



## FREQUENTLY ASKED QUESTIONS & TIME AND MONEY SAVING TIPS

**Q: Will my exhibitor badges be mailed to me?**

**A:** No, in an effort to be more environmentally friendly, we no longer mail exhibitor badges prior to the event. Instead, you will pick up your badge on-site. To obtain your badge, **YOU MUST PRESENT YOUR PHOTO ID** (drivers license or Exhibiting company issued ID card). Each registered attendee will be allowed to pick up their own badges only— not for friends, colleagues, etc.

**Q: When do exhibitors have access to the expo hall?**

**A:** Exhibitors with the appropriate exhibitor badge will be allowed access to the expo hall starting at 8:00am on May 1, 2023. Since not all of your company's staff and attendees will have appropriate badges for early access to the expo hall, **please do not schedule staff meetings or press conference in the expo hall before it opens.** Everyone, including exhibitors, must clear the exhibit floor within 30 minutes after the posted exhibit floor closing time. Do not schedule meetings in your booth after the expo hall closes.

**Q: If I am having difficulties with the rules, a contractor, or union labor, whom should I contact?**

**A:** Prior to arriving on-site, you may contact Beth Engle at: [beth.engle@informa.com](mailto:beth.engle@informa.com). On-site, Event Management will be accessible at all times. If you do not find someone in your immediate area, you may find us in the registration area. Please feel free to contact us.

**Q: What do I need to do if I want to hang a banner above my exhibit space?**

**A:** Hanging sign instructions are in the Rules & Regulations section of this kit. You will need to comply with all regulations and fill out the mandatory request form through Encore.

**Q: What can I carry myself? Can I use a dolly or hand truck?**

**A:** Exhibitors may carry computers, appliances, cases, and cartons. Wheeled dollies are permitted providing they have 2 or less wheels. Exhibitors may remove small computers and appliances from crates or boxes provided it can be done without a forklift or any power equipment. Common sense and safety will be considered when determining whether a package can be hand carried. Please be sure to thoroughly read the information on union regulations in the Labor Section.



**Q: Can I set up my booth by myself?**

**A:** Exhibitors are allowed to set up and/or dismantle their own booths, provided that they do not use any power tools and are full time company personnel. Exhibitors are not allowed to bring in outside labor of any kind except for authorized Exhibitor Appointed Contractors. Exhibitors who wish to employ display houses or exhibit manufacturers to install or dismantle their booth may have supervision of labor sent in from their supplier. Please make sure to submit the required notification/authorization provided in the Exhibitor Appointed Contractor Section.

**Q: What is Lead Retrieval?**

**A:** Lead retrieval allows exhibitors to capture information about each attendee that visits their booth and qualify leads in real-time. Attendees' demographic information is stored on their badge and stored by lead retrieval system rented by exhibitors. Each booth comes with Unlimited access to Swapcard lead retrieval capture application for exhibitor's employees. Exhibitor is responsible for providing the device (smart phone, tablet, etc) in which to download the app."

An internet connection is required for Lead Retrieval within the Swapcard app. If the exhibitor loses their WiFi/data connection, they can keep scanning leads and when their device re-connects all of the data will sync.

Lead Retrieval MUST be reserved prior to the event through Swapcard.

**HOTELS**

SupportWorld Live has worked with the host hotel, MGM Grand, to offer attendees and exhibitors the best rate possible. To help make coordinating your trip easy, you have the option to book individual or group reservations. Please see the [Hotel & Travel](#) page to book your room.

**DRAYAGE/MATERIAL HANDLING**

**What is Drayage/Material Handling?**

Drayage and Material Handling are the same thing. It is the unloading of your exhibit materials, delivery to your booth, handling of empty containers to and from storage, and removal of your materials from your booth for reloading onto your outbound carrier. This is not to be confused with the cost to transport your exhibit material to and from the event. For more information, see the Shipping/Drayage section.

The unloading of trucks/trailers/vans must be done by union personnel. **The only exception is when the material can be brought into the expo hall via 2 wheeled dollies.**

**You will save money on drayage if you ship through GES Logistics.** For more information, see the Shipping Section.



## **SHIPPING**

**Ship in advance to the GES Advance Warehouse.**

Please make sure to send all freight to GES's Advance Warehouse between **Tuesday, March 28, 2023** and **Thursday, April 27, 2023**.

Please ship to:

GES  
SupportWorld Live 2023  
(Your Company Name & Booth Number)  
7000 Lindell Road  
Las Vegas, NV 89118  
United States of America

**All inbound shipments must be accompanied by a certified weight certificate and Bill of Lading.**

**For more detailed information, please see the Shipping Section of this Manual. If you have any question regarding your inbound freight arrangements, please contact GES at (800) 801-7648 or (702) 515-5970.**

**Please note:** Shipments arriving before Tuesday, March 28, 2023 will incur a storage fee. Shipments arriving after Thursday, April 27, 2023 may incur an additional charge.

### **Direct Shipment to Exhibit Site**

GES  
SupportWorld Live 2023  
(Your Company Name & Booth Number)  
MGM Grand Hotel, Premier Ballroom  
3799 S Las Vegas Blvd  
Las Vegas, NV 89109-4319  
United States of America

Shipments should arrive on: Monday, May 1, 2023 (8:00 AM to 3:00 PM). Please note there may be load-in delays for non-courier direct shipments.

**Please note:** Shipments not arriving on the above designated time frame, on a holiday, or on overtime will incur additional charges.