

mesago

# The fastest way to your event ticket

Short instruction for the  
Online Ticketing for visitors

Mesago



Messe Frankfurt Group



## Short instructions on Online Ticketing for visitors

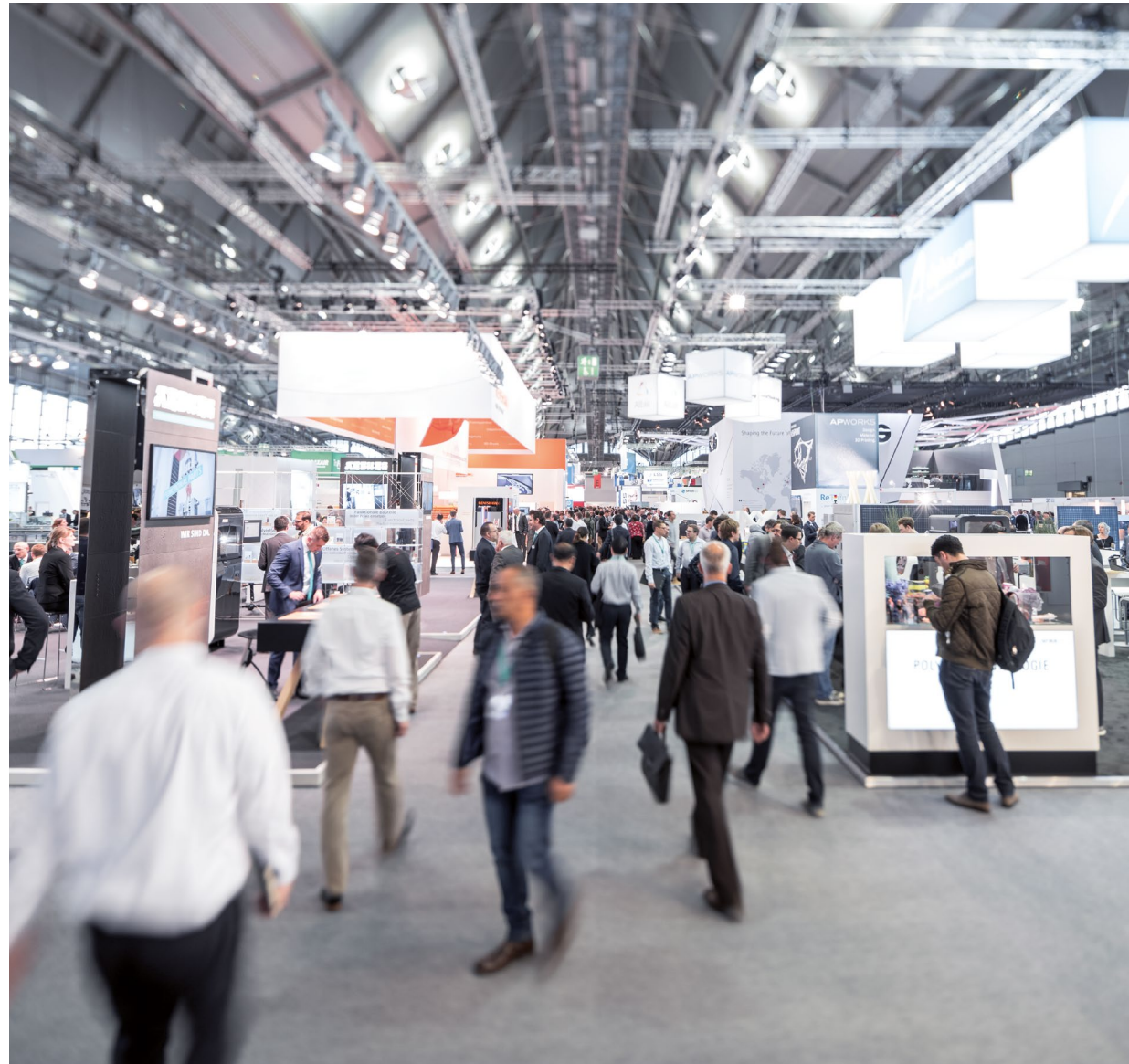
On the Mesago Messe Frankfurt Online Ticketing pages, you can comfortably order your **entry tickets** and **redeem your invitation and discount codes**, which you have received from the exhibitor.

With a **Voucher code**, you will receive a free ticket. A **promotion or discount code** reduces your entry price. Payment of tickets is possible via credit card or via PayPal.

Following payment, you will receive the tickets by email. Simply print or save on your smartphone and show at the entrance of the Fair.

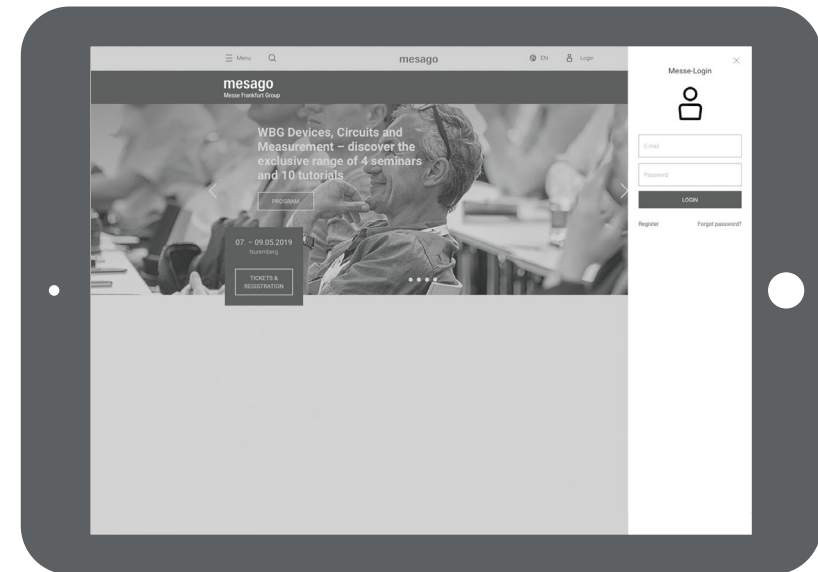
In order to make the ticket order as simple as possible, you will find a short **step-by-step** guide on the following pages.

If you have any questions, just click on the **information symbol next to the relevant term** or **take a look at the FAQs** on the bottom of the Online Ticketing pages.



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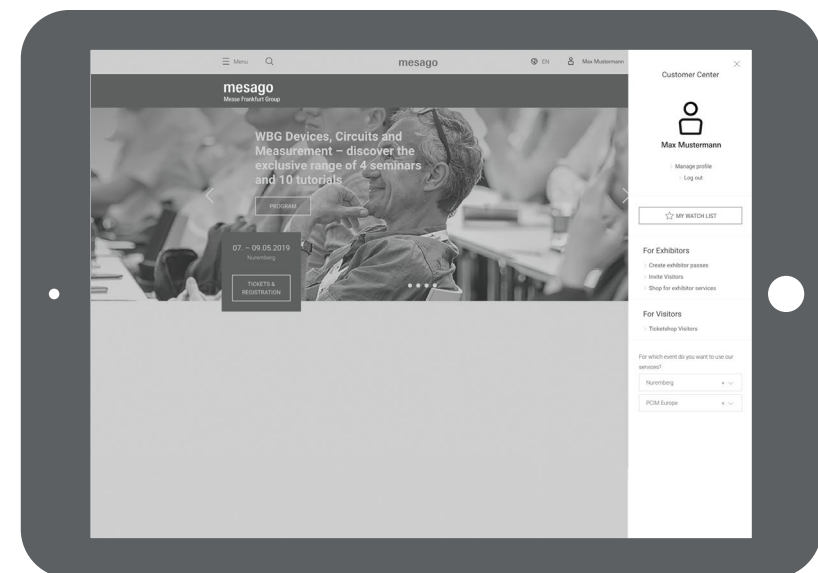
First log onto your **profile** or register. Please click on the **Messe-Login** symbol on the top right of the event page.



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The **overview page**, which opens after the Log-in, is your starting point to create tickets.

Click right on the section **For Visitors** on the **Ticketshop Visitors**. On the following page choose the respective event.



# 1. Selection of Tickets

Enter the **number of respective tickets** you would like to purchase.

If you have an **invitation code (promotion or voucher code)**, put it in the field provided. You do not have to provide a number of tickets in this case.

**Invitation codes** consist of a 13-digit number.

**Discount codes** consist of numbers and letters, they are asked for at the end of the order.

After choosing the ticket you may be asked to **specify the day of your visit**.

Confirm by mouse click on **Next**.

Check if all the order and invoice information is **correct and up-to-date**.

As a **new customer**, please add your data.

Confirm our details by clicking **Save**.

The screenshot shows the 'Selection' step of the Mesago ticket purchase process. It asks 'Would you like to buy a ticket?' and provides options for different ticket types and prices. Below the options, there is a field for an 'Invitation code' and a 'REDEEM AN INVITATION CODE' button. At the bottom, there is a 'Total' field and a 'NEXT' button.

The screenshot shows the 'Your order and invoice data' form. It contains fields for personal information (Name, Title, Address, City, Zip, Country) and company information (Company Name, Registration with home address, Salaried employee, Work preparation, Department, Phone number, Fax number). There are also checkboxes for 'Registration with home address', 'Salaried employee', and 'Work preparation'. The form is titled 'Your order and invoice data' and 'Please check your data'.

This is a close-up of the bottom right corner of the form, showing the 'Direct dialing' field and the 'SAVE' button. The 'Direct dialing' field contains the number '012345'. The 'SAVE' button is a dark grey button with white text.

## 2. Personalization

In the second step, please input **who** you are ordering the tickets for and confirm with **Next**.

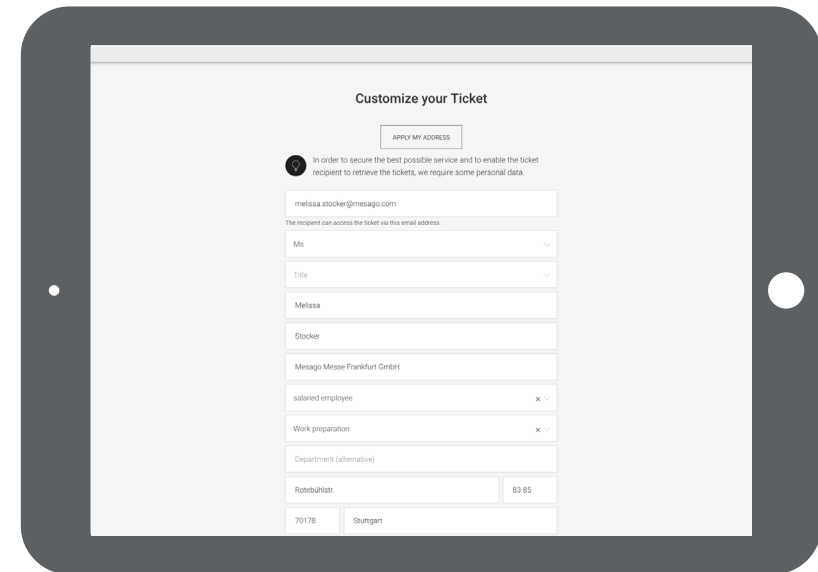
The screenshot shows the 'Personalize' step (step 2 of 5) in the 'Online Ticketing' process. The header includes 'Online Ticketing', 'Buy tickets', 'Your orders', 'English', and 'messe frankfurt'. The main heading is 'Please choose for whom you are ordering tickets.' Below this, there are two tabs: 'Ticket Preview' and 'For myself'. Under 'Ticket Preview', it says '1 x Season Ticket pre-sale'. There are two radio buttons: the first is selected (filled circle) and the second is unselected (empty circle). A 'NEXT' button is at the bottom right.

If the ticket is **for you**, you will now see a preview of your personalized ticket. To confirm please click **Check Data** in all cases and fill in the **additional questions**.

The screenshot shows the 'Personalize' step (step 2 of 4) in the 'mesago' process. The main heading is 'Please personalize the tickets you have selected.' Below this, there is a preview of a 'Ticket - Day ticket' with the following details: 'mesago', 'Max Mustermann', and 'Mesago Messe Frankfurt GmbH'. There are 'NEXT STEP' and 'EDIT DATA' buttons below the preview.

The screenshot shows a 'Check Data' form with a dropdown menu set to 'Germany', a text input field containing '012345', and a 'Direct dialing' checkbox. There are 'CANCEL' and 'SAVE' buttons at the bottom.

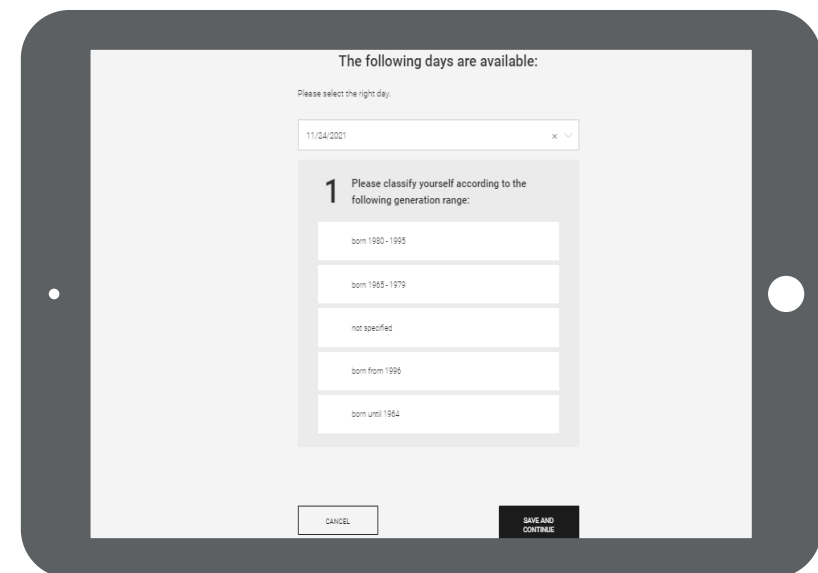
If the ticket is not for you, just click on **Customize Your Ticket** and insert the data of the person who will receive the ticket.



The screenshot shows a tablet displaying a web form titled "Customize your Ticket". At the top right is a button labeled "APPLY MY ADDRESS". Below the title, a message states: "In order to secure the best possible service and to enable the ticket recipient to retrieve the tickets, we require some personal data." The form contains several input fields: an email address field with "melissa.stocker@mesago.com", a dropdown menu for "Ms", a dropdown menu for "Title", a text field for "Melissa", a text field for "Stocker", a text field for "Mesago Messe Frankfurt GmbH", a dropdown menu for "salaried employee" with a close button (x), a dropdown menu for "Work preparation" with a close button (x), a text field for "Department (alternative)", a text field for "Rothplatz" with a value of "83 85", and a text field for "70178" with a value of "Stuttgart".

Fill in the data required of this person and their company and confirm with **Save and Continue**.

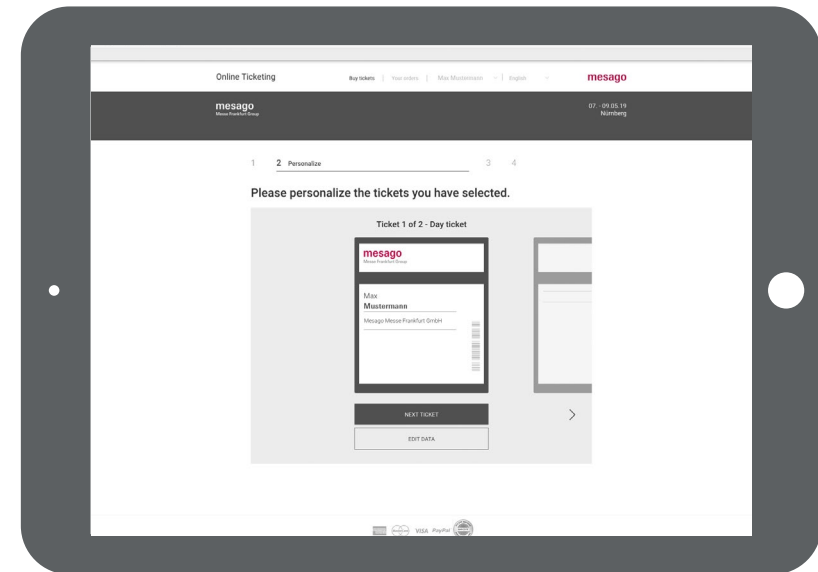
If you have not filled in the **required fields**, they will be marked red before you are forwarded to the next page.



The screenshot shows a tablet displaying a web form titled "The following days are available:". Below the title, it says "Please select the right day:". There is a dropdown menu showing "11/24/2021" with a close button (x). Below this, a section titled "1 Please classify yourself according to the following generation range:" contains five input fields: "born 1980 - 1998", "born 1965 - 1979", "not specified", "born from 1998", and "born until 1964". At the bottom of the form are two buttons: "CANCEL" and "SAVE AND CONTINUE".

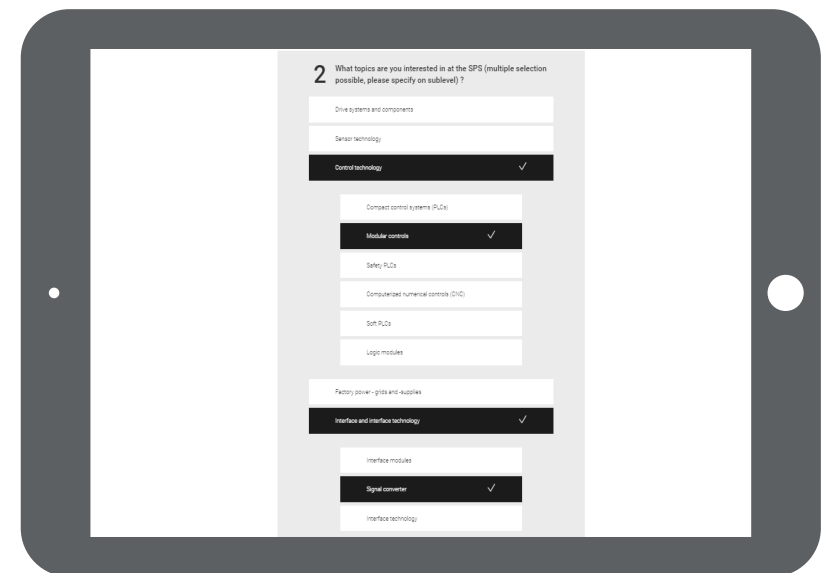
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You also have the possibility of creating further tickets for other people. To do this, simply input the amount of tickets you need. The windows to upload the details on these persons will then appear automatically.



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Between ticket personalization and checking the order you will find further questions. Choose the respective answers and confirm clicking **Next**.



### 3. Overview and payment

At the end of your order, please check if your **billing data** is correct. If you have a **discount code**, you can insert it now.

Please insert **two ticks** and agree to the processing and use of your data, the general terms and conditions and electronic sending of invoice.

Complete the transaction for your ticket via **Payment**. You will be forwarded to the page of the payment service provider.

Your **ticket** will be ready for download as well as sent to you **by email** once the transaction goes through.

The screenshot shows a checkout page on a tablet. At the top, a progress bar indicates four steps: 1, 2, 3 (active), and 4. The title 'Overview and payment' is centered above the progress bar. Below the title, a message reads: 'Please check the following information before sending your order:'. The page is divided into three main sections. The first section, 'My billing data', shows the name 'Max Mustermann', address 'Münzsg. 10, 70178 Stuttgart, Germany', and email 'max.mustermann@messeago.com'. The second section, 'My Tickets', shows '1 x Day ticket' for 'Mr. Max Mustermann' at 'max.mustermann@messeago.com' with a price of '28 €'. A 'BUY ADDITIONAL TICKETS' button is below. The third section, 'Redeem your discount code', has a text input field for the discount code and a 'REDEEM' button. At the bottom, a 'Total' section shows '1 x Day ticket' for '28,00 €' (including VAT).

1 2 3 Overview and payment 4

Please check the following information before sending your order:

**My billing data**

Max Mustermann  
Münzsg. 10, 70178 Stuttgart  
Germany  
max.mustermann@messeago.com

**My Tickets**

1 x Day ticket

Mr. Max Mustermann  
max.mustermann@messeago.com

28 €

BUY ADDITIONAL TICKETS

**Redeem your discount code**

Please enter your discount code here

Discount code

REDEEM

**Total**

1 x Day ticket

28,00 €

including VAT



# If you have any questions that have not been answered in our FAQs, please contact us:

**Ticketing**

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