

# The fastest way to your event ticket

Short instructions for Online Ticketing for Visitors





## Short instructions on Online Ticketing for visitors

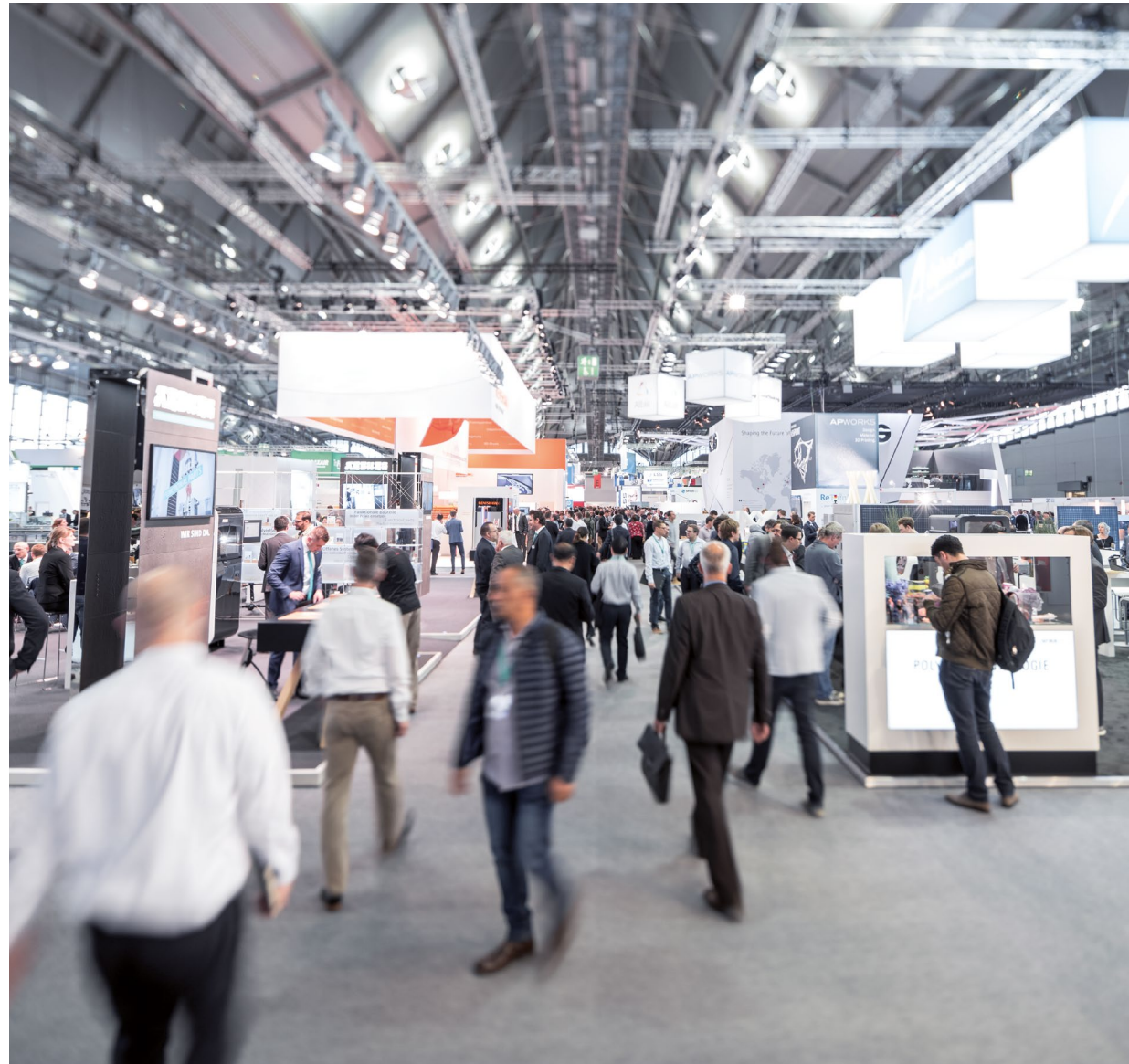
On the Mesago Messe Frankfurt Online Ticketing pages, you can comfortably order your **entry tickets** and **redeem your invitation and discount codes**, which you have received from the exhibitor.

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 exhibition.

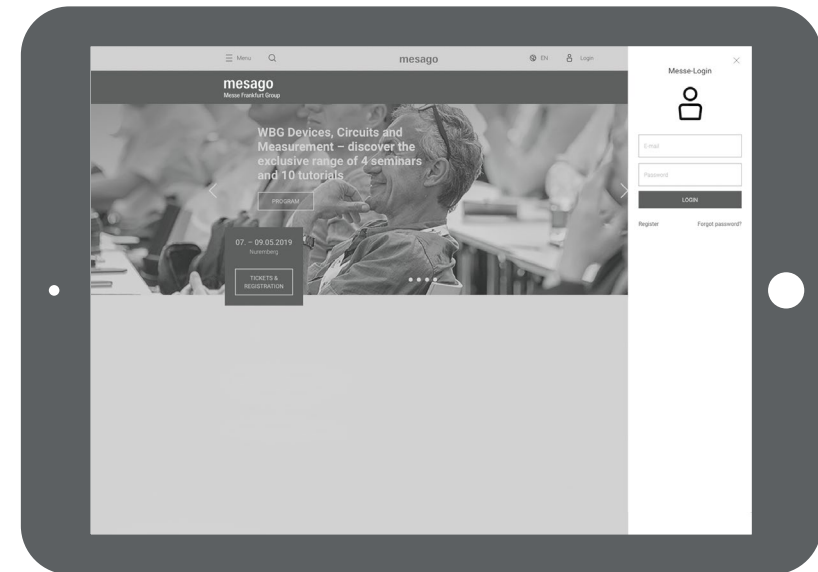
In order to make the ticket order as simple as possible, you will find a short **step-by-step** guide on the following pages.

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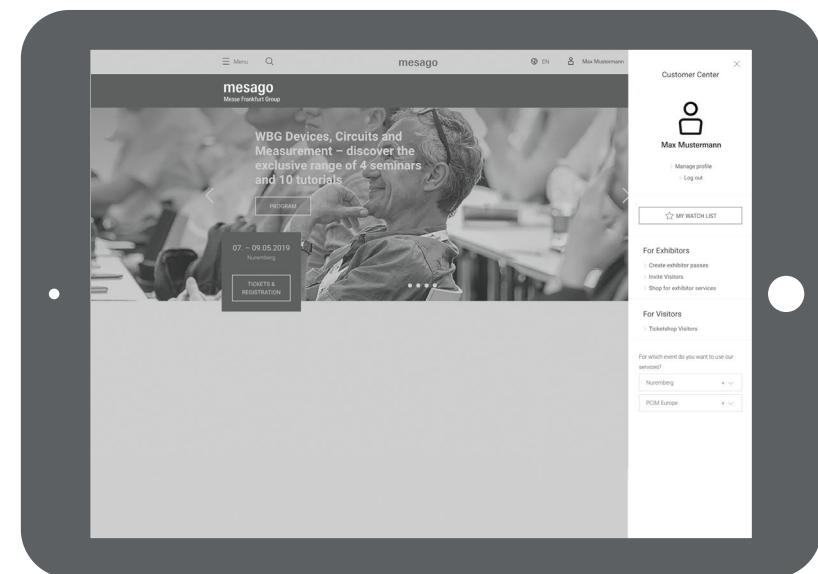
First log onto your **profil** or register. Please click on the **Messe-Login** symbol on the top right of the event page.



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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 chose 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, voucher or VIP 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.

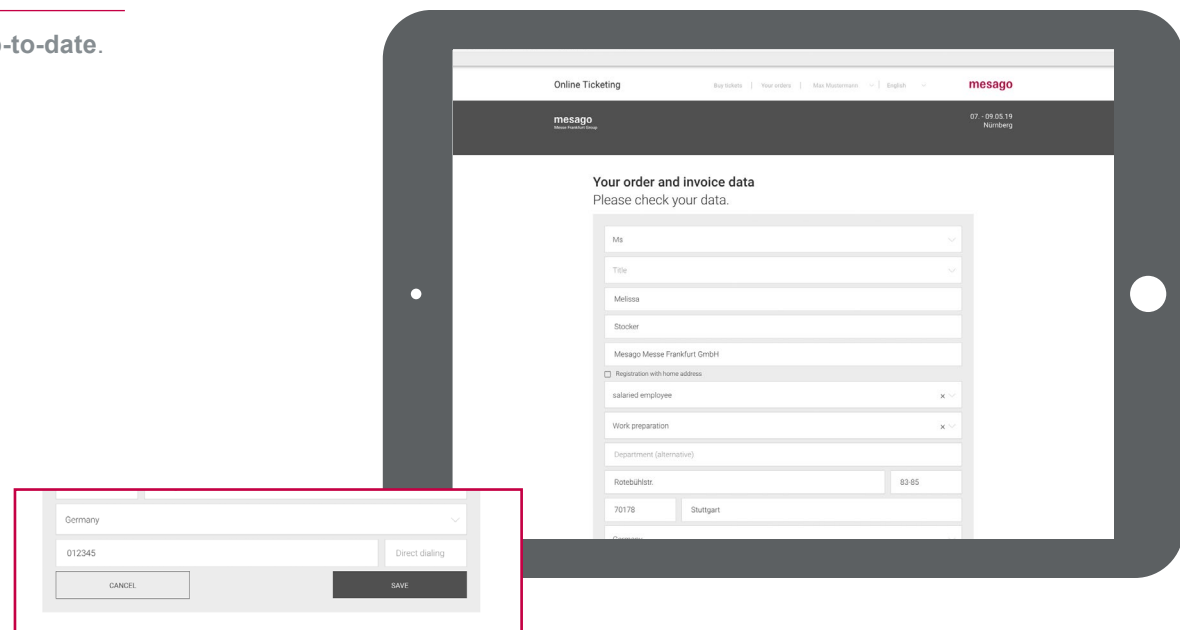
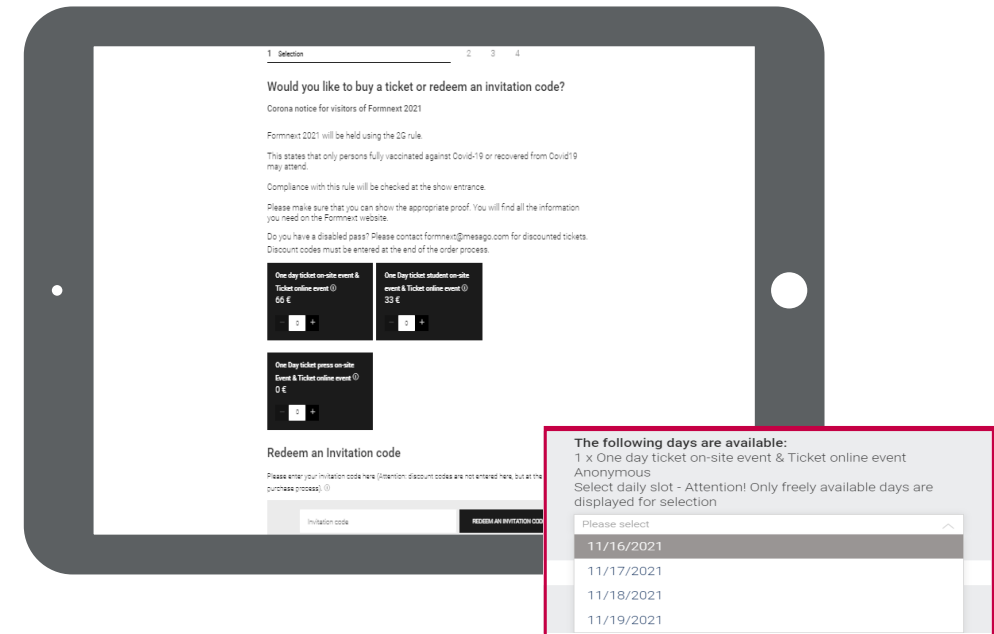
After choosing the ticket you may be asked to **specify the day of your visit**.

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.



## 2. Personalization

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

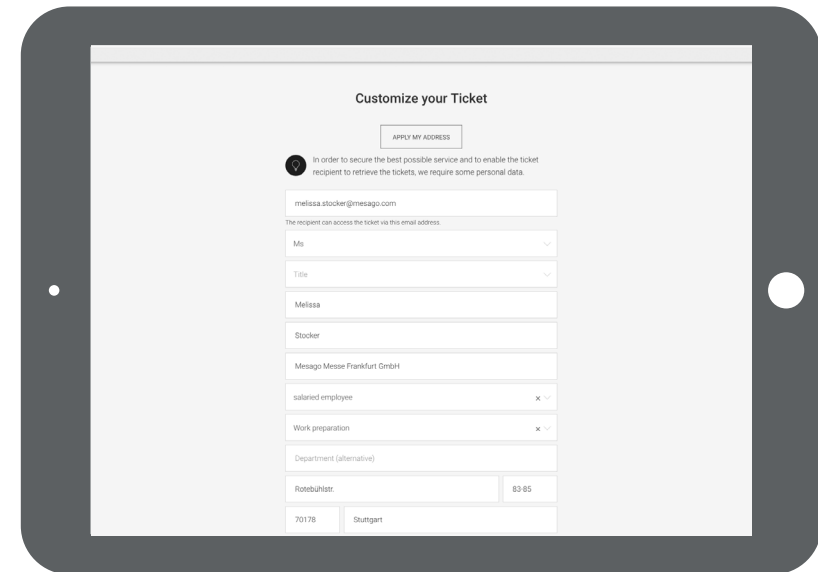
The screenshot shows a tablet displaying the 'Personalize' step of a ticket ordering process. At the top, a progress bar indicates five steps, with step 2 'Personalize' being the current active step. Below the progress bar is a back arrow and the text '< back to Selection'. The main heading reads 'Please choose for whom you are ordering tickets.' Below this, there are three tabs: 'Ticket Preview', 'For myself', and 'For others'. The 'For myself' tab is selected, indicated by a black dot. Under the 'For myself' tab, the text reads '1 x Season Ticket pre-sale' and 'Selected day(s): 05/10/2022, 05/11/2022, 05/12/2022'. At the bottom right, there is a black button labeled 'NEXT'.

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

The screenshot shows a tablet displaying the 'Personalize' step of a ticket ordering process. At the top, a progress bar indicates four steps, with step 2 'Personalize' being the current active step. Below the progress bar is a back arrow and the text '< back to Selection'. The main heading reads 'Please personalize the tickets you have selected.' Below this, there is a small text line: 'Please click on "Edit Data" to continue the order process. If you do not see the "Edit Data" button, please adjust the zoom setting of the browser window.' The main content area shows a preview of a 'Ticket - Day ticket' with the 'mesago' logo, the name 'Max Mustermann', and the address 'Mesago Messe Frankfurt GmbH'. Below the preview, there are two buttons: 'NEXT STEP' and 'EDIT DATA'. At the bottom of the screen, there are logos for various payment methods: Visa, Mastercard, American Express, and PayPal.

The screenshot shows a form for editing data. It has a dropdown menu with 'Germany' selected. Below the dropdown, there is a text input field containing '012345' and a button labeled 'Direct dialing'. At the bottom, there are two buttons: 'CANCEL' and 'SAVE'.

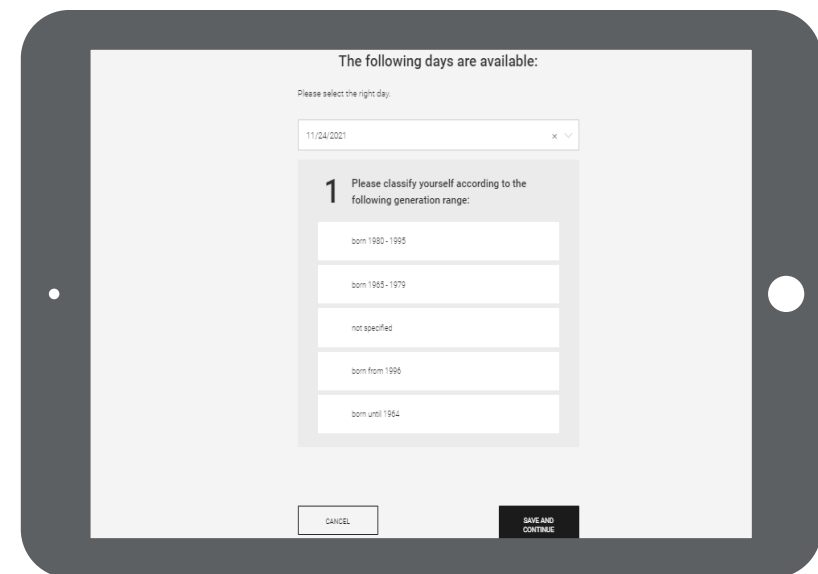
If the ticket is not for you, just click on **Customize Your Ticket** and insert the data of the person who will receive the ticket.



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 small icon and text state: "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 an "x" icon, a dropdown menu for "Work preparation" with an "x" icon, a text field for "Department (alternative)", a text field for "Rothplatz" with a small box containing "83 85", and two text fields for "70178" and "Stuttgart".

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

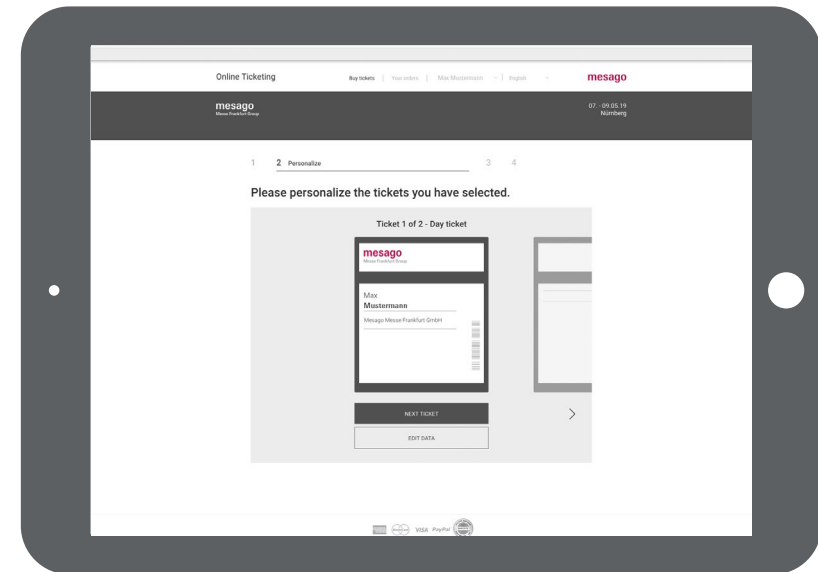
If you have not filled in the **required fields**, they will be marked red before you are forwarded to the next page.



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:" followed by a date selector showing "11/24/2021" with an "x" icon. Below this is a section titled "1 Please classify yourself according to the following generation range:". It contains five radio button options: "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".

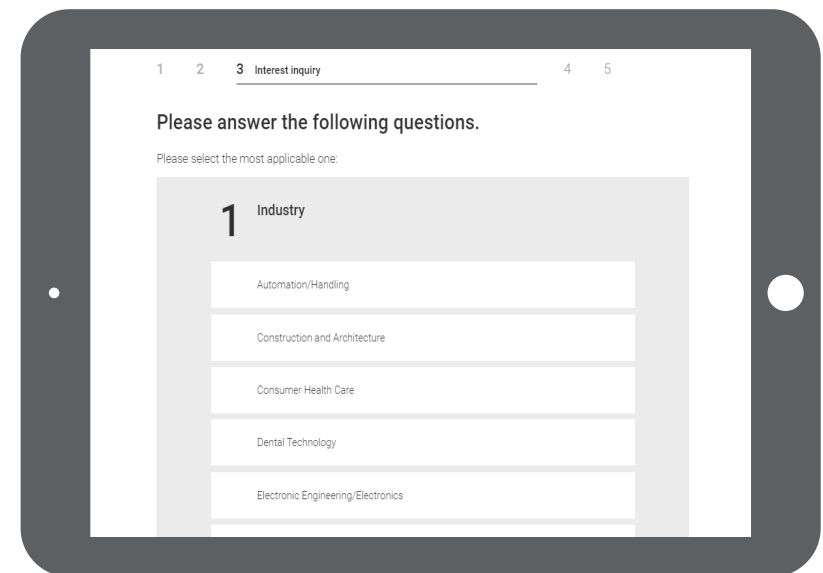
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You also have the possibility of creating further tickets for other people. To do this, simply input the amount of tickets you need. The windows to upload the details on these persons will then appear automatically.



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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.


1 2 3 Overview and payment 4


Please check the following information before sending your order:

**My billing data** 

Max Mustermann  
Messias-Messias-Frankfurt-GmbH  
Hofgasse 88 88  
70178 Stuttgart  
Germany  
messias.stuttgart@messias.com


**My Tickets**

1 x Day ticket 

Mr Max Mustermann  
max.mustermann@messias.com 

28.00 €

[BUY ADDITIONAL TICKETS](#)

**Redeem your discount code**  
Please enter your discount code here. 

Discount code  [confirm](#)

**Total**  
1 x Day ticket 28.00 €  
28.00 €  
including VAT



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

**+49 711 61946-828** or [tickets@mesago.com](mailto:tickets@mesago.com)

We are available during regular office hours .

Best regards

Your Mesago Messe Frankfurt team

# mesago

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