EXHIBITOR MANUAL

**Virtual
Exhibition**
FoodBev,
Retail,
Health&
Beauty

Organized by

ICVeX

Index
CREATIVE VILLAGE

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1. Introduction to Virtual (Online) Exhibition

Virtual Exhibition-Foodbev, Retail, Health&Beauty Platform is an online market which allows your company to promoted products to buyers through online platform.

If buyers' interest in your company or your products, they can leave message requesting for meeting via VDO call with you.

In this platform, you can:

- Update product information always

- Manage your in-charged staffs (change, add, remove)

- Make appointment with buyers prior to meeting date

- Chat and/or VDO call with buyers to provide products information

- Track number of buyers who visit company page

- Promote special promotion at Announcement Wall

2. How to use this platform

1. Registration

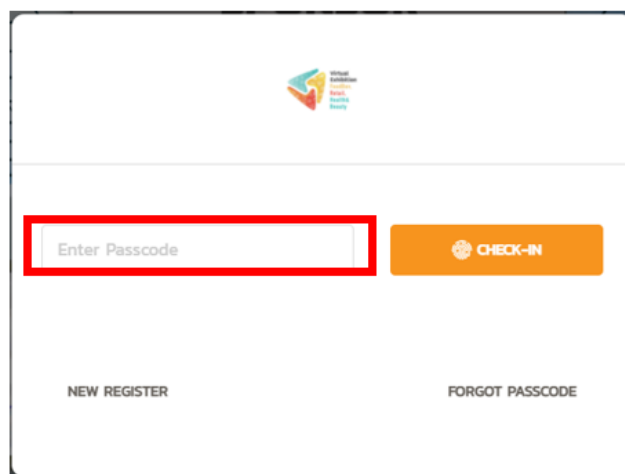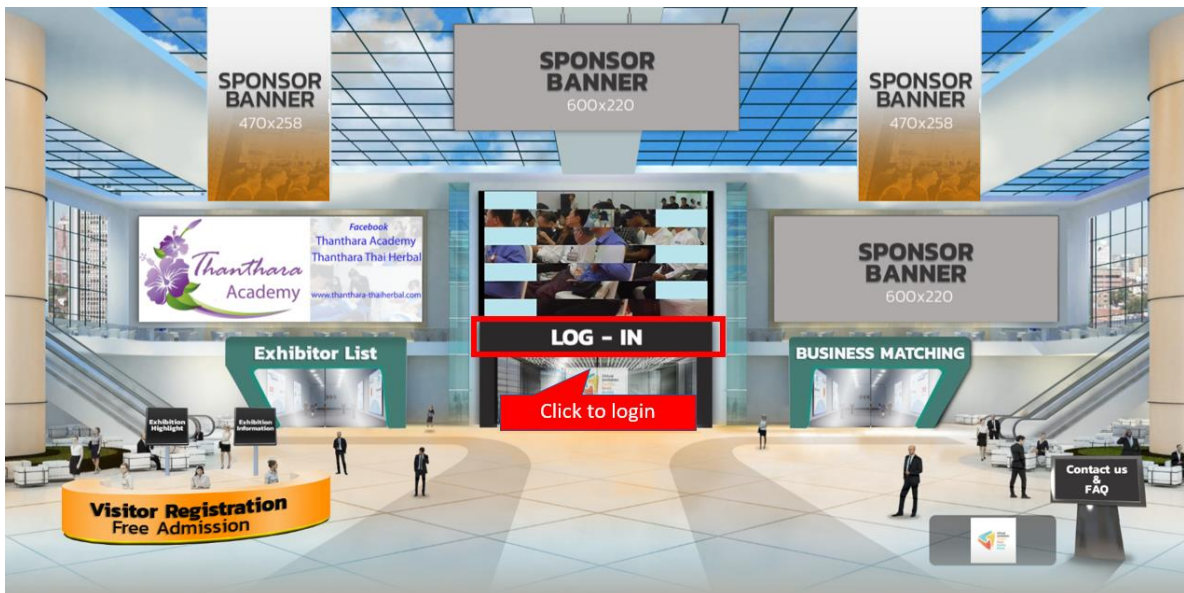   1.1 The Organizer will send passcode to given email.

    1.2 Once received passcode, please

        1.1.1. access to Virtual Exhibition's link:

        https://beplace.thevista.co.th/exhibition/FBRETAILHEALTHBEAUTY/exhibition

        1.1.2. Click at "Log-in" and enter passcode, then click "Check-in"

        1.1.3. Click at "Business Matching" to enter the platform

2. Update your profile

After access to the system, you can update your profile at menu "Hi (Staff name)", then dropdown and select menu "Your Profile"

In case of any question, you can contact directly with the Organizer by click "HELP" button on bottom-right of the screen.

3. Update company profile

The company profile is where buyers/visitors can know more about your company. For that reason, updating company profile is particularly important.

After access to the system, you can update company profile, logo, brochure and VDO for product presentation at menu "Hi (Staff name)", then dropdown and select menu "Company Profile"

4. **Company quota and entitlement from the platform**

Quota and entitlement to each company depends on purchased package. You can check this from menu "Hi (Staff name)", then dropdown and select menu "Quota" You also can check number of quotas being used and remaining quota at "Occupied"

- Meeting Room

You can CHAT / TALK / VDO CALL with buyers by using "MEETING ROOM" function. Numbers of entitled meeting room depends on purchased package.

- Banner

You can promote your company / products / services by uploading banner and numbers of banner depend on purchased package.

- Product

Number of products to be posted depends on your purchased package

- Product Recommend

If you would like to promote special product or promotion, you can tags "Recommended" to that product.
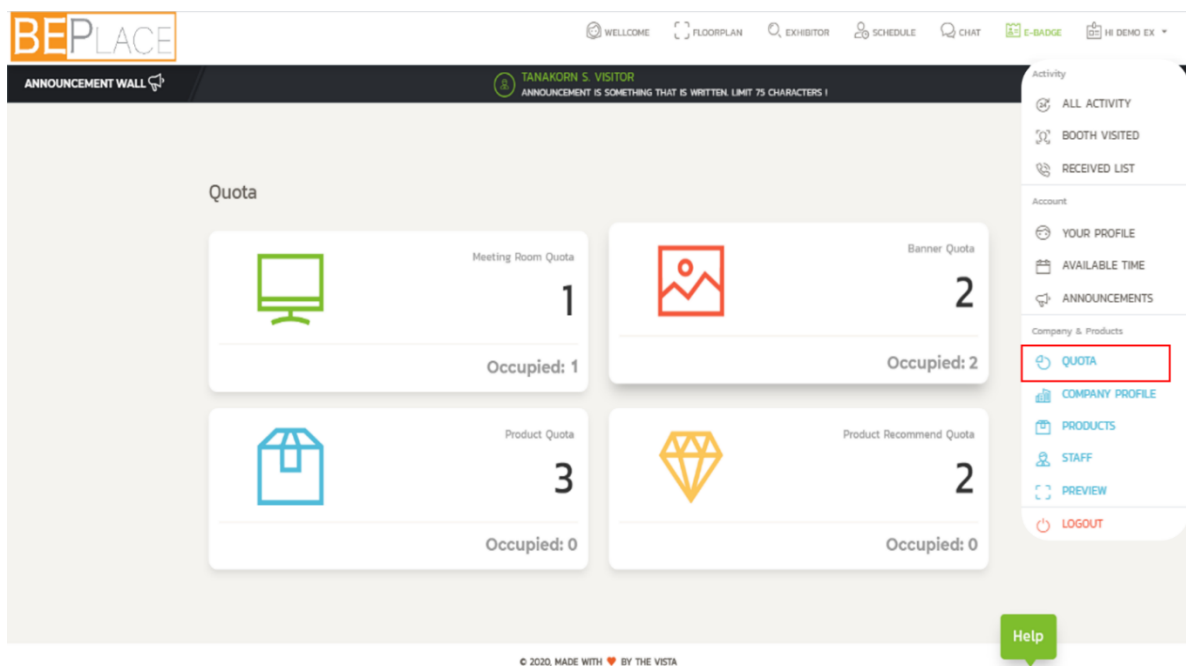
5. Upload product

Managing your products to be shown on the platform can be done by click at "Hi (Staff name)", then dropdown and select menu "Product"

5.1. **How to input product information**

5.1.1. To upload product's pictures, go to "New Product", then upload product's

pictures and click at "Select Image" with maximum 2 images
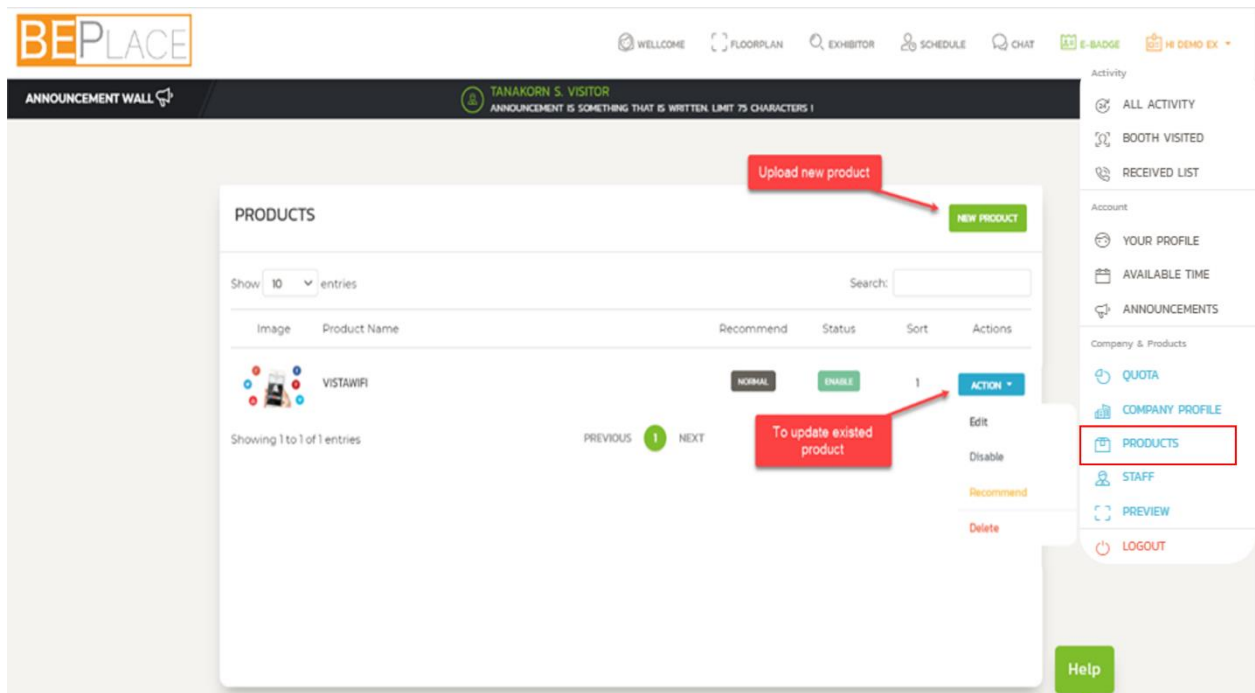
5.1.2. Then key in "Product Name", "Sort order" to prioritize important of each

product

5.1.3. Select "Categories"

5.1.4. Key in product detail at "Short Details" (for maximum 500 characters), which

show on product card in search product page, and "Details" (for maximum

1,000 characters) which show on product detail page

5.1.5. Then click "Save" to complete process

5.2. How to change or update product information

After uploaded products information, you can change or update that information by click at "Action", select "Edit" and please "Save" after editing

6. How to manage staff

You can edit/ change responsible staffs by go to menu **"Hi (Staff name)"**, then dropdown to menu **"Staff",** click **"Action"** to edit/ change

Number of responsible staffs are 2 persons / package

7. How to preview Company Profile

As company profile is the important thing to attract buyer/ visitor's interest. While updating company profile, you can click **"Preview"** to see your company profile in a visitor's view.

After got the passcode, besides update profile and product, you must update your available time for pre-matching with your potential buyers by:

8.1 Go to menu **"Hi (Staff name)"**, then dropdown and select menu **"Available Times"**

8.2 Switch off at the time that you are unavailable to match with buyers/visitors

8.3 Click **"SAVE"** after updating

Buyers can request for making appointment with you only on your selected available date & time.
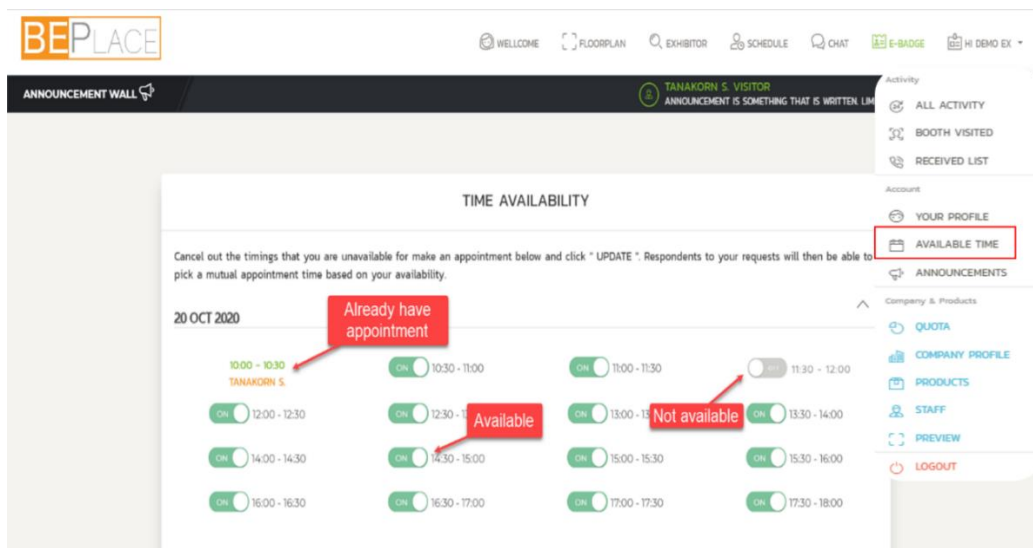
Steps to arrange pre-matching

This platform will allow only **BUYER** *to send meeting request to exhibitor.*

- You can check meeting request at menu **"Schedule"**. After receiving request from buyer, you can accept or decline that request.

- On meeting date, exhibitor must start meeting by VDO call via this platform
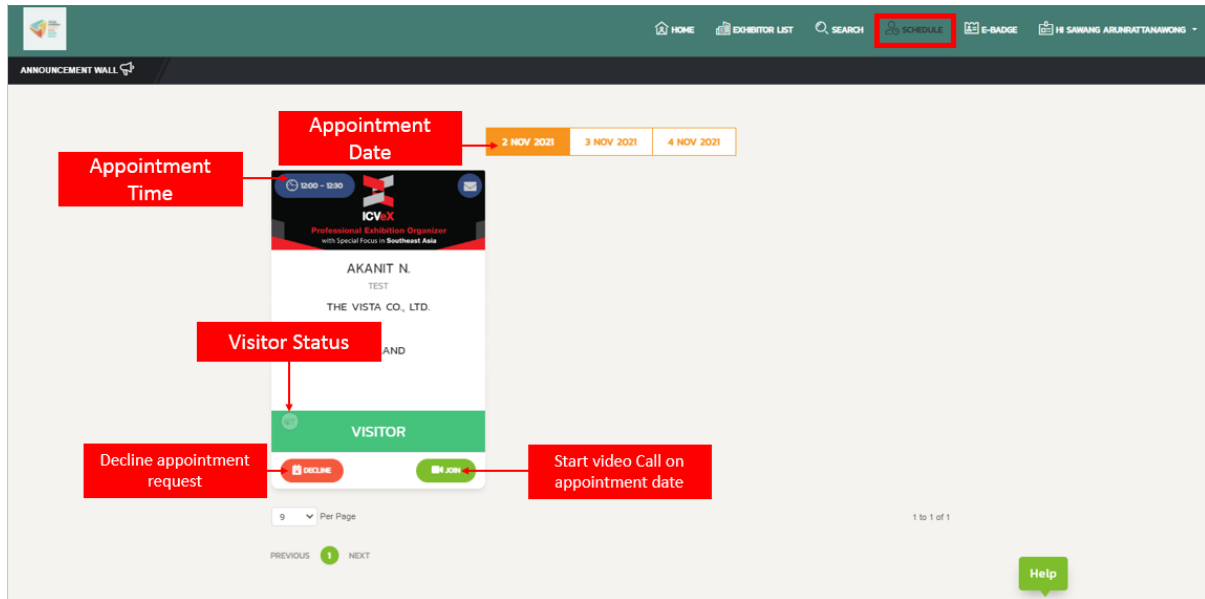
On show day (business matching day), you can access the platform to stand by for buyer by click at log-in, then key in your passcode.

During show day, you can

9.1 See other exhibitors' company profiles and products by select menu "Search" and click "Read More" (the book symbol)

Search by exhibitor

Search by product

Number of staff of the company

Green color means the staff is online
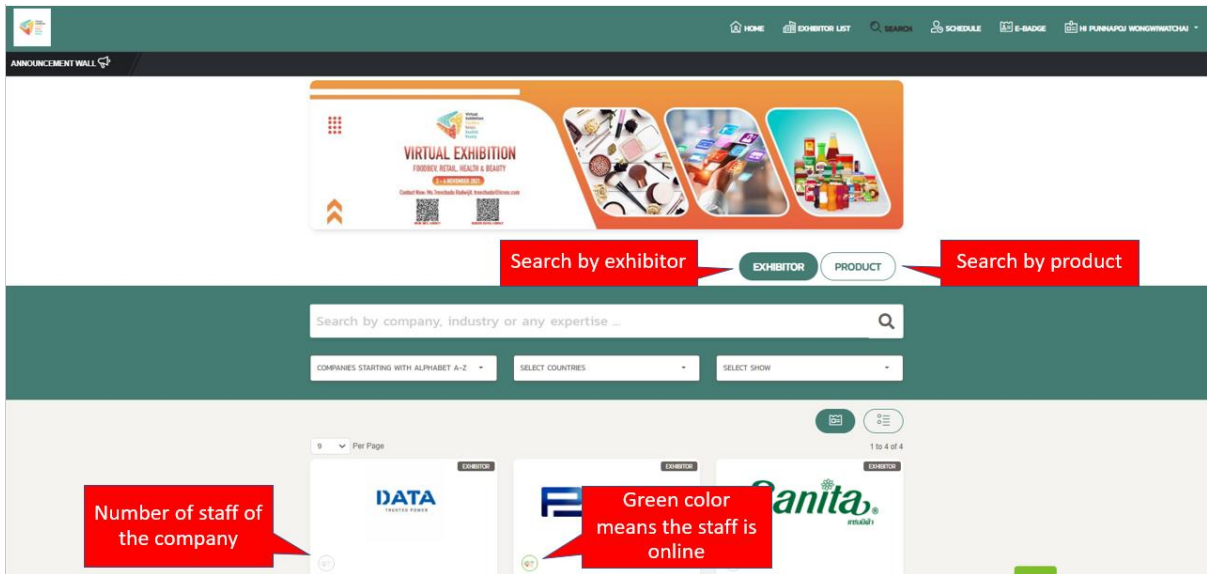
9.2 Chat with buyers/visitors by click "CHAT" button on visitor's badge at menu "Hi (staff name)", then drop down to 2 menus,

9.2.1 **Received List**, where show all request meetings from buyer/visitor.

Visitor message

Click to start chatting with visitor

Click to call visitor
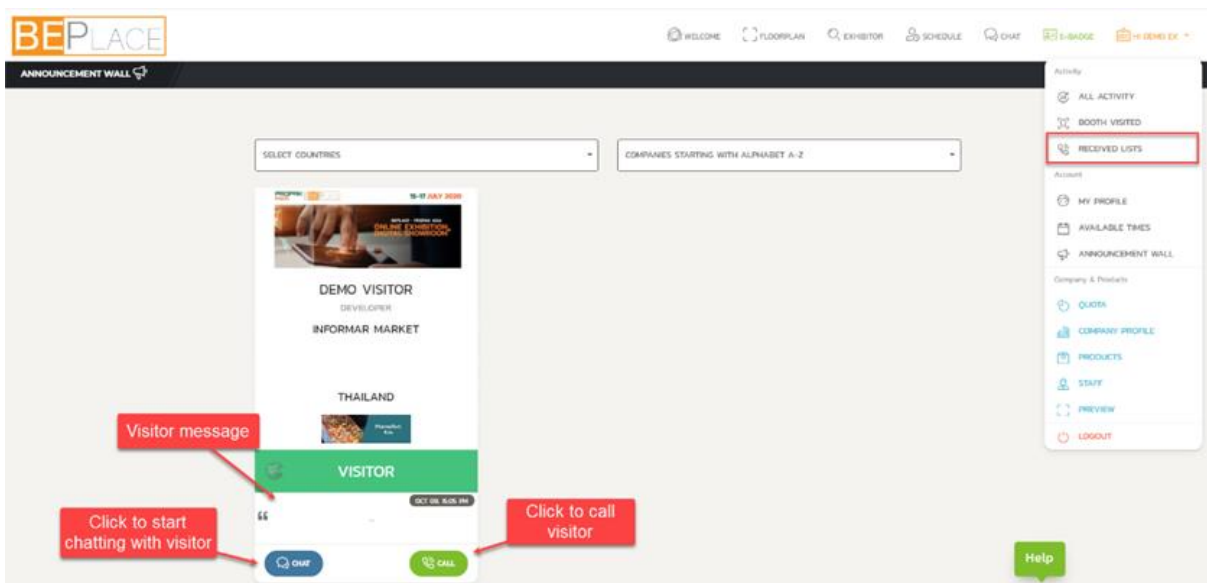
9.2.2 **All Activities**, where show all your activities in this platform.

Moreover, you can get back to your conversation at "Chat" on menu bar
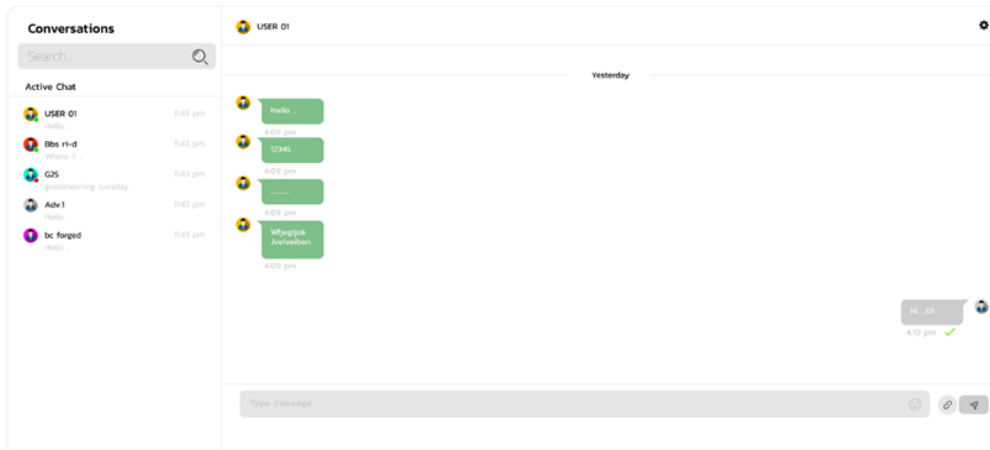
9.3 VDO Call

    9.3.1 with buyers/visitors who arranged pre-meeting with you by click at menu,

        9.3.1.1 "Schedule", filter by date and click 'JOIN' to start calling at the appointment time.

        9.3.1.2 "All Activities", select status 'Received Appointment', then click 'CALL' to call with them.

    9.3.2 with buyers/visitors who send request meeting on show day by click at menu,

        9.3.2.1 "All Activities", select status 'Received Call', then click 'CALL' button.

        9.3.2.2 "Received List", where show all meeting requests sent by buyers/visitors, click at 'CALL' button.

9.4 Track on number of buyers/ visitors who visited your company by click at menu "Hi (Staff name)", then drop down to menu "Booth Visited". You can see buyers' visitors name, visited date & time.
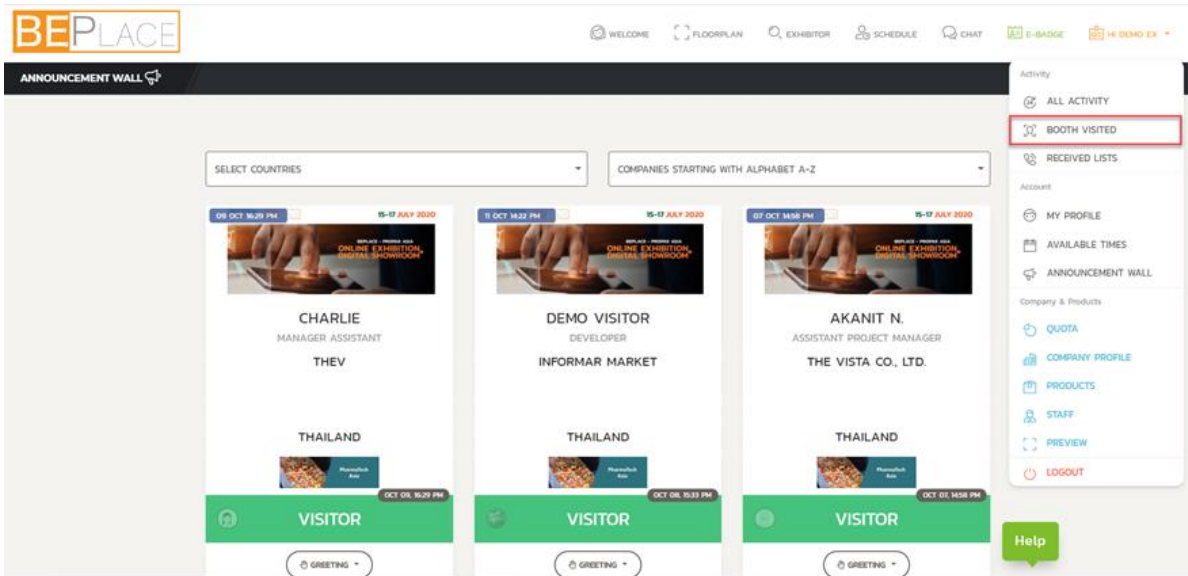
9.5 Greet buyers/visitors who visited your company by click at "Greeting", and drop

down to select greeting message at menu,

  9.5.1   "Booth Visited"

  9.5.2   "Visitor announcement" on the announcement wall (black tab under menu bar)

          to send greeting message to visitor.

After send greeting message, you can choose to talk by chatting or VDO calling with

them from menu "All Activity"

9.6 Promote products via "Announcement Wall" by go to menu "Hi (Staff name)", then

dropdown to menu "Announcement" and click at "New Post" to type message

(maximum 75 characters). Then wait for approval by the organizer.
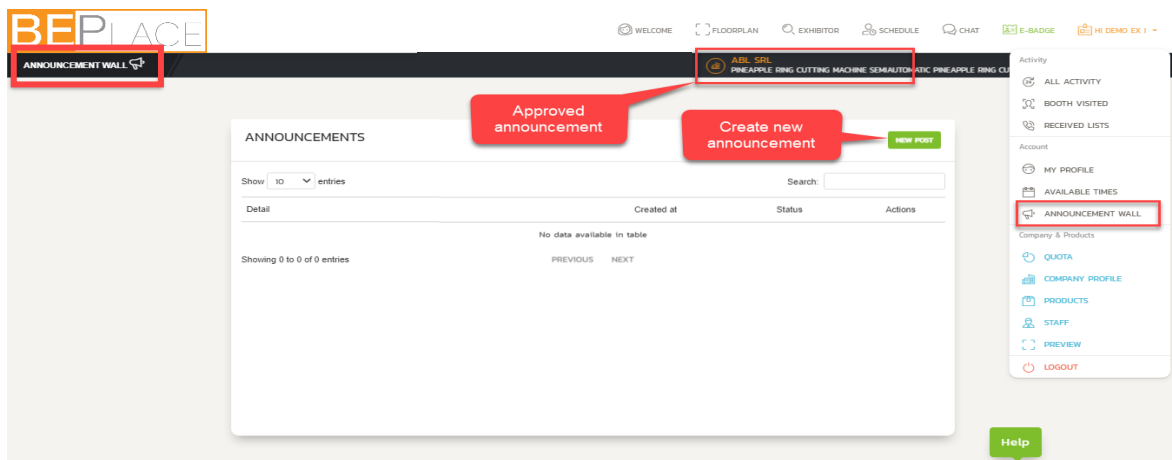
10. E-Badge

At E-Badge menu, your electronic badge, where show your name, job title, company name, country, and your own passcode (only you can see this passcode).


11. Record of all activities

"All Activity" menu, activity page is where all your activities, received, successful and missed call, received, successful and decline appointment, and greeting, are showed. This page allows you to make call by click at "CALL" and start to chat by click at "CHAT" on the buyers/visitors' badge.
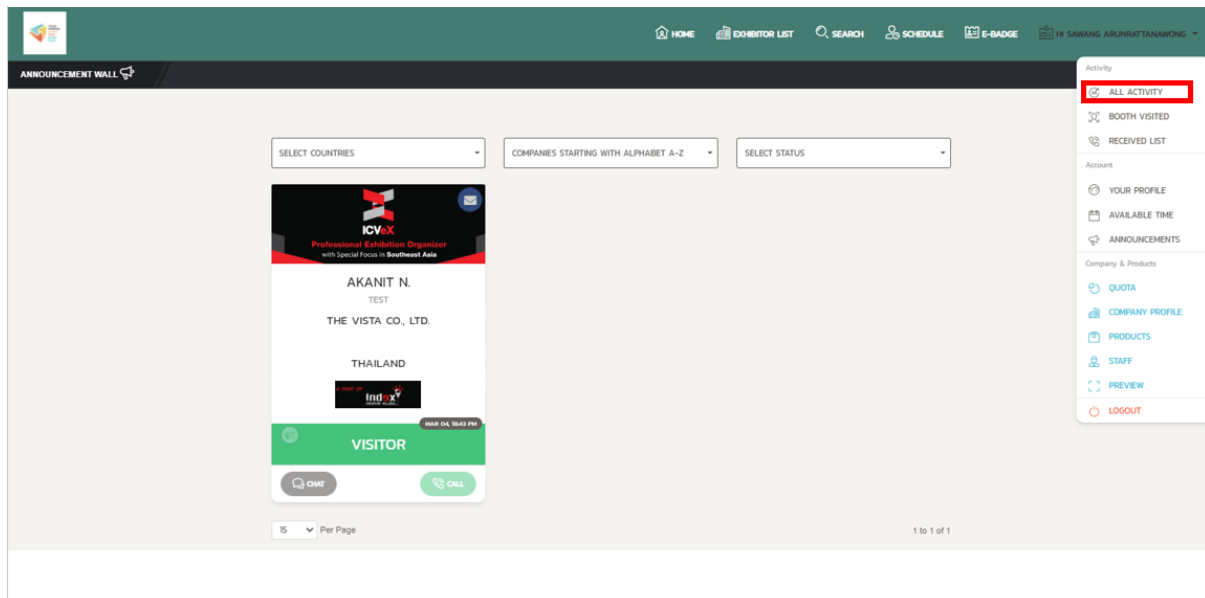
On business matching day, you can VDO Call to buyers/ visitors according to meeting schedule via "Meeting Room".

However, the meeting room are available only in a limited time (30 minutes), the timer is appeared on top-left corner of the screen. When time's out, the system will automatically turn off.
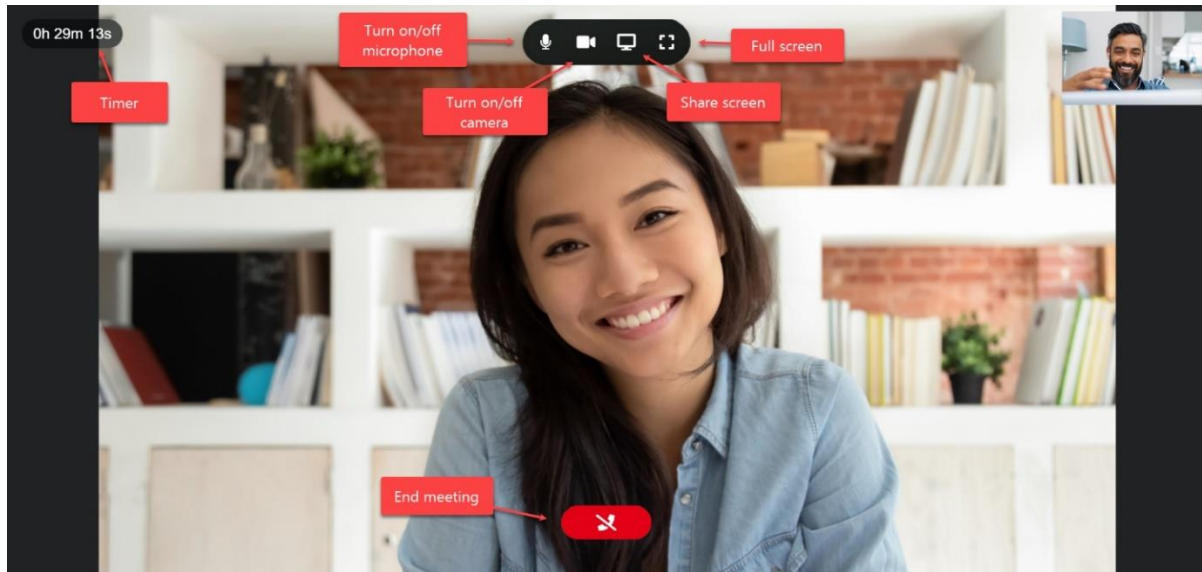

During meeting, you can share screen to show presentation to your potential buyers by turn on camera and select menu "Share Screen"
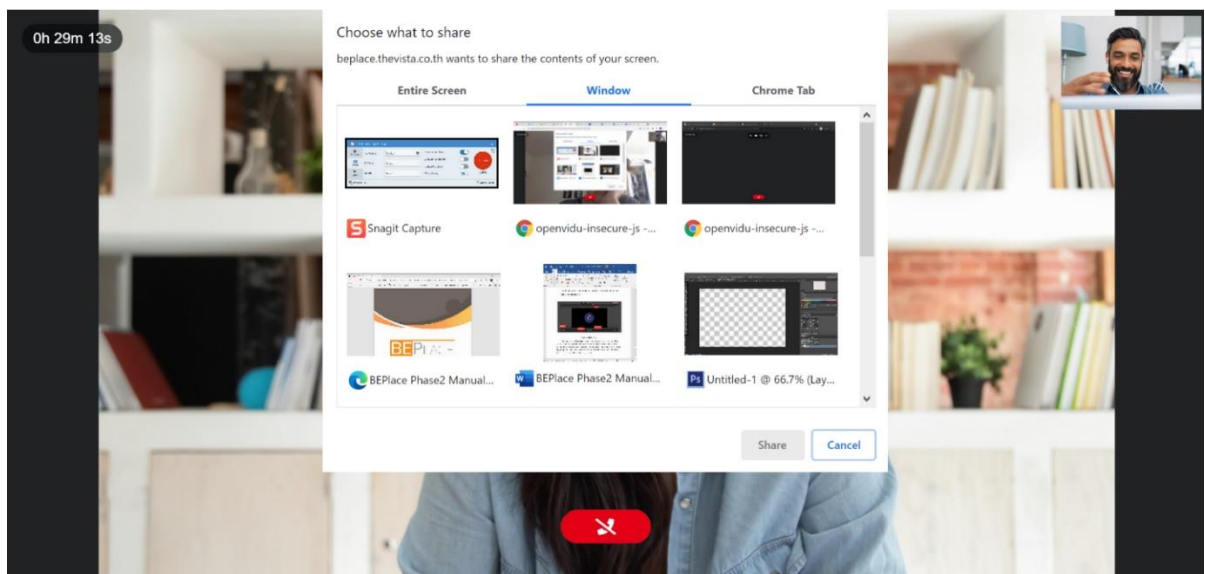
If you are showing a presentation or document file, you should open the file before clicking at the symbol for a smooth.
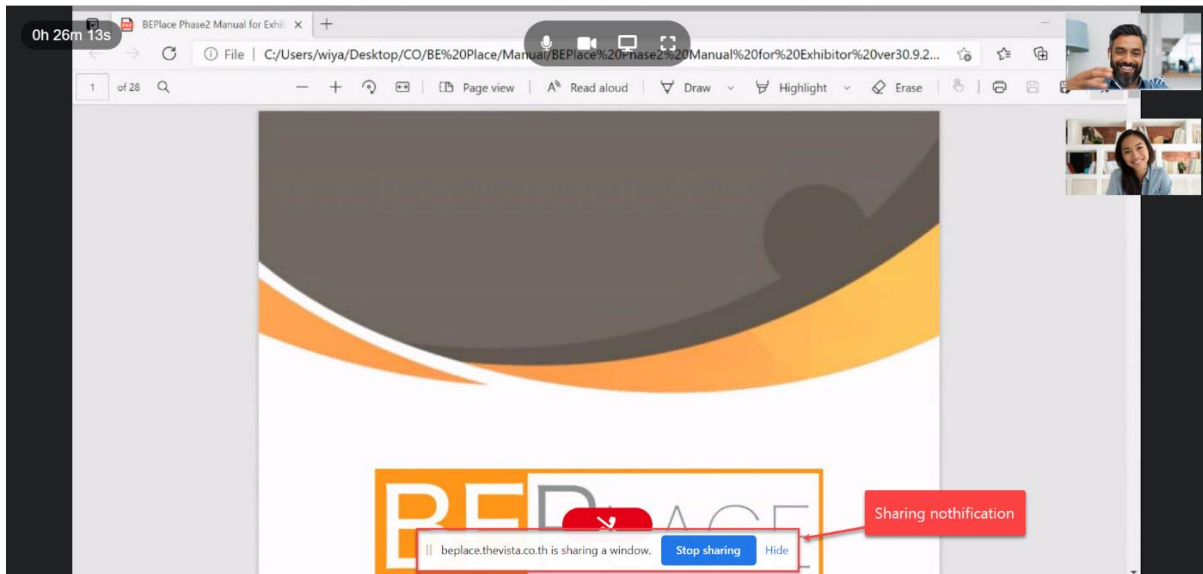
While you are sharing the screen, there are a small pop-up at the bottom of the screen. Click at the blue button to stop sharing your screen or another button to hide the pop-up.
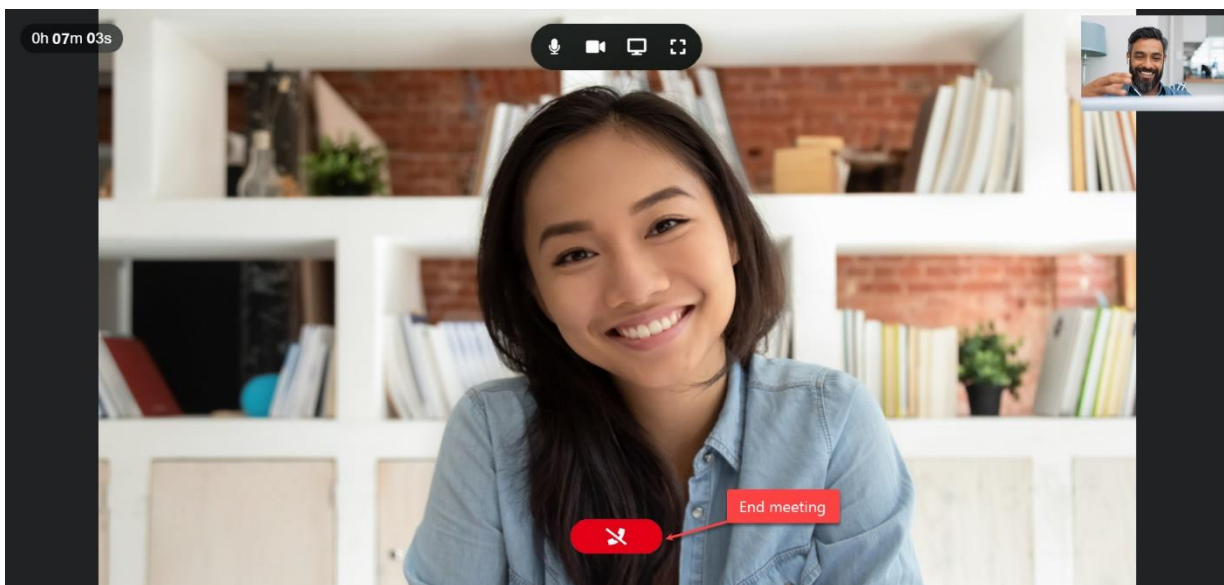
In case one of you want to end the meeting before the time's out, click red button with "END MEETING" characters on it.