



Messe München

# FAIRLOG USER MANUAL

© Traffic and Security Department  
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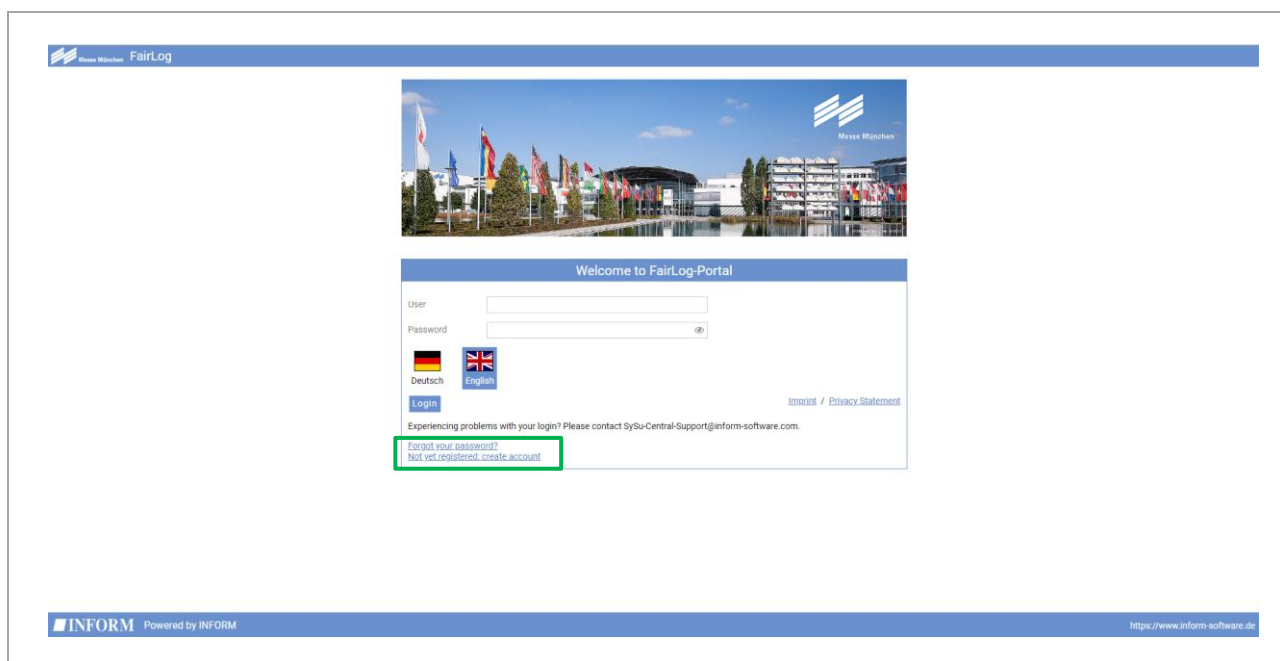
# 1 CREATE A FAIRLOG-ACCOUNT

## 1.1 LOGIN-SCREEN

Before you can use FairLog for the first time, you need to register as a user and create an account in a one-time process. You will then be able to use your e-mail address and selected password to log in to FairLog in the future (see Section 2.1).


You can access the login screen at <https://messe-muenchen.fairlogportal.com>. There please click on the link “Not yet registered: create account”. Afterwards you will be forwarded to the registration page.


**In case of trouble with your registration please contact [SySu-Central-Support@inform-software.com](mailto:SySu-Central-Support@inform-software.com). (Service hours: weekdays, 08.00 – 16.30).**



## 1.2 CREATE ACCOUNT

Account Registration

  
 Deutsch

  
 English

**User Data**

**Name:\*** A


Last Name

**@Email:\*** B

**Phone Number:\*** C

**Password:\*** D

Password must be 8 or more characters in length.

Password strength must be at least 'Fair'. 

**Company Information** E

**Company Name:\***

**Country:\***

**State:**

**Zip Code:\***

**City:\***

**Street:\***

**Timezone:\***

- A

**Name**

Enter the first and last name of the user in this free text field (**\*** mandatory field).
- B

**E-Mail**

Enter an e-mail address in this free text field. This e-mail address will also be your user name when you log in to FairLog in the future (**\*** mandatory field).
- C

**Phone number**

Please enter a phone number incl. country code in the event of any questions (**\*** mandatory field).
- D

**Password**

In this field, please enter your selected password (**\*** mandatory field). For security reasons, your password must be re-entered in a second field.
- E

**Company information**

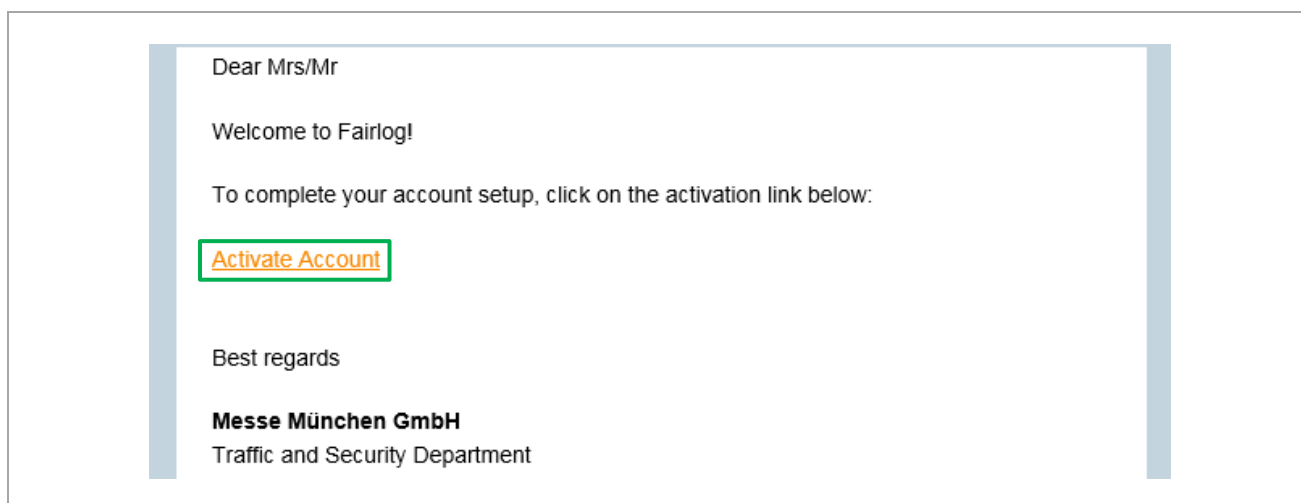
Please enter your company information in the following fields. Fields marked with a **\*** are mandatory fields.

After entering all of the information required for registration, please click on “Next”. On the following page you will be prompted to carefully read the Terms of Use. After you have read and scrolled to the end of the text, please check the box next to “I accept the terms of usage”.

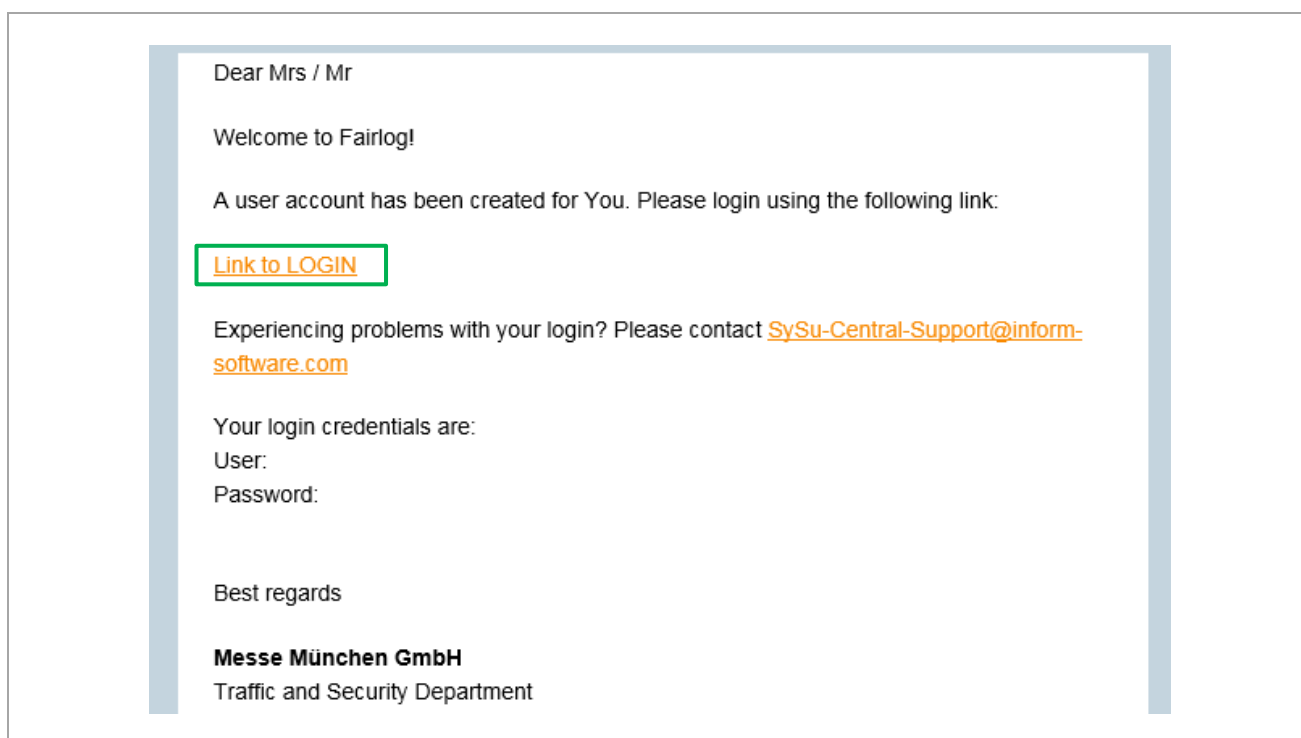
Then click on “Create Account”, after which you will receive an e-mail, “Welcome to FairLog”. Click on the link “Activate account” in the e-mail.

## 1.3 ACTIVATE ACCOUNT

Once you have created an account, it has to be activated. First, click on the link “Activate account” in the welcome e-mail.



For verification, you will then receive another e-mail with a link to the login page. The e-mail will also list your new user information (user name and password). Alternatively, you can also find a link to the login page on the website.

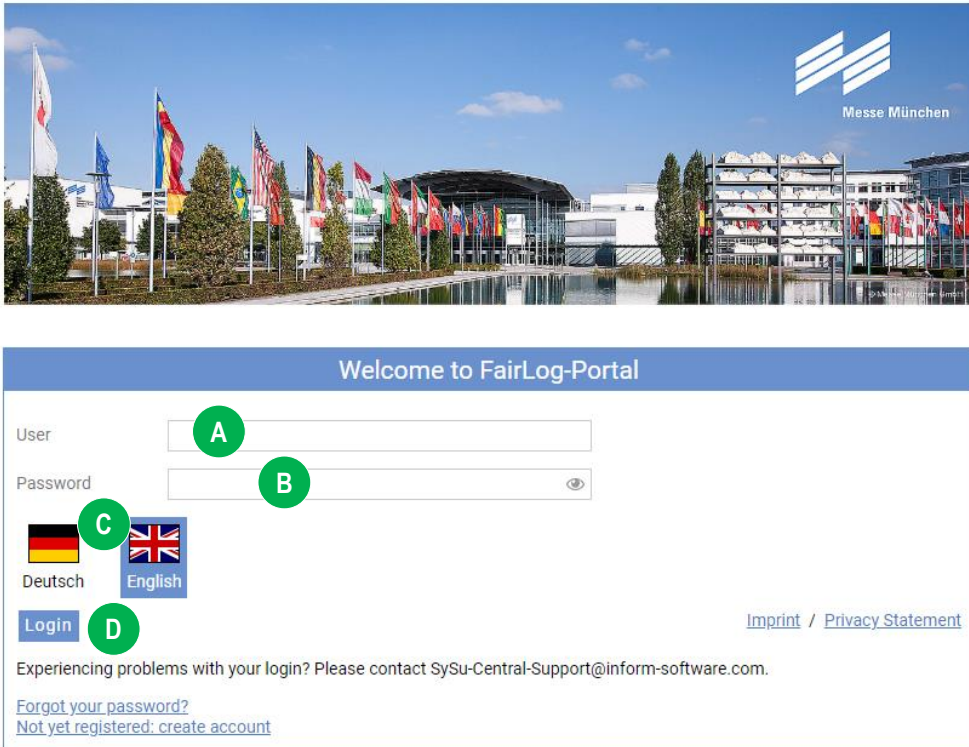




## 2 LOGIN TO FAIRLOG

### 2.1 LOGIN-SCREEN

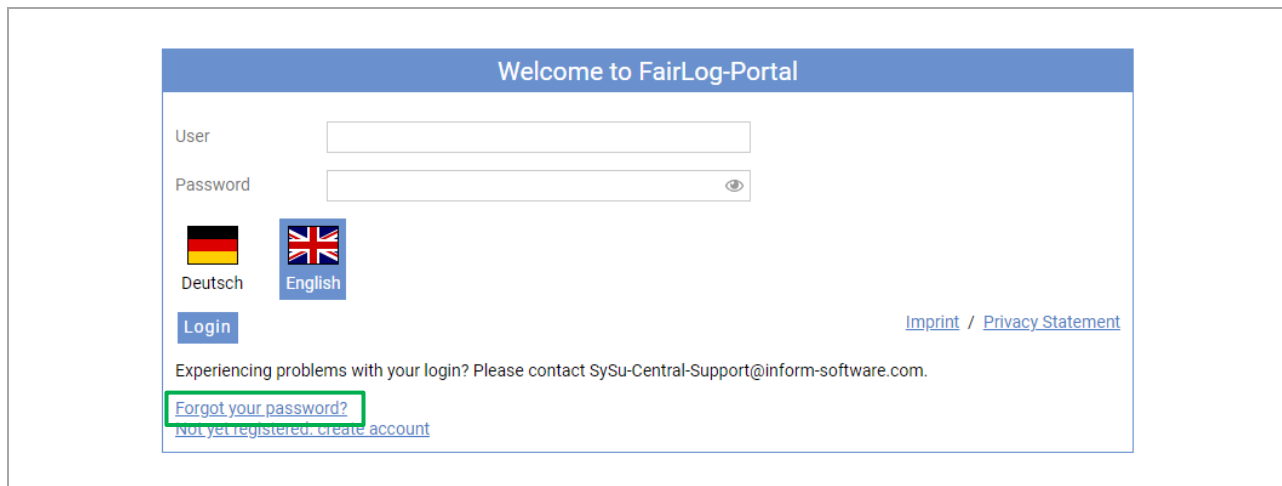
If you have already created a FairLog account, you can sign in to the system directly on the login screen. You can access the login screen at <https://messe-muenchen.fairlogportal.com>.



- A User**  
Please enter your user name (generally your e-mail address) in this free text field.
- B Password**  
Enter your password in this free text field.
- C Select language**  
Click on the national flag to select German or English as the system language.
- D Login**  
Clicking on the button "Login" will complete the login process.

## 2.2 FORGOT PASSWORD



If you have already signed up for FairLog but have forgotten your password, you can reset it after entering your user name or e-mail address. Click on the link “Forgot your password?”.



Welcome to FairLog-Portal

User

Password

 Deutsch  English

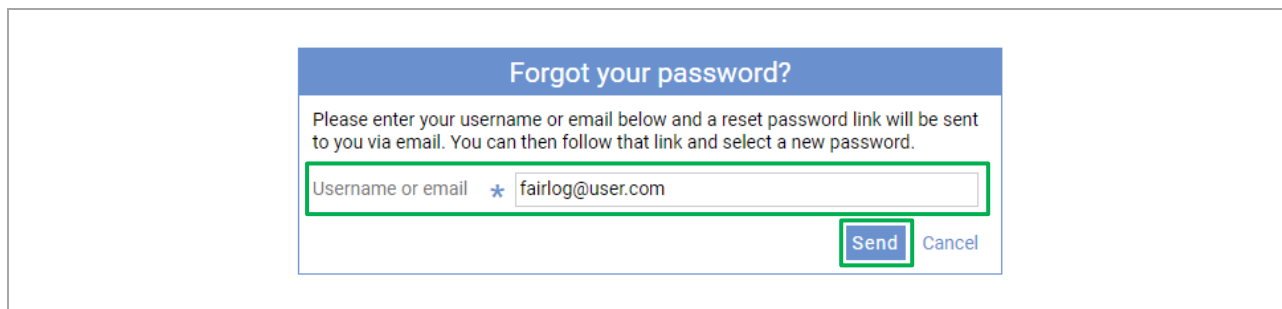
[Login](#) [Imprint / Privacy Statement](#)

Experiencing problems with your login? Please contact [SySu-Central-Support@inform-software.com](mailto:SySu-Central-Support@inform-software.com).

[Forgot your password?](#)

[Not yet registered, create account](#)

You will then be redirected and can enter your user name or e-mail address in a free text field. Next, click on the button “Send”.



Forgot your password?

Please enter your username or email below and a reset password link will be sent to you via email. You can then follow that link and select a new password.

Username or email \*

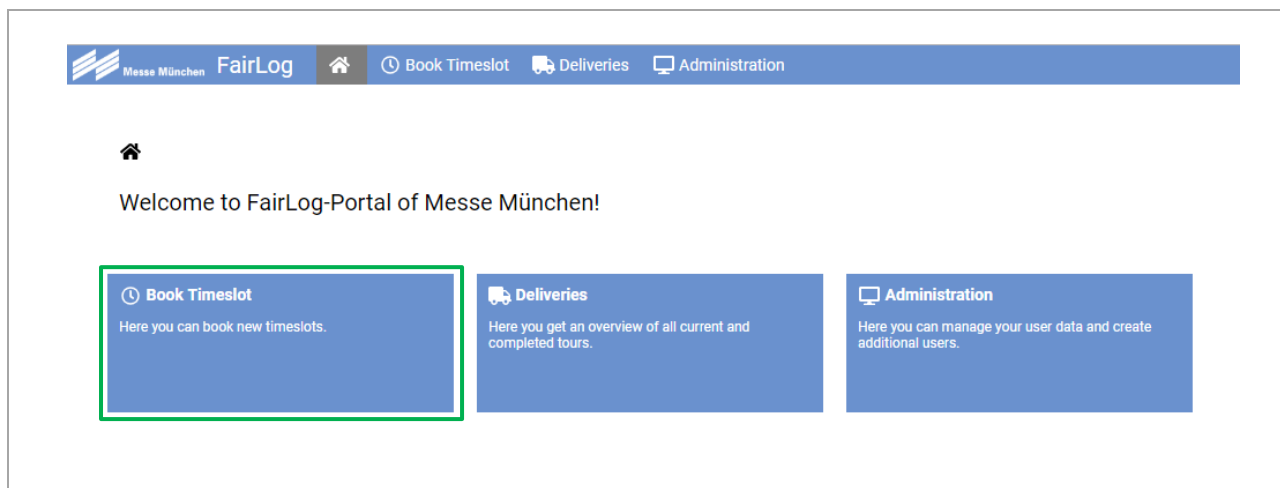
[Send](#) [Cancel](#)

You will receive a link at the e-mail address you provided during registration; please click on the link to reset your password. You then have the opportunity to assign a new password.

## 3 BOOK A TIME SLOT

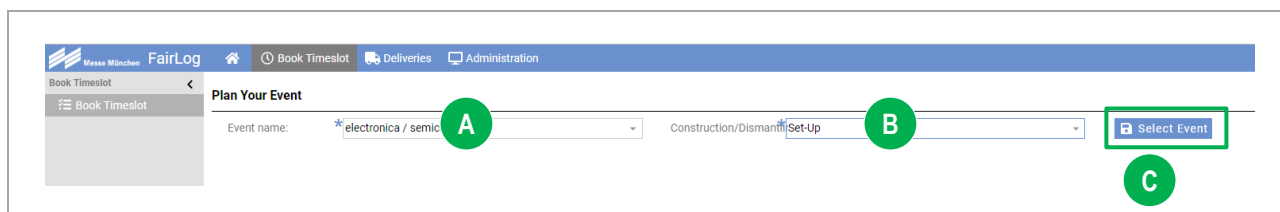
### 3.1 MENU SELECTION

Once you have logged in with your user name and password, click on the menu item “Timeslot Management” to reserve a time slot.



### 3.2 SELECT EVENT

Select the event and the period (set-up or dismantling) for which you would like to reserve a time slot.

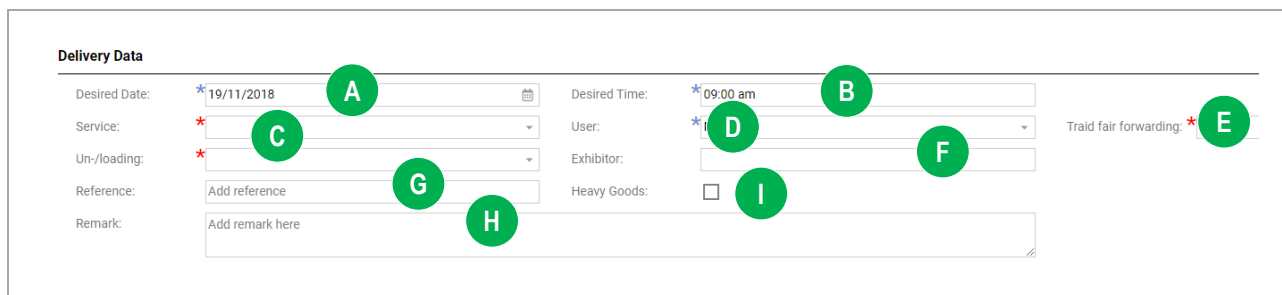


- A** **Event name**  
 Select the name of the event from the drop-down menu (★ mandatory field).  
**Note:** If the event you are looking for is not listed here, this means that either the time slot reservation has not yet been enabled or this event does not require time slots to be reserved. Additional information on this topic is available on the event homepage in the respective traffic guidelines.
- B** **Set-up / Dismantling**  
 Select the preferred time slot from the drop-down menu (★ mandatory field).
- C** **Select event**  
 Confirm your selection by clicking on the button “Select event”.



### 3.3 GENERAL DELIVERY INFORMATION

After the event has been selected, the system asks for the general trip information.



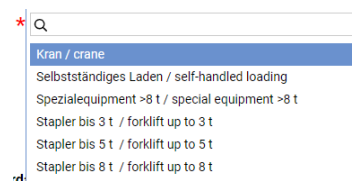
The screenshot shows a 'Delivery Data' form with the following fields and callouts:

- A:** Desired Date (19/11/2018)
- B:** Desired Time (09:00 am)
- C:** Service (mandatory field)
- D:** User (mandatory field)
- E:** Trade fair forwarding (mandatory field)
- F:** Exhibitor
- G:** Reference (Add reference)
- H:** Remark (Add remark here)
- I:** Heavy Goods checkbox

**A Desired Date**  
The preferred date for the trip can be entered either via the keyboard directly or by clicking on the calendar symbol. Please note that days can only be selected if a time in the preferred time range is available (\* mandatory field).

**B Desired Time**  
The preferred time for your trip can be entered via the keyboard directly. The default setting is the present time of day (\* mandatory field).

**C Service, Un-/loading**  
A drop-down menu lets you select the service needed for loading/unloading of your vehicle (\* mandatory field). Alternatively, it is possible to indicate that the loading will be carried out independently.  
Please note that the information provided here will automatically complete the method of loading/unloading.



**D User**  
In this field your company data will be filled in automatically.

**E Trade fair forwarding**  
If you plan to handle the loading independently, it is also necessary to indicate that here. However, if you indicated under Service that you require a lifting device, you need to select the contract carrier of Messe München that was requested or will be requested for the service (\* mandatory field).

**Note:** the data filled in at the fields "Service" and "Trade fair forwarding" does not result in a valid booking of any lifting equipment. For a valid booking please contact one of the trade fair forwarding agencies directly: <https://messe-muenchen.de/en/locations/services/trade-fair-services/services/spedition-en.php>

**F Exhibitor**  
Here, the name of the exhibitor for whom the loading or unloading will be carried out can be selected from a list. Multiple exhibitors can also be selected. If the name of the exhibitor is not known or the name is not (yet) listed, the field can remain empty (not a mandatory field).

**G Internal reference number**  
This free text field is optional (not a mandatory field). If you have already ordered a lifting device to load/unload your vehicle, for instance, you can enter the order number here.

**H Notes**  
This free text field is optional and can be used for your notes (not a mandatory field).

**I Exceptional Load**  
If your trip involves an exceptional load, please check this box.

### 3.4 RESOURCE AND DRIVER INFORMATION

It is not necessary to enter this information when reserving a time slot. If, at the time of reservation, it is not yet known who will make the trip or in which vehicle, this information can be completed later by the driver on-site.

Driver and vehicle information entered during the reservation can easily be changed on-site. This is important if, for example, a planned vehicle has to be changed or a different driver is found for the trip on short notice.

**Resource and Driver Information**

---

Vehicle Licence Plate:  **A**      Trailer Licence Plate:  **B**

Driver Name:  **C**

Driver Language:  **D**      Mobile Number:  **E**



#### Vehicle Licence Plate

In this field, you can enter the license plate of the truck or plate number of the towing vehicle for combinations, if already known. This field must be completed upon arrival at the latest.



#### Trailer Licence Plate

In this free text field, you can enter the license plate number of a trailer or semi-trailer, if already known.



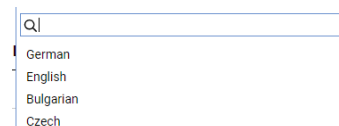
#### Name of the driver

In this free text field, you can enter the name of your driver, if already known.



#### Driver language

In a drop-down menu, you can select the language of your driver, if already known. This field must be completed upon arrival at the latest. The driver will be prompted to enter the exhibition grounds via an SMS text in the specified language. There are currently twelve languages to choose from.

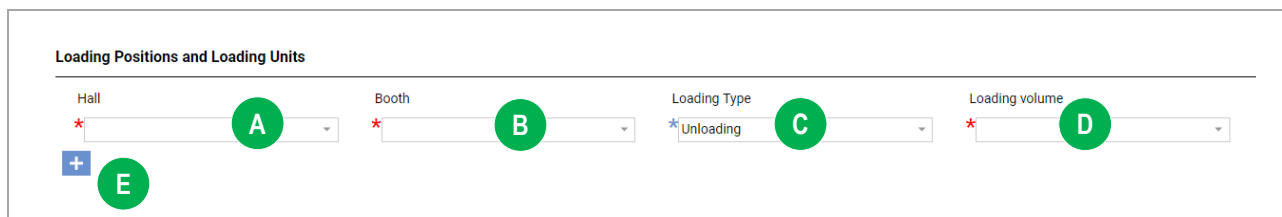



#### Mobile Number

In a drop-down menu, you can enter the mobile number of your driver, if already known. Please always include the relevant country code prefix. This field must be completed upon arrival at the latest. This information is absolutely necessary because the driver will receive an SMS text at the specified number when it is time to enter the grounds. The driver will also be notified of the entrance gate and loading points in this SMS.

### 3.5 LOADING POSITIONS AND LOADING UNITS

This information is required so that FairLog can suggest a suitable time slot in a location convenient to the hall and booth.




#### Hall

Please select the desired hall from the drop-down-menu (\* mandatory field).



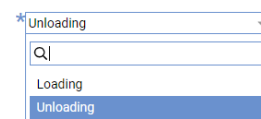
#### Booth

Please select the desired booth number from the drop-down-menu. By the combination of hall and booth number, FairLog selects the loading point most convenient for you (\* mandatory field).



#### Loading Type

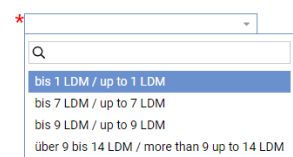
Please select from the drop-down menu whether your vehicle is to be loaded or unloaded (\* mandatory field).



#### Loading Volume

Please select from the drop-down menu the estimated load volume (\* mandatory field). The load volume is specified in loading meters (LDM).

Explanation: a euro pallet corresponds to 0.4 loading meters (LDM). In this case, the quantity "up to 1 LDM" should be selected. For a fully loaded semitrailer the quantity would be "more than 9 up to 14 LDM".



#### Ad other loading positions

If you would like to reserve a time slot for more than one loading/unloading point, click on the + symbol to add another row or delete it using the - symbol.

Once all of the information needed to reserve a time slot has been added, the time slot is calculated by clicking on the button "Create Delivery and Calculate Time Slots".

### 3.6 SELECT TIME SLOT

FairLog will suggest several time slots that are available in your preferred range for the loading point most convenient for you. The length of the time slot is calculated by FairLog on the basis of various system parameters.

**Delivery required times**

Desired Date:  Desired Time:  [Generate Proposals](#)

**Plan Results**

Number of suggestions: 5 Export

Desired Date	Desired Time	Arrivaltime	Deviation from Requested Time (Minutes)	Cycle Time (Minutes)
20/11/2018	09:00	20/11/2018 09:...	14	160
20/11/2018	09:00	20/11/2018 08:...	-15	160
20/11/2018	09:00	20/11/2018 09:...	0	160
20/11/2018	09:00	20/11/2018 08:...	-30	160
20/11/2018	09:00	20/11/2018 09:...	29	160

**Selected Time Slot(s)**

Legend: ■ Other deliveries ■ Tour suggestion ■ Loading Position Utilization ■ Closing Times

20/11/2018

Position Name	12:00 AM	01:00 AM	02:00 AM	03:00 AM	04:00 AM	05:00 AM	06:00 AM	07:00 AM	08:00 AM	09:00 AM	10:00 AM	11:00 AM	12:00 PM	01:00 PM	02:00 PM	03:00 PM	04:00 PM	05:00 PM	06:00 PM	07:00 PM	08:00 PM	09:00 PM	10:00 PM	11:00 PM
Hof B3 West																								
Hof B3 West																								

[Binding reservation of time slots](#)

**A**

#### Delivery required times

Here you can see the preferred time you entered previously. If you would like alternatives to the time slot proposed by FairLog, you can change your preferred date and time here and click on "Generate Proposals" to see additional times.

**B**

#### Plan results

Here you can view up to five time slots generated by FairLog based on your information, including possible deviations from your preferred time and length of the time slot (process time). Select the time slot most convenient for you by highlighting the appropriate row.

If all of the time slots for your preferred time or day have already been taken, FairLog will suggest the closest available time slot (a different time, possibly a different day).

#### Plan Results

Number of suggestions: 5

Desired Date	Desired Time	Arrivaltime	Deviation from Requested Time (Minutes)	Cycle Time (Minutes)
20/11/2018	09:00	20/11/2018 09:...	14	160
20/11/2018	09:00	20/11/2018 08:...	-15	160
20/11/2018	09:00	20/11/2018 09:...	0	160
20/11/2018	09:00	20/11/2018 08:...	-30	160
20/11/2018	09:00	20/11/2018 09:...	29	160

### 3.7 BINDING RESERVATION OF TIME SLOT

Click on the button “Binding reservation of time slots” to make a binding reservation for the time slot. A trip monitor for the time slot you just selected will open and you will see another summary of your information, including planned start and end time, planned duration and specified load quantity. In addition, you will see that your time slot has an identification number, or delivery number, assigned to it (e.g. “delivery 15300”).

**Selected Time Slot(s)**


---

Legend:  Other deliveries  Tour suggestion  Loading Position Utilization  Closing Times

	20/11/2018														
Position Name	12:00 AM	01:00 AM	02:00 AM	03:00 AM	04:00 AM	05:00 AM	06:00 AM	07:00 AM	08:00 AM	09:00 AM	10:00 AM	11:00 AM	12:00 PM	01	
Hof B3 West															
Hof B3 West															

Binding reservation of time slots

You will also receive a confirmation by e-mail. It will also summarize all of the important information. Please print out the e-mail and give it to your driver to present on arrival for check in.



**Reservierungsbestätigung der Fahrnummer / Delivery number: 15300**

**Bitte drucken Sie diese Bestätigung aus und legen Sie sie am Tag der Fahrt am Check-in vor!**

**Ohne Nennung der Fahrnummer am Check-in kann das reservierte Zeitfenster nicht angetreten werden!**

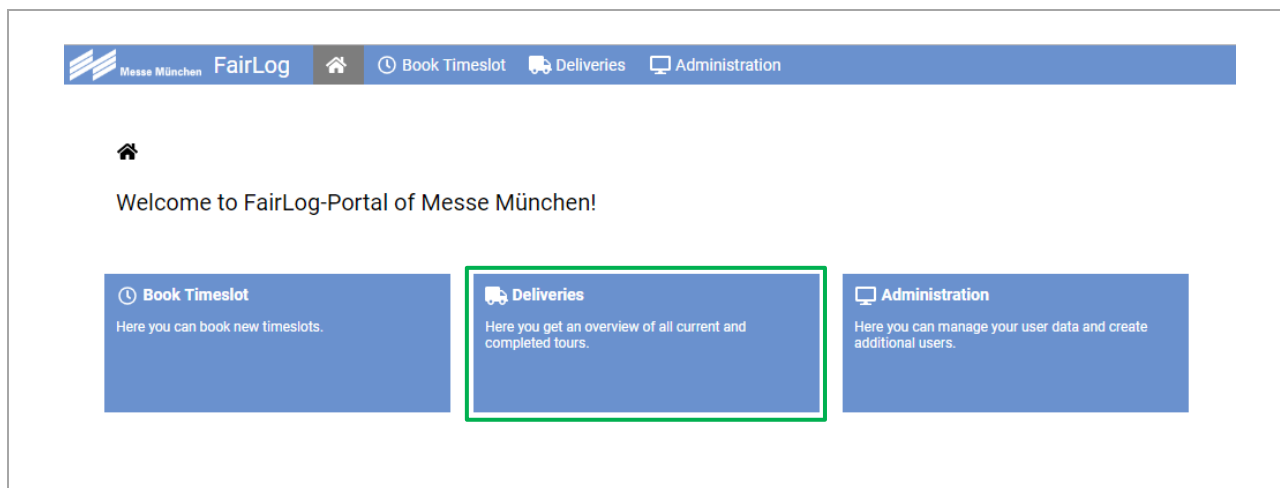
---

**Beginn Zeitfenster / Start of time slot:** 17-11-2018 15:15:00  
**Ende Zeitfenster / End of time slot:** 17-11-2018 16:35:00  
**Halle, Stand / Hall, Booth:**  
**Aussteller / Exhibitor:**  
**Service / Service:** Selbstständiges Laden / self-handled loading  
**Messespedition / Forwarding agency:** Selbstständiges Laden / self-handled loading

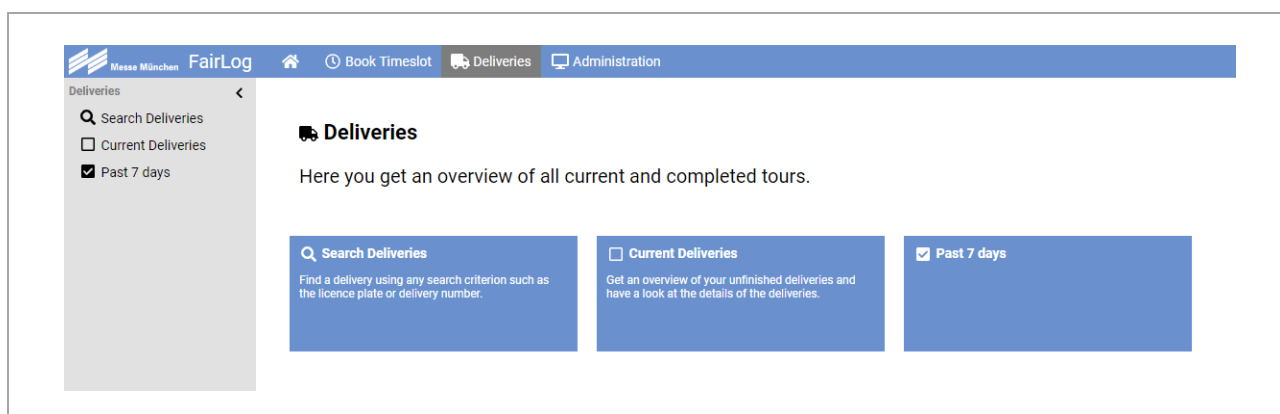
# 4 EDIT DELIVERY

## 4.1 MENU SELECT

In order to edit already reserved timeslots, click on the menu item „Deliveries“.



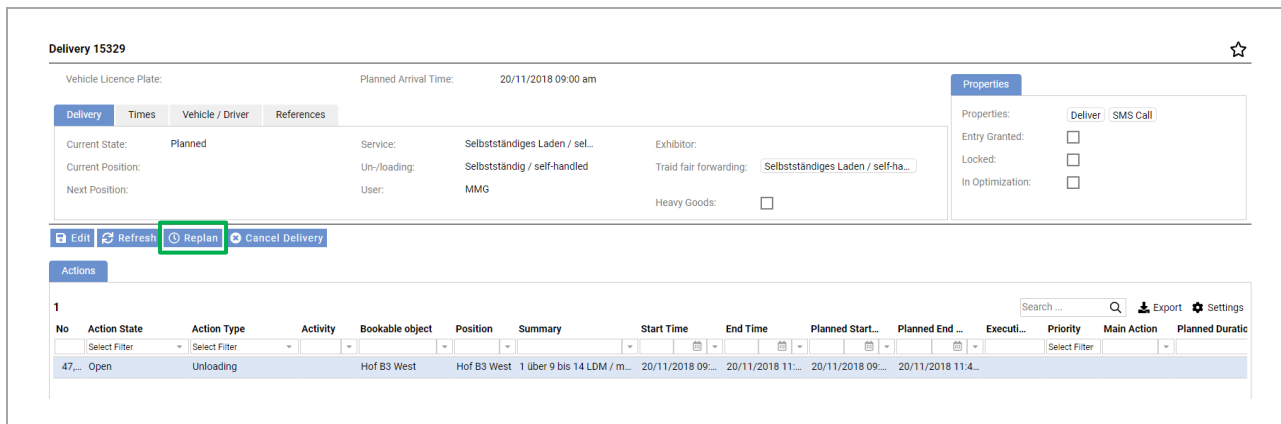
The menu provides an overview of current and completed deliveries. You also can search for single deliveries and check its status by using the delivery monitor.





## 4.2 REPLAN A TIME SLOT

If you want to reschedule a reserved time slot, please select the item „Replan“ in the delivery monitor.



**Delivery 15329** ☆

Vehicle Licence Plate: \_\_\_\_\_ Planned Arrival Time: 20/11/2018 09:00 am

**Delivery** | Times | Vehicle / Driver | References

Current State: **Planned** Service: Selbstständiges Laden / sel... Exhibitor: \_\_\_\_\_  
 Current Position: \_\_\_\_\_ Un-/loading: Selbstständig / self-handled Traid fair forwarding: Selbstständiges Laden / self-ha...  
 Next Position: \_\_\_\_\_ User: MMG Heavy Goods:

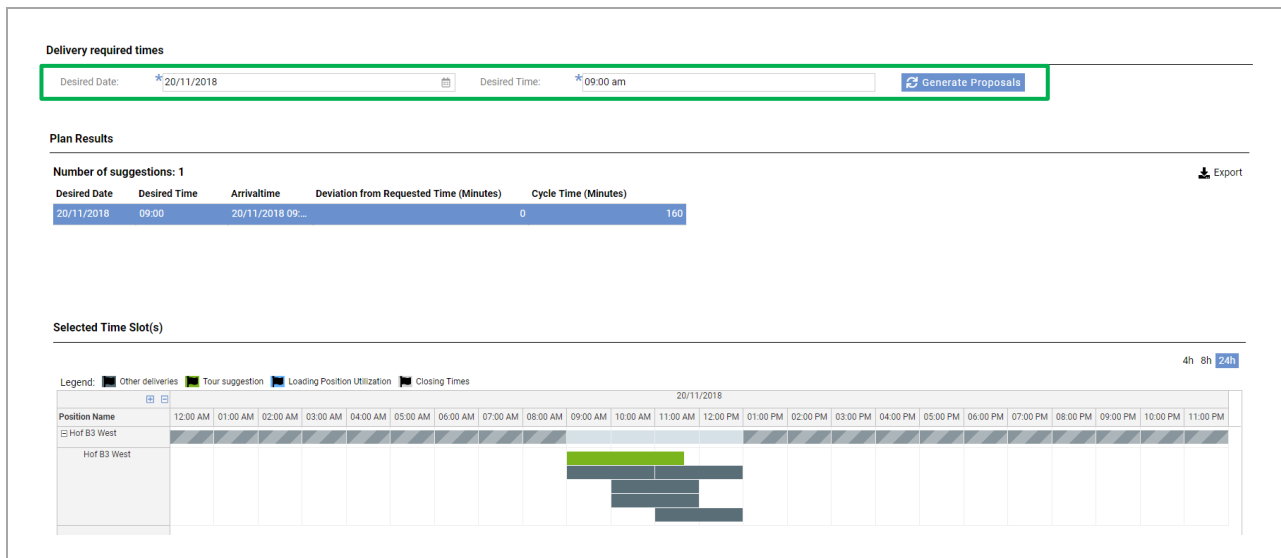
**Properties**

Properties:  Deliver  SMS Call  
 Entry Granted:   
 Locked:   
 In Optimization:

**Actions**

No	Action State	Action Type	Activity	Bookable object	Position	Summary	Start Time	End Time	Planned Start...	Planned End...	Executi...	Priority	Main Action	Planned Duratic
47...	Open	Unloading	Hof B3 West	Hof B3 West	1 über 9 bis 14 LDM / m...	20/11/2018 09:...	20/11/2018 11:...	20/11/2018 09:...	20/11/2018 11:4...					

In the next step you have the possibility to modify the delivery data (desired date and time) and to generate new suggestions.



**Delivery required times**

Desired Date: \*20/11/2018 Desired Time: \*09:00 am

**Plan Results**

Number of suggestions: 1 Export

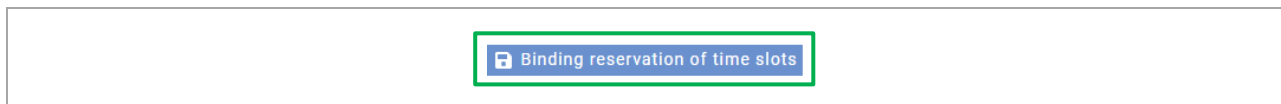
Desired Date	Desired Time	Arrivaltime	Deviation from Requested Time (Minutes)	Cycle Time (Minutes)
20/11/2018	09:00	20/11/2018 09:...	0	160

**Selected Time Slot(s)** 4h 8h 24h

Legend:  Other deliveries  Tour suggestion  Loading Position Utilization  Closing Times

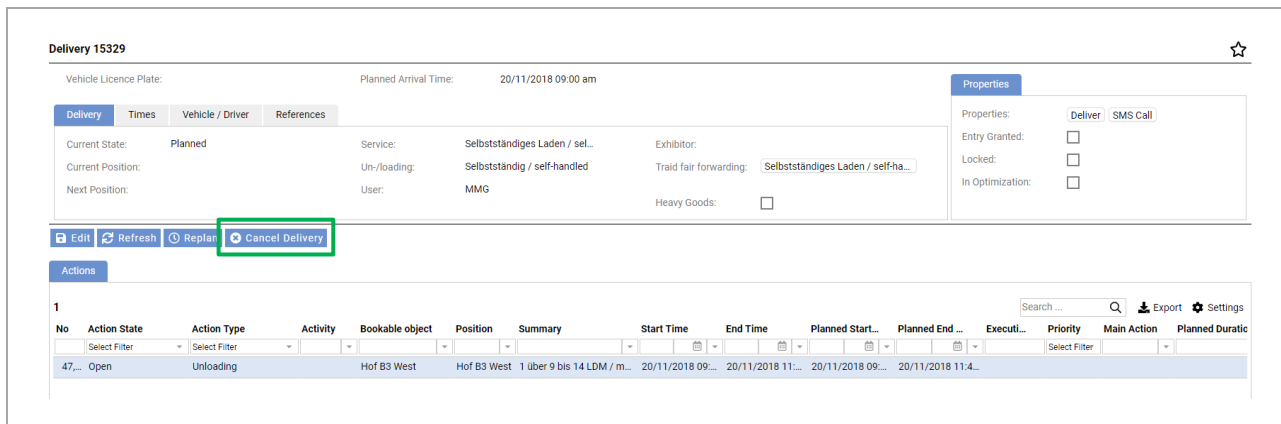
Position Name	12:00 AM	01:00 AM	02:00 AM	03:00 AM	04:00 AM	05:00 AM	06:00 AM	07:00 AM	08:00 AM	09:00 AM	10:00 AM	11:00 AM	12:00 PM	01:00 PM	02:00 PM	03:00 PM	04:00 PM	05:00 PM	06:00 PM	07:00 PM	08:00 PM	09:00 PM	10:00 PM	11:00 PM
Hof B3 West																								
Hof B3 West																								

By clicking on the button „Binding reservation of time slots“ the rescheduled time slot will be reserved bindingly for you.



## 4.3 CANCEL A TIME SLOT

If you want to cancel a time slot, please use the button „Cancel Delivery“ at the delivery monitor.



**Delivery 15329**

Vehicle Licence Plate:      Planned Arrival Time: 20/11/2018 09:00 am

**Delivery**   Times   Vehicle / Driver   References

Current State: **Planned**      Service: Selbstständiges Laden / sel...      Exhibitor:

Current Position:      Un-/loading: Selbstständig / self-handled      Traid fair forwarding: Selbstständiges Laden / self-ha...

Next Position:      User: MMG      Heavy Goods:

**Properties**

Properties:      Deliver   SMS Call

Entry Granted:

Locked:

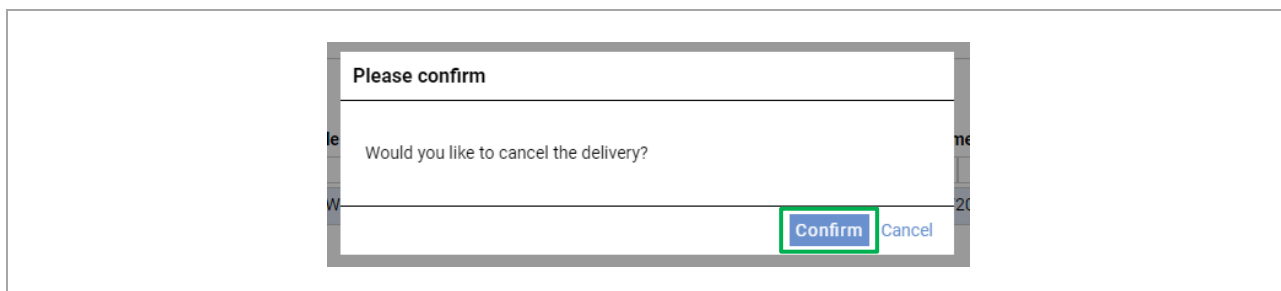
In Optimization:

**Actions**

Edit   Refresh   Replan   **Cancel Delivery**

No	Action State	Action Type	Activity	Bookable object	Position	Summary	Start Time	End Time	Planned Start...	Planned End ...	Executi...	Priority	Main Action	Planned Duratic
47...	Open	Unloading		Hof B3 West	Hof B3 West	1 über 9 bis 14 LDM / m...	20/11/2018 09...	20/11/2018 11...	20/11/2018 09...	20/11/2018 11.4...				

After having clicked on the button „Cancel Delivery“ a confirmation prompt will appear. Please confirm this by clicking on “Confirm”. The time slot will be canceled afterwards.



**Please confirm**

Would you like to cancel the delivery?

**Confirm**   Cancel