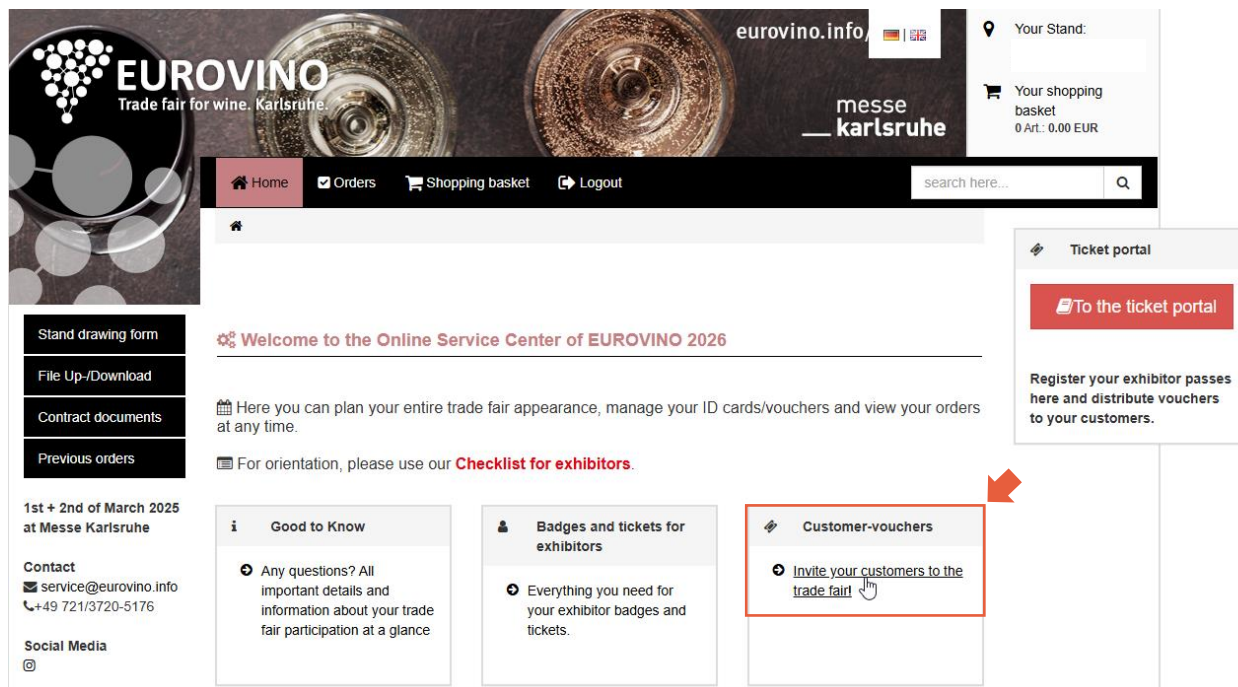


Your customer vouchers and VIP vouchers

You received your personal access data for the Online Service Center (OSC) via email from December 2025 on. Please enter the Online Service Centre (OSC) using the link <https://www.messe-karlsruhe.de/customer-login>.

In the OSC you will find your **customer voucher** registration link and your 5 **VIP vouchers** ready for downloading. All vouchers are **COMPLETELY FREE** of charge for you and your customers.



In the tile **Customer-vouchers** you will find all information concerning the costumer vouchers and VIP vouchers. The **customer voucher** registration link contains the following:

- The same link can be shared an unlimited number of times, e.g. in a mass mailing
- Free entry to EUROVINO **for one person** on both trade fair days

The **VIP vouchers** are available in a limited number of 5 for your 5 most valued customers. Each VIP voucher can be redeemed only once, and contains the following exclusive services:

- Free entry to EUROVINO **for one person and companion** on both days of the trade fair
- Free parking in the VIP parking lot West, directly in front of the entrance to the Karlsruhe trade fair
- Access to the EUROVINO VIP lounge with snacks and refreshments
- Exclusive access to a specially compiled hotel room contingent (on a self-payer basis)

As a supporting service we provide free to use text templates for inviting your customers via e-mail or for your social media appearance under Customer-vouchers in the tile **Media-KIT**.

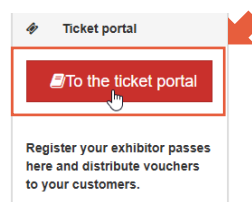
Your customers voucher registration link:

➔ Please choose **To the ticket portal**

Invite your customers to the trade fair!

Customer vouchers:

You can find your personal voucher code in the **Ticket portal**. You can pass the registration link on to your customers as often as you like to enable them to enjoy visiting the trade fair. These vouchers can be redeemed an unlimited number of times and take your invitees directly to the ticket shop without entering a code, where they can convert the voucher into a valid trade fair permanent ticket by registering and verifying their identity.



Next to **Your 1:n Code** your **CUSTOMER VOUCHER** code is shown with the according **customer voucher** registration link starting with **https://www.messe-ticket.de...** Feel free to forward the same link **without limitation** in any of your invitation letters. The link leads your business partners directly to the ticket shop and the voucher code is automatically redeemed. Your customers register there and prove their industry affiliation. After a short processing time, they will receive a confirmation of legitimation with a valid trade fair ticket for both fair days by e-mail.

Under **Visitor management/visitor activities** you will find an insight and overview of the clients that have already redeemed your customers and VIP vouchers to prepare for their visit to your stand. From the start of the fair, you will also be able to see which customers visited EUROVINO via your invitation.

Invite your most important business partners with VIP vouchers:

➔ Choose **Invite VIP costumers** (in the ticket portal)

Under **4. (Optional) Assign name for new customer group** you can optionally assign a name to your invitation campaign. If leaving the position blank the name will be automatically created. Please click **Next Step** at the bottom.

Under **Amount** you can enter the desired quantity of VIP vouchers or you choose **Select all** to download your entire available quota of 5 VIP vouchers. If you select only a portion, the remaining VIP vouchers can be downloaded later at any time. Click on **Next Step** to continue.

Check your entry and complete the download process with **Complete registration**. After a few minutes, the Excel list will be ready for download, click therefore on the blue highlighted [here](#) and afterwards on the download icon .

In the Excel list, you will find next to the **VIP voucher code** the corresponding **registration link**. This **VIP VOUCHER** registration link can only be **distributed and redeemed once**. The link takes your business partners directly to the ticket shop and the voucher code is automatically redeemed. Your customers register and prove their industry affiliation. After a short processing time, they will receive a confirmation of legitimation with a valid trade fair ticket for both fair days by e-mail. The companion will receive their ticket directly upon entry with the VIP person at the entrance.

If you see this message, your available quota of VIP voucher codes has already been generated.

You can view the Excel list with the voucher codes again at any time under **Exhibitors – Documents overview**. Please note that the **VIP vouchers** can only be redeemed once and make sure that the codes are not spread yet.

On the fair tickets redeemed of the VIP voucher or customer voucher you are shown as inviting company with your hall and stand number.