# FAIRLOG-MANUAL

Team Logistics and Traffic
LT@messe-muenchen.de
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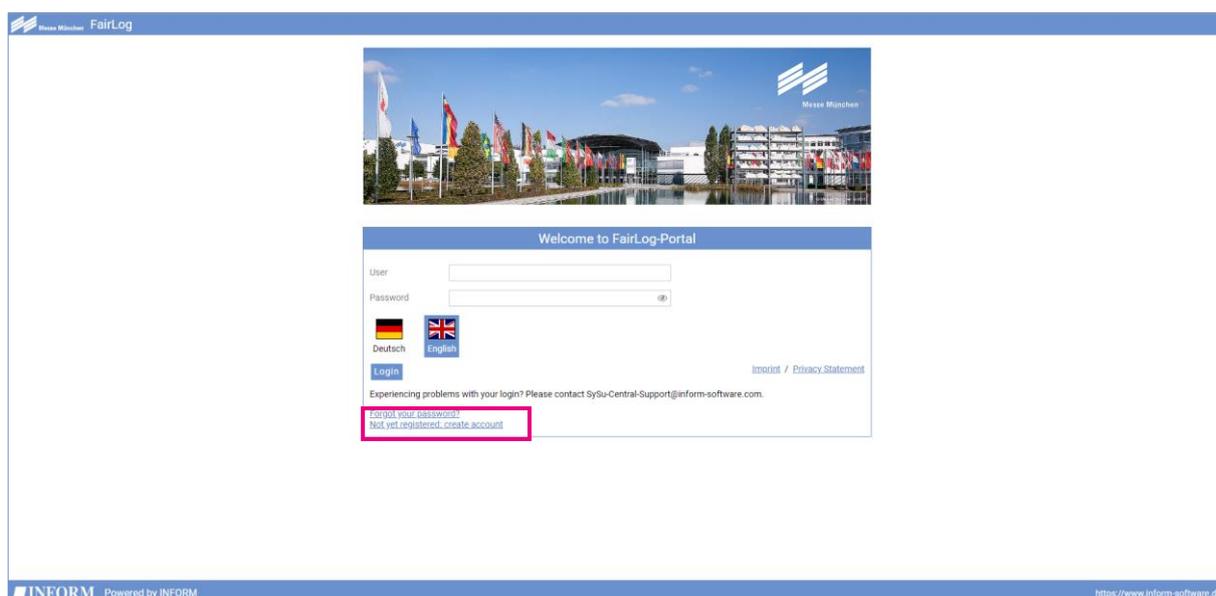
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## 1 Create a FairLog-account

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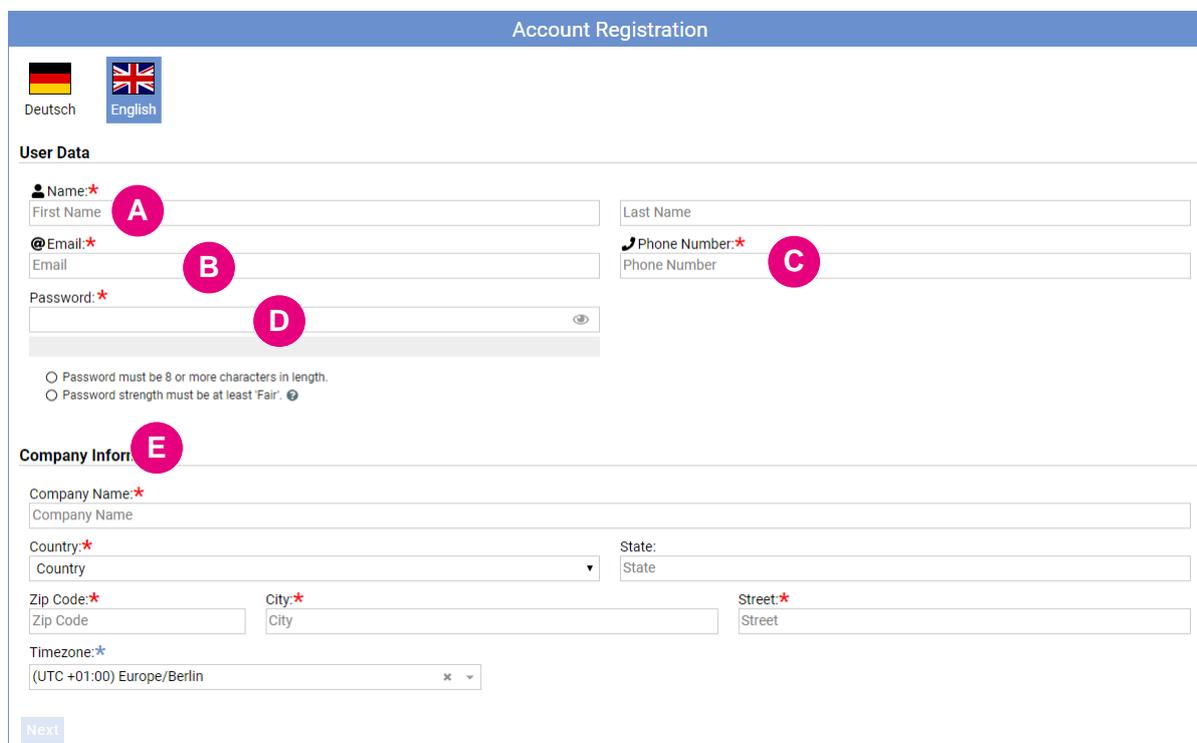
You can access the login screen at https://messe-muenchen.fairlogportal.com. There please click on the link "Not yet registered: create account". Afterwards you will be forwarded to the registration page.

**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 username 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 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".
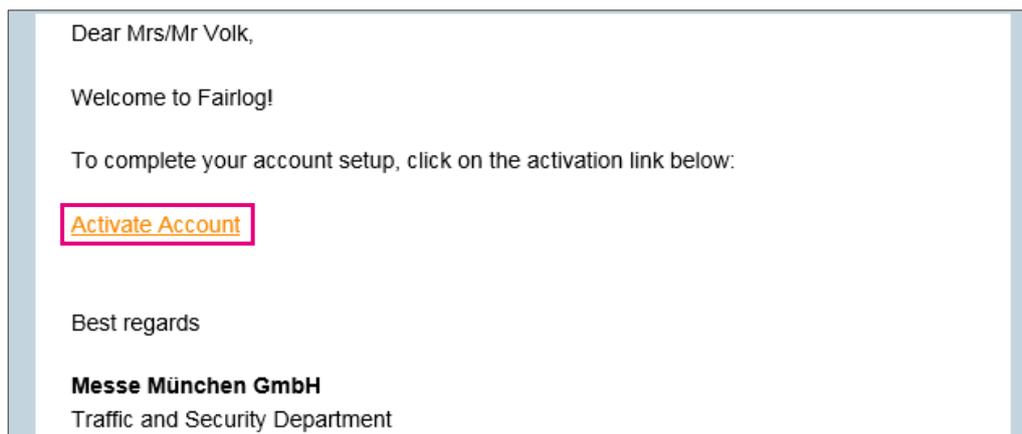Then click on "Create Account", after which you will receive an e-mail, "Welcome to FairLog".

## 1.3  Activate account

Once you have created an account, it must be activated. First, click on the link "Activate account" in the welcome e-mail.

Dear Mrs/Mr Volk,

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 (username and password). Alternatively, you can also find a link to the login page on the website.
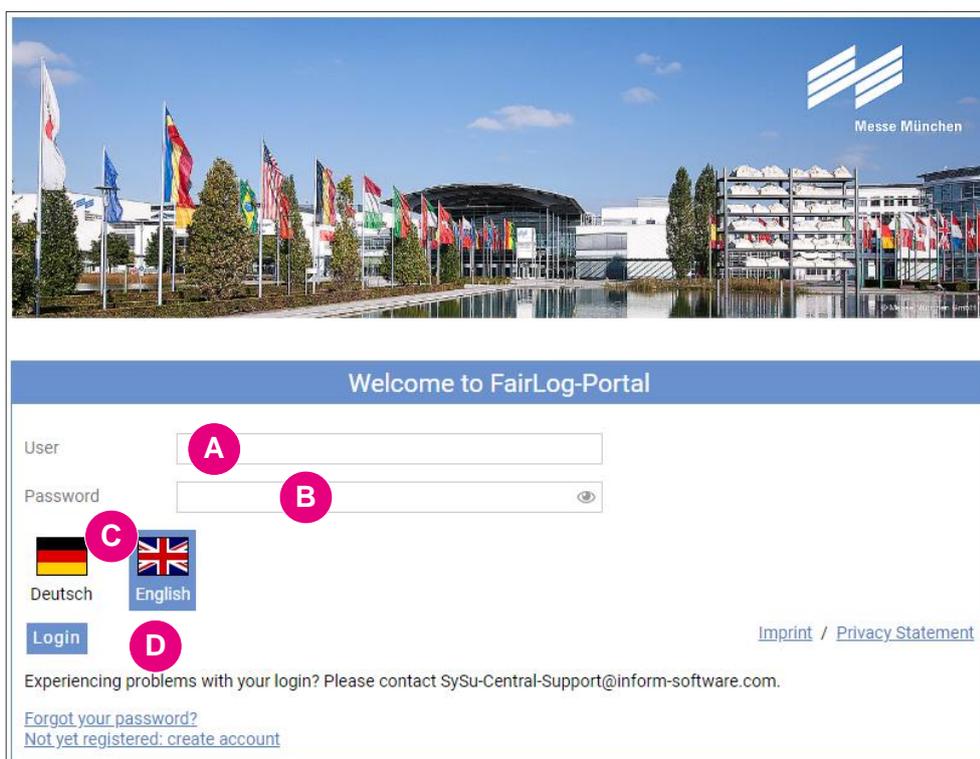
Dear Mrs / Mr Volk,

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 SySu-Central-Support@inform-software.com

Your login credentials are:
User: VOLK@MESSE-MUENCHEN.DE
Password: volk1234

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.



**A**   **User**
Please enter your username (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 switch between German or English as 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 username or e-mail address. Click on the link "Forgot your password?".



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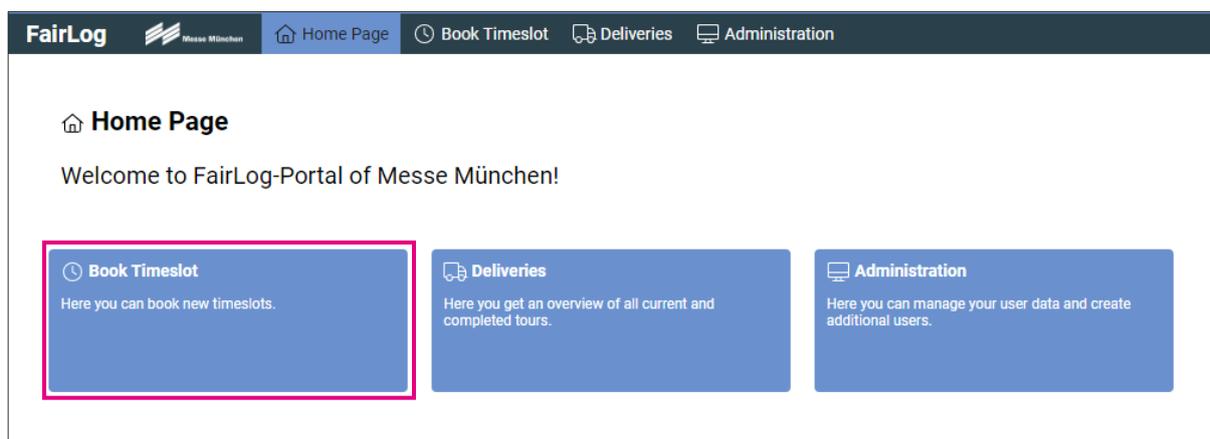


You will receive a link at the e-mail address you provided during registration; please click on the link to reset your password. You then can assign a new password.

# 3 Book a time slot

## 3.1 Menu selection

Once you have logged in with your username and password, click on the menu item "Book Timeslot" to reserve a time slot.



## 3.2 Select Event

Select the event 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.
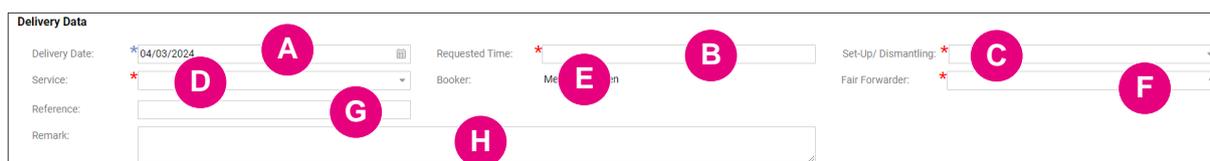
**B**  **Select event**
Confirm your selection by clicking on the button "Select event".

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## 3.3 General delivery information

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



**A** **Delivery 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** **Requested 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** **Set-Up / Dismantling**
This field is filled automatically based on the date entered.

**D** **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 conducted independently.
Please note that the information provided here will automatically complete the method of loading/unloading.
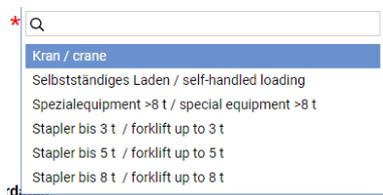


**E** **Booker**
In this field your company data will be filled in automatically.

**F** **Fair Forwarder**
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

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

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## 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, the driver can later complete this information 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 is changed, or a different driver is found for the trip on short notice.
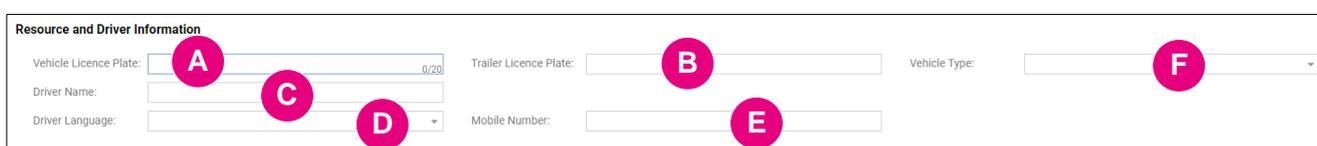
**Resource and Driver Information**

| | | |
|---|---|---|
| Vehicle Licence Plate: (A) 0/20 | Trailer Licence Plate: (B) | Vehicle Type: (F) |
| Driver Name: (C) | | |
| Driver Language: (D) | Mobile Number: (E) | |

**A**   **Vehicle license 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.

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

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

**D**   **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.
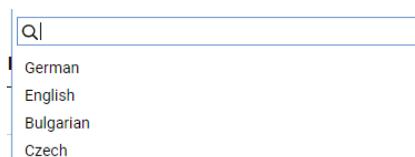
| Q| |
|---|
| German |
| English |
| Bulgarian |
| Czech |

**E**   **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 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.

**F**   **Vehicle Type**
Here you must fill in, whether your vehicle is longer than 8 meters or not

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## 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.
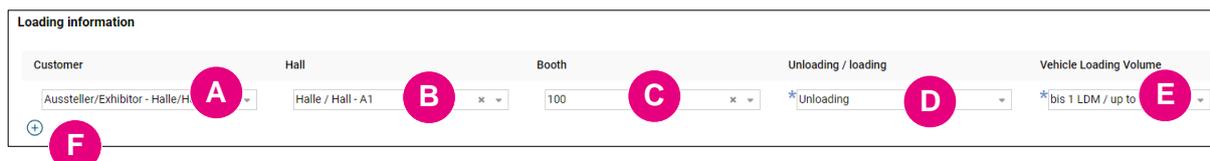


**A**  **Customer**
The selection of the exhibitor is simplified. Simply select the hall in which the stand is located (✱ mandatory field).

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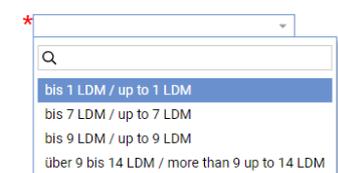Please select the desired hall from the drop-down-menu (✱ mandatory field).

**C**  **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).

**D**  **Loading type**
You can choose from a drop-down menu whether your vehicle should be loaded or unloaded  (✱ mandatory field).
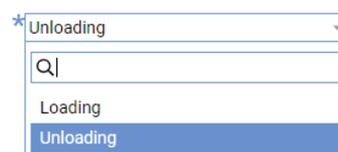
**E**  **Loading volume**
Please select from the drop-down menu the estimated load volume (✱ mandatory field). The load volume is specified in loading meters (LDM).
Explanation: a euro pallet corresponds to 0.4 loading meters (LDM). In this case, the quantity "up to 1 LDM" should be selected. For a fully loaded semitrailer the quantity would be "more than 9 up to 14 LDM".

**F**  **Add 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 the information needed to reserve a time slot has been added, the time slot is calculated by clicking on the button "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 based on various system parameters.



**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 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 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).

**Time Slot Proposals**

◁ A day earlier    ▷ One day later

**Number of Proposals: 5**

| Requested Date | Requested Time | Arrival Time | Deviation from Re... | Cycle Time (Minu... |
|---|---|---|---|---|
| 4/3/2024 | 08:00 | 4/3/2024 7:30 AM | -30 | 80 |
| 4/3/2024 | 08:00 | 4/3/2024 7:45 AM | -15 | 80 |
| 4/3/2024 | 08:00 | 4/3/2024 8:00 AM | 0 | 80 |
| 4/3/2024 | 08:00 | 4/3/2024 8:15 AM | 15 | 80 |
| 4/3/2024 | 08:00 | 4/3/2024 8:30 AM | 30 | 80 |

**Selected Time Slot(s)**

## 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").
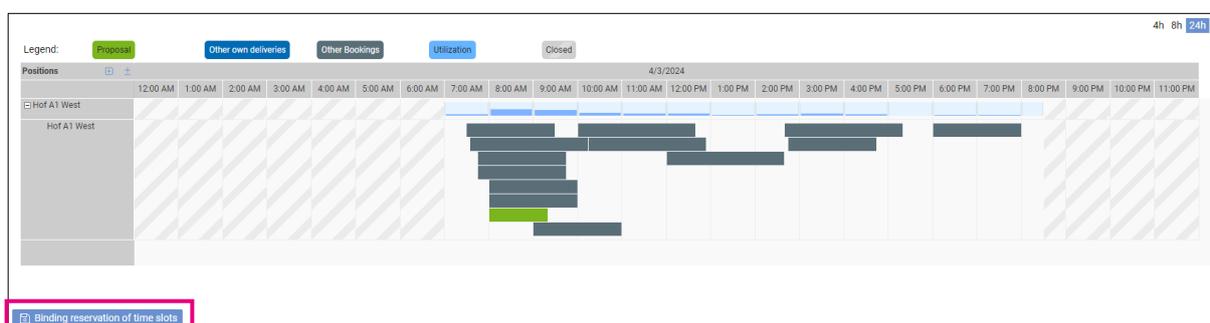


You will also receive a confirmation by e-mail. It will also summarize all the important information. Please print out the e-mail and give it to your driver to present on arrival for check in.
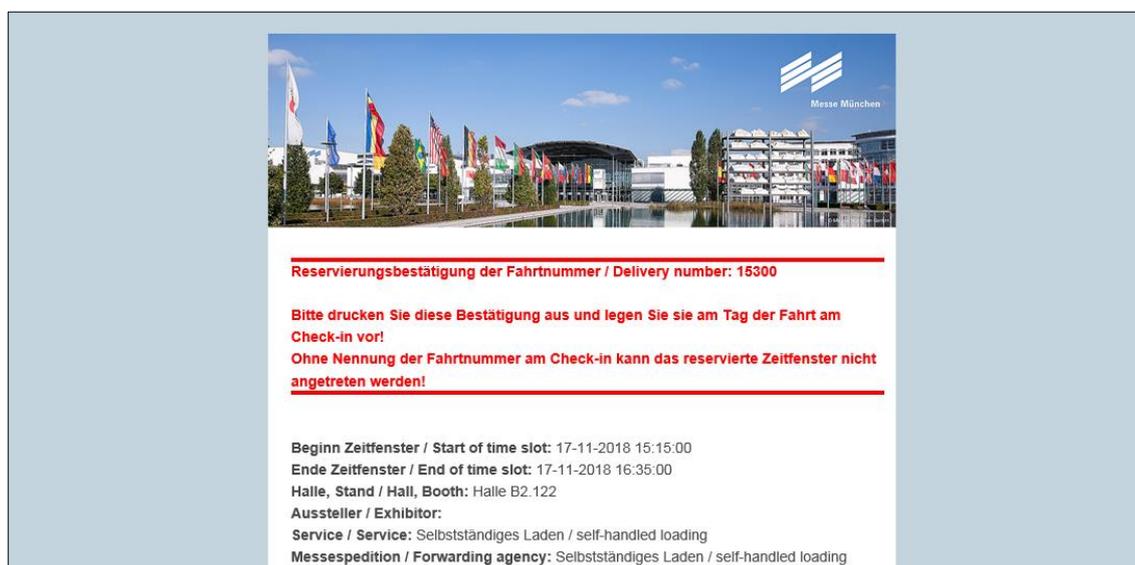
## 4 Edit deliveries

### 4.1 Menu select

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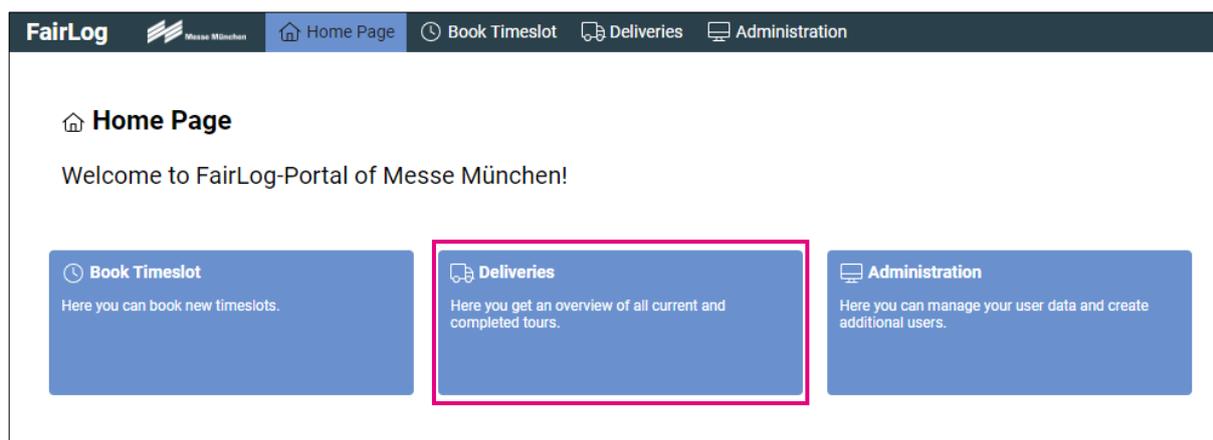


The menu provides an overview of current and completed deliveries. You also can search for single deliveries and check its status by using the delivery monitor.
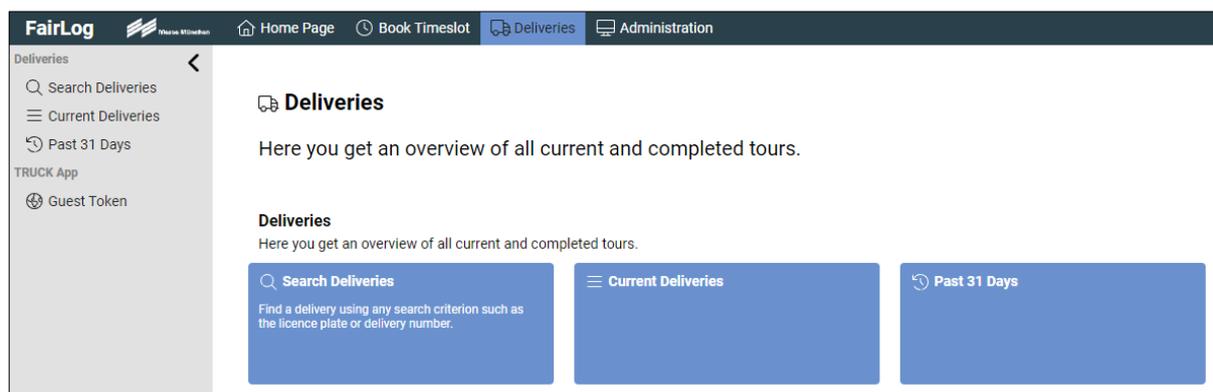
## 4.2 Replan a time slot

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



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.