



IAA Commercial Vehicles 2018

Frequently Asked Questions – **For internal use only!**

Status: July, 2018

Frequently Asked Questions (FAQ)

Registration

If you plan to visit or work as a booth team member at the 2018 IAA CV a registration via our online registration tool “FIS / Fair Information System” is **mandatory**. To get your individual access link, please contact your designated BU coordinators ([see page 3 & 4](#)).

The coordinator needs the following information to create your dataset in FIS:

- › First name, last name
- › Division and business unit
- › Email address
- › Purpose of your registration, i.e.
 - › Customer Relations (Sales / KAM)
 - › Country Delegate (supporting booth team/sales)
 - › Product Expert (Exhibit Demonstrator)
 - › TOP Management (BU Head, RSO Head, similar or higher positions)
 - › Meeting host (no booth duty, only request/realization of meetings at the booth)
 - › Visitor (no booth duty or official fair function, only attendance at meetings at the booth)
- › All other roles, such as information counter, junior team, organizational support, etc. will be initiated by CVAM communications.

Fair Information System

BU Coordinators

Please check the following list to find the right contact person to request your access link:

Corporate & Communications
CV Key Account Management (KAM)

saskia.2.zuleger@continental-corporation.com
melissa.olcay@continental-corporation.com

Interior

Body & Security

lisa.kellerer@continental-corporation.com

Argus

monique@argus-sec.com

CVAM Vehicles Electronics

vesna.laketa@continental-corporation.com

CVAM Tachographs, Telematics

stella.erencin@continental-corporation.com

& Services

CVAM Argus

monique.lance@argus-sec.com

CVAM Zonar

krista.reasoner@zonarsystems.com

CVAM International Sales

melissa.olcay@continental-corporation.com

CVAM Internat. Visitors & Country delegates

saskia.2.zuleger@continental-corporation.com

Infotainment & Connectivity

rolf.iserlohe@continental-corporation.com

Instrumentation & Driver HMI

raymond.kriha@continental-corporation.com

Intelligent Transportation Systems

matthias.haberl@continental-corporation.com

Systems & Technology

khatera.bamyani@continental-corporation.com

Strategy & Business Development

veronika.olbrich@continental-corporation.com

All other **CVAM** departments not mentioned above

saskia.2.zuleger@continental-corporation.com

Fair Information System

BU Coordinators

Please check the following list to find the right contact person to request your access link:

Chassis & Safety

ADAS

michael.fieseler@continental-corporation.com

Hydraulic Brake Systems

benedikt.grudda@continental-corporation.com

Passive Safety & Sensorics

gabriele.meister@continental-corporation.com

Systems & Technology

patrick.pfeiffer@continental-corporation.com

Vehicle Dynamics

jennyfer.gaiffe@continental-corporation.com

Powertrain

Communications

birgit.mehlhorn@continental-corporation.com

Powertrain S&A

francine.lejour@continental-corporation.com

Powertrain FEM

antonela.damjanovic@continental-corporation.com

Powertrain ES

felix.mehringer@continental-corporation.com

Rubber Group

Commercial Vehicles Tires

stefanie.schulze@conti.de

ContiTech

pia.weiss@contitech.de

Frequently Asked Questions (FAQ)

Registration Deadlines & Support

Registration Deadlines:

Ticket Orders: August 21, 2018
Booth Presence: August 21, 2018

Registration Support:

In the case of questions or changes, please contact us

via e-mail to: support-iaa@continental-corporation.com

or via phone: +49 (0)69 7603-4433, Mon – Fri from 11.00 – 15.00 h CET.

Frequently Asked Questions (FAQ)

Overview General Information

Just click on the question to read the answer.

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Frequently Asked Questions (FAQ)

Exhibitor Passes*

How do I get an Exhibitor Pass?

- › Exhibitor passes are limited in number and in purpose:
- › All colleagues that are assigned to our booth duty team as exhibit demonstrator, in a sales role or other supporting role such as info counter, guides, junior team or other will be included in the exhibitor pass allocation of the respective segment.
- › The responsible IAA BU coordinators will distribute the passes among their team members.
- › Please understand that we cannot grant further passes to internal visitors. Please check the options for day tickets (vouchers) instead. Please also understand that **exhibitor passes** issued for Continental **cannot be forwarded to customers**.
- › **The deadline for registering with an exhibitor pass is August 21, 2018.**
- › **CVAM International Organization (RSOs):**
- › As a member of **customer relations** (Sales / KAM) please contact melissa.olcay@continental-corporation.com and as a **country delegate or visitor** saskia.2.zuleger@continental-corporation.com

* For further information please see as well the Document „IAA CV Ticketing“.

Frequently Asked Questions (FAQ)

Employee Tickets*

- › **I am a Continental Employee but I have no booth duty – which tickets can I request?**
 - › If you do not possess an official fair function you can request individually the usual fair entrance tickets via the [IAA CV homepage](#) or you can buy employee tickets at your location – if offered.
 - › But please note, all back office infrastructure like our merchandising shop and the catering area are only accessible for FIS-registered booth staff members.

- › **As a Continental employee without booth duty can I buy entry tickets individually?**
 - › Yes, certainly you can. Just log in to the official ticketing page of the [IAA CV](#).
 - › Here you can buy the official entry tickets.
 - › The cost per ticket is € 22 and can be reimbursed with your travel expense reporting.

- › Official fair hours on public days Sept. 20th – 27th: 09.00 – 18.00 h (Sept. 19th press day – access with exhibitor pass only.)

* For further information please see as well the Document „IAA CV Ticketing“.

Frequently Asked Questions (FAQ)

Employee Tickets*

- › **As Continental employee without booth duty – can I buy a ticket at my location?**
 - › The VDA offers a special ticket option for all Continental employees to visit the IAA CV.
 - › All locations, plants and departments interested in these tickets can download the order form from our IAA CV intranet page to request these tickets directly at VDA.
 - › Please go to IAA CV 2018 intranet, below the section „Ticketing“ you will find the respective form.
 - › The cost per ticket is €10.
 - › The tickets should orders centrally by your location or Business Unit.
 - › The tickets are provided on consignment and can be returned till the October 12 – collected! Therefore please use the official returns form – download from intranet. The employee ticketing service is provided exclusively by the VDA.
 - › To get access to the fairgrounds of the IAA CV it is mandatory to register online before your fair visit. For that please go to tickets.iaa.de, enter the code of your paper ticket into the designated fields and follow the next steps. Finally the system creates you a PDF which can be printed out or downloaded to your phone and used as a mobile ticket.
 - › Important: The Deutsche Messe only grants access to beforehand registered visitors – if you do not register before you do not get access to the fairground.
 - › For further questions about the special employee tickets please contact your respective BU coordinator ([page 3 & 4](#)).

* For further information please see as well the Document „IAA CV Ticketing“.

Frequently Asked Questions (FAQ)

Customer Vouchers*

› How can I order day tickets for customers?

To order voucher (e-codes) for day tickets for customers, we kindly ask you to contact your respective BU coordinator as listed under “BU Coordinators” on [page 3 & 4](#).

- › **Important:** Since only the number of effective registered vouchers will be charged to you after the event, you don't have to wait for the final request/confirmation of your customer to place your order.
- › We strongly recommend an early order of the estimated number of vouchers that you expect to need plus a good amount of extras to be flexible.
- › **Order start:** You can start to request vouchers up from mid of July by your BU Coordinator.
- › **Order deadline: August 21, 2018:** Please check with your BU coordinator if any further tickets are available or if an additional order can be placed for you.
- › Cost: €22 per day/ticket including 19% V.A.T.
- › **Important: September, 19** is the official press day of the IAA Commercial Vehicles. Access to the fairgrounds will **only** be granted to accredited journalists and exhibitors with an exhibitor pass.
No access with day ticket is possible!

* For further information please see as well the Document „IAA CV Ticketing“.

Frequently Asked Questions (FAQ)

Customer Vouchers*

› When should I place my order for customer vouchers?

- › Since only the number of effective registered vouchers will be charged after the event, you do not have to wait for the final request/confirmation of your customer to place your order. We strongly recommend an early order of the estimated number of day ticket vouchers that you expect to need plus a good amount of extras to be flexible.
- › **Order start:** You can start to request vouchers up from mid of July by your BU Coordinator.
- › **Deadline: August 21, 2018:** Please check with your BU coordinator if any further tickets are available or if an additional order can be placed for you.

› How will I receive the vouchers that I book?

- › You will receive a confirmation mail with the online codes of ordered ticket vouchers, either as Excel or PDF attachment by your BU coordinator. He/she will only be charged for the vouchers actually used.

› Do I have to exchange the voucher codes into an admission ticket?

- › Absolutely. The confirmation mail will include an internet link where you can register with your online code(s) and exchange them into admission tickets. These have to be printed out with the name of the ticket holder and presented at the fair entrance. (1 code = 1 day ticket)

* For further information please see as well the Document „IAA CV Ticketing“.

Frequently Asked Questions (FAQ)

Customer Vouchers*

› How and when will the tickets be charged?

- › Please check with your respective BU coordinator if the tickets will be granted free of charge or if they will cross-charge them to your cost center.
 - › General procedure with the fair organizer: They will send a list with the used code numbers in December. Please make sure that you create an appropriate order via SAP/CEOS before.
 - › **Important:** Status “used” already applies when a code is registered online and exchanged into a day ticket!
- › Official fair hours on public days Sept. 20th – 27th: 09.00 – 18.00 h (Sept. 19th press day – access with exhibitor pass only.)

* For further information please see as well the Document „IAA CV Ticketing“.

Frequently Asked Questions (FAQ)

Booth Presence

- › **I am booth staff. Do I have to register my presence at the booth?**
 - › Yes, a registration via our tool FIS is absolutely mandatory!
 - › To get your registration link with individual access code, please contact your BU coordinator.
([See page 3 & 4](#)).

- › **I am visiting the IAA CV but have no booth duty. Do I have to register my presence?**
 - › Yes. We need to have an overview of all Continental visitors as they also have an important impact to our booth traffic.

Frequently Asked Questions (FAQ)

Booth Staff Training

› Do I have to participate in the booth staff training?

- › Yes. The attendance at your division's booth staff and product training or at least at one of the offered online training sessions is mandatory for all booth staff members. The division trainings will be communicated directly by your coordinators. To register for the training calls, please choose one of the dates offered in the FIS tool.

Frequently Asked Questions (FAQ)

Transportation Info

- › **Is free public transportation included in the day tickets?**
 - › No. If you like to use the public transportation system, please buy a separate ticket.
- › **Is free public transportation included in the exhibitor passes?**
 - › No. If you like to use the public transportation system, please buy a separate ticket.

Frequently Asked Questions (FAQ)

Meeting Rooms, Innovation Truck & Other Facilities

- › **I like to request a meeting room at the booth. Do I have to register myself and request this meeting via FIS?**
 - › Yes. In order to book a meeting room at the booth and host a meeting you have to register in the FIS.
 - › To get your registration link with individual access code, please contact your BU coordinator ([See page 3 & 4](#)). If you don't belong to the booth staff, simply ask for registration as "Meeting host".
- › **For further information please contact melissa.olcay@continental-corporation.com as member of the CV KAM team.**
- › **How can I book a meeting room?**
 - › We have 5 meeting rooms in total.
 - › All of them have a capacity for six people, 4 of those rooms can be connected and increased up to 12 people.
 - › All rooms can be reserved via the FIS registration tool under the tab "Rooms".
 - › To book one of the 5 meeting rooms you have to register first as "meeting host" in the FIS. To get access to the FIS, please contact your designated BU coordinator ([see page 3 & 4](#)).
 - › Due to the limited capacity, we recommend to schedule your meeting as early as possible.

Frequently Asked Questions (FAQ)

Meeting Room Reservation

- › **How can I book a visitor slot for the Innovation Truck?**
 - › The Continental **Innovation Truck** will be showcased both weeks at the IAA CV (from September 19 – 27).
 - › Visitor slots can be requested via the FIS registration tool under the tab “Room”.
- › **For further information please contact melissa.olcay@continental-corporation.com as member of the CV KAM team.**
- › **Do I have to inform the organizational team about meetings without meeting room reservation?**
 - › To make sure that we are always informed and prepared for customer visits at the booth, please enter your appointments into the calendar in the FIS tool under the tab “Rooms”.
 - › There you can also find the meeting categories “**Exhibition Area**” = customer visit in the exhibition area only, or “**Customers’ Booth**” for meetings that will be hold at the customers’ booth location or “**Catering Area**” = customer meetings in the catering area (Note: As a general rule table reservations in the meeting area are not possible) . This allows us an overview of all customer relation activities. We kindly ask you to insert all meetings into the FIS calendar tool.

We look forward seeing you at the
2018 IAA Commercial Vehicles in Hanover!