



## FAQ's

### 1) Questions?

*The entire Customer Engagement Technology World team is working hard to make this show a great success. Please contact Lou or Melissa (203-371-6322, [Lou@jdevents.com](mailto:Lou@jdevents.com) or [Melissa@jdevents.com](mailto:Melissa@jdevents.com)) with any questions you might have. There are no questions too simple to answer.*

### 2) I am an exhibitor, do I need a Certificate of Insurance?

*Yes, all exhibitors are required to have insurance. For more information see the General Information link on the Exhibitor Manual Page at [www.kioskcom.com/exhibitorresourcecenter.asp](http://www.kioskcom.com/exhibitorresourcecenter.asp).*

### 3) Help!!!! This is my first trade show what do I need to know?

*There are many resources available to you to make this as easy as possible. The best place to start is the Exhibitor Manual Center ([www.kioskcom.com/exhibitorresourcecenter.asp](http://www.kioskcom.com/exhibitorresourcecenter.asp)). Here you should read **"THE FACTS"** and **"General Information"**. After that feel free to contact show management or Freeman with any questions you may have. We are here for you.*

### 4) I am making plans for staff travel out of New York, when can my booth personnel expect to get their crates back during 'teardown' on November 11<sup>th</sup>?

*Show management expects the first crates to be returned to the floor around 5:30PM. Remember the carpet and miscellaneous furniture needs to be removed first. The last crate should be delivered around 8PM. It is highly recommended that if you have a detailed booth, you leave either on a late flight Thursday, November 11 or on Friday, November 12.*

### 5) I noticed I need my booth number to place orders, etc. Where can I find this?

*You can find your booth number on the [Exhibitor List](#) on the CETW website.*

### 6) What does my Exhibitor Badge give me access to?

*As a registered exhibitor, all personnel can attend tech talks, keynotes, and exhibit floor receptions*

### 7) What comes standard with my booth?

*Each booth comes with a company listing on the website, 5-Exhibitor Personnel Registrations, a listing in the program guide, standard drapery, company id sign (7"x44") and exhibit hall security.*

### 8) What are a few things I need to bring or order for my booth?

*Carpet, electricity, signage, promotional material/business cards, etc.*

### 9) What do I do if I need to update my company information (description on the web, logo, exhibitor contact, etc)?

*Contact Melissa at 203.371.6322 ext. 212 or [Melissa@jdevents.com](mailto:Melissa@jdevents.com)*

### 10) Is there an advantage to Advanced Warehouse vs. Direct Shipping to the convention center?

*Customer Engagement Technology World recommends using Advanced Warehouse shipping. This is the most effective method as your freight will be in your booth on the first day of move-in. The unloading of Direct Shipments at the convention center is based upon dock space, #of shipper at that moment and size of shipments on a truck, overall efficiencies/inefficiencies and the marshalling yard. Direct shipments do not start to be handled until Monday, November 8<sup>th</sup> at 1 PM. There are*

*variables beyond your control so delays are often experienced from this shipping method. BE SAFE, SEND YOUR SHIPMENT TO **ADVANCED WAREHOUSE!***

- 11) Wow!!! How can I stay organized for Customer Engagement Technology World?**  
*Our exhibitor timeline will provide you with deadlines and contact info on all the outside vendors we are using to make your show successful. You can view the timeline at [http://www.jdevents.com/Uploads/CETWNY2010/CETW\\_NY2010ServicesTimeline.pdf](http://www.jdevents.com/Uploads/CETWNY2010/CETW_NY2010ServicesTimeline.pdf)*
  
- 12) What is the most important rule to keep in mind for setup at CETW NY?**  
*Exhibitors need to hire electrical labor to setup and or hang display screens of any size. For more information about what you can and cannot do check out <http://www.javitscenter.com/Default.aspx?cmsid=36>.*