



## EXHIBITOR SERVICE MANUAL

November 18-21 | Las Vegas, NV  
Las Vegas Convention Center

### INTERNATIONAL EXHIBITORS GENERAL INFORMATION:

**OFFICIAL CONTRACTORS** – For a complete list of the Official Services Contractors with their address, phone and fax number, please refer to the “Official Contractors/Exhibitor Appointed Contractors (EAC)” section. If for some reason you must use another contractor, please be sure to read the procedures for using an exhibitor appointed contractor.

**BOOTH (STAND) CONSTRUCTION** – Because booths are different in the United States than other countries, you may want to consider renting a booth (similar to a shell scheme) from the General Contractor. Customized graphics applied to rental booths make it appear like it is your very own display. You may save money in the long run because you won’t incur the shipping and drayage (material handling) charges you normally would by shipping heavy crates to the exhibition hall and most (not all – like electrical or decorator) installation labor is included in the rental cost. For further information, see the “International Package Options Order Form” included in this section, or refer to the “Decorating Services” section for other options on rental booths. If you plan to use the “Standard Booth Equipment,” which is included in the cost of your exhibit space fees, you are required to complete and return the “International Package Options Order Form.” You will also note other package options on this order form. **If you have contracted with Amsterdam RAI for the INTERNATIONAL PAVILION, please contact them direct concerning your booth options.**

**DRAYAGE (MATERIAL HANDLING) CHARGES** – In the United States, only the Official General Contractor (GES) is allowed to unload and deliver all of display materials and equipment from the convention site docks to the exhibitors’ booths, store the empty containers, and load out from the exhibitors’ booths to the trucks at the docks. There is a charge for this service. Complete details concerning charges and policies can be found under “Shipping/Material Handling” section.

**BOOTH CARPET** – You may want to consider renting carpet from the General Contractor because you won’t have to ship it. If you decide to ship your own, you will be responsible for hiring union labor to install it, whereas “renting” includes installation. Carpet generally comes in two grades of quality – Standard and Custom. Custom carpet is a plusher quality and can be sized to fit any booth configuration. Standard carpet comes in pre-determined sizes and limited colors, and is less expensive and not as plush. All carpet information can be found under the “Booth Display & Services” section.

$$\text{Square Feet} \times 0.0929 = \text{Square Meters}$$

Carpet is sometimes sold by the Square Yard. A Square Yard can be calculated by  
dividing the number of Square Feet by 9.

$$\text{Square Yards} = \text{Number of Square Feet} / 9$$



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**ELECTRICAL** – Standard United States Electrical current is 120 volts, where many other countries use 220 volts. There are 60 cycles in U.S. current and the plugs are different. Most exhibit halls have equipment that can be rented to adapt to your particular needs. It is possible that you will save money by pre-wiring your booth equipment to run on 120v – all equipment, wiring and connections must be UL (United Laboratories) approved. For specific questions concerning power connections, it is best that you communicate directly with the official convention venue; Las Vegas Convention Center

**COMPULEAD DESKTOP (LEAD MANAGEMENT)** – You have the option to order a lead retrieval device from our official vendor, CompuSystems, to track your sales leads at the show. Orders must be completed by October 21<sup>st</sup>. *If your order is received after this date, equipment will be limited and offered on a first-come basis.* Equipment can be picked up at the Service Desk on Sunday, November 17<sup>th</sup>. If you are requesting your equipment to be delivered to and picked up from your booth, fees are associated. **NOTE:** Please be certain to order electrical power in advance if you have ordered the CompuLEAD Desktop.

**INTERNATIONAL REGISTRATION & BUSINESS LOUNGE** – Booth fees include one trade show badge for Exhibitor personnel per each 10X10 booth reserved. **Deadline to register for allotted badges is October 11th.** Additional booth personnel badges can be purchased for US\$50. An Exhibitor Registration Form can be found under the “Hotel, Registration, & Travel” section or [register online](#). Badges will not be mailed. You will receive an e-mail confirmation that you need to bring to the Exhibitor Registration area.

**INTERPRETERS** – In the event you need to hire an interpreter or require translation services, arrangements can be made through the Official Contractor (Jenny Venn & Associates, Inc.). Information can be found under the “Official ISSA Vendors” section.

**SECURITY** – Because we want your participation at the Show to be an enjoyable one, please take a moment to read the “Insurance and Liability/Security” section. Please take note that you are welcome to store small valuables in our Free Overnight Storage Room. Note: material handling (drayage) rates do apply if GES is required to move your freight.

**PAYMENTS** – Most contractors will require payment in advance, and by specific deadlines published on their form (please see the “Show Checklist” for deadline dates, which can be found in the quick links). Pay for goods and services by the deadline and you will usually SAVE MONEY! Advance rates are not honored unless payment in U.S. Dollars, drawn on a U.S. Bank, accompanies the order. Many contractors may not accept international credit cards.

**SHIPPING YOUR PRODUCTS/DISPLAY** – In this section you will find information regarding the Official International Freight Forwarder/Customs Broker. It has been our experience that involving them even on a limited basis can be very beneficial when it comes time to track your shipment. They also have your interest in mind to get it through customs in time to be at the show. Many empty international booths have lost productivity time because we couldn't contact someone over the weekend. Don't let this happen to you. Bring copies of all paperwork with you to the show and ship early so that unforeseen delays don't ruin a good show.