



Switzerland.

# Switzerland Travel Mart – Snow Edition 2021.

## Support.

If you have any questions, suggestions or technical support, please do not hesitate to contact us.

We can be reached by phone at +41 44 288 12 24  
and by e-mail at [stm@switzerland.com](mailto:stm@switzerland.com)

# FAQs about the virtual STMS.

## Meetings.

### **When am I going to receive my login?**

Login information will be sent to all STMS participants on Tuesday, January 5.

### **When can I start booking my meetings?**

As soon as you receive your login details.

### **What is the STMS total meeting time frame?**

The meetings will happen from 05:00am until 10:00pm (Swiss time), 15min slots with 5min breaks in between. Since we have participants from eleven different time zones in total, we recommend focusing on appropriate markets and time zones here.

### **How many meeting slots are there in total?**

Each participant has 107 meeting possibilities.

### **Can I block additional lunch/coffee breaks?**

Yes, directly in your profile.

### **Do participants see if I am free for a meeting?**

Yes, they do. They cannot see who you have your meeting with, but they can see your availability.

### **Time zones: Does my counterpart see which time zone I am in?**

#### **And do I also see this in my meeting request?**

Yes, you can see in which time zone the other person is located. However, at the beginning, when setting up the profile, the times must be blocked accordingly. Initially, all 107 meeting slots are free and bookable.

### **Are spontaneous meetings possible?**

Yes, it is possible. For example, if a 15min-meeting is not enough, a meeting can still be booked spontaneously via the STMS21 platform until January 19 at 22:00, Swiss time.

### **Can I send my digital business card / contact details?**

Contact data can either be downloaded via CSV file or can be extracted manually via the corresponding profile.



## **How can I start a chat with someone?**

**Option 1:** Have a scheduled meeting with that person. Having a confirmed meeting with someone will allow you to start chatting with them.

**Option 2:** Have mutual interest in each other using the “Interest” tool. Having a mutual interest using the interest tool will allow you to start chatting. Show interest in someone and wait for them to interest you back. Once they interest you back you will receive a notification and the option to chat with them will be available to you.

Once you have a scheduled meeting or a mutual interest with someone. All chat connections will be available in the section “My Connections”.

## **Are the “Chalet Talks” (Q&As by SWISS & STS) a must to participate?**

No, these program points are of course all voluntary – but are highly recommended by Switzerland Tourism. If you do not participate in the Chalet Talks, the slot can be filled with a meeting.

## **Profiles.**

### **Can I update my personal profile?**

In order to get started, we have already collected some basic information from you so that the platform already contains some content. The profiles can of course still be supplemented and updated. Please do not forget to save your changes!

### **Can I update my company profile?**

Yes, in the “Teams” section – located on the top right. There select “Company Profile” in the navigation on the left.

**Please do not forget to save your changes!**

- **Headline is a brief description of your role and company**
- **Summary is a brief summary of your company**

## **Technical aspects.**

### **Will there be an application?**

Yes, available at the AppStore GooglePlay. You will receive further information via e-mail.

### **Which browser shall I use?**

Google Chrome (1st choice) or Firefox as all functions work flawlessly on these platforms.

### **Can I download / send files during my meetings?**

No, PDF files can't be sent nor uploaded on the STMS meeting platform. We recommend creating PDF links if you need to send documents. Alternatively, the documents can also be sent by mail to the corresponding buyers.

**Can 2 buyers attend the same meeting with 1 supplier and vice versa?**

Yes, meetings can be booked with multiple participants if desired. However, we recommend that you make the appointments bilaterally, i.e. 1:1

**Can I blur my background or use a picture?**

No, we ask you to be creative and set up an analog background.

**Do my meetings change automatically to the next one?**

No, you have to disconnect and connect to the next one. However, automated notifications are sent to you every time a new meeting is about to start.

**How long will the STMS21 platform be active?**

The STMS21 platform is active until the end of February 2021.