FAQ's Match & Meet

Contact Support

Do you have questions about ITB Match & Meet? More information on itb.com/match&meet. Our colleagues will be happy to help: Service Portal. You can find first steps as video instructions on Youtube: Tutorials

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Access to ITB Match & Meet

What can you do with the new matchmaking tool?

The ITB Match & Meet platform is designed to facilitate the efficient search for business contacts and to enable participants to find suitable contacts in a targeted manner. Please note that only personal profiles can be created on this platform, so that you can contact other people, but not companies. Company profiles are maintained separately in the ITB Navigator and are not part of this platform.

How do I get access to the platform?

To be able to use ITB Match & Meet, you first need a ticket. Get your ticket in the ITB Berlin Ticketshop: Tickets - The World of ITB. Some of the details you enter when registering in the ITB Berlin Ticketshop will be automatically transferred to your Match & Meet profile. Simply click on the link to ITB Match & Meet at the end of the registration process. You can register without logging in. If you do not log out, you will remain registered. Save the page as a favorite to have easy access to the tool at any time. If you log out, simply access the tool again via your personal link in the ticket store or via the link in the ticket e-mail you receive from tickets@messe-berlin.de.

What details from your ticket registration will be transmitted?

The following data will be transferred to your Match & Meet profile:

- in which function you mainly visit the ITB
- Your personal data such as first name, last name, organization, e-mail, your country of origin, job title, main business field, interests

And how will you be accepted?

Click on the link to Match & Meet at the end of the ticket purchase process.

How do I create my profile?

The first time you click on the link, you will be taken to the profile creation page. The more detailed and accurate your profile details are, the better you will be found and the better matching suggestions you will receive. Your profile: enter optional personal information such as your telephone number, personal social media links, your profile picture (max. 1 MB) and your motivation for using the matchmaking tool.

The profile is automatically visible to others unless you choose the invisible option. Your personal contact details are protected. The e-mail address and telephone number are only displayed to other participants if you send a contact request or accept a contact request from another participant. This is the basic prerequisite for being able to carry out further actions in the tool. More on this later.
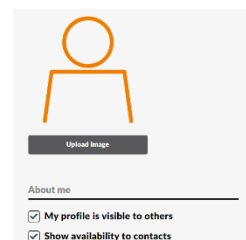
The "I am looking for"/ "I am offering" tabs may look different depending on the ticket category. As an exhibitor, you have other options than a trade visitor, for example. However, you can specify your

main reason for visiting under "Role". For example, as an employee of an exhibitor, you can still enter "Buyer" as your function.

Next, please indicate your interests. Take enough time to do this, as the quality of the suggested business contacts is based on the information you provide. The more information you enter in your profile, the more suitable the matches the system will find for you. A new feature is the option to indicate your interest in partnerships and cooperations, which is also included in the matching process.

Important: If you are an exhibitor at ITB Berlin, you can link your company entry, which will be displayed on itb.com and in the ITB Navigator, in your profile. To do this, go to itb.com, go to Visit > Exhibitor list > Search tab. Use the search function to find your company. Click on your company entry and copy the URL from the top of the browser. Then return to your Match & Meet profile and paste the link under ITB Navigator URL.

Once you have completed your profile, don't forget to save it!

How do I preview my profile and how can I edit my own profile?

You can preview how others see your profile by clicking on "View own profile" on the right under your profile picture.

You can edit and customize your profile at any time via the "Profile" tab. You can change your picture and contact information directly. To edit other subject areas, select the pencil behind the relevant subject area, e.g. "Interests"

Note to exhibitors: It is important that participating employees present themselves with their exhibitor ticket on ITB Match & Meet with a completed personal profile to be able to arrange appointments with interested parties.
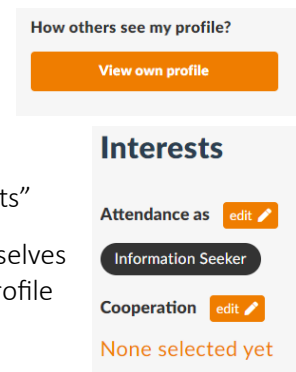
Search and find contacts + matching suggestions and scheduling

How do I find other participants who are best suited to me?

You can find other participants under **"Discover".** You can use the search function to look for a specific person or use various filter options to select which contacts are best suited to you. The profiles that are displayed to you contain a **matching scale** that shows you how well you match with another participant. At the same time, you can directly hide people you are not interested in. You can change the order of the contacts displayed at any time and sort them according to certain criteria.
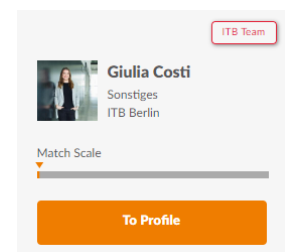
Note: Please note that you can only search by person and not by company. You can also find other exhibitors in the ITB Navigator and use the exhibitors' brand cards to find their social media and website contacts and thus establish general contact. However, if you would like to make appointments with the relevant people, you will need a ticket to search on ITB Match & Meet.

The contacts displayed are recommendations tailored to you. If you want to see why a contact has been suggested to you, select "to profile". There, in addition to the match in the form of the matching scale, you will also see the reasons that led to the match highlighted in orange. When you close the profile, you return to the overview of suggested contacts. You can sort the overview by matching scale, in which case the suggestions with the most matches will appear at the top. It is also possible to sort by first or last name, company, or time of registration.
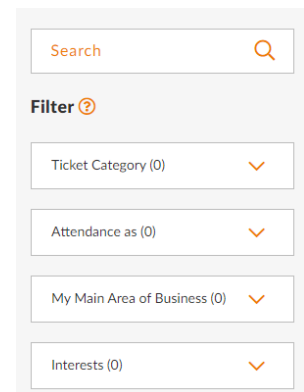
Sort by Match Scale ⌄
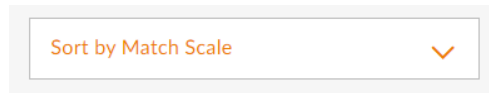
How do the filters work?

Please note when selecting the filters: If you select several products or services, the system will only display buyers who search exactly for all selected criteria. If a buyer searches for only one of the products you offer, he will no longer be displayed as a displayed as a suitable match.
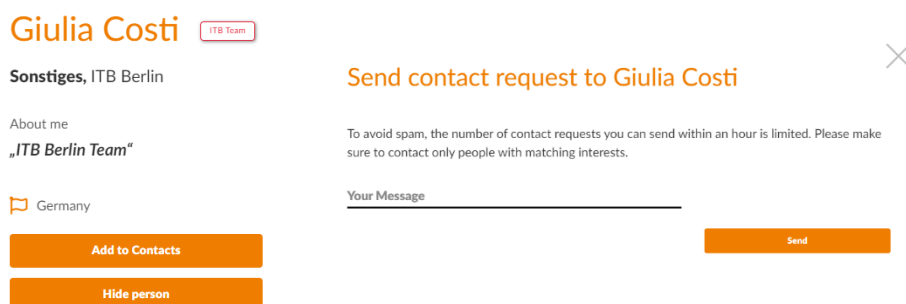
Example:
You offer accommodation, hotels, spa hotels, resorts in Germany and Greece and luxury. If you enter all products and destinations in the the filter, the system will only search for buyers who meet all the criteria. Buyers who are only looking for spa hotels are excluded. Matches could therefore be omitted, even though there are similarities.

Search 🔍

Filter ⦾

| Ticket Category (0) | ⌄ |

| Attendance as (0) | ⌄ |

| My Main Area of Business (0) | ⌄ |

| Interests (0) | ⌄ |

Tip: Enter product categories and destinations individually in the filters and then search for them.

How can I get in touch with other people?

Once you have found a person you would like to contact, click on their profile and on "Add to contacts". A window will open in which you can add a personal message and click on "Send". The requested person will immediately receive an e-mail notification about the contact request and can decide whether to accept the request.

Giulia Costi [ITB Team]

Sonstiges, ITB Berlin

About me
„ITB Berlin Team"

⚑ Germany

Add to Contacts

Hide person

✕

Send contact request to Giulia Costi

To avoid spam, the number of contact requests you can send within an hour is limited. Please make sure to contact only people with matching interests.

Your Message

Send

How can I download and save my contacts?

You will receive individual vCard's by e-mail for accepted contact requests, which you can save one by one. You also have the option of downloading your contacts as a bundled Excel file under Contacts > Export contacts, for example to follow up on ITB Berlin.
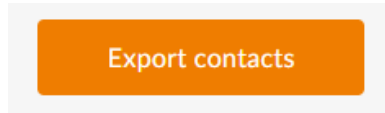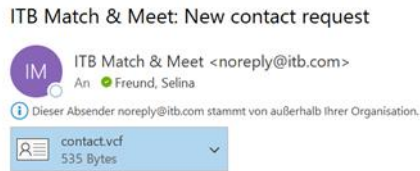
How do I know that I have received a contact request?

When you receive a contact request, you will automatically receive an email from Match & Meet at noreply@itb.com. You can accept it directly in the email or go to your profile and accept it on the platform. New contact requests are displayed as a small number on the Contacts tab. It is also possible to ignore contact requests, either via email or via the platform. This means that the other person cannot send you any further contact requests until you have either accepted or rejected the request.

How can I see whether my contact request has been accepted?

As soon as your contact request has been accepted or rejected, you will receive an email notification. The person will also appear in your contacts on the platform. The symbol at the top right means that it is a confirmed contact. If the contact request has been sent but not yet confirmed, a letter icon will appear in the top right-hand corner:
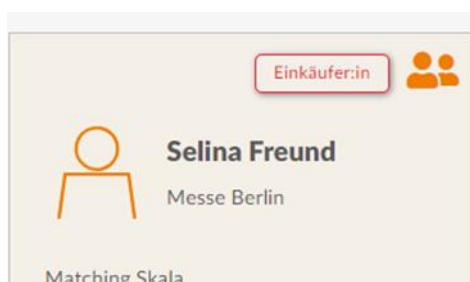
How do I see the contact details of other people?

The contact details of another person will only be visible to you if the other person has accepted your request. In addition, contact details can be downloaded as an Excel file via the Contacts tab in the "Export contacts" field.

Where can I find my contacts?

If other participants have accepted your contact request, you can find them via the "Contacts" tab or via the "Discover" tab. Your contacts are color-coded here and marked with a networking icon in the top right-hand corner.

What options do I have for interacting with my contacts?

1. Chat: Contacts tab > select contact > go to chat > chat window with the selected contact opens > chat can start. Chat is only possible with confirmed contacts.

2. Appointment requests: To communicate with your contacts, you can use the chat or via direct appointment requests with a personal message

Managing appointments

In which time zone is the appointment set?

All appointments are set in the Berlin time zone. This means that the appointments in the ITB Match & Meet calendar are in the Central European Time Zone. If you import your appointments into your own calendar tool, the appointments will be transferred in UTC time.

How do I make an appointment?

To make an appointment request, go to the contact you want to request and select "Request appointment". Fill in the fields and make sure you choose a meaningful subject and leave a personal message in the text field. In the calendar you will see the free slots for you and the appointment partner and can choose freely. When selecting a location, you can also enter your own description of the location in addition to the specifications under "Other locations" if, for example, you have booked a table in one of the ITB Business Satellites or would like to meet for lunch in the Street Food Hall.
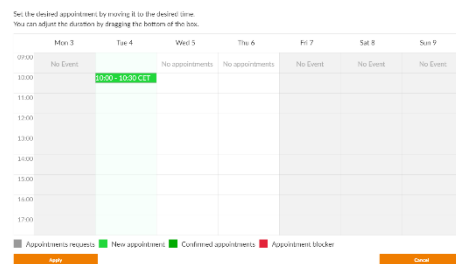
How do I see the availability?

When you select the time slots, the contact's free availability options are displayed. If you still request an appointment during a busy time, alternative dates will be suggested.

Ultimately, your contact decides which appointment they would like to keep. Please remember to cancel appointments that you do not wish to keep!

How do I know that I have an appointment request?

As soon as you have an appointment request, you will receive an e-mail from ITB Match & Meet. As with the contact request, you can accept the appointment request directly in the email or go to your profile. In Match & Meet, you will also see a number on the tab indicating the number of new unanswered appointment requests.

How many requests can I send?

The number of requests per hour is limited to protect against spam. You should therefore concentrate on the most suitable contacts for you. You can see this from the matching scale of each participant.

How long does a request remain open?

If a request is still unanswered, you will receive a reminder after one day that there is still an open appointment request. If it remains ignored, it will be automatically deleted after 3 days.

How do I see whether my appointments have been accepted and how do I reserve my own time blocks?

The status of your appointments is marked in different colors. Open appointment requests are marked in gray, while accepted appointments are green. You also have the option of reserving your own time blocks in your calendar. These are marked in red.

You can block these times in your calendar. You can also enter or change them later at any time. You will see the "Reserve times" tab at the top right. If you select the tab, a window will open in which you can enter the date, time, and reason for your time reservation. If you are taking part in Speed Networking, please do not forget to block your times in the Match & Meet calendar.

Where can I find my appointments? How can I cancel or change appointments at later time?

You can find your appointments under the Appointments tab. You can choose between a calendar view and a list view. If you would like to change or cancel an appointment later, simply click on the desired appointment and select your option. The same is also possible by calling up the contact with whom you have made an appointment. The appointments with the contact are displayed as a list and can be canceled or edited at any time.

Please delete appointments that you cannot keep.

I have received an appointment and would like to make a counterproposal with an alternative date

Open the Appointments tab and display your appointments as a list. Select the appointment you want to change and click on Edit appointment. You can then send the changes and the relevant contact will be informed by e-mail.

How can I export appointments?

You also have the option of transferring all appointments to your own Outlook calendar via the "Export appointments" field under "Appointments". You can choose whether the appointments should be imported into your own calendar or whether you want to create a completely new calendar in Outlook where all Match & Meet appointments are displayed alone.

ITB Speed Networking tab

How do I get access to the Speed Networking tab?

That depends on which ticket category you belong to. If you are a buyer, the process is as follows: When you activate your Match & Meet profile, the ITB Speed Networking tab is already visible and the separate profile for Speed Networking can also be filled in. You can switch between the ITB Match & Meet and Speed Networking tab at any time. Please note that the appointments you make in Speed Networking are listed separately from the appointments in Match & Meet. You will find a separate calendar in Speed Networking. You can transfer the time slots that are blocked by Speed Networking to your Match & Meet calendar. This is advantageous so that you have a complete overview.

Are you an exhibitor and would like to take part in ITB Speed Networking?

The main contact persons of the registered main and co-exhibitors will receive an activation link at the beginning of February. This link only needs to be clicked once, then the Speed Networking tab will also be visible for the respective exhibitors. If you do not see a tab for Speed Networking, you do not yet have access. The links will not be sent out until the beginning of February, until then you will only see the tab for matchmaking.

Tip: Set a reminder for the start of ITB Speed Networking at the beginning of February. You can customize your profile for this separate matching in more detail and find suitable buyers explicitly for certain products / services that you want to buy or sell. For example, if you have added a new region to your catalog or are launching a new product, you can add this to your profile.

When does ITB Speed Networking start?

In the first week after the start of Speed Networking, only buyers will be authorized to make appointment requests. From the second week in mid-February, exhibitors will also be able to send appointment requests. **Important note:** Only exhibitors with at least one confirmed appointment can take part in ITB Speed Networking on site, as these are pre-scheduled meetings. Only one representative per exhibiting company can participate.

What should I do if someone other than the company's main contact person is to attend?

If you are an exhibitor, please send information to the following e-mail address: itbspeednetworking@messe-berlin.de with your first name, last name, and e-mail so that a new authorization link can be sent.