

FAQ - MAPIC ITALY AND MAPIC FOOD & BEVERAGE 2018

Online registration

I am having trouble registering online. Can you help?

As soon as the registration for visitors is open online, the link to our Online Registration tool can be found on the **homepage** of the website.

There are two possibilities to start your online registration:

1/ If you are a visiting retailer, please [complete the dedicated form](#). Requests to benefit from the special retailer rate will be submitted to our team for validation.

2/ If you are not a retailer please go to [this page](#). (link to register)

If you do not remember the email that you have already used, please register by contacting the [Customer Service](#).

Registrations

Please note that your badge will give you access to MAPIC Italy and MAPIC Food & Beverage - The International retail Food & Beverage market - with no extra charge

PLEASE NOTE THAT THE DEADLINE FOR THE ONLINE REGISTRATION IS ON MONDAY 21st MAY AT 12AM.
But after it's still possible to join the event! **You will be able to register on-site** by Tuesday 22 May (4pm) to Thursday 24 May.

Online registration

Payment methods

What are the different methods of payment?

- Online Registration: You can [register online](#) and pay by credit card (AMEX, VISA or MASTERCARD), PayPal or wire transfer.
- Offline Registration: You can pay by credit card (AMEX, VISA or MASTERCARD) or wire transfer.

NOTE: For security reasons, we cannot accept any credit card data via email. Credit card information received by email will automatically be deleted and the contract destroyed.

What bank information should I use to process my wire transfer?

If you are a resident of the UK, Ireland, Australia, New Zealand or British Virgin Islands, please download the bank information [here](#). For all other countries, please download the bank information [here](#).

When processing the transfer, your bank may add charges and deduct this from the total amount. Please check with your bank in advance to ensure the correct amount reaches us.

What kind of information should I include on the wire document?

This information is important to enable us to easily identify your payment. Please report one of those references below:

- Invoice number: You can find your invoice number on the top left of the invoice. Once registered, your original invoice is automatically sent by post. A client copy will be sent by email to the company contact provided on the registration form and if the email was provided to us.
- Order ID number: If you register online, you will receive a registration confirmation where you can find your Order ID number, please quote this number as a reference when processing your wire transfer.
- I do not have any invoice number or Order ID number: In order to recognize your payment, please mention your company name as filled in on the registration form, the name of the participants registered and the event you registered for.

*Special notice for UK, Ireland, Australia and British Virgin Islands residents: When paying by wire transfer, the invoice number can only be sent by our UK office upon receipt of your payment.

If you register online, please use the order ID number and total amount included in the confirmation email to generate the transfer first.

Should I send a copy of the bank transfer?

Yes it is necessary to send a copy of the bank transfer as a proof of payment to our [Customer Service Helpdesk](#). Remember to include your company name, personal details and the event you registered for.

Should I bring a copy of the bank transfer on-site?

Please bring a copy of the bank transfer as proof of payment.

Invoice

If you wish for your invoice to be billed and sent to a specific address or contact, please make sure you fill in the section “Billing address” and “Billing contact name” when registering.

When will I receive an invoice?

Once registered, your original repayment VAT invoice and original client copy are automatically sent by post to the company address provided on the registration form.

The client copy is automatically sent by email to the company contact provided on the registration form if the email was provided to us.

I did not receive my invoice, can you resend it?

If you need a copy, please fill out the [Customer Service Helpdesk Request Form](#). Remember to include your company name, personal details and the event you registered for.

What if my invoice contains a mistake?

Please fill out the [Customer Service Helpdesk Request Form](#). Remember to include your company name, personal details and the event you registered for. Please mention the exact information that needs to be amended.

Delegate Registration

Can I cancel, amend or replace a delegate registration?

The MAPIC Italy and MAPIC Food & Beverage participant registration is personal and non-refundable. It can, however, be transferred to another person within the same company free of charge until May 18th. After May 18th replacement will be charged the full registration price. For any further details in regards to delegate replacement please contact our [customer service](#)

To transfer or amend your delegate registration, please fill out the [Customer Service Helpdesk Request Form](#) with the subject line “CHANGE DELEGATE REGISTRATION”. Explain the nature of your request, and don’t forget to include your company name, personal details and the event you’re attending.

Hotel and apartment booking

How can I book accommodation during MAPIC ITALY F & B?

We have selected all the hotels next to the exhibition area to facilitate your accommodation. Please select the hotel you wish on [the map](#) and contact them for reservation

VISA

Do I need a VISA to attend and can you help in getting one?

Depending on your origin of departure, a visa may be required to enter Italy. Please consult the [Italian Ministry of Foreign and European Affairs](#) website to find out which documents are required for entry.

Should you need assistance to get a VISA, please fill out the [Customer Service Helpdesk Request Form](#) with subject line “VISA REQUEST”. Remember to include your company name, personal details and the event you registered for.

BADGE

Can I receive my badge by post?

Mapic Italy F&B entrance badge is an e-badge sent by email to participants who fully paid their registration

Participants registered BEFORE May 15th 2018 and who have paid in full have received an e-badge to be printed at home

Participants who registered after May 15th 2018 or paid their registration after this date will retrieve their e-badge on site at the registration desk

Where can I retrieve my badge for the show?

Participants who have paid in full can collect their badge at:

- Self-service badge delivery points located in the Registration area
- Registration desk located in the Registration area upon presentation of a valid ID

NOTE: You will only receive your badge if you have paid in full. Whether you have sent a photo or not you must bring valid ID to gain your badge.

VAT Refund

How can I collect my VAT refund?

Participants from abroad may be eligible for a refund on French Valued Added Tax (VAT) under certain conditions.

Please be careful not to lose the top copy of the original repayment VAT invoice which is the only document valid for your VAT refund request.

Duplicated and client copies, even certified, will not be accepted by the French tax authorities. Originals cannot be re-issued.

For more information about VAT refunds, please contact our partner TEVEA INTERNATIONAL.

Wifi & Connectivity services

What are my connectivity services during MAPIC ITALY and MAPIC FOOD & BEVERAGE ?

Free Wi-Fi is available throughout the exhibition.

Network name: MapicMilan2018

Password: Milan2018

Online services and database

What is my login and password?

Your login is the email addresses you registered with; enter this email, and you will be asked to set up a password. Note that your email must be unique and personal to you.

Why haven't I received my activation email?

To verify your account, you should receive an activation email in your mailbox (this can take up to 72 hours from registration). The email's subject line is "MAPIC ITALY IMPORTANT INFORMATION: your online database access" -- if you haven't received it within 72 hours, check your spam folder.

Otherwise, click on the link labelled "Enter your email to set a password" or "reset your password" on the [login page](#). This will resend an activation link to your mailbox. If problems persist, please fill out the [Customer Service Helpdesk Request Form](#). Specify your request, company name, personal details and the event you registered for.

How do I change my email address?

To change the email address you currently use as a login, as well as for communication with Reed MIDEM, please fill out the [Customer Service Helpdesk Request Form](#). Specify your request, company name, personal details and the event you registered for.

How do I hide my email address from other Online Database users?

To hide your email address, log into the [Online Database](#). On the "My account" page, click on "Preferences", then click at the bottom of the page on "I do not want to display my email address on my participant profile, nor on messages that I send to other participants".

How can I manage the meeting notifications that I receive in my mailbox?

If you want to stop receiving emails related to meeting requests from the [Online Database](#), please visit your participant profile.

In the “Alert me via email” section, you can individually turn on/off notifications for when a participant sends you a meeting request, accepts your meeting, declines your meeting, or cancels his own meeting with you.

You also have the possibility of preventing other people from sending you meeting requests.

How is Reed Midem taking measures to protect your private information?

It has come to our attention that certain companies have accessed the online database to obtain attendees’ email addresses. Reed MIDEM is not related in any way with these companies and is taking measures – including legal action – to stop their unsolicited emails. Reed MIDEM takes your privacy very seriously. If you prefer not to display your email address on your profile, go to your communication preferences [here](#).

How do I update my profile, photo or company information within the Online Database?

Once connected to the [Online Database](#), you will arrive on the “My Account” page. Please click on the pencil icon, next to your profile picture frame. We recommend to upload a photo of 120px x 125px in size, and .jpg or .png files.

To update company information, your logo or project information, from the “My Account” page, scroll down to “Promote yourself and your company”. Click on “Edit”. This will include a series of tabs for updating your company profile, logo or project information.

How do I read my messages?

Once logged into the [Online Database](#), an activity toolbar will be displayed at the top of the website. Please click on the mail symbol. This will create a dropdown where your personal Inbox and

company Inbox will be available, along with your latest incoming messages.

How can I change the order of my delegates on my company's page?

From the "Company Account" page, please scroll down and click on "People Manager". Then click on the "Delegate display" link on the left side of the page. You will be able to re-order your delegates by assigning a position number to each one of them and clicking on "Update".

How can I promote my company in the Online Database?

You can benefit from an exclusive 728x90px mega-banner at the top of the online directory to be visible to your peers all year round. There is also a full range of advertising space on the show website that you can book. If you are interested in any of these opportunities, please contact [our customer service](#)

You can also upgrade your company's online package to the Advanced Company Profile in order to be highlighted in search results and be able to access leads (people who bookmarked your company, participants and product pages). To do so, please contact visitors@reedmidem.com

Why am I having trouble viewing the website?

Our website is best viewed in most up-to-date browser versions; some features may not work properly on versions like Internet Explorer 6 and 7. Please consider upgrading your browser for a better experience.

Your Personal Agenda

Where can I find my Personal Agenda?

You can find your Personal Agenda in the 'My Account' page once you have logged in to the online database.

How can I bookmark a session, a concert or a speaker?

Bookmark a session by clicking on the agenda icon located in right corner of a session or a speaker, by clicking on the star icon. You must be logged in to complete these actions.

How can I retrieve my bookmarked sessions?

Go to the “My Account” tab of the header and click on “Agenda”. You will find all the sessions you bookmarked in a calendar view.

How can I find my bookmarked speakers?

Go to the “My Account” tab of the header and click on “Favorites”. Here you will find all the speakers you bookmarked.

How can I share a conference or concert with someone?

Go to the session you are interested in. In the right corner, click on “Share”. You will be able to share the session by email or by Social Media

Email unsubscription

How do I unsubscribe from your communications?

To unsubscribe to our emails, please click on the following link: contact.cnil@reedmidem.com