



FAQ exhibitor passes

Will the exhibitor passes be sent to me automatically?

No, the exhibitor passes must be assigned and sent to your employees/stand staff in the ID and voucher management.

Where do I get the exhibitor passes?

Log in to the Online Service Center and follow the redirection to ID and voucher management. From there you can send the ID cards to the relevant people by email and/or download them directly.

How do I order exhibitor passes?

Additional exhibitor passes can be ordered in the Online Service Center.

These will be available for you to register in the ID and voucher management about 15 minutes later. Please note that depending on the stand size, free passes may already be available.

How do I get to the Online Service Center?

Please log in here with the access data you received from us: <https://osc.kmkg.de/>. Follow the redirection.

What happens if my staff changes?

You can edit the ID card in the view and re-personalize it.

What if I don't know the name of my staff yet?

You can enter the names of your employees at any time (including during the trade fair) as soon as you have them.

Can I cancel exhibitor passes free of charge?

Additional ID cards ordered can be re-personalized at any time, but cannot be canceled completely. Please inform us in writing by email if these have not yet been used and we will check the possibility of cancellation.

Can I still change the exhibitor passes (on site) and if so, where?

You can log in to the system at any time and re-personalize your ID cards and tickets. For some events, a terminal is also available in front of the on-site service center.

Can I upload the data collected from my stand staff?

You can enter the data manually or using an Excel table. You will find a suitable template for the Excel table when you are asked to enter the people's data.



What do I have to pay?

All passes that exceed your free quota and were ordered additionally will be invoiced to you after the trade fair.

How much do additional exhibitor passes cost?

Please find this information in our Online Service Center “Additional exhibitor passes” section. The price varies depending on the event.

How many ID cards are available to me free of charge?

Please find this information in the registration documents, the conditions of participation or your admission/stand confirmation.

What happens if I have lost my exhibitor pass?

You can download the exhibitor pass again at any time or send it by email.

What happens if I forget my exhibitor pass?

The ID card can also be presented in digital form. You can find this at any time in ID and ticket management.

Are the exhibitor passes also valid as a free ticket for public transport?

Usually not. Please check this in our Online Service Center. There may be deviations here.

Can I exchange my exhibitor pass for a badge on site?

This varies depending on the event. If there is a terminal for this upon entry, your e-ticket will automatically be converted into a badge.

Where can I get a badge case?

In the interests of sustainability, we do not provide a cover for your badge.

Are repeat orders possible?

Exhibitor passes can be reordered at any time. Please note that these can only be registered after around 15 minutes.

What do I do with an unused ID card?

Additional ID cards ordered will be charged unless we receive information in a timely manner that the ID card is not required.

Are the exhibitor passes transferable?

Each pass is valid per person and event. Unless you cancel and re-register, it is non-transferable.



When are the exhibitor passes valid?

The exhibitor passes are valid for the entire duration of the event.

Do I need exhibitor passes when setting up?

This varies depending on the event. Please check this in our Online Service Center.

Does my stand builder need an exhibitor pass?

All people who want to enter the site during the trade fair require ID.

Can I also park with the exhibitor pass?

No, parking tickets must be ordered independently of this.

I don't have a printer – what now?

The ID card is not required in paper form.

Can I print the exhibitor passes multiple times?

Yes, but these are only valid for one entry per day.

Can I also order visitor vouchers for my stand staff?

Without an exhibitor pass, your staff cannot enter the event outside of visitor hours.

I need help

If you have any questions about voucher and ID card management, please contact our support hotline

- Phone: +49 (0)721 3720 5111 / aussteller-ticketservice@messe-karlsruhe.de

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