

EXHIBITOR USER GUIDE

E-commerce restricted area

Operations manual for accessing and using the e-commerce restricted area
and programme

EXHIBITOR USER GUIDE

1. Restricted area credentials	2
2. Type of restricted area	4
3. Homepage	5
4. Event documents	6
5. Mandatory documents	6
6. E-commerce	7
7. Orders and documents	14
8. Quotes	14

Introduction

Registration on the portal consents access to the restricted area dedicated to the exhibitor, in which it is possible, via the e-commerce menu, to rent items and request services necessary for the event. The restricted area will remain active regardless of the closure of the e-commerce and will also be usable for future participations.

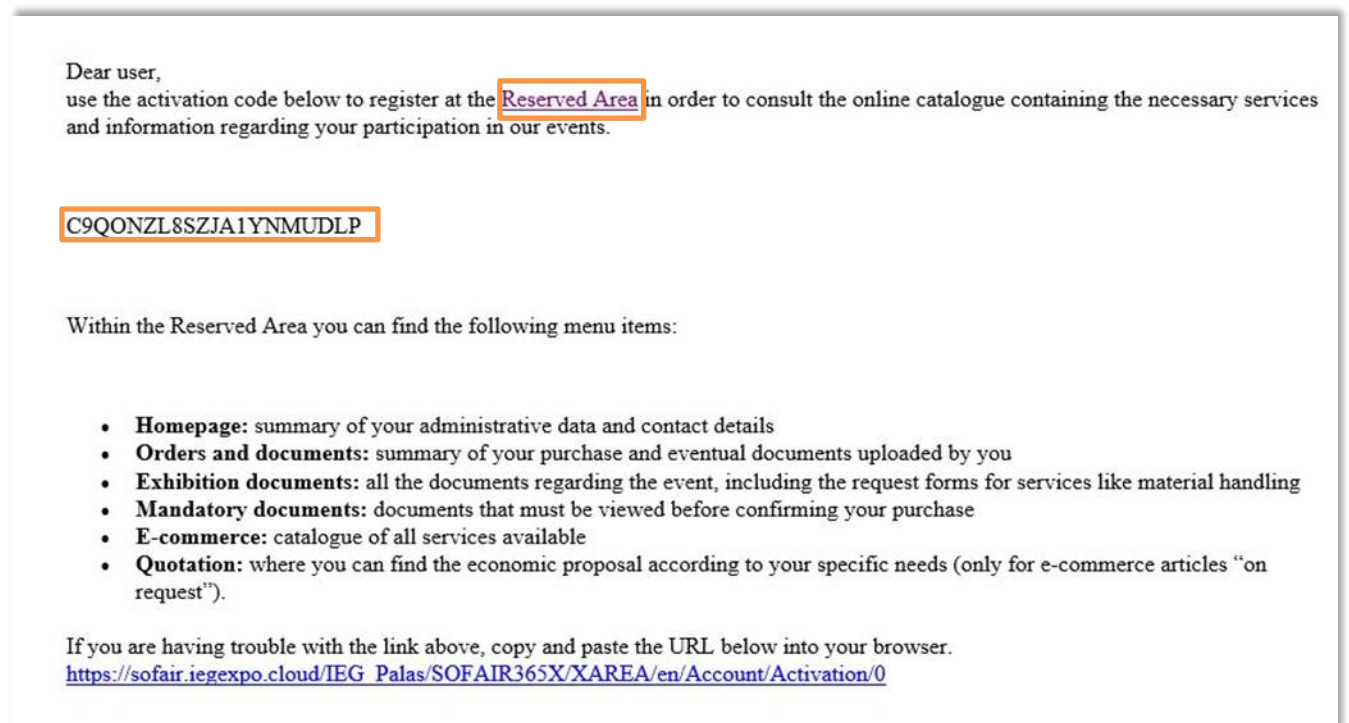
1. Restricted area credentials

Access to the restricted area is via user accreditation.

The user will receive an email from noreply@iegexpo.it, the exhibitor back-office for exhibitors of the event, containing an alphanumeric code which will allow them to proceed with registration. These access credentials will also remain valid for future events.

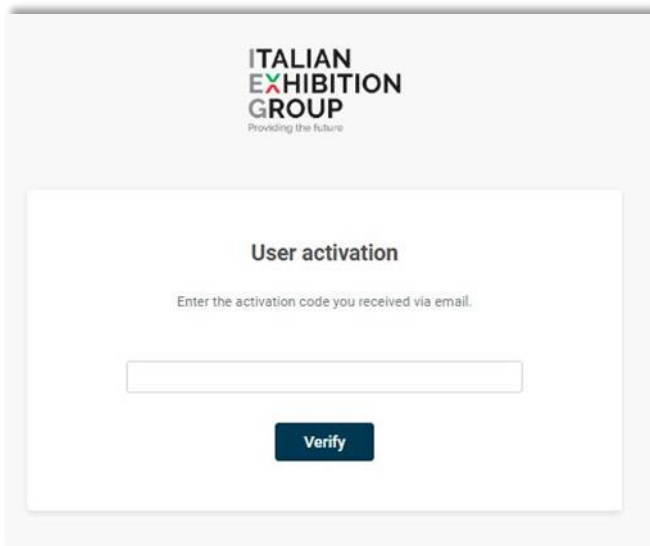
(figure 1)

Figure 1 – example e-mail from noreply@iegexpo.it



Via the [Restricted Area](#) link, you can access a page where you can insert your activation code. (Figure 2)

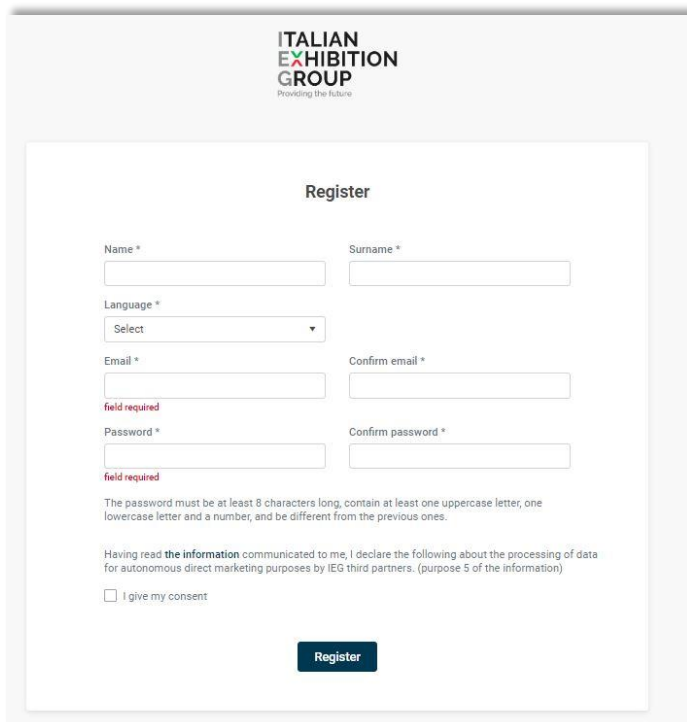
Figure 2 – user activation example



Once the inserted code has been verified, a form will open up which must be filled in (Figure 3). The e-mail address inserted will be the reference e-mail for access to the restricted area and for contact with the exhibitor back-office.

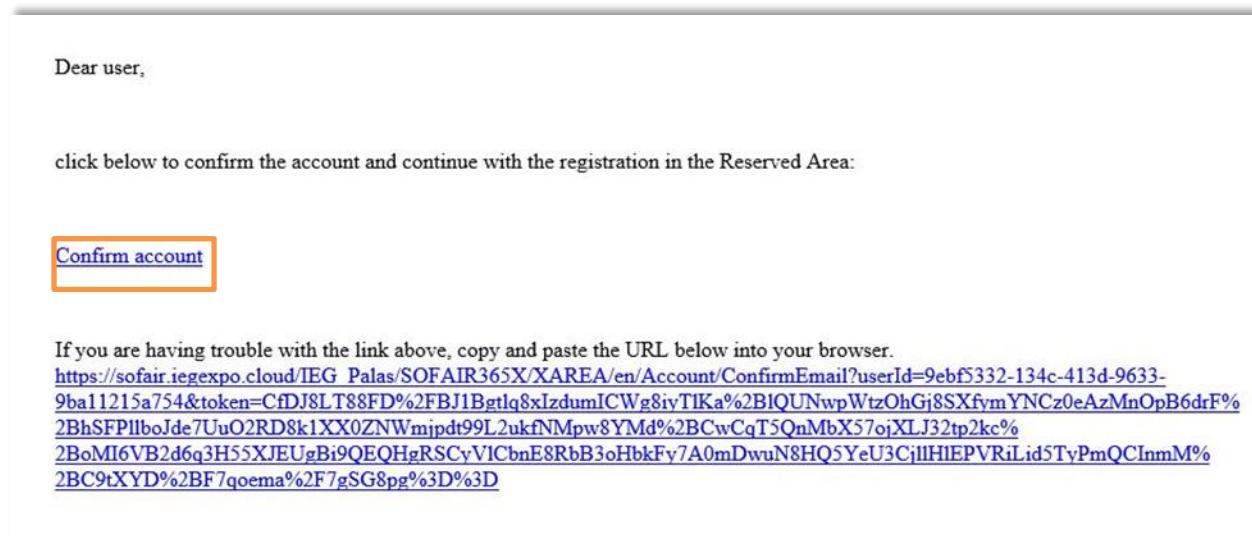
The e-mail address and password inserted in the form will also be the access credentials for the restricted area.

Figure 3 – registration form example



After completing registration, you will receive an account confirmation e-mail from noreply@iegexpo.it (Figure 4)

Figure 4 – account confirmation e-mail example



By clicking on "confirm account" you will be directed to your restricted area where you can log in with your registered e-mail address and password.

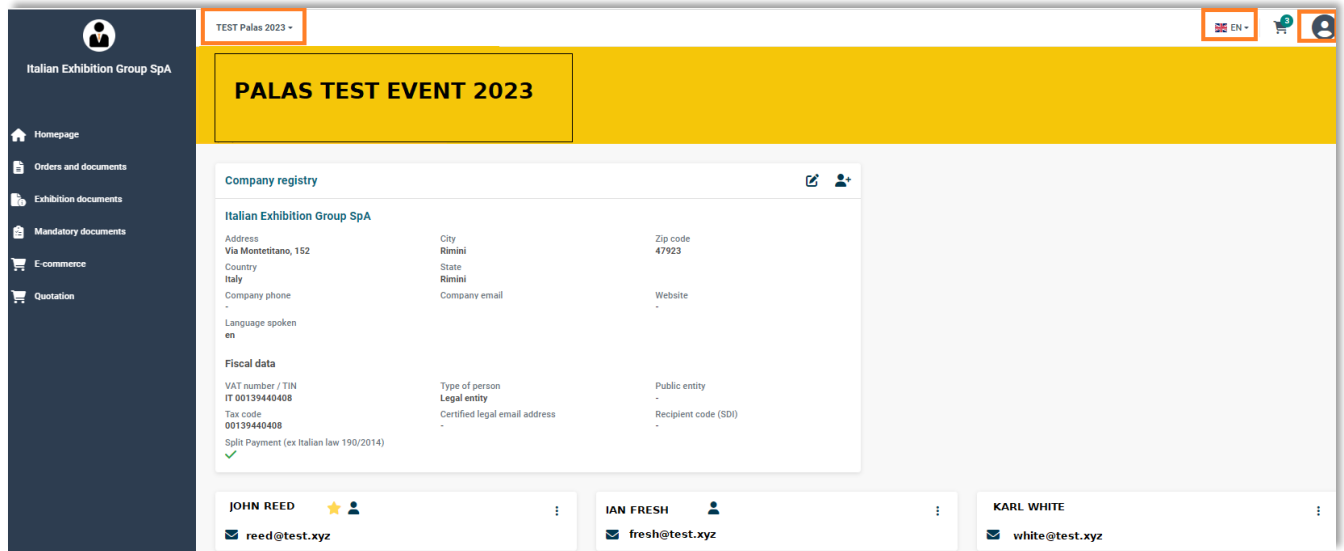
Below is the link to access the restricted area:

https://sofair.iegexpo.cloud/IEG_Palاس/SOFAIR365X/XAREA/

2. Type of restricted area

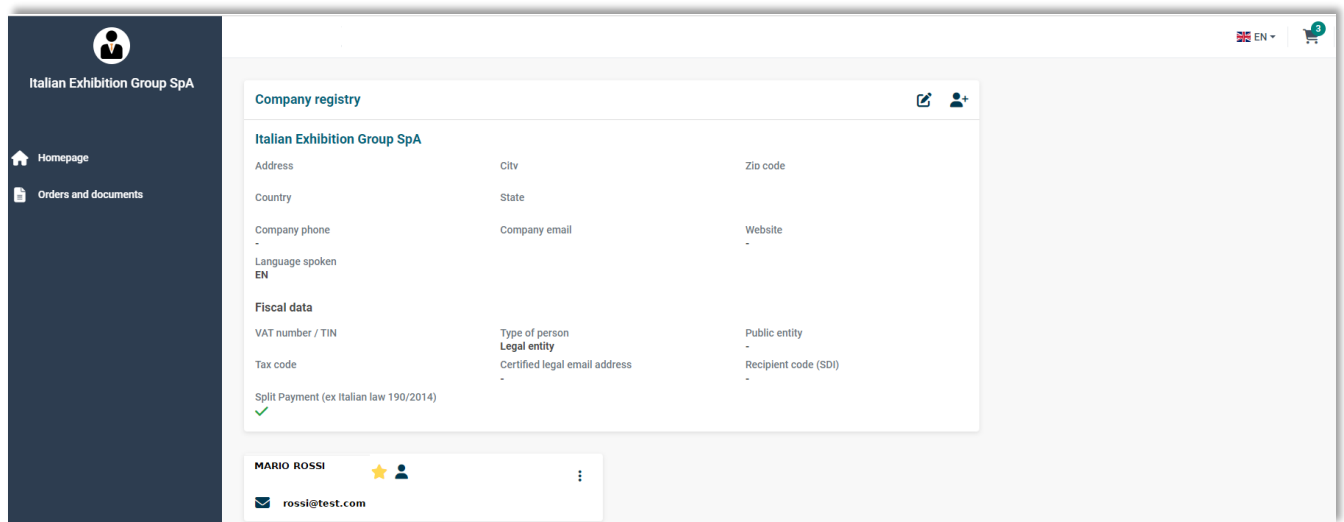
If the user who enters the restricted area is participating in an event, they will be able to access the sections: "event documents", "mandatory documents", "e-commerce", "quotes" from the side menu. The name of the active event is shown at the top of the page (Figure 5). If participating in multiple events, use the arrow ▼ to select the event of choice. You can also change the language and user options related to the user (change password, profile data and logout). (Figure 5)

Figure 5 – restricted area example



If the user does not have any active events, they will only be able to view their personal data and the list of their orders and documents relating to past participations. (Figure 6)

Figure 6 – restricted area example



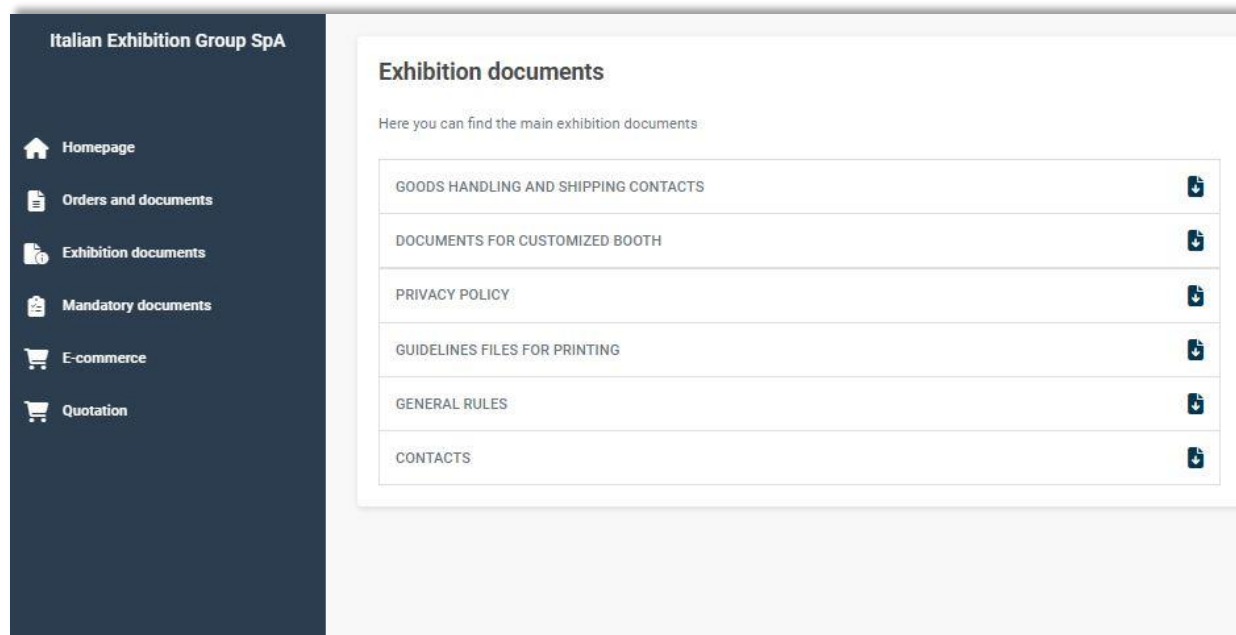
3. Homepage

On the **Homepage** you can view and edit your company data, contact data and add new ones. If the new contacts inserted need to access the restricted area, the main user must ask the exhibitor back-office to send an accreditation e-mail (see point 1).

4. Event documents

In the "event documents" menu, you can access the main service modules relating to the event and useful information for organizing participation. (Figure 7)

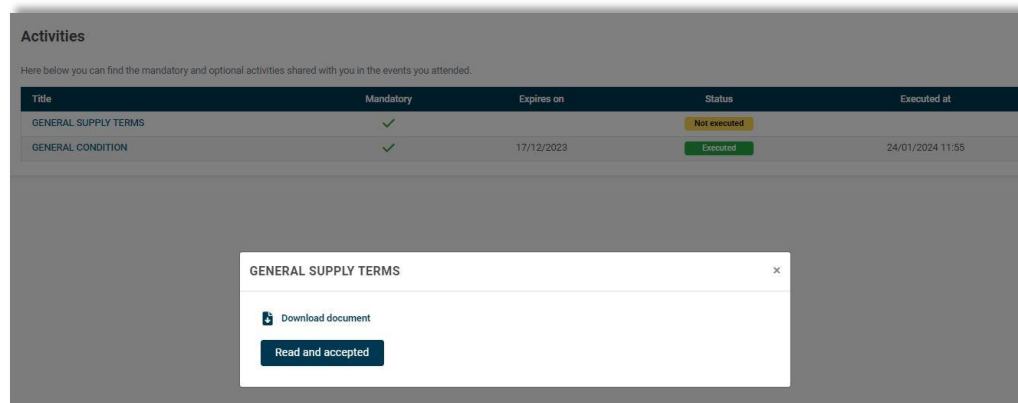
Figure 7– event documents



5. Mandatory documents

In the "mandatory documents" menu, you can find all the documents relating to the event which must be viewed and approved. "Executed" "Not executed" activities are highlighted in each document. Failure to approve will be communicated via a reminder e-mail a few days before the e-commerce closes. (Figure 8)

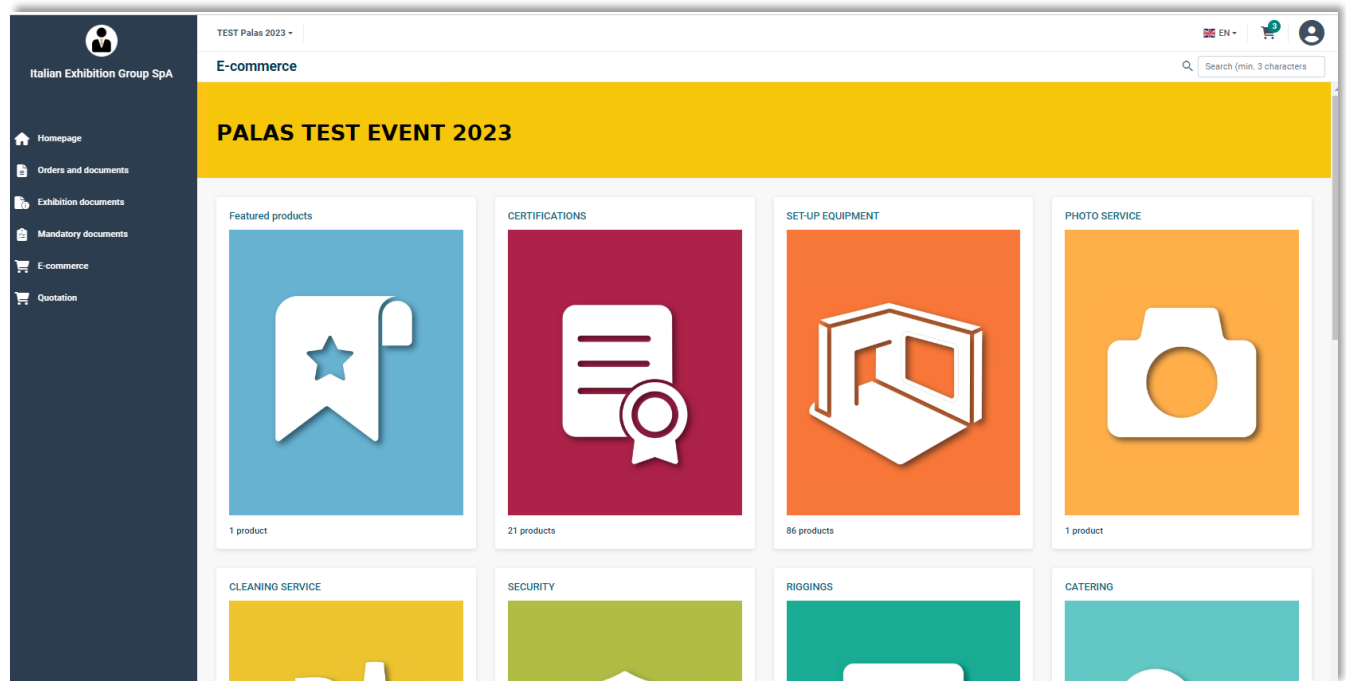
Figure 8 – example of approval of mandatory documents



6. E-commerce

Items and services may be purchased in the e-commerce menu by placing them in your cart, generating the order and choosing one of the payment methods.

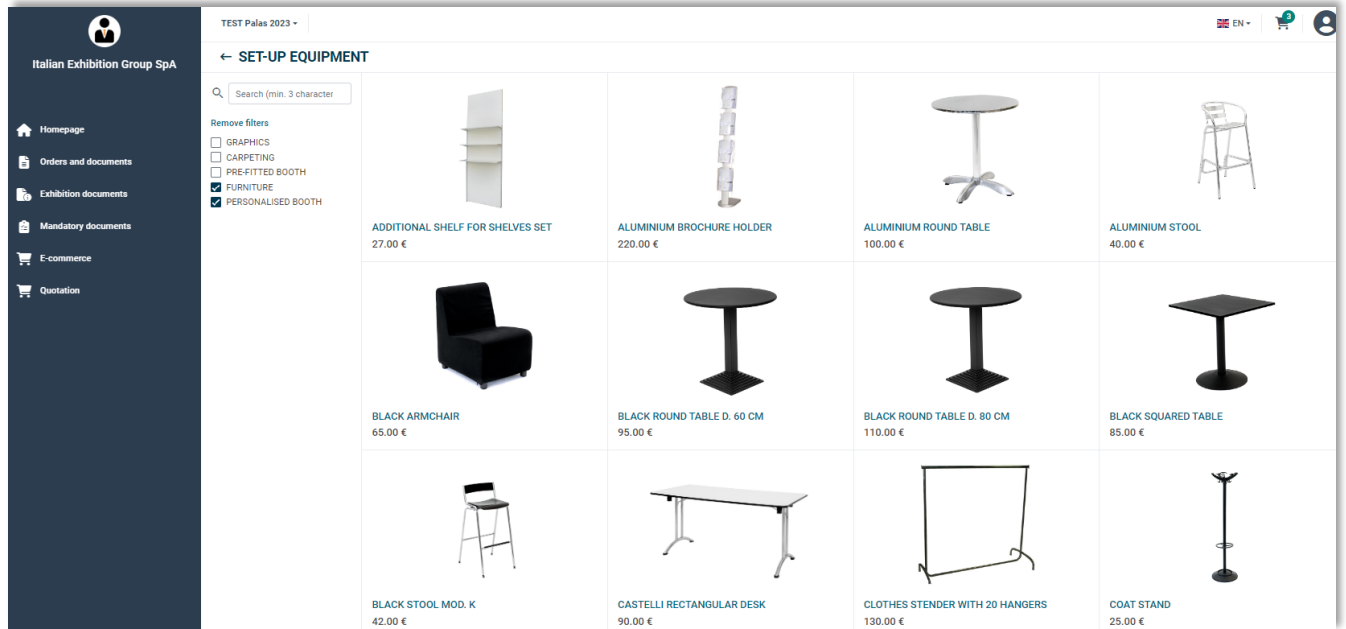
Figure 9 – e-commerce homepage



By clicking on the chosen category, the available items will be displayed complete with reference image, description and price. In some cases, there will be sub-categories with additional filters to guide your selection. (Figure 10)

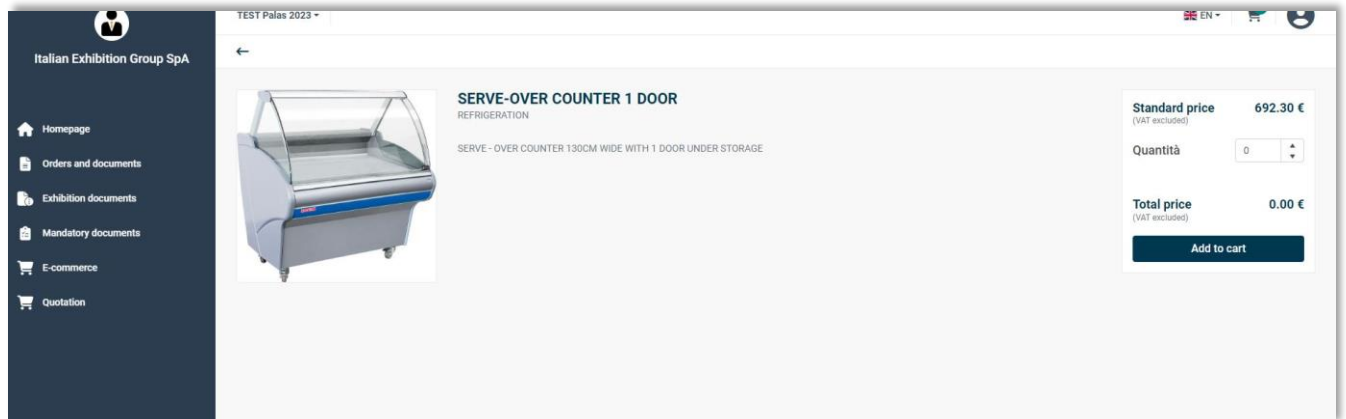
"Quoted" items cannot be purchased directly, specific requests must be made. (see "section 8. Quotes")

Figure 10 – example of category menu with sub-categories



Once you have selected an item with a price, you can then enter the quantity in the *add to cart* popup. (Figure 11)

Figure 11 – article detail example









The "Cart" icon  at the top right, if selected, will allow you to view the list of items inserted. You can modify them,  delete unwanted items , or proceed with "Complete purchase". (Figure 12)

Figure 12 – cart example

Shopping cart				
	Quantity	Amount	VAT rate	Position
 ALUMINIUM BROCHURE HOLDER	1	220.00 €	22 %	 
Total		220.00 €		
Total VAT		48.40 €		
Total including VAT		268.40 €		

[Complete your purchase](#)

Please note

All personal data necessary for invoicing must be complete and mandatory documents must be viewed and approved before proceeding with the purchase.

Having completed all the necessary steps, you can access the checkout page, where the information relating to billing and the order total is summarized and where you can choose the payment method. (Figure 13)

Figure 13 – checkout page example

Italian Exhibition Group SpA ← Checkout

Homepage
Orders and documents
Exhibition documents
Mandatory documents
E-commerce
Quotation

Invoicing address

Italian Exhibition Group SpA
Via Montetitano, 152
Rimini(RN), 47923
Italy

Payment method

CREDIT CARD
Payment by credit card is easy, safe and ensures the highest level of security of your data. Italian Exhibition Group Spa is not storing Credit Card data on his servers.
You can pay using credit cards that belong to the VISA, MASTERCARD and AMERICAN EXPRESS circuits.

BANK TRANSFER
Beneficiary: Italian Exhibition Group s.p.a.
Bank: Banca Monte dei Paschi di Siena s.p.a. - MPS
Rimini Agenzia 1 – Piazza Cavour n.33 – 47921 Rimini (RN)
IBAN: IT 29 F 01030 24201 0000 61114121
SWIFT: PASCITM1730
SDI: 9EWKXHV
Causal: e-commerce order

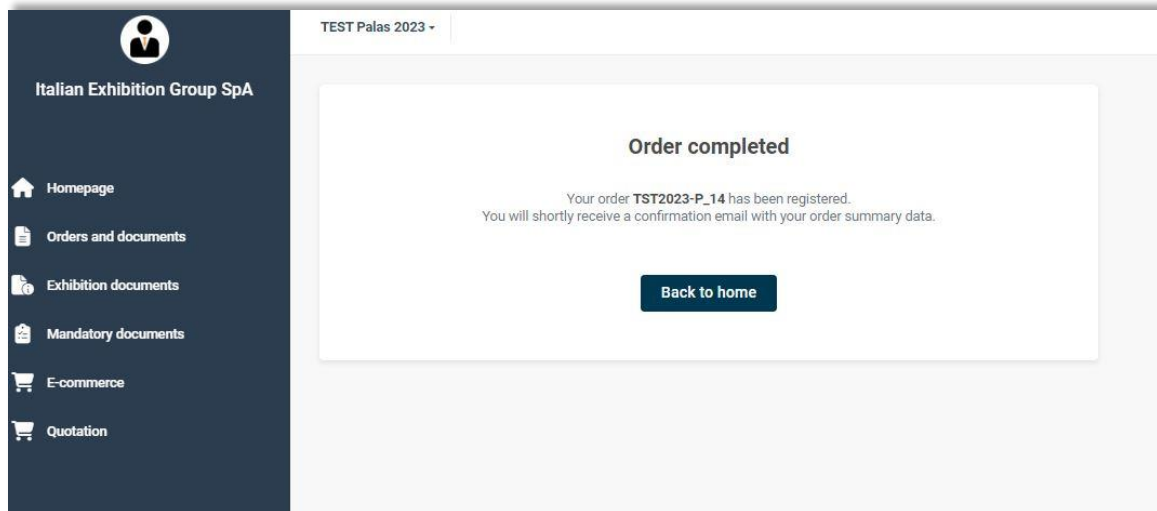
Total	1,620.00 €
Total VAT	356.40 €
Stamp duty	0.00 €
Total including VAT	1,976.40 €

Order notes

Confirm order

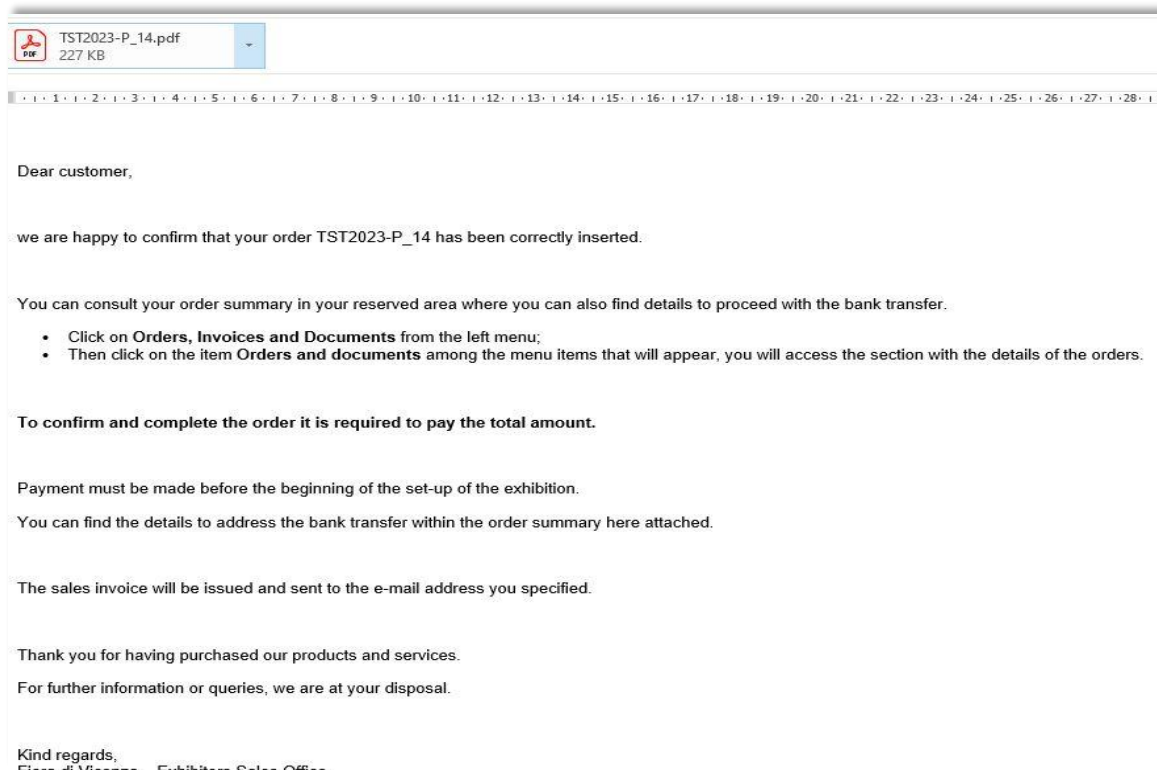
By choosing payment by "Bank transfer", the message "order completed" will appear after "Order Confirmation". (Figure 14a)

Figure 14a – example of order completed with bank transfer payment



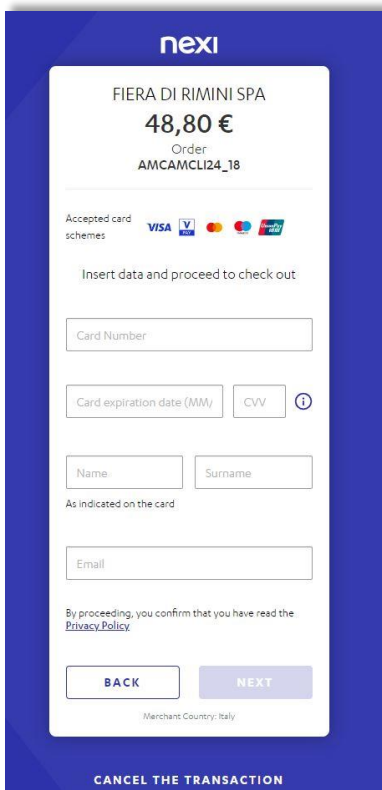
The user will receive a summary email with the order attached in PDF format containing the details to proceed with the bank transfer. (Figure 14b)

Figure 14b – example of e-mail confirmation with bank transfer payment



By choosing to pay by "Credit Card" at the "Order Confirmation" stage, you will be directed to the portal to enter card details, name, surname and e-mail address of the card holder. (Figure 15)

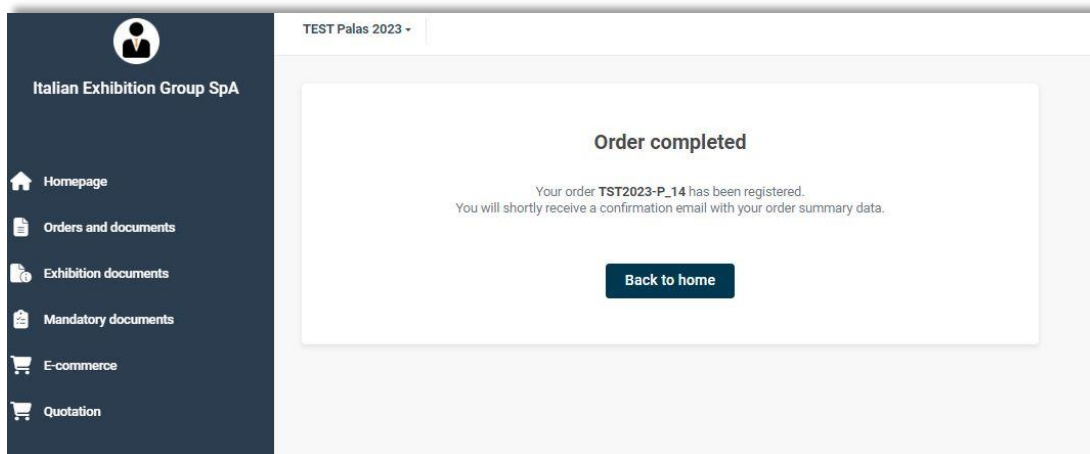
Figure 15 – example of credit card payment



The screenshot shows a payment form for Nexi. At the top, it displays the merchant name "FIERA DI RIMINI SPA" and the amount "48,80 €" for order "AMCAML124_18". Below this, it lists accepted card schemes: VISA, VISA Electronica, MASTERCARD, and AMERICAN EXPRESS. The form prompts the user to "Insert data and proceed to check out" and includes input fields for "Card Number", "Card expiration date (MM/YY)", "CVV", "Name", "Surname", and "Email". A checkbox indicates "As indicated on the card". At the bottom, there are "BACK" and "NEXT" buttons, and a "CANCEL THE TRANSACTION" link.

After filling in the data and clicking "Continue", a payment summary will appear which, if confirmed, completes the current order. (Figure 16)

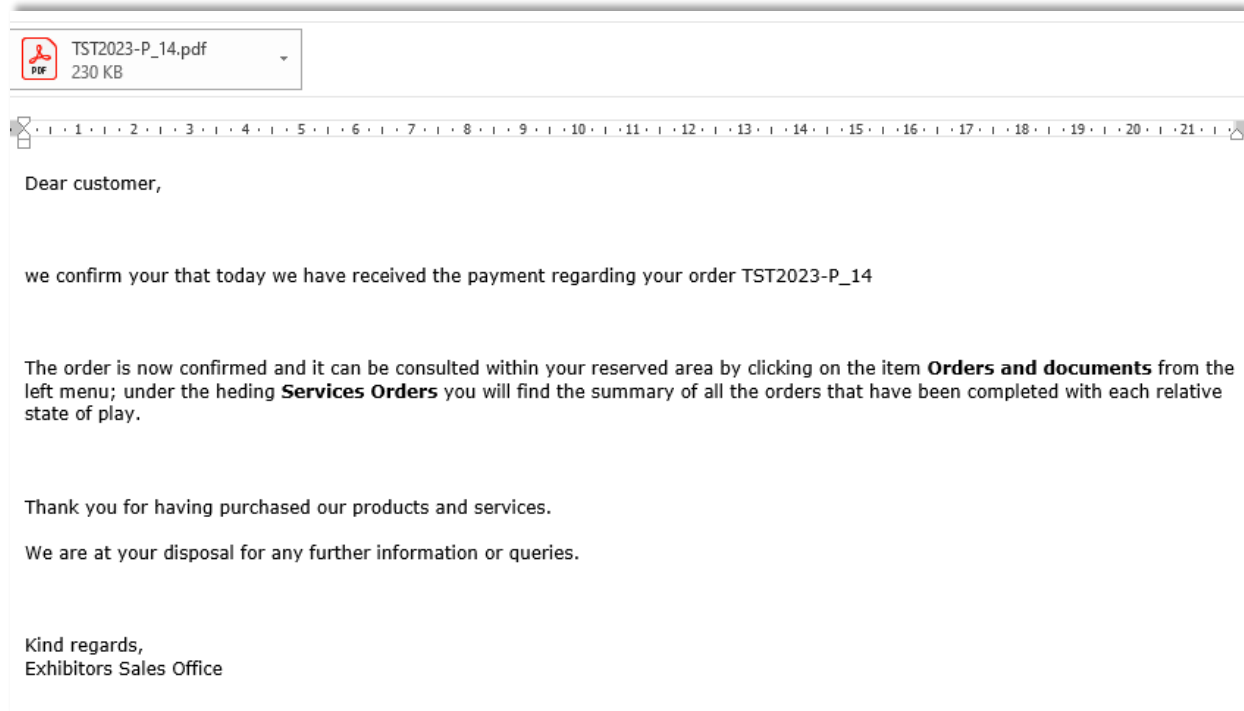
Figure 16 – example of order confirmation with credit card payment



The screenshot shows the "Order completed" confirmation page. The left sidebar contains the navigation menu for "Italian Exhibition Group SpA" with options: Homepage, Orders and documents, Exhibition documents, Mandatory documents, E-commerce, and Quotation. The main content area displays the message: "Your order TST2023-P_14 has been registered. You will shortly receive a confirmation email with your order summary data." A "Back to home" button is located at the bottom of the confirmation message.

The user will receive a payment confirmation e-mail with the order attached in PDF. (Figure 17)

Figure 17 – example of e-mail confirming payment by credit card



7. Orders and documents

In the "Orders and documents" section of the side menu, the user can view all completed orders in detail. (Figure 18)

Figure 18 – example of completed orders menu

Services Orders

Here below you can find all the information about the orders that have been completed. Clicking on the single order will open a table that will show all the details of the individual order.

Exhibition	Order number	Date	Total (tax excluded)	Total (tax included)	Status
TEST Palas 2023	TST2023-P_14	23/02/2024 14:51	40.00 €	48.80 €	To be invoiced
TEST Palas 2023	TST2023-P_12	21/02/2024 13:06	27.00 €	32.94 €	To be invoiced

Description

Description	Quantity	Price (tax excluded)	VAT rate
ADDITIONAL SHELF FOR SHELVES SET	1.00	27.00 €	22 %

1 - 1 of 1 Items

TEST Palas 2023	TST2023-P_11	21/02/2024 12:38	70.00 €	85.40 €	To be invoiced
TEST Palas 2023	TST2023-P_9	21/02/2024 12:32	27.00 €	32.94 €	To be invoiced
TEST Palas 2023	TST2023-P_8	20/02/2024 17:46	45.00 €	54.90 €	To be invoiced
TEST Palas 2023	TST2023-P_7	19/02/2024 12:27	45.00 €	54.90 €	To be invoiced
TEST Palas 2023	TST2023-P_6	19/02/2024 12:19	74.90 €	91.38 €	To be invoiced
TEST Palas 2023	TST2023-P_5	19/02/2024 12:16	692.30 €	844.61 €	To be invoiced
TEST Palas 2023	TST2023-P_4	19/02/2024 12:03	220.00 €	268.40 €	To be invoiced
TEST Palas 2023	TST2023-P_3	26/01/2024 12:35	45.00 €	54.90 €	To be invoiced
TEST Palas 2023	TST2023-P_2	24/01/2024 20:34	2,500.00 €	2,502.00 €	To be invoiced
TEST Palas 2023	TST2023-P_1	24/01/2024 12:01	692.30 €	844.61 €	To be invoiced

1 - 12 of 12 Items

Documents

Here below you can find the documents shared with you in the events you attended. You can find the documents of the current participation on the homepage of your reserved area.

Exhibition	Created at	Description
No items to display		

8. Quotes

Items without a listed price can only be ordered upon request for a quote from the exhibitor back-office. After selecting them from the reference category, fill in the request fields with the desired specifications and click on "Request a quote" to proceed. (Figure 19)

Figure 19 – example of quoted items

PHOTOGRAPHER
PHOTO SERVICE

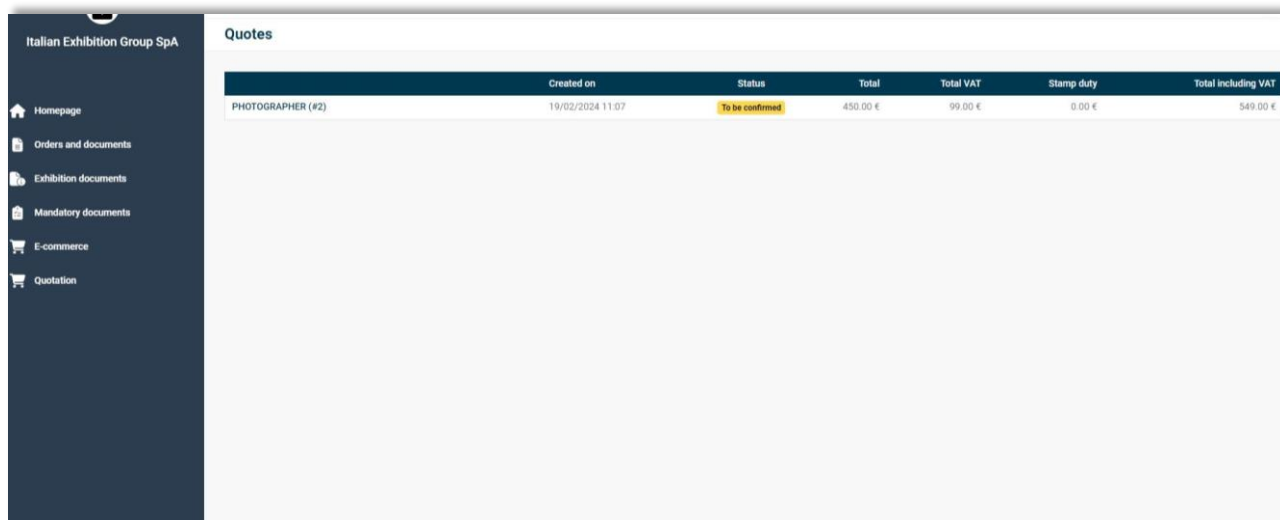
PHOTO SHOOT ON REQUEST

Request a quote

Request details

You will receive notification that your request is being processed by the exhibitor back-office. Subsequently, you will receive notice of publication of the quote in your restricted area. The quote will be displayed in the "**Quotes**" section with the status "**to be confirmed**" and the amount. (Figure 20)

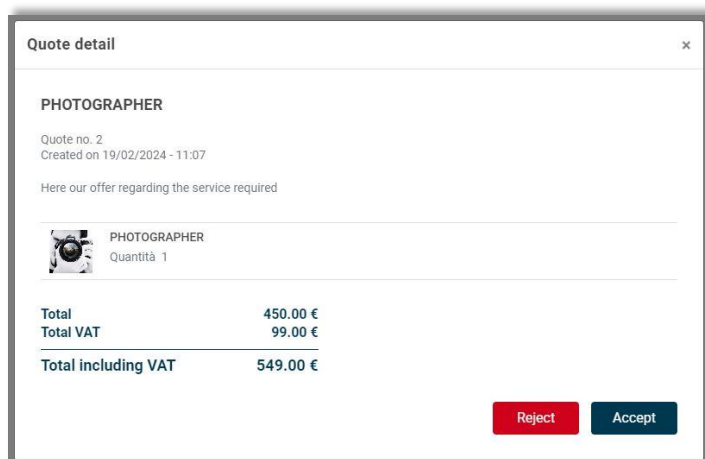
Figure 20 – example of quote in restricted area



	Created on	Status	Total	Total VAT	Stamp duty	Total including VAT
PHOTOGRAPHER (#2)	19/02/2024 11:07	To be confirmed	450.00 €	99.00 €	0.00 €	549.00 €

Click on the name of the quote to open the window that will display any attachments to download. You can either accept or reject it. (Figure 21)

Figure 21 – example of quote




Quote detail

PHOTOGRAPHER

Quote no. 2
Created on 19/02/2024 - 11:07




Here our offer regarding the service required

 PHOTOGRAPHER
Quantità 1

Total	450.00 €
Total VAT	99.00 €
Total including VAT	549.00 €

If accepted, the quote will be placed in the cart, in a section separate from the other items ordered via e-commerce. (Figure 22)

Figure 22 – example of cart with quoted items

Shopping cart				
	Quantity	Amount	VAT rate	Position
 COFFEE TABLE 55X55 B	1	35.00 €	0 %	 
Total		35.00 €		
Total VAT		0.00 €		
Total including VAT		35.00 €		
Complete your purchase				

Quotes					
	Quantity	Total	Total VAT	Stamp duty	Total including VAT
PHOTOGRAPHER (#2)	1	450.00 €	99.00 €	0.00 €	549.00 €
Complete your purchase					

By clicking on "Complete purchase", you start the same procedure used for the other e-commerce items.

Please note

Confirmation of the personalized quote must be concluded separately from other purchases. The "Complete purchase" button will appear next to each section.