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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. (Service hours: weekdays, 08.00 – 16.30).
1.2 CREATE ACCOUNT

**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.

Dear Mrs/Mr

Welcome to Fairlog!

To complete your account setup, click on the activation link below:

Activate Account

Best regards

Messe München GmbH
Traffic and Security Department

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.

Dear Mrs / Mr

Welcome to Fairlog!

A user account has been created for You. Please login using the following link:

Link to LOGIN

Experiencing problems with your login? Please contact SysSu-Central-Support@introm- software.com

Your login credentials are:
User:
Password:

Best regards

Messe München GmbH
Traffic and Security Department
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.

**Welcome to FairLog-Portal**

- **User**: Please enter your user name (generally your e-mail address) in this free text field.
- **Password**: Enter your password in this free text field.
- **Select language**: Click on the national flag to select German or English as the system language.
- **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?”.

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”.

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”.

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

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

**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).

**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).

**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.

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

**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](https://messe-muenchen.de/en/locations/services/trade-fair-services/services/spedition-en.php)

**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).

**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.

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

**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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Licence Plate</td>
<td>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.</td>
</tr>
<tr>
<td>Trailer Licence Plate</td>
<td>In this free text field, you can enter the license plate number of a trailer or semi-trailer, if already known.</td>
</tr>
<tr>
<td>Name of the driver</td>
<td>In this free text field, you can enter the name of your driver, if already known.</td>
</tr>
<tr>
<td>Driver language</td>
<td>In a drop-down menu, you can select the language of your driver, if already known. The driver will be prompted to enter the exhibition grounds via an SMS text in the specified language.</td>
</tr>
<tr>
<td>Mobile Number</td>
<td>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.</td>
</tr>
</tbody>
</table>
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”.

### Add 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”.

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**Diagram:**

- **A** Hall
- **B** Booth
- **C** Loading Type
- **D** Loading Volume
- **E** Add other loading positions
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**

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.

**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**

<table>
<thead>
<tr>
<th>Desired Date</th>
<th>Desired Time</th>
<th>Arrivaltime</th>
<th>Deviation from Requested Time (Minutes)</th>
<th>Cycle Time (Minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>20/11/2018</td>
<td>09:00</td>
<td>20/11/2018 09:00</td>
<td>14</td>
<td>160</td>
</tr>
<tr>
<td>20/11/2018</td>
<td>09:00</td>
<td>20/11/2018 08:00</td>
<td>-15</td>
<td>160</td>
</tr>
<tr>
<td>20/11/2018</td>
<td>09:00</td>
<td>20/11/2018 08:00</td>
<td>0</td>
<td>160</td>
</tr>
<tr>
<td>20/11/2018</td>
<td>09:00</td>
<td>20/11/2018 08:00</td>
<td>-30</td>
<td>160</td>
</tr>
<tr>
<td>20/11/2018</td>
<td>09:00</td>
<td>20/11/2018 08:00</td>
<td>29</td>
<td>160</td>
</tr>
</tbody>
</table>
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”).

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.
4 EDIT DELIVERY

4.1 MENU SELECT

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

![Menu Screenshot]

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.

![Delivery Screenshot]
4.2 REPLAN A TIME SLOT

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

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

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.

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.