

FAQs – Central Traffic Management system (CeTraM)

Answers concerning the registration and entry system of Messe Frankfurt.

1. How can I register a vehicle for entering the exhibition grounds?

There are two ways in which you can register your vehicle. You can register your vehicle in advance online, or you can register on site at Messe Frankfurt's registration areas (Check-In) on the day you wish to enter. Delays in the access are to be expected, if the registration is only made on site.

2. Where can I go online to register a vehicle for entering the exhibition grounds?

You can register on Messe Frankfurt's registration page at the following link:

<https://einfahrt.messefrankfurt.com>. **Please note: The Online registration is possible from 7 August 2019.**

3. How can I register on site for permission to drive onto the exhibition grounds?

On site, Traffic Service employees will record your registration information in the designated registration areas. Please follow the "Check-In" signs.

4. What information do I need when registering my vehicle on site?

You will require the following information to register your vehicle:

Driver's name
Driver's mobile phone number
Hall and stand number
Exhibitor's name
Vehicle plate number

5. How can I obtain an entry permit for vehicle?

If you registered online, you can print out your registration confirmation yourself. At the check-in on site you will then receive your entry permit for vehicle.

6. What happens if I arrive too late (too early)?

We will make an unloading area available to you for an allotted time slot during the period for which you have registered. When you arrive at the "Check-In", permission to enter the exhibition grounds will be granted if there is an available unloading area. Please note: In case of high volume of traffic, waiting times are possible at the Check-In! Only vehicles with an entry permit will be allowed on to the exhibition ground.

7. What happens if data changes?

In the event that data changes, for example the vehicle plate number, please report to the registration area on the day you wish to enter. Personnel on site will update the information for you.

8. What happens if I need to drive to multiple exhibition halls?

If you need to unload items at multiple exhibition halls, please be sure to list the stand number for the first stand where you have to unload!

9. How does the driver receive the information necessary for entering the exhibition grounds?

As soon as an unloading area becomes available at your exhibition hall, as the driver you will be sent an SMS text message containing your entry time and the corresponding entry gate.

10. Can I also drive directly to the gate with the registration confirmation?

No, it is necessary to report to the "Check-In" even if you have registered in advance. It is only at the "Check-In" that you will be given a final entry permit for vehicle to enter the exhibition ground.

11. Can I also use this entry permit for vehicle to park on the exhibition grounds while the event is in progress?

No – in order to be able to obtain a parking pass for the exhibition grounds while the event is in progress, you must order a parking permit. The order is available at

www.buchmesse.de/service-contractors.

12. Will my master data be saved in the system?

If you have registered at MyAccount and used this to complete your online registration, your master data will be saved for subsequent registrations. <https://myaccount.messefrankfurt.com/>

13. Can I use the entry permit for vehicle more than once?

No – a vehicle pass is only valid for one entry and exit. It has to be applied for each day separate.

14. What do I do with the entry permit for vehicle when I leave the exhibition grounds?

When you depart the exhibition grounds in your vehicle, you will give your vehicle pass to personnel at the gate, or they will simply scan it in order to register your departure.

15. What happens if the driver does not have a mobile phone?

In order to receive notification of when to go from the registration area to the exhibition grounds, a mobile communication device is absolutely essential.

16. Who is the point of contact at the registration area?

Employees of the Traffic and Logistics Service [Verkehrs- und Logistikservice] are available at the "Check-In". You will find them in the "Verkehrs- und Logistikservice" office container or at the registration areas on site.

17. How can I order logistics services (e.g. forklifts)?

You can order logistics services from Messe Frankfurt Logistics Services. You can reach Messe Frankfurt Logistics Services as follows:

Online: www.logistics.messefrankfurt.com
E-mail: logistics@messefrankfurt.com
Phone: +49 (0) 69 75 75 - 60 75

18. Do you have any other questions?

E-mail: traffic@messefrankfurt.com
Phone: + 49 (0) 69 75 75 – 66 00