



# SMART FAIRGROUND MANAGEMENT

Customer Journey

## The Customer-Journey







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pcoming Events		
Buchungsevent 2023		
Event period: Tue, 27. Jun. 2023 - Wed, 28. Jun. 2023		
Booking : Mon, 20. Feb. 2023 - Wed, 31. Jan. 2024	Register	
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Registration at an upcoming event to be able to make a booking for it.



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pcoming Events		
Buchungsevent 2023		
Event period: Tue. 27. Jun. 2023 - Wed. 28. Jun. 2023	Event code 🚱	
Booking :	•••••	
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Enter the event code to register for an event. You can find this code on the website of the event you are interested in.



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#### BOOKINGS **Registered Events Buchungsevent 2023** Event period: Summary: Details: . Tue, 27. Jun. 2023 - Wed, 28. Jun. 2023 ✓ 0 missing 0 Assembly Booking: 0 Dismantling 0 missing Add Booking Mon, 20. Feb. 2023 - Wed, 31. Jan. 2024 0 Other O missing Upcoming Events Successful Buchungsbeispiel registration Deal period. Rep 20, Apr. 2023 - Mar. 3, Mar. 2020 performent of Register 101174-000-Web314e-3003 Candy Land Front particular And the first start, they be the second balling. man, A. Shen and S. Yan, etc. Also should Dis Buchangsevent Freedow-had N. 10 No. 2021 No. 14 No. 2021 Part International



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#### BOOKINGS EVENTS **Registered Events Buchungsevent 2023** Event period: Summary: Details: . Tue, 27. Jun. 2023 - Wed, 28. Jun. 2023 ✓ 0 missing 0 Assembly Booking: 0 Dismantling 0 missing Add Booking Mon, 20. Feb. 2023 - Wed, 31. Jan. 2024 0 Other O missing Upcoming Events Buchungsbeispiel Add booking Frank period. No. 20 No. 2021 - Han J. No. 2022 Sectors. Register 1113.Pet. 2020 Parts 3. Her 2023 Candy Land Frank, service) Art. 23, Mar. 2023 - Nov. 24, Mar. 2020. Building . West 1. Her 2021 - No. 21, Mar. 2022. Das Buchungsevent. function (second) The Distance of the Constant of the -Sec. 1





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Registration









#### Messe Berlin

Log out

#### EVENTS BOOKINGS



PRIVACY IMPRINT FAQ COOKIE DISCLAIMER TERMS OF SERVICE

### Enter:

- Stand number
- Exhibitor
- Internal Ref.

### Optional:

add another vehicle







FUS.	Description	Amount	Units	Unit Price	Total Price	
1	Timeslot From: 15.12.2022, 11:00 To: 15.12.2022, 12:30 Event: Smart Country Convention -2023 Hall: Halle 25 Loading Zone: LZ24/25d	1.5	Hours	23.80€	35.70€	
				Total Price for Vehicle (Net) TAX (19%) Total Price for Vehicle (Gross)	30,00 € 5.70 € 35,70 €	Confirm booking
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				Total Price (Net) TAX ( 19%) Total Price (Gross)	30.00 € 5.70 € 35.70 €	Order with obligation to pay
nvoice Addr	ress					
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#### ← 🖀 Test TEST MODE

Smart Country Convention -2023 - Timeslot 15.12.2022 11:00 - 15.12.2022 12:30

35,70 €

Kontaktinformationen

E-Mail

Karte

Zahlungsmethode . К. S€PA

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## Selection of the payment method and recording of the payment data

Powered by stripe Bedingungen Datenschutz



EVENTS BOOKINGS			
	Booking successful		
The booking was completed successful	y, you will receive an e-mail with confirmation and can continue with mo	re bookings or return home.	
	Show bookings New booking		
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#### IIII Messe Berlin Log out EVENTS No. Created at Events Payment Status Stops Status Image: Contract of the second seco 2023022400000159 Baharparet 2000 Paid Confirmed 1 2023022400000158 Fig. (4, Fig., (5)) (4, 10) Rechargement (1973) Confirmed Paid 1

List of all bookings made.

Registration Login Login Login Add booking(s) Add booking(s) Cancel booking(s) / Change booking(s) booking(s)

PRIVACY IMPRINT FAQ COOKIE DISCLAIMER TERMS OF SERVICE

Driver and Vehicle Details	s					
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Stop 1: Buchungsevent 20	23 - CityCube B - Entladungsz	one 01				
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Exit via Gate 27						
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NUMBER OF STREET						
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Further information can be displayed by "unfolding".



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Il stops in this booking						
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Editing booking information by clicking on the "pencil".



## ENTRY TICKET



Entry ticket

Leave permanently visible in the vehicle while on the premises.

Note: Access to the site max. 10 min. before the start of the booked time slot.



Registration Login Login Login Add booking(s) Add booking(s) Cancel booking(s) / Change bookin



Invoice



Log out €

#### EVENTS BOOKINGS

No.	Created at	Events	Stops	Status	Payment Status	
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Reschedule a booking

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#### [→ Log out

#### EVENTS No. Created at Events Stops Status Payment Status <u>^</u> 2023022700000160 Mon, 27. Feb. 2023, 18:25 Buchungsevent 2023 1 Confirmed Paid **Driver and Vehicle Details** Number plate \* Driver phone number \* Driver language \* +4912345678 ~ Select driver language... \* This field must be filled out before the entry can be granted. 1 All stops in this booking Entry via Tor 7 Stop 1: Buchungsevent 2023 - CityCube B - Entladungszone 01 Time: 08.03.2023, 12:00 - 12:30 Stand number Exhibitor Internal reference Logistic Service Site logistician Site Logistician reference Select logistic service... ~ Select site logistician... ~ 🔁 Reschedule 🧪 Exit via Gate 27 Jafféstraße 2 14055 Berlin 52.502363, 13.266582 Documents 📥 583.73kB Reservation ticket

Rescheduling by clicking on the "reschedule" button







	Reschedule			×			
EVENTS BOOKINGS	Event: Buchungsevent 2 Hall	023					
No.	Cre CityCube B			~	Payment Sta	tus	
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Driver and Vehicle Details	Loading Zone	12.00					
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All stops in this booking	Old timeslot:						
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Stop 1: Buchungsevent 2023 -	CityC Hall	Date	Time	- 88			reconcean
Time: 08.03.2023, 12:00 - 12	:30 CityCube B	08.03.2023	12:00	- 88			
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	12:30	5.95	✓ Select				
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14033 Bernin	13:30	5.95	✓ Select				
52.502363, 13.266582	+ Harrison		Ostpreuße	nb			
Documents							
Reservation ticket						<b>≵</b> 583.73kB	







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#### EVENTS BOOKINGS

No.	Created at	Events	Stops	Status	Payment Status	
2023022400000159	Fri, 24. Feb. 2023, 18:39	Buchungsevent 2023	1	Confirmed	Paid	<b>~</b>
	11,21,23,237,217,110	Building particular (2011)	ь.	Contraction of the	Dell.	<ul> <li>Image: The second second</li></ul>

Cancellation of booking by clicking the "bin"-icon.

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#### Messe Berlin Log out € EVENTS BOOKINGS No. Created at Events Stops Status Payment Status ~ 🖬 2023020800000132 Wed, 8. Feb. 2023, 11:50 Buchungsbeispiel Confirmed Paid 1 ^ 💼 2023020800000131 Wed, 8. Feb. 2023, 11:50 Buchungsbeispiel 1 Self-canceled Refunded **Driver and Vehicle Details** Number plate \* Driver phone number \* Driver language\* +4912345678 Select driver language... $\checkmark$ \* This field must be filled out before the entry can be granted. All stops in this booking Stop 1: Buchungsbeispiel - Halle 2.1 - Ladezone Time: 30.04.2023, 08:00 - 09:00 The logistics services have to be booked separately at the provider of these services: https://fairs.dbschenker.com/#/online-booking/de The reference for that booking can then be saved in the field "Site Logistician reference". Internal reference Stand number Exhibitor Site Logistician reference Logistic Service Site logistician $\mathbf{v}$ Fork lift $\mathbf{\vee}$ Schenker Documents 📥 240.39kB Credit memo 📥 342.06kB Reservation ticket

# Retrieving the credit note in the booking overview.



#### IIIII Messe Berlin Invoice number: 2023022400000159-01 000000000 Invoice date: Messe Berlin GmbH - Messedamm 22 - D-14055 Berlin Visition and Territ Territ Test 111 The Print AND DESCRIPTION Credit memo This credit note relates to invoice 2023022400000159 dated 2023-02-24. A refund of €35.70 will be initiated to the original means of payment. Pos. Description Quantity Units Unit price Total -€30.00 1 Time slot 1 Hours -€30.00 Feb 24, 2023, 6:45 PM - Feb 24, 2023, 7:45 PM Vehicle type: Transporer Event: Buchungsevent 2023 Hall: CityCube B Loading zone: Entladungszone 01 Booking number: 2023022400000159 Total (net) -€30.00 VAT 19 % -€5.70 Total (gross) -€35.70 Payment information The local design of the local data Contractor Test





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User Details					
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Business Address					
Company *		VAT number			
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Country *		<b>^</b>
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Billing Addresses		
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Repeat password		
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## SMART FAIRGROUND MANAGEMENT

### Contacts

Messe Berlin GmbH Questions about booking loading zones: Phone: +49 30 3038 4334 E-Mail: traffic-visifair@messe-berlin.de

