



**Dear Exhibitor:**

Welcome to ICMI Contact Center Expo 2023!

**Expo Hall** – The expo will be held in the Pacifica Ballroom of the Loews Royal Pacific Resort. Standard Tradeshow Rules & Regulations will apply.

- Additional services such as: Electrical, A/V, Internet, Catering will need to be ordered using the proper Order Forms found in the Exhibitor Services Manual. (See the Additional Show Services sections.) 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.
- All exhibiting companies are required to follow all Union Rules and Regulations. (See the Labor section)

#### **WHERE DO I BEGIN?**

- **Review Company Information** — Make all necessary updates to Company Name, Address, URL, and Company Description. This information may be found in the Exhibitor Portal.
- **Review Deadlines** — Meeting deadlines in a timely manner will help you save money, ensure proper recognition of your participation in the event, and give you the most exposure prior to the event.
- **Read the Rules & Regulations** — It is important that **all exhibitors** look over the regulations for the event and booth construction.
- **Reserve your hotel rooms NOW** — The housing block at Loews Royal Pacific Resort is now open. Please visit the Housing and Travel section of the [website](#) for more info.
- **Submit Product Locator Information** — This information will populate in our mobile app and help attendees connect with you on-site.
- **Register your Exhibitor Booth Staff** — The exhibitor portal makes it easy for you to add, change and register your on-site exhibitor booth staff pre-event. Enabling you and your staff to easily pick up your badges on-site.

Don't forget to bring copies of all your service orders and proof of payment to the event for reference. If you have any questions about this Exhibitor Service Manual, please contact me. We are excited about the upcoming event and are dedicated to making it successful for everyone! See you in Orlando!

Sincerely,

Beth Engle  
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