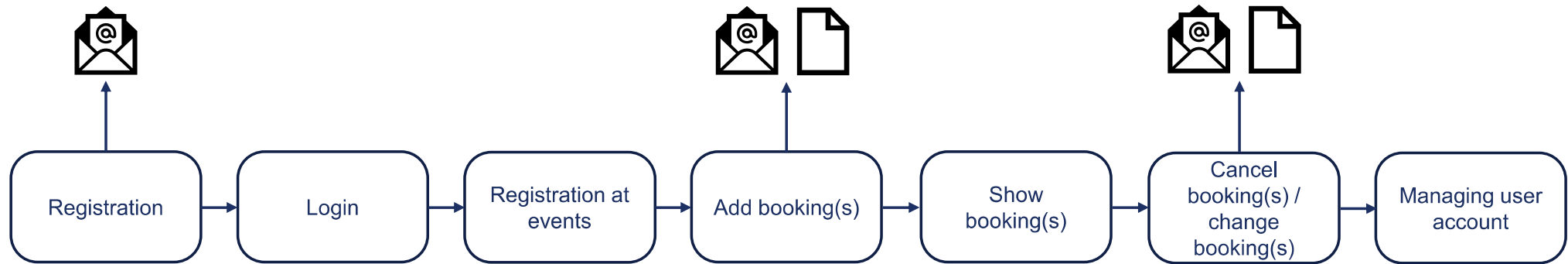
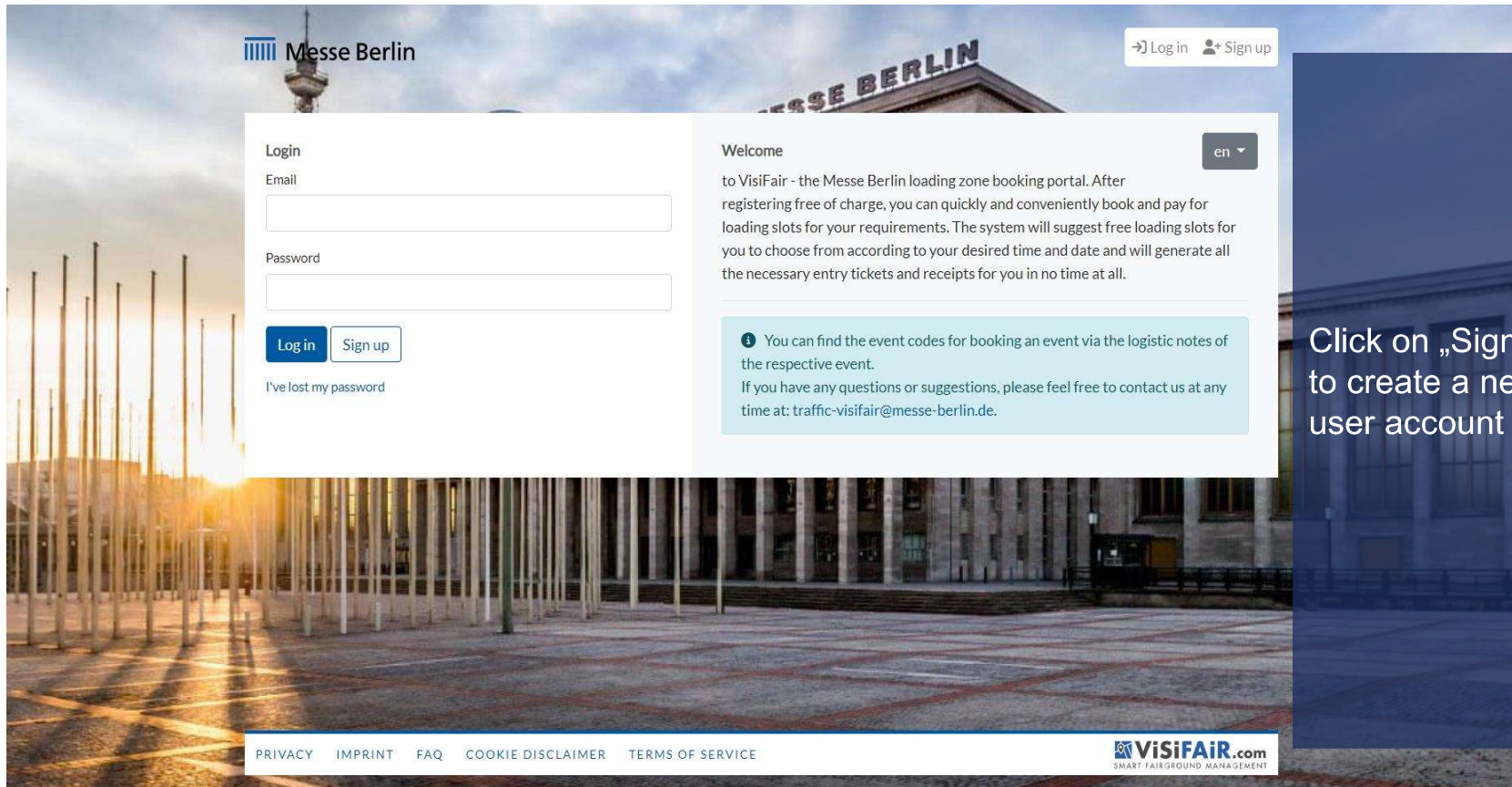




# Customer Journey

# The Customer-Journey





Click on „Sign up“  
to create a new  
user account



Messe Berlin

→ Log in + Sign up

Sign up en

First Name \*

Surname \*

Password \*

Repeat password \*

E-Mail \*

Phone number

Use International format: +49 1234 0000

Business Address

Company \*

VAT number

Street \*

House number \*

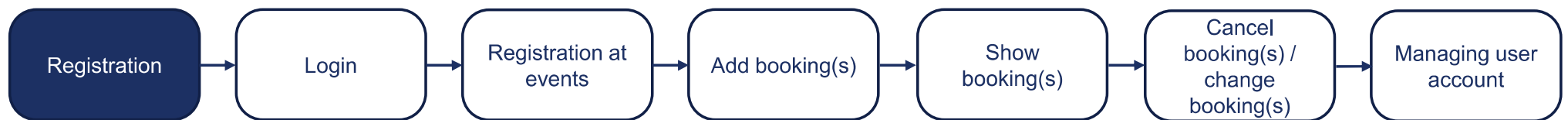
Zip code \*

Place \*

Country \*

Enter:

- E-mail address
- Password
- First name
- Last name
- Phone number
- address



**Business Address**

Company\*  VAT number

Street\*  House number\*

Zip code\*  Place\*

Country\*  
 United Kingdom

**Website Settings**

Site language\*  
 English

I have read and accept the Terms of Service.\*

You can find our [Privacy Agreement](#) here.

Fields with marked with "\*" are mandatory.

PRIVACY | IMPRINT | FAQ | COOKIE DISCLAIMER | TERMS OF SERVICE

**VisiFair.com**  
 SMART FAIRGROUND MANAGEMENT

Enter:

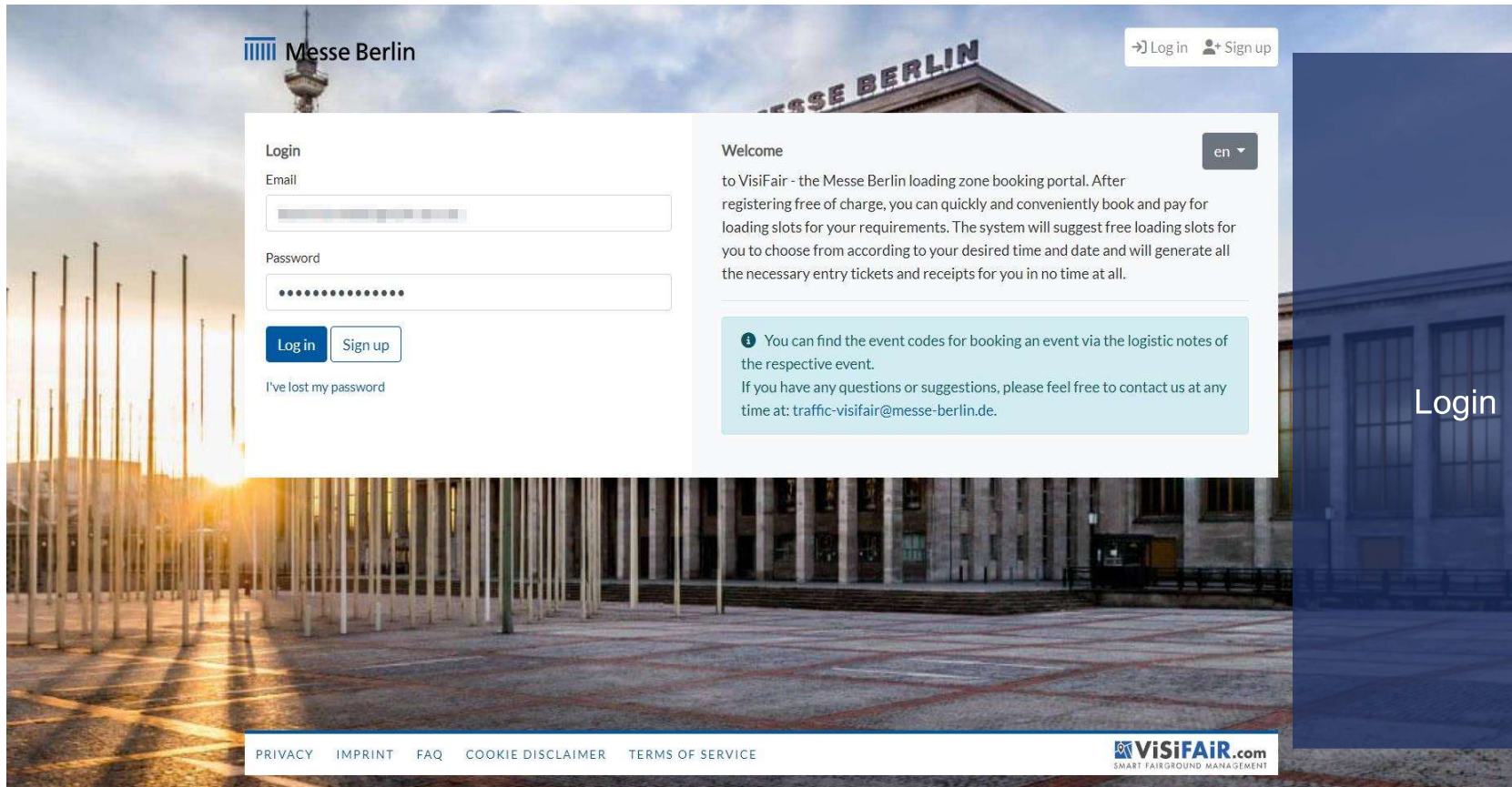
- Company name
- Tax number
- Language

Accepting:

- General terms and conditions of use







Upcoming Events

Buchungsevent 2023

Event period:  
Tue, 27. Jun. 2023 - Wed, 28. Jun. 2023

Booking:  
Mon, 20. Feb. 2023 - Wed, 31. Jan. 2024

Register

Buchungsevent

Event period:  
Tue, 20. Apr. 2023 - Thu, 3. Mai 2023

Booking:  
Fri, 2. Feb. 2023 - Wed, 24. Apr. 2023

Register

Camp Land

Event period:  
Tue, 20. Apr. 2023 - Thu, 22. Apr. 2023

Booking:  
Wed, 1. Feb. 2023 - Thu, 22. Apr. 2023

Register

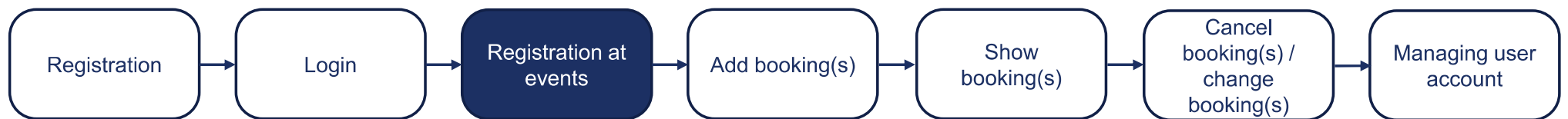
Das Buchungsevent

Event period:  
Fri, 22. Feb. 2023 - Tue, 24. Feb. 2023

Booking:  
Thu, 22. Feb. 2023 - Thu, 22. Feb. 2023

Register

Registration at an upcoming event to be able to make a booking for it.



Messe Berlin

Hello Log out

EVENTS BOOKINGS

Upcoming Events

**Buchungsevent 2023**

Event period:  
Tue, 27. Jun. 2023 - Wed, 28. Jun. 2023

Booking:  
Mon, 20. Feb. 2023 - Wed, 31. Jan. 2024

Event code

.....

Cancel Register

**Buchungsevent**

Event period:  
Tue, 03. Apr. 2023 - Wed, 03. Apr. 2023

Booking:  
Wed, 03. Apr. 2023 - Wed, 03. Apr. 2023

Register

**Carde Land**

Event period:  
Tue, 03. Apr. 2023 - Tue, 03. Apr. 2023

Booking:  
Wed, 03. Apr. 2023 - Tue, 03. Apr. 2023

Register

**Das Buchungsevent**

Event period:  
Tue, 03. Apr. 2023 - Tue, 03. Apr. 2023

Booking:  
Wed, 03. Apr. 2023 - Tue, 03. Apr. 2023

Register

Enter the event code to register for an event. You can find this code on the website of the event you are interested in.





Registered Events

Buchungsevent 2023

Event period:  
Tue, 27. Jun. 2023 - Wed, 28. Jun. 2023  
Booking:  
Mon, 20. Feb. 2023 - Wed, 31. Jan. 2024

Summary:  
0 Assembly  
0 Dismantling  
0 Other

Details:  
✓ 0 missing  
✓ 0 missing  
✓ 0 missing

Add Booking

Upcoming Events

Buchungsbeispiel

Event period:  
Sun, 26. Mar. 2023 - Mon, 1. Apr. 2023  
Booking:  
Fri, 3. Feb. 2023 - Wed, 3. May 2023

Register

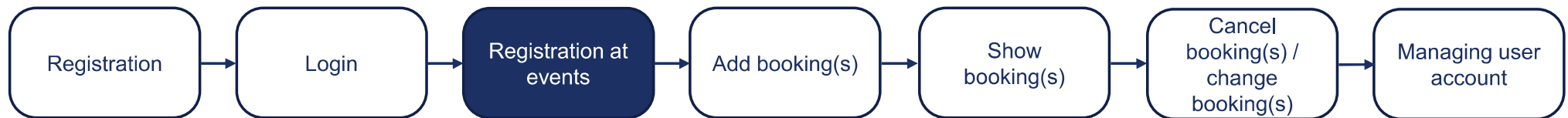
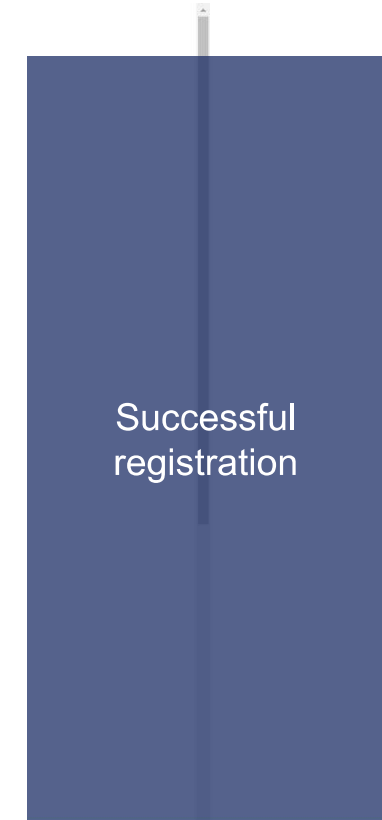
Candy Land

Event period:  
Wed, 08. Feb. 2023 - Wed, 29. Feb. 2023  
Booking:  
Wed, 8. Feb. 2023 - Wed, 29. Feb. 2023

Register

Das Buchungsbeispiel

Event period:  
Fri, 20. Feb. 2023 - Sun, 24. Feb. 2023  
Booking:



Registered Events

**Buchungsvent 2023**

**Event period:**  
Tue, 27. Jun. 2023 - Wed, 28. Jun. 2023  
**Booking:**  
Mon, 20. Feb. 2023 - Wed, 31. Jan. 2024

**Summary:**  
0 Assembly  
0 Dismantling  
0 Other

**Details:**  
✓ 0 missing  
✓ 0 missing  
✓ 0 missing

Add Booking

Upcoming Events

**Buchungsbeispiel**

**Event period:**  
Mon, 20. Feb. 2023 - Mon, 1. Mar. 2023  
**Booking:**  
Fri, 3. Feb. 2023 - Wed, 3. Mar. 2023

Register

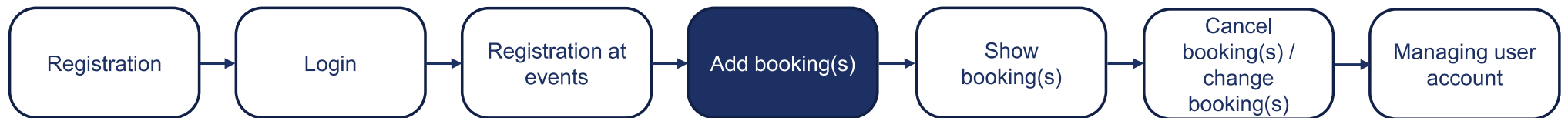
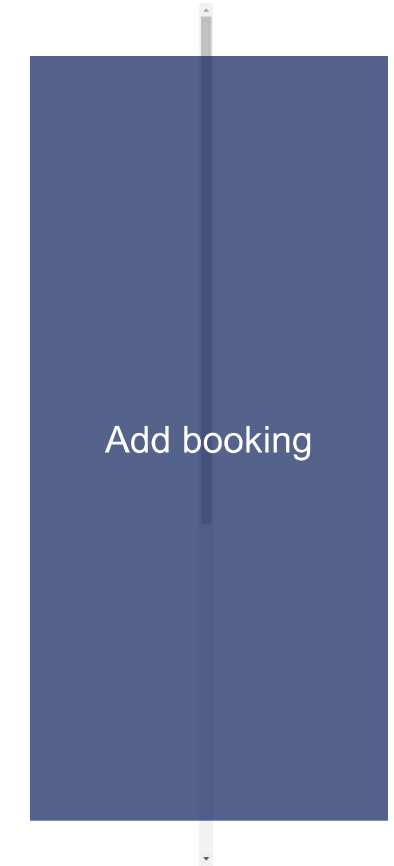
**Candy Land**

**Event period:**  
Sun, 22. Mar. 2023 - Sun, 29. Mar. 2023  
**Booking:**  
Wed, 1. Mar. 2023 - Sun, 21. Mar. 2023

Register

**Das Buchungsvent**

**Event period:**  
Fri, 20. Feb. 2023 - Sun, 22. Feb. 2023  
**Booking:**



New Booking

Event: Buchungsevent

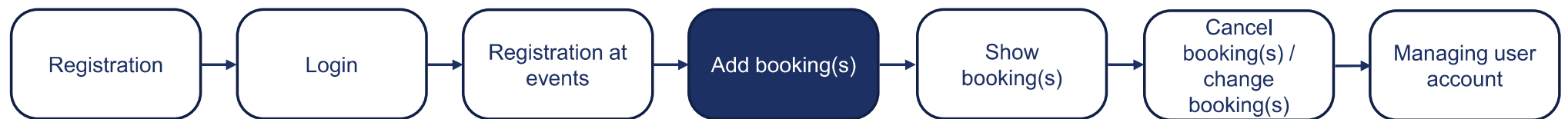
Vehicle: Vans (max. 6m)

Multi-Stop:



Add vehicle

Cancel booking Confirm booking

Select event and vehicle type



New Booking

Vehicle: 1  Price: 0.00 € 


Are you able to provide this details yet?

Number plate  Driver phone number  Driver language

No, not now

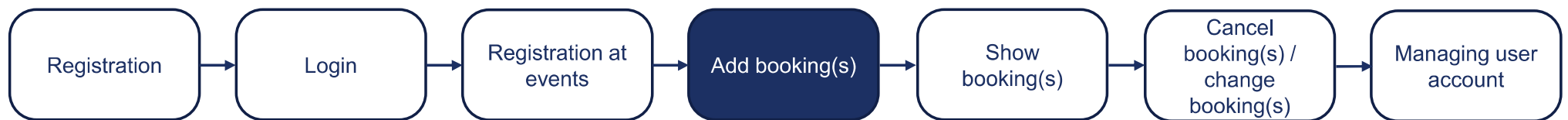
Reservation valid for: 14 min.

[PRIVACY](#) [IMPRINT](#) [FAQ](#) [COOKIE DISCLAIMER](#) [TERMS OF SERVICE](#)

 **VisiFair.com**  
SMART FAIRGROUND MANAGEMENT

Enter:

- Licence plate
- Phone num. of driver
- Driver language



New Booking

Vehicle: 1 Edit vehicle details

Price: 0.00 €

Stop: 1 Add new stop

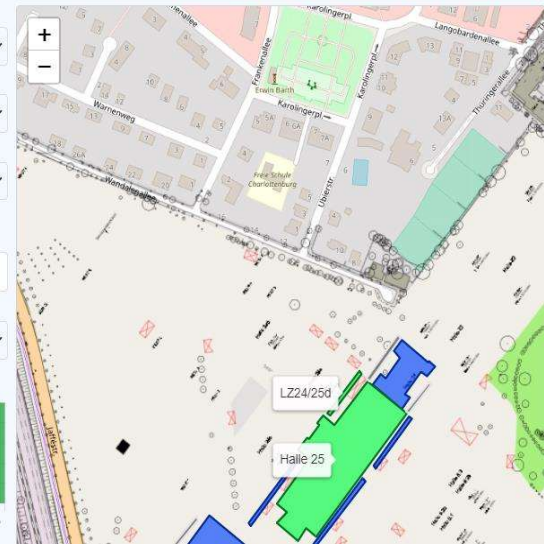
Event \*

Hall \* Halle 25

Logistic Service None

Arrival Date: December 15, 2022  
Arrival Time: 11:00  
Duration (min - max): 90

Loading zone: LZ24/25d



Selection of:

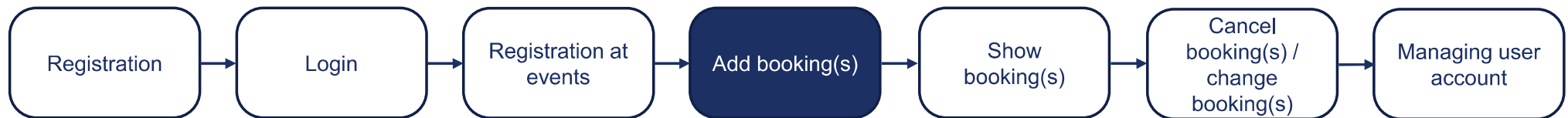
- Hall
- Arrival

Enter:

- Duration

Optional:

- Logistic service
- Site logistician



Available time slots for the selected loading zone:

Thu, 15. Dec. 2022	Price	Action
05:00	35.70	✓ Select
06:30	35.70	✓ Select
08:00	35.70	✓ Select
09:30	35.70	✓ Select
11:00	35.70	★ Select
12:30	35.70	✓ Select
14:00	35.70	✓ Select
15:30	35.70	✓ Select

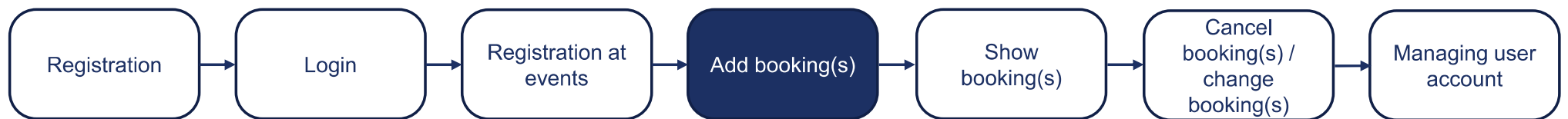
Reservation expired ✗ Cancel booking ✓ Confirm booking

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VisiFair.com  
SMART FAIRGROUND MANAGEMENT

Selection of:

- Time slot





New Booking

Vehicle: 1 [Edit vehicle details](#) Price: 0,00

Stop: 1 Buchungsevent 2023 - CityCube A - Entladungszone 01

Date: Sun, 26. Feb. 2023, 19:00  
Duration: 01:00 h  
Price: 0,00 EUR

Weitere Angaben machen

Stand number  
1234

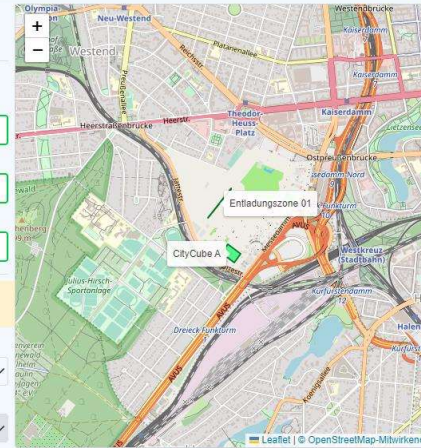
Exhibitor  
Test Ltd.

Internal reference  
132456

If you select the logistics services here, they have to be booked separately at the service provider.

Logistic Service  
None

Site logistician  
Select site logistician...



+ Add another vehicle

Reservation valid for: 14 min.

X Cancel booking

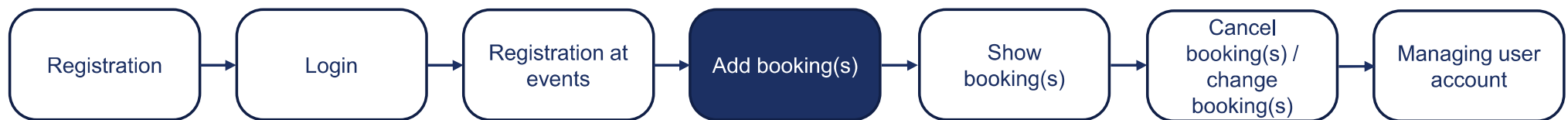
✓ Confirm booking

Enter:

- Stand number
- Exhibitor
- Internal Ref.


Optional:

- add another vehicle



Confirm booking

Vehicles

Vehicle: 1  Price: 35.70 €

Number plate: PB VF 1234 Driver phone number: +4915100000000 Driver language: English

Timeslots

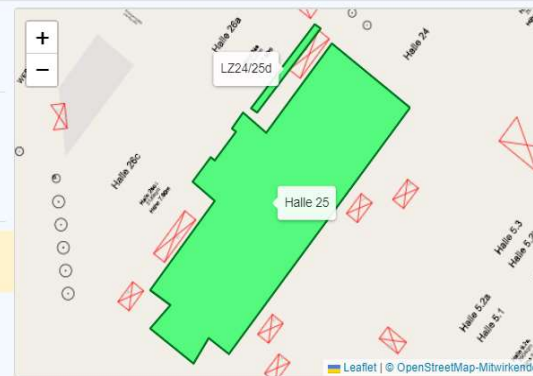
Stop: 2 Smart Country Convention -2023 - Halle 25 - LZ24/25d

Date: Thu, 15. Dec. 2022, 11:00  
Duration: 1.5 h  
Price: 35.70 EUR

Stand number: 1234  
Exhibitor: Test Ltd.  
Internal reference: 123456

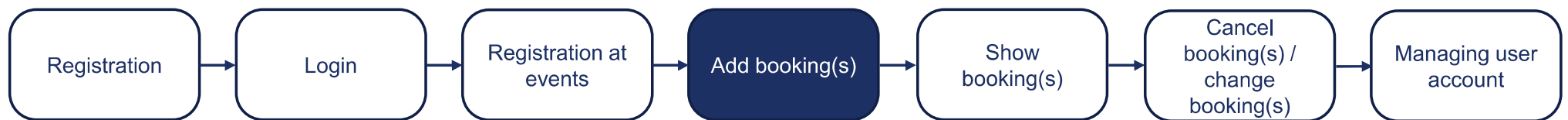
If you select the logistics services here, they have to be booked separately at the service provider.

Logistic Service: -  
Site logistician: -



Confirm booking  
(1/2)

Information about  
vehicle and  
timeslot



Costs  
Vehicle: 1 - Vans

Pos.	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)					30,00 €
TAX (19%)					5,70 €
Total Price for Vehicle (Gross)					35,70 €

---

Total Sum

Total Price (Net)	30,00 €
TAX (19%)	5,70 €
Total Price (Gross)	35,70 €

Invoice Address

[Redacted]
▼
+

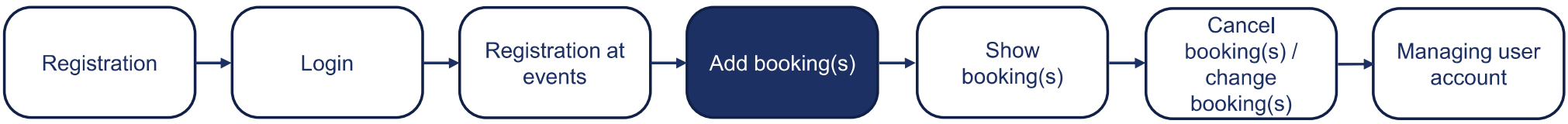
In the following step you will be forwarded to our payment provider *Stripe*. After they payment process is finished you will be redirected to the booking portal automatically.

Reservation valid for: 14 min.

← Return
✓ Order with obligation to pay

Confirm booking  
(2/2)

Order with  
obligation to pay



← Test TEST MODE

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

35,70 €

Powered by stripe | Bedingungen | Datenschutz

#### Kontaktinformationen

E-Mail [redacted]

#### Zahlungsmethode

Karte  Klarna  SEPA Lastschrift  ...

#### Kartendaten

4242 4242 4242 4242 VISA  
05 / 30 123

#### Name des Karteninhabers

[redacted]

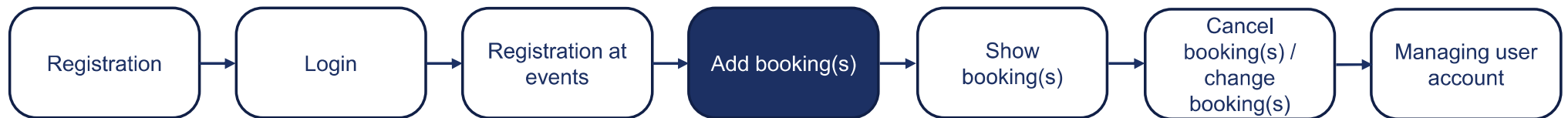
#### Land oder Region

Deutschland ▾

Meine Daten sicher speichern für Zahlungsvorgänge mit einem Klick  
Beschleunigen Sie Ihre Bezahlvorgänge bei Test und auf vielen anderen Websites.

Zahlen

Selection of the payment method and recording of the payment data





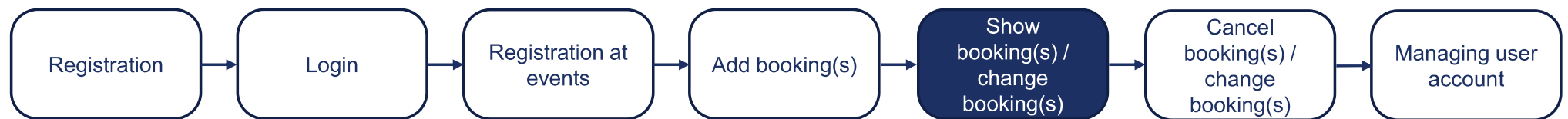
### Booking successful





The booking was completed successfully, you will receive an e-mail with confirmation and can continue with more bookings or return home.

Show bookings

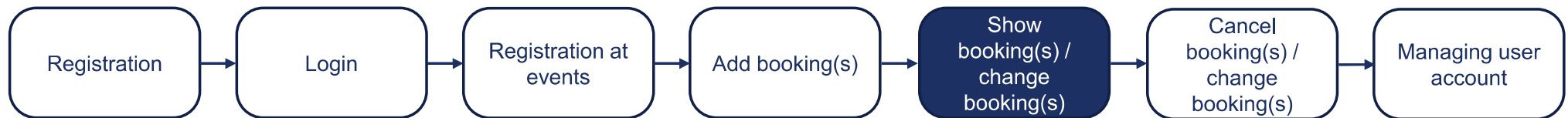
New booking

System info about successful booking



No.	Created at	Events	Stops	Status	Payment Status	
2023022400000159	04.04.2023 10:00	Bookingsystem 2023	1	Confirmed	Paid	 
2023022400000158	04.04.2023 09:00	Bookingsystem 2023	1	Confirmed	Paid	 

List of all bookings made.





2023022400000158    Fri, 24. Feb. 2023, 18:38    Buchungsevent 2023    1    Confirmed    Paid

### Driver and Vehicle Details

Number plate \*     Driver phone number \*     Driver language \*

\* This field must be filled out before the entry can be granted.

### All stops in this booking

Entry via Tor 7

---

Stop 1: Buchungsevent 2023 - CityCube B - Entladungszone 01  
Time: 24.02.2023, 18:45 - 19:45

Stand number	Exhibitor	Internal reference
<input type="text"/>	<input type="text"/>	<input type="text"/>
Logistic Service	Site logistician	Site Logistician reference
<input type="text" value="Select logistic service..."/>	<input type="text" value="Select site logistician..."/>	<input type="text"/>

[Reschedule](#)

---

Exit via Gate 27

---

### Documents

Reservation ticket [Download 506.67kB](#)

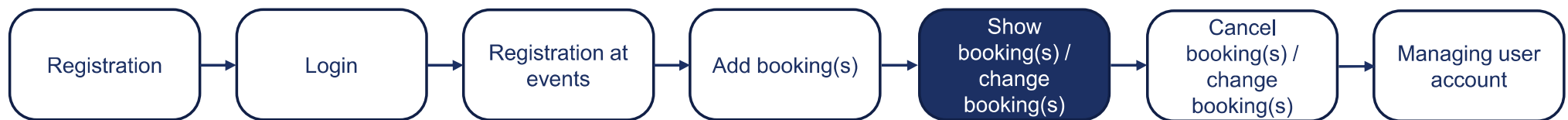
---

### Invoice

Invoice\_2023022400000158 [Download 240.25kB](#)

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Further information can be displayed by "unfolding".



2023022400000158    Fri, 24. Feb. 2023, 18:38    Buchungsevent 2023    1    Confirmed    Paid

### Driver and Vehicle Details

Number plate \*     Driver phone number \*     Driver language \*

\* This field must be filled out before the entry can be granted.

### All stops in this booking

Entry via Tor 7

Stop 1: Buchungsevent 2023 - CityCube B - Entladungszone 01  
Time: 24.02.2023, 18:45 - 19:45

Stand number	Exhibitor	Internal reference
<input type="text"/>	<input type="text"/>	<input type="text"/>
Logistic Service	Site logistician	Site Logistician reference
<input type="text" value="Select logistic service..."/>	<input type="text" value="Select site logistician..."/>	<input type="text"/>

[Reschedule](#)

Exit via Gate 27

### Documents

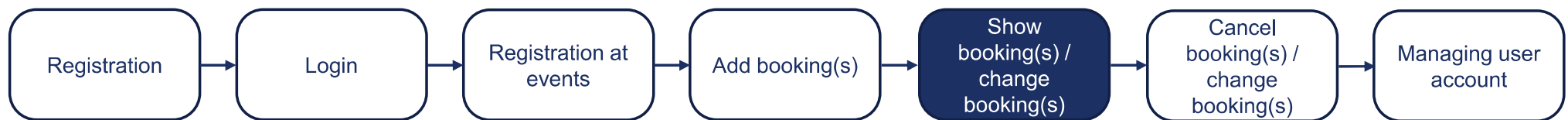
Reservation ticket [Download 506.67kB](#)

### Invoice

Invoice\_2023022400000158 [Download 240.25kB](#)

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Editing booking information by clicking on the "pencil".



# 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.



DATE **15.12.2022** ENTRY FROM **11:00** EXIT UNTIL **12:30**

Vehicle number plate: **PB VF 1234**

Arrival point: **Tor / Gate 7**

Tor / Gate 7 , Messedamm 24 , 14055 Berlin  
52° 30' 2.47" N / 13° 16' 25.1" E

Access: **Tor / Gate 7** • Target hall: **Halle 25** • Loading zone: **LZ24/25d** • Exit: **Tor / Gate 9**

Event:  
Vehicle type: Vans

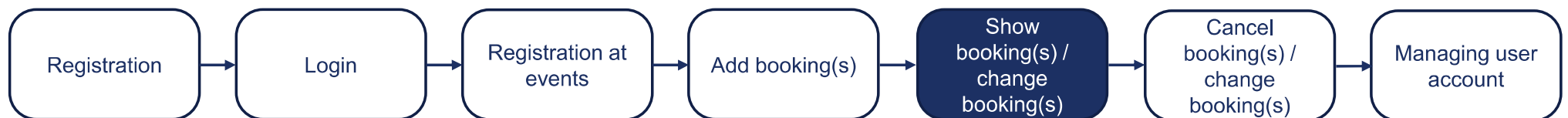
Booking number: 2022120800004713

**Unauthorised** vehicles and loading units parked outside the time slots will be **towed away for a fee.**

 **Messe Berlin**

08.12.2022 13:20:47

Entry ticket



Messe Berlin GmbH - Messedamm 22 - D-14055 Berlin





Invoice number: 202212080004713  
Invoice date: 2022-12-08  
Customer VAT number: [REDACTED]**Invoice**

Pos.	Description	Quantity	Units	Unit price	Total
1	Time slot Dec 15, 2022, 11:00 AM - Dec 15, 2022, 12:30 PM Vehicle type: Vans Event: Smart Country Convention -2023 Hall: Halle 25 Loading zone: LZ24/25d Booking number: 202212080004713	1.5	Hours	€20.00	€30.00
				<b>Total (net)</b>	<b>€30.00</b>
				VAT 19 %	€5.70
				<b>Total (gross)</b>	<b>€35.70</b>

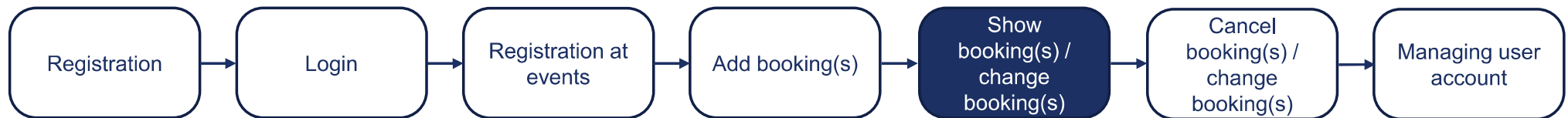
**Payment information**Payment method: Credit card  
Card: Visa \*\*\*\* \* 4242  
Card holder: [REDACTED]

Invoice



No.	Created at	Events	Stops	Status	Payment Status	
2023022400000159	Fri, 24. Feb. 2023, 18:39	Buchungsevent 2023	1	Confirmed	Paid	 
2023022400000159	Fri, 24. Feb. 2023, 18:39	Buchungsevent 2023	1	Confirmed	Paid	 

Reschedule a booking



No.	Created at	Events	Stops	Status	Payment Status
2023022700000160	Mon, 27. Feb. 2023, 18:25	Buchungsevent 2023	1	Confirmed	Paid

**Driver and Vehicle Details**

Number plate \*  Driver phone number \*  Driver language \*

\* This field must be filled out before the entry can be granted.

**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
<input type="text"/>	<input type="text"/>	<input type="text"/>
Logistic Service	Site logistician	Site Logistician reference
<input type="text" value="Select logistic service..."/>	<input type="text" value="Select site logistician..."/>	<input type="text"/>

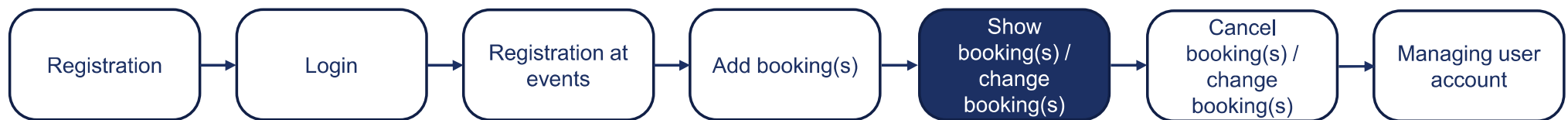
[Reschedule](#)

Exit via Gate 27  
Jaffestraße 2  
14055 Berlin  
52.502363, 13.266582

**Documents**

Reservation ticket [583.73kB](#)

Rescheduling by clicking on the "reschedule" button





**Reschedule**

Event: Buchungsevent 2023  
Hall: CityCube B

Arrival Date: March 8, 2023  
Arrival Time: 12:00  
Duration: 30

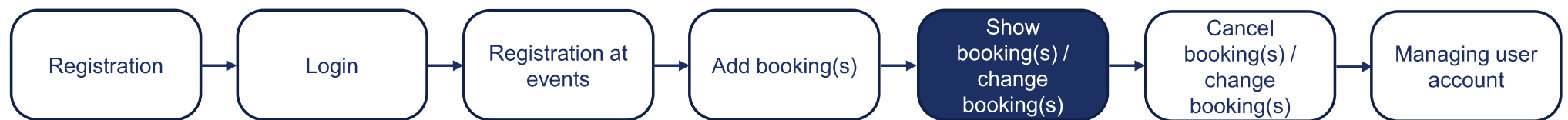
March 2023

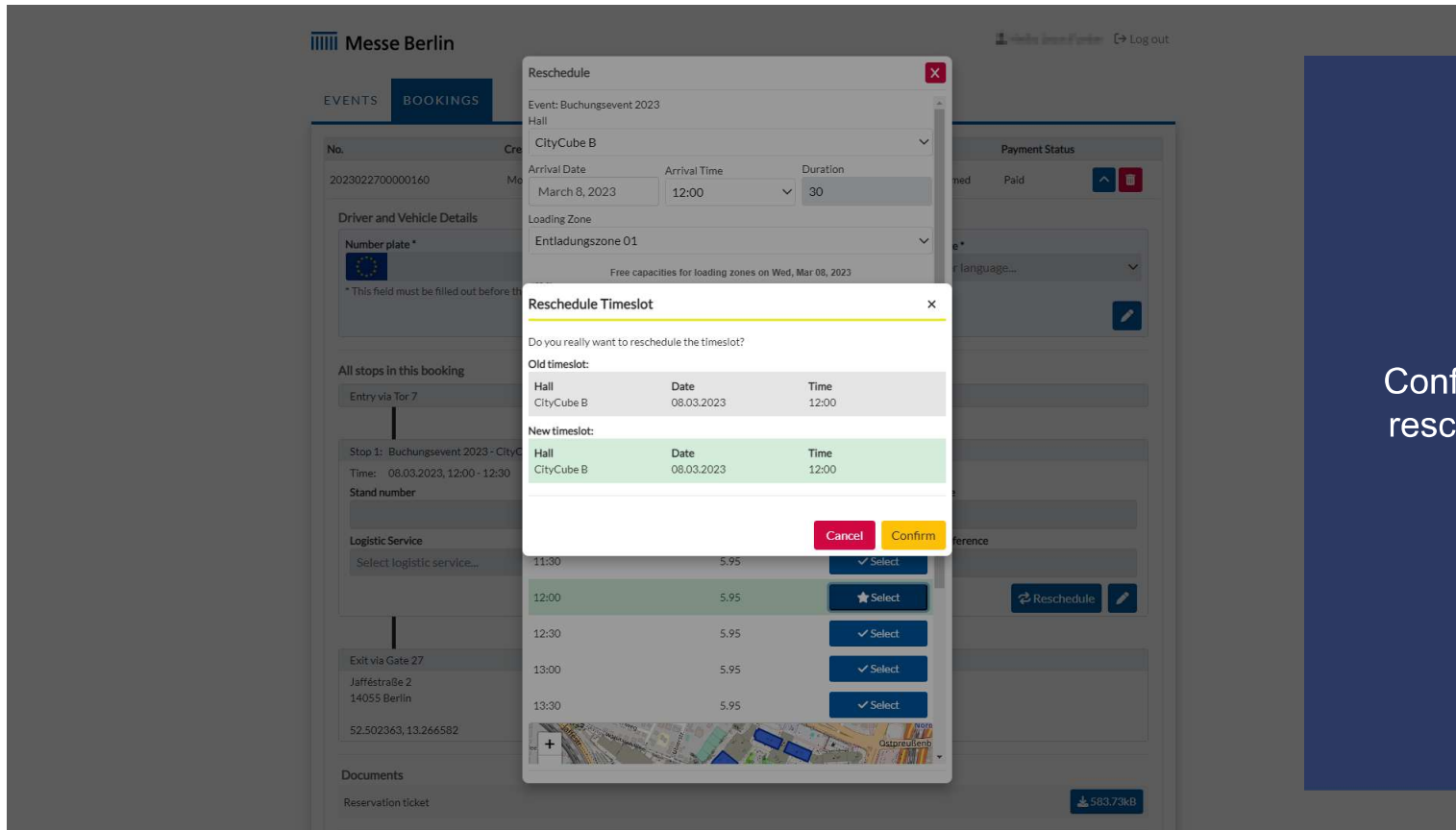
Time Slot	Price	Action
11:00	5.95	Select
11:30	5.95	Select
12:00	5.95	★ Select
12:30	5.95	Select
13:00	5.95	Select
13:30	5.95	Select

Enter Changes:

- Hall
- Date
- Time
- Loading zone

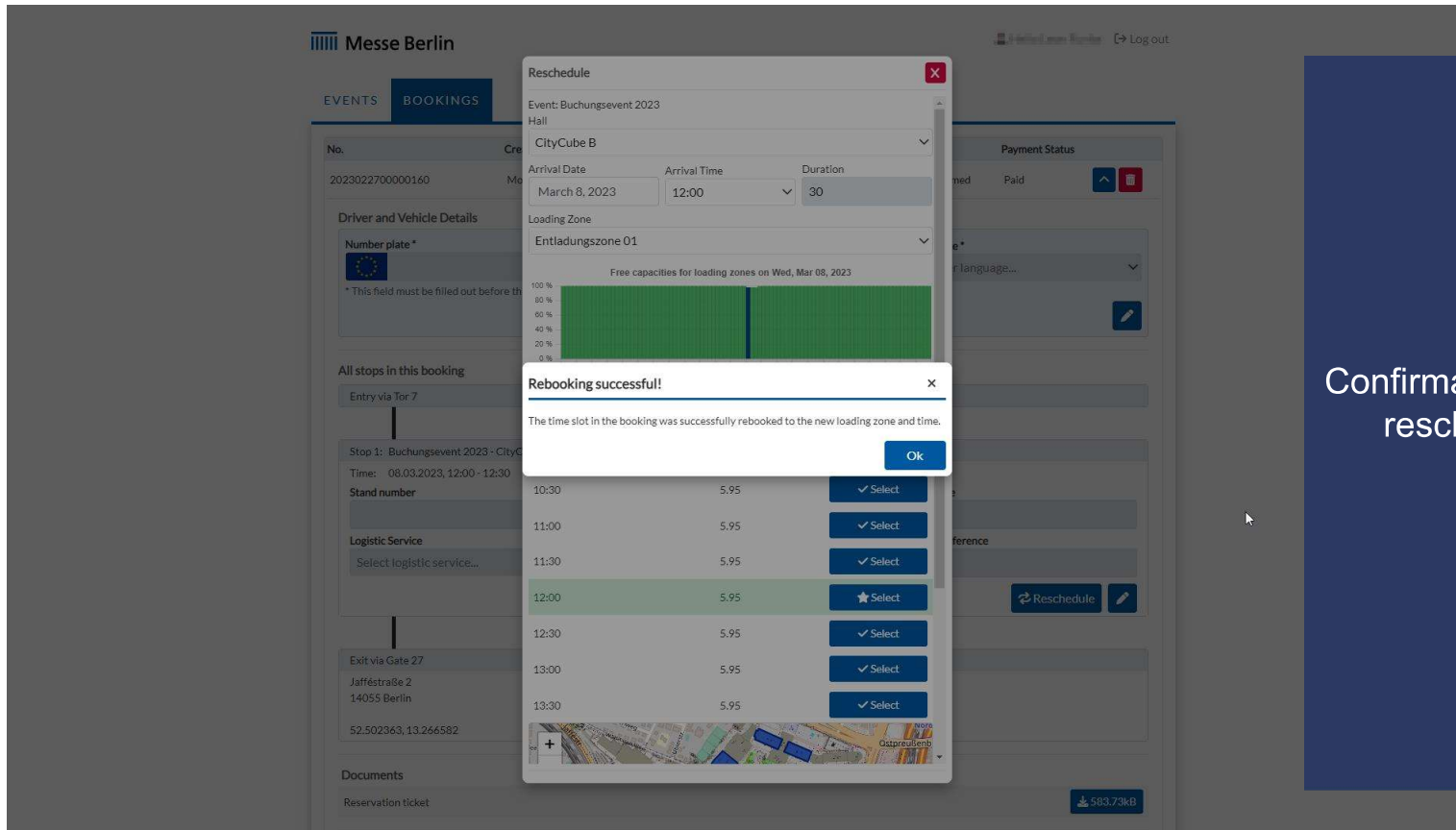
Select a new slot.



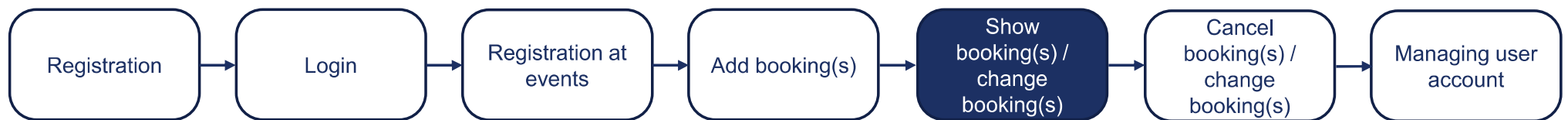






Confirm the reschedule



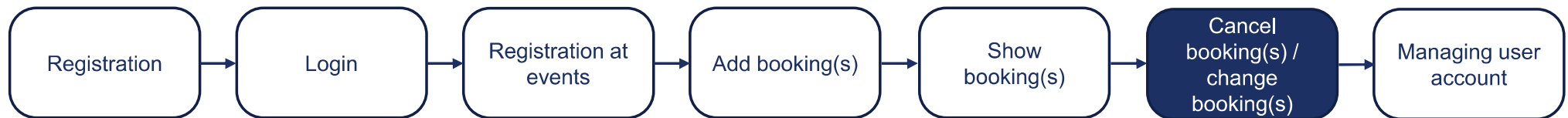


Confirmation of the reschedule.



No.	Created at	Events	Stops	Status	Payment Status	
2023022400000159	Fri, 24. Feb. 2023, 18:39	Buchungsevent 2023	1	Confirmed	Paid	 
...	...	...	...	...	...	 

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



No.	Created at	Events	Stops	Status	Payment Status	
2023020800000132	Wed, 8. Feb. 2023, 11:50	Buchungsbeispiel	1	Confirmed	Paid	⌵ 🗑
2023020800000131	Wed, 8. Feb. 2023, 11:50	Buchungsbeispiel	1	Self-canceled	Refunded	⬆️ 🗑

**Driver and Vehicle Details**

Number plate \*  Driver phone number \*  Driver language \*

\* 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

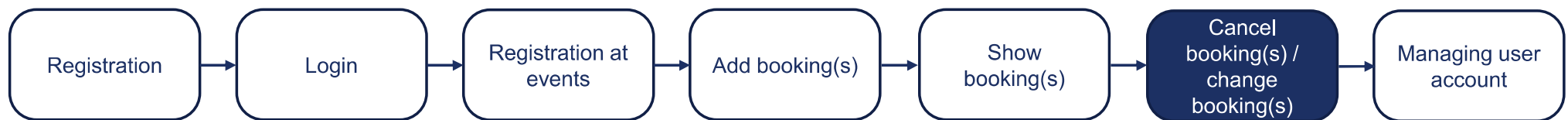
The logistics services have to be booked separately at the provider of these services: <https://fairs.dbschenker.com/#/online-booking/de>  
The reference for that booking can then be saved in the field "Site Logistician reference".

Stand number  Exhibitor  Internal reference   
Logistic Service  Site logistician  Site Logistician reference

**Documents**

Credit memo [📄 240.39kB](#)  
Reservation ticket [📄 342.06kB](#)

Retrieving the credit note in the booking overview.



Invoice number: 2023022400000159-01  
Invoice date: [REDACTED]Messe Berlin GmbH - Messedamm 22 - D-14055 Berlin  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]**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
1	Time slot Feb 24, 2023, 6:45 PM - Feb 24, 2023, 7:45 PM Vehicle type: Transporter Event: Buchungsevent 2023 Hall: CityCube B Loading zone: Entladungszone 01 Booking number: 2023022400000159	1	Hours	-€30.00	-€30.00
				<b>Total (net)</b>	<b>-€30.00</b>
				VAT 19 %	-€5.70
				<b>Total (gross)</b>	<b>-€35.70</b>

**Payment information**[REDACTED]  
[REDACTED]  
[REDACTED]

Credit memo





### User data

#### User Details

First Name\*  Surname\*

Phone number

Use international format: +49 1234 0000

#### Business Address

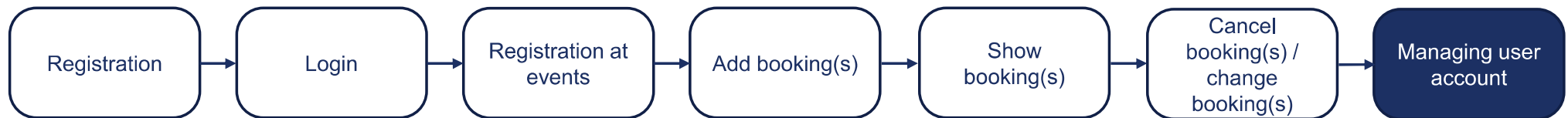
Company\*  VAT number

Street\*  House number\*

Zip code\*  Place\*

Country\*

Changing account settings (1/2)



Country\*  
Germany

Billing Addresses  
+ Add Billing Address

Website Settings  
Site language\*  
English

Fields with marked with "\*" are mandatory.

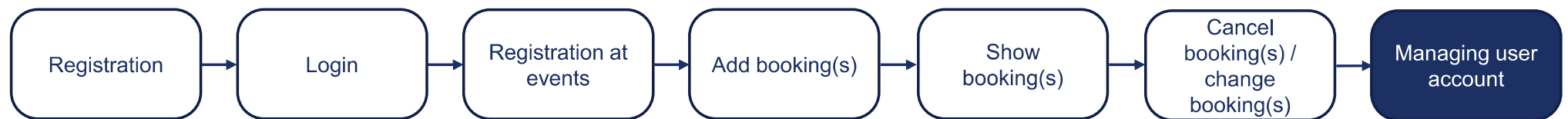
Cancel Save

Change Password  
Password  
Repeat password  
Change Password

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SMART FAIRGROUND MANAGEMENT

Changing account settings (2/2)





## Contacts

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E-Mail: [traffic-visifair@messe-berlin.de](mailto:traffic-visifair@messe-berlin.de)

