



## EXHIBITOR WEBINAR

October 26<sup>th</sup>, 2016

### Questions & Answers

#### **IPPE General Logistics:**

Q: Is there a free airport shuttle during the show?

A: Free shuttle to Atlanta Hartsfield Jackson Airport is only available on Thursday at close of show, from 3:00 p.m. – 4:30 p.m. Shuttles will depart from the C-Lobby bus lanes.

Q: Is Uber available in Atlanta as a transportation option?

A: Yes. The Georgia World Congress Center (GWCC) provides a designated area for Uber drivers/passengers.

Q: Does IPPE release the show attendee list?

A: Due to privacy policy for attendee and exhibitor information, the attendee list is not released. Lead retrieval options are available for purchase from RCS (Registration Control Systems) to gather your booth visitor's contact information.

Q: What is the purpose of meeting rooms?

A: GWCC meeting rooms are for industry related meetings, breakfast meetings, luncheons, etc. They are only available for rental PRIOR to show hours, during lunch time (11 a.m. - 1:30 p.m.), and AFTER show hours. Cost is \$300. Information is available on IPPE website [www.ippexpo.org](http://www.ippexpo.org) under the EXHIBITORS tab. Customer Connection Center meeting rooms are basic meeting rooms for sales meetings of 1-12 persons, or larger groups up to 30 persons, DURING show hours. Information is under the EXHIBITORS tab of IPPE website.

#### **Registration and Lead Retrieval:**

Q: Is the ExpoSmart lead retrieval device compatible with Windows phones?

A: RCS currently does not have a windows version available.

Q: It was mentioned that each registrant will have to have a unique email address. Is there any risk that a registrant could then use their email address to obtain the credit card number that paid for their registration?

A: No. Credit card information is not stored by the registration system, so therefore cannot be accessed. Numerous security tools are in place to protect against financial and identity theft.



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Q: How many guest badges are allowed to extend to invitees in the exhibitor invite program?

A: A total of fifty badges are allowed.

Q: Do the lead retrieval devices require internet or require a hard wire connection?

A: All lead retrieval equipment uses Sprint network, so no additional line is necessary to operate.

Q: Please explain "real-time" leads.

A: "Real-time" leads refer to the ability to view the lead immediately once the lead is scanned into the device. This lead information may be viewed by anyone with access to the application, whether that is the exhibitor onsite or the exhibitor's headquarters location.

### GES Show Service Provider:

Q: Can machinery be sent to the GES advance warehouse?

A: Only crated exhibit material may be sent to advance warehouse.

Q: Can pallets and large skids be shipped to the GES advance warehouse?

A: Yes, as long as they are shrink-wrapped and clearly labeled with exhibitor booth information

Q: When will advance shipments be delivered to exhibitor's booth?

A: Advanced warehouse shipment will be delivered to exhibitor's booth by 1 p.m. on Wednesday, January 25.

Q: If exhibitor delivers his own booth/materials, is he required to check into the marshalling yard? Is GES required to deliver it to exhibitor's booth?

A: Only items that can be hand carried may be brought into the venue through the main entry doors. To bring in personal booth items in a personal vehicle, check in at the marshalling yard on Ivan Allen Boulevard. Upon check-in, exhibitor will be given a dock pass and parking access near his booth location for unloading. Exhibitor will have 30 minutes for unloading and delivering items to the booth. If your items are large or require forklift, GES must handle movement of this material to your booth.



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**Q: Can exhibitors bring their own carpet and furnishings?**

A: Exhibitors can provide their own booth carpet and furnishings. Professional installation can be provided by GES, EACs or exhibitor employees. It is encouraged to have advanced plans and advanced orders for material handling and/or booth construction.

**Q: Are furniture orders delivered at the same time freight and/or crates are delivered?**

A: No. Typically, the furniture is delivered after carpet is placed. Tables may be delivered first. Smaller items and chairs/stools are not delivered until last 2 days of move-in.

**Q: When do empties have to be off the floor?**

A: All empties must be labeled and placed in aisles for pickup as quickly as possible throughout the process. Exhibitors occupying 500 sq. ft. or higher must have all of their empty crates tagged with the appropriate empty labels by Sunday, January 29, 2017, at 4:30 p.m. (job dollies excluded).

### **GWCC Provided Services:**

**Q: Are we required to use Levy or can we bring in an outside caterer?**

A: Levy Restaurants is the exclusive food and beverage provider and exhibitors may not bring in food and beverage from an outside caterer. If there are service, delivery or food quality issues, please bring to the immediate attention of Levy and show management.

**Q: If exhibitors bake/cook their own food, what are the requirements for the stove/oven/toaster oven?**

A: No open flame is allowed. Microwaves, electric stoves and ovens are allowed. Please refer to GWCC rules and policies for guidance and make sure GWCC has approved the use of such items. Food items must also be purchased from Levy. If exhibitor manufacturers their own product, permission must be granted by Levy to serve.

**Q: Is there a discount on all food ordered or just food for the show floor?**

A: No discount for concessions, but any food and beverage ordered through Levy Restaurants before the discount deadline of December 16 will receive the published discounted pricing.



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Q: Are exhibitors allowed to bring in their own food and beverage items to serve customers?

A: Levy Restaurants is the exclusive provider of food and beverage at the Georgia World Congress Center. All food and beverage for hospitality or entertainment in the booth must be ordered through Levy. Concession areas are available throughout the venue for exhibitor's personal snacks and meals during move-in, during the show and during move-out.

Q: Will there be food available to purchase for our booth staff on the floor during move-in and during the show?

A: Concession area will be open in show halls during move-in. Blue Plate Specials are available in show hall concession area, food kiosks are located in the lobby areas and vending machines are available in common areas. Mobile Table, a smartphone app, is an option for placing food orders to be delivered to the booth during the show. Levy also has catering options to meet your needs.

Q: Can special items such as imported food, wine and cheese from exhibitor's home country be brought in for providing customer hospitality?

A: Approval must be granted by Levy. Call Linda Bordeaux at 404.223.4447.

Q: Can Levy imprint company logo on water bottles?

A: Please contact Pennie Stathes for this marketing opportunity.