



# myWWM® Overview Products & Services 2025.1 Germany

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## Abbreviations & Definitions

Description	Abbreviation	Definition
Workdays	AT	These are the days Monday to Friday with the exception of public holidays
Workdays	WT	These are the days Monday to Saturday with the exception of public holidays
Days	KT	These are the days Monday to Sunday including public holidays
Exhibition-as-a-Service	EaaS	The provision of trade fairs and events on the basis of a service
Means of transportation	TM	Means of transport can be envelopes, parcels or pallets
One-day event	TV	These are events where the set-up and dismantling take place on the same calendar day.
Multi-day event	MTV	These are events where set-up and dismantling take place on different calendar days.
Virtual Set	VS	VirtualSet are complete event or booth configurations in the MyWWM Portal.

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# 1 Modules & Extensions

## 1.1 "Shop" mode

In the "Shop" module, you can trigger new orders using predefined workflows. These workflows guide you step by step through the order process and ask for all important parameters, depending on the respective workflow. The following workflows are currently available:

- Order article
- Book an event

In the workflows, logistics and insurance variants that match your order are displayed. All you have to do is select the desired variant and organize all the necessary planning steps centrally.

## 1.2 Operations Module

In the "Tasks" module, you can display all currently running projects and check the project data for accuracy. In addition to ongoing projects, you can also view all completed projects, invoices, credit notes, and delivery notes.

## 1.3 Resources Module

In the "Resources" module, you will find an overview of all available event resources. These are your own event equipment, your available promotional materials, the rental materials released for you, as well as your catering options.

## 1.4 Modul „Quality-Management“

The "Quality Management" module enables the evaluation and analysis of the quality of live communication measures.

## 1.5 "Analytics" Module

The "Analytics" module provides access to the "Event Metrics", "Reporting" and "Business Analytics" areas.

- Event-Metrics enables the analysis of visitor numbers and length of stay at live events. Event metrics sensors are required to measure visitor numbers.
- Business Analytics provides ready-made analyses and dashboards for numerous analysis questions in the field of live communication.
- Reporting allows you to output reports on different processes, situations or data. Through complete synchronization with the order database, it is possible to create reports from all information that you can evaluate. You will receive all reports in Excel format, so you can easily edit the data for your purposes. For the programming and provision of individual reports, additional costs. The amount of the costs depends on your requirements.

## 1.6 "Studio" Mode (Beta)

The "Studio" module offers web-based CAD software based on the individual system components of the portal. This allows even inexperienced users to easily create designs based on the existing components. Studio is currently in beta version.

## 1.7 Modul „Warehouse“

The Warehouse module enables the digital management of the warehouse. This means that the

pallet spaces used can be viewed online. In addition, deliveries of advertising materials and trade fair equipment can be registered via the "Notify delivery" workflow.

## 1.8 "Compliance" Mode

The "Compliance" module offers numerous options for ensuring a high level of compliance in the area of live communication.

- The "DGUV V3 Status" function can be used to view the legally required test status of all stored electronic devices.
- With the "DGUV V3 Inspection" workflow, the inspection of stored electronic devices whose inspection period has expired can be easily commissioned.
- The future "CO2 Calculator" function (Beta) can be used to evaluate the CO2 emissions triggered by the respective order.

## 1.9 "Media" Mode

The "Media" module enables the complete management of digital data, such as print data and video data. This is useful, for example, for the (post-)production of trade fair systems or for print-on-demand orders. Outdated versions of your print data can be replaced by any user with this permission. Changes are logged, so you can always keep track of which user last exchanged data.

## 1.10 Module "Administration"

The "Administration" module allows you to parameterize numerous aspects of the portal yourself.

- The "User Management" function allows users with the role "User Administrator" to manage user rights. This starts with deactivating access and leads to the selection of which areas of the portal are visible to the respective users.
- The "Article Management" function allows users with the "Article Administrator" role to parameterize articles. This includes the minimum or maximum order quantity for selected items. You can also define a Low Stock Threshold value. If your current stock level falls below this value, selected users will automatically receive an email with an overview of all items whose stock has fallen below this value. This is particularly practical for promotional items, as you never lose sight of consumption and necessary reorders.
- The "News Management" function supports internal communication in the portal. Users with the "News Administrator" role can create and manage news and newsgroups. You can use the newsgroups to control which users can read the news you write. Members of a newsgroup will see the news intended for them in the dashboard.
- The Budget Management feature allows you to control spending by individual users or groups of users. You can define different budgets and allocate them to users or user groups. You can also decide whether the respective users must use a defined budget when placing an order or whether they are allowed to place orders outside of a budget framework. In addition, you can store PO numbers (Purchase Order Number) for each budget. This ensures internal controlling and assignment in accounting.

## 1.11 Extensions

The portal can be adapted to your requirements. The possible extensions are shown below.

### 1.11.1 Custom Design Extension

With the "Individual Design" extension, the portal can be adapted to your corporate design.

### 1.11.2 Extension "Multi-Invoice Recipient"

The "Multi-Invoice Clients" extension enables the integration of additional customers (invoice

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recipients) into the portal. For example, in the case of franchise organisations or corporations, additional invoice recipients can be activated for the portal. For example, it is possible to define to which invoice recipient the project is to be invoiced for purchase orders.

#### 1.11.3 Extension "Internal Costs"

The "Internal Costs" extension makes it possible to track internal costs that are not recorded in the invoice. With this extension, you can define an "internal cost" price per item, which is then displayed to your users when ordering. These costs are not actually invoiced, as they are purely imputed. These sensitize your users to the fact that the ordered material incurs costs. Optionally, you can also run the imputed costs over a budget in the budget module.

#### 1.11.4 Extension "Other Language"

The portal solution is in German as standard. If you want an additional language, the "Additional language" extension is required.

#### 1.11.5 Single Sign-On (SSO) Extension

The "Single Sign-On (SSO)" extension enables the portal to be connected via SAML to Microsoft ActiveDirectory/Entra or alternative SAML-enabled authentication systems. This extension may be associated with one-time set-up costs and ongoing costs for the maintenance and care of the interface. We will be happy to advise you personally on this.

#### 1.11.6 Extension "Custom Domain & SSL Encryption"

The "Custom Domain & SSL Encryption" extension allows you to configure an individual domain (e.g. portal.kunde.com) for the portal. The cost of the domain or sub-domain is not included in the price. The new domain/subdomain will be integrated with an SSL certificate. Secure Sockets Layer (SSL) is a modern encryption protocol for secure data transmission on the Internet. It is used wherever confidential customer data is transmitted to the portal solution. For the SSL certificate, if necessary, additional fees apply.

#### 1.11.7 Extension "OCI Interface"

The "OCI interface" extension enables the connection of ERP systems or e-sourcing platforms via an interface in accordance with the OCI standard. This allows orders from the portal to be imported directly into the respective system via the OCI interface. This solution is associated with one-time set-up costs and ongoing costs for the maintenance and care of the interface. We will be happy to advise you personally on this.

## 2 Portal Setup & Portal Maintenance

### 2.1 Portaleinrichtung

An onboarding fee is charged for the initial setup of the myWWM portal.

Portal Setup		
Item No.	Description	Service Price
IS-4410	myWWM Onboarding Fee	500,00 €

### 2.2 User Creation & Modification

As part of the setup and also during the further period of use, the users you release are set up by our project managers and software consultants. Setup and customization will be billed separately.

Portal-Anpassung		
Item No.	Description	Service Price
IS-4430	myWWM Creation, Modification or Deletion User	5,00 €

### 2.3 Article creation, categorization and visualization

All stored products are photographed by the staff of the WWM Service Hub or rendered in 3D for a fee. These images are then optimized for use on the Internet (small file sizes – fast download) and stored in the portal. The creation and modification of articles and categories will be agreed with you and will be calculated as follows:

Portal-Anpassung		
Item No.	Description	Service Price
IS-4410	myWWM Article Creation	15,00 €
IS-4412	myWWM Article Modification	10,00 €
IS-4411	myWWM Item Removal	5,00 €
IS-4420	myWWM Category Creation	15,00 €
IS-4421	myWWM Category Change	10,00 €
IS-4422	myWWM Category Deletion	5,00 €
IS-4030	Junior 3D-Artist (pro Stunde)	90,00 €
IS-4032	Senior 3D-Artist (pro Stunde)	150,00 €
IS-4035	Render Station (per hour)	40,00 €

### 2.4 VirtualSets Creation and Visualization

myWWM enables the compilation of several articles into so-called VirtualSets (VS). These VirtualSets also have an article number and enable one-click ordering of entire exhibition stands or standardised event sets.

VirtualSets (VS) can also be used in combination with categories and rights structures to enable certain user groups ONLY to order these predefined sets and thus establish standards in event equipment.

Furthermore, VirtualSets (VS) help to reduce costs, as these sets only have to be created once and can be easily ordered online afterwards without incurring further costs for project management.

The time to create a VirtualSets (VS) is usually 2 hours of 3D artist.

VirtualSet Creation		
Art.-Nr.	Description	Service Price
IS-4410	myWWM Article Creation	15,00 €
IS-4030	Junior 3D-Artist (pro Stunde)	90,00 €
IS-4032	Senior 3D-Artist (pro Stunde)	150,00 €
IS-4035	Render Station (per hour)	40,00 €

## 2.4 Studio Configuration

From version "Professional" onwards, myWWM enables the display of articles in the web-based CAD software "Studio".

To enable the use of Studio, articles must be configured and created as CAD objects. If the customer wishes to use their own individual articles in Studio, they can be created as CAD objects for a fee. The effort required to create them is highly dependent on the complexity of the products and is therefore calculated according to the effort involved.

Studio Configuration		
Item No.	Description	Service Price
IS-4410	myWWM Article Creation	15,00 €
IS-4030	Junior 3D-Artist (pro Stunde)	90,00 €
IS-4032	Senior 3D-Artist (pro Stunde)	150,00 €
IS-4035	Render Station (per hour)	40,00 €

## 3 Data security and data protection

### 3.1 Data processing in accordance with §28 GDPR

As part of the setup of your marketing portal, you will receive a contract for commissioned data processing from us in accordance with §28 GDPR. This contract also includes the Technical-Organizational Measures (TOMs).

WWM is a certified data processor in accordance with Audit 28 of the Federal Association of IT Experts and Experts e.V.



Illustration 1: Certification Audit 28

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### 3.2 Data protection

The term data protection describes the protection of the information contained in the ICT system against unauthorized access.

#### **Data protection for passwords:**

The access data will be sent to the customer's desired users by e-mail. Only these users have access to the portal. The homepage is accessible from the Internet, but does not offer any product information. Users can request a new password if they wish (e.g. in the event of loss). Employees from the software and consulting department have the option of having these passwords automatically generated and automatically sent to the user's e-mail address. Passwords are stored in encrypted form. Therefore, the WWM Competence Center for Software and Consulting does not have access to the passwords.

#### **Data protection during transmission:**

Data protection during transmission is implemented in the portal solution by means of SSL encryption. We use SSL certificates from GEO Trust for the portal. These meet the highest standard in the Internet security industry for website identity authentication, as required by the CA/Browser Forum. We encrypt with 1024 bits.

### 3.3 Data Security

Daily backups ensure that all data is retained should there be any issues with the main server. This ensures uninterrupted use of the portal without the risk of data loss.

## 4 Support

### 4.1 Software-Support

If you have any questions about the operation of the myWWM portal, licensed users and administrators have a ticket system at their disposal. These requests can be created in the portal via the "Ticket" tab.

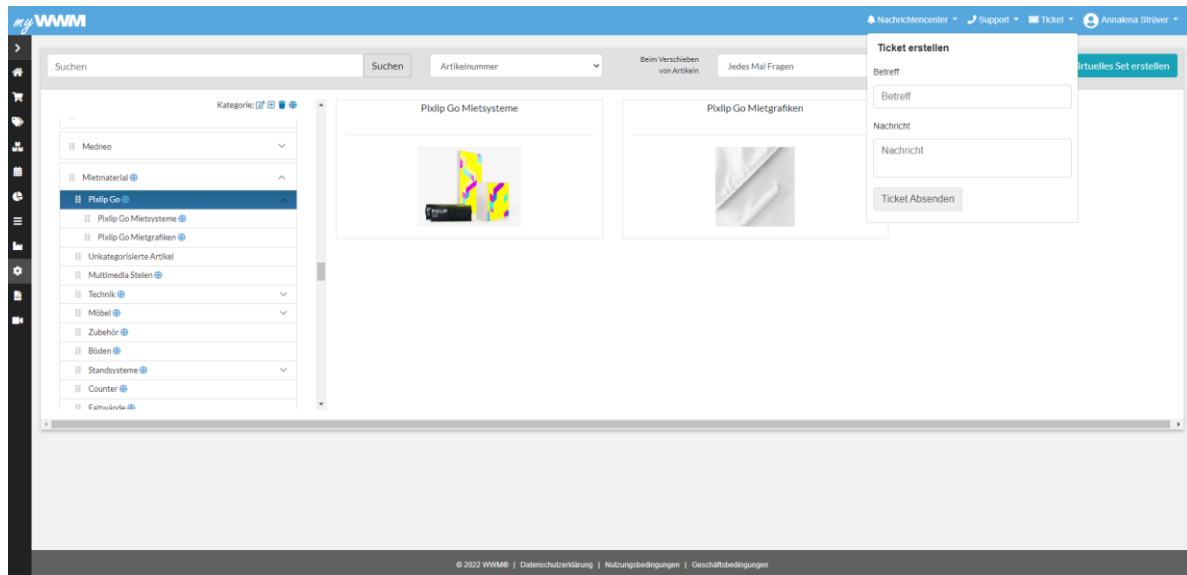


Illustration 2: Software-Support in MyWWM

### 4.2 Telephone Support

If licensed users and administrators have any questions about the operation of the myWWM portal, the customer advisors and project managers are available on weekdays from 9:00 a.m. to 5:00 p.m. You can find the individual contact details in the myWWM portal under Support.

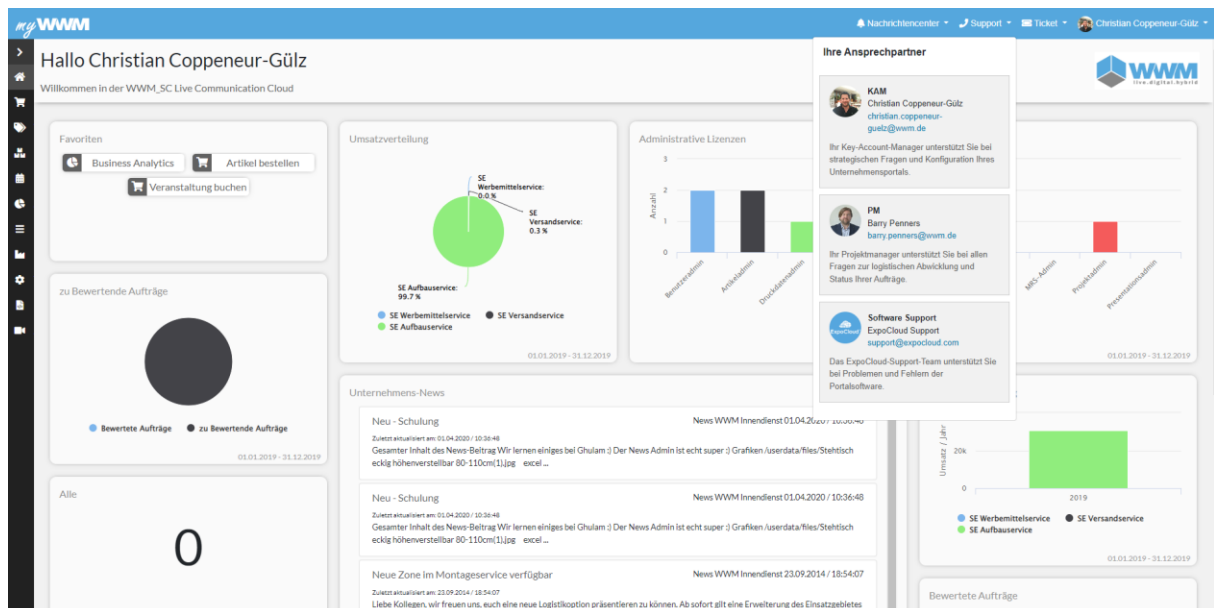


Illustration 3: Software-Support Contact Data

## 5 Licenses

### 5.1 Modules & Functions

License Packages Modules & Features				
Module	Function	Standard	Professional	Enterprise
Shop				
Shop	Order article	✓	✓	✓
Shop	Book an event	✓	✓	✓
Processes				
Processes	My Orders	✓	✓	✓
Processes	Orders	✓	✓	✓
Processes	Delivery	✓	✓	✓
Processes	Bills	✓	✓	✓
Processes	Credit items	✓	✓	✓
Resources				
Resources	Resource	✓	✓	✓
Resources	Rental and purchase equipment	✓	✓	✓
Resources	Catering	✓	✓	✓
Resources	Customer material	✓	✓	✓
Quality Management				
Quality Management	Overview	✓	✓	✓
Analytics				
Analytics	Event Metrics	✓	✓	✓
Analytics	Reporting		✓	✓
Analytics	Business Analytics		✓	✓
Studio				
Studio	Playground		✓	✓
Studio	Designs		✓	✓
Warehouse				
Warehouse	Pitches	✓	✓	✓
Warehouse	Notify delivery	✓	✓	✓
Compliance				
Compliance	DGUV-V3 Status	✓	✓	✓
Compliance	DGUV-V3 Inspection	✓	✓	✓
Compliance	CO2-Calculator			✓
Media				
Media	Graphics	✓	✓	✓
Media	Video	✓	✓	✓
Media	Print	✓	✓	✓
Administration				
Administration	User		✓	✓
Administration	Article management		✓	✓
Administration	Project		✓	✓
Administration	News management		✓	✓
Administration	Budget management			✓
Extension				
Extension	Own design		✓	✓
Extension	Multi-Billing Clients		✓	✓
Extension	Internal costs		✓	✓
Extension	Other language		✓	✓
Extension	Single-Sign-On (SSO)			✓
Extension	Eigene Domain & SSL			✓
Extension	OCI Interface			✓

## 5.2 Costs & Billing

The software is available in the following license packages. Standard licenses are billed annually in advance. For the Professional and Enterprise packages, billing is also possible on a monthly basis if desired. We will be happy to advise you on this.

License Packages Costs & Billing				
Kind. No.	License Package	Monthly costs	Annual costs	Billing variants
IS-4330	Standard 1 User	10,00 €	120,00 €	Annual
IS-4331	Standard 10 User	20,00 €	240,00 €	Annual
IS-4332	Professional 10 User	50,00 €	600,00 €	Monthly/Yearly
IS-4333	Professional 100 User	200,00 €	€2,400.00	Monthly/Yearly
IS-4334	Enterprise 100 User	350,00 €	4.200,00 €	Monthly/Yearly
IS-4335	Enterprise 1000 User	500,00 €	6.000,00 €	Monthly/Yearly

## 6 Other services

### 6.1 Warehouse Management

myWWM also enables the management of storage locations. All stored products are provided with article numbers and kept in a customer-specific stock book. In addition, the items are tied to the customer-specific pallet spaces.

#### 6.1.1 Content insurance

The insurance of the stored goods is covered by the WWM contents insurance. The insured value is calculated on the basis of the number of rented pallet spaces with an average value of € 750.00 per pallet space. The cost of the insurance is included in the pallet space rental.

#### 6.1.2 Costs of warehousing

Storage		
Art.-Nr.	Description	Service Price
SE-6000-JA	Pallet space per year	115,50 €
SE-6000-MO	Pallet space per month	€13.65
SE-6000-TA	Pallet space per day	1,05 €

When inventorying the inventory items, the real weight and the dimensional weight ((length x width x height in cm) / 5000) are recorded. Delivered sample goods intended for assembly or shipping service are valued at 150 kg/sqm<sup>3</sup>, provided that the actual weight is not higher. In both cases, the higher value is used as the basis for calculating the shipping costs.

Warehousing can be terminated with a notice period of 14 days to the end of the desired billing variant. Otherwise, warehousing will be extended by the period of the last billing variant selected. Due to the degressive costs with increasing contract term, warehousing cannot be terminated within the billing period. If you need more flexibility in terms of your storage volume, we recommend shorter billing periods. Inventory additions during the year are automatically billed to the previous billing intervals. A combination of different billing intervals is not possible.

## 6.2 Event-Metrics

MyWWM customers have the option of renting so-called Wifi tracking sensors for events and using them for trade fairs and events. Use is subject to the "myWWM & Event-Metrics Terms of Use" available at: (<https://www.wwm.de/legal/nutzungsbedingungen>).

The following conditions apply to the rental and consultation.

Event-Metrics		
Item No.	Description	Service Price
SC-1101	Event-Metrics Pro measurement per day and sensor	295,00 €
IS-4603	Event-Metrics Techniker pro Stunde	120,00 €
SC-1000	Event-Metrics Consulting pro Stunde	150,00 €

## 6.3 DGUV-V3 test

The "German Social Accident Insurance" requires the periodic inspection of electrical systems and equipment. Especially at public trade fairs, these tests are checked and, if necessary, a stand permit can be withdrawn.

For this reason, we carry out an inspection of the electrical systems you store every 12 months on request and document the DGUV-V3 inspection. For this purpose, your electronic components are managed accordingly in myWWM and tests are documented.

DGUV-V3 Inspection		
Item No.	Description	Service Price
SE-6200	DGUV-V3 test per device	20,00 €

The examination is not automated, but is offered to you annually. If you do not accept the offer of examination, we cannot guarantee the approval of your electronic systems at trade fairs and events.

Rented equipment is checked and certified by WWM in accordance with the legal requirements.