

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 or Melissa@jdevents.com) with any questions you might have. There are no questions too simple to answer.

2) I'm an exhibitor; do I need a Certificate of Insurance?

*Yes, all exhibitors are required to have insurance. For more information see the **"General Information"** document under **"Information from Show Management"** on the online [Exhibitor Services Manual](#).*

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 online [Exhibitor Services Manual](#). There you should read through the documents listed under **"Information from Show Management"**.*

4) I am making plans for staff travel out of San Francisco, when can my booth personnel expect to get their crates back during 'teardown' on March 29th?

Show management expects the first crates to be returned to the floor around 5:00PM. 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, March 29 or on Friday, March 30.

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

The [Exhibitor List](#) on the CETW website or you can contact Melissa (Melissa@jdevents.com or 203-371-6322) and she will look up your booth number for you.

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 and printed in the show directory, 5-Exhibitor Personnel Registrations, standard drapery (3ft high side drape and 8ft high back drape), company id sign (7"x44") and exhibit hall security. Although, if you signed up for a **booth package** or you are part of the **Mobile Engagement Zone** then this is not the standard equipment. Contact Melissa Harrington at (203) 371-6322 for questions or clarification.*

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

Carpet (if needed), 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

- 10) Is there an advantage to Advanced Warehouse vs. Direct shipping to the Moscone Center?**
*Show Management 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 shippers 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, March 26th at 2:00 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.
- 12) What marketing opportunities do I have to invite my clients and/or prospects?**
*We have developed several **complimentary** marketing opportunities for you to help drive additional traffic to your booth and promote your brand, products and services! Visit the [Marketing Opportunities](#) webpage for more information.*