

# FAQs – Frequently asked questions

**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 on the day you wish to enter. To do so, please follow the "Check-In" signs.

**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/ees/deliverer>.

**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 consult the website for the event at which you will be involved in set-up or dismantling for directions on how to get there.

**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 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](http://www.logistics.messefrankfurt.com)  
Email: [logistics@messefrankfurt.com](mailto:logistics@messefrankfurt.com)  
Phone: +49 69 75 75 - 60 75

**6. How can I obtain a vehicle pass?**

If you registered online, you can print out your vehicle pass yourself. If you register on site, you will be given your vehicle pass at the gate where you enter Messe Frankfurt.

**7. 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.

**8. What happens if the vehicle (vehicle plate number) changes?**

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

**9. What happens if I do not yet know the vehicle plate number at the time of registration (rental vehicle)?**

Registration can also be carried out without the vehicle plate number (it is not a required field). The missing vehicle plate number will be entered at the "Check-In".

**10. 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!

**11. 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.

**12. Can I also drive directly to the gate with the vehicle pass?**

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 final permission to enter the exhibition grounds.

**13. Can I also use this vehicle pass 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 pass online from Messe Frankfurt's Shop for Exhibitor Services (EasyOrder).

**14. Will my master data be saved in the system?**

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

**15. What do I do with the vehicle pass 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.

**16. Can I use the vehicle pass more than once?**

No – a vehicle pass is only valid for one entry and exit.

**17. How is information communicated to the driver?**

The driver receives information via SMS text messages.

**18. 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.

**19. Who is the point of contact at the registration area?**

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