

# Exhibitor FAQ's



## SHIPPING AND FREIGHT

### GES TEXTING NUMBER

You can contact GES via text at 702-489-0529. You will be able to order rentals, check on the status of your rentals and shipments, as well as report missing items.



## MOVE IN / OUT

### When is exhibitor move in?

Monday, October 23: 8am–5pm  
Tuesday, October 24: 8am–9pm  
Wednesday, October 25: 7am–9:30am  
Thursday, October 26: 8–10am

### When will my booth freight / crates be returned after the show?

- All booth freight and crates are returned upon show close by GES. It can take several hours for all crates and pallets to be returned, so your patience is greatly appreciated.

### What time does move out begin, and how long do I have to move out?

- Move out begins at show close on Thursday, October 26 at 5pm.  
See full move out schedule below.

Thursday, October 26: 5–11pm  
Carriers MUST be checked in by 7pm for pick-up Thursday.  
Friday, October 27: 7–10am  
Carriers MUST be checked in by 8am for pick-up Friday.  
\*\* All exhibitor materials MUST be removed by 12pm

### Where do Exhibitor Appointed Contractors (EAC's) check in?

EAC location- Outside of Bayside C Entrance

### Where can I get empty stickers for my crates?

At the GES Service Center located in Bayside A the back of the 7500 aisle or at Bayside D the back of the 3000 aisle.

### Where are my crates?

Please check with GES, located at the Exhibitor Service Center in Bayside A, 7500 aisle (next to Sales Office) or Bayside D, back of aisle 3000 (behind Supplier Presentation Theater) for an update on your crate delivery. Be sure to have your shipment tracking information with you.

### How do I ship my items from the show?

You can ship through GES [here](#), or you can ship through the vendor of your choice.



## GENERAL SHOW INFORMATION

### What dates and times are the show open?

#### Education Sessions:

Tuesday, October 24: 9am–4pm  
Wednesday, October 24: 9am–12pm  
Thursday, October 25: 9am–12pm  
Friday, October 26: 9am–12pm

#### Expo Hall:

Wednesday, October 25: 10am–5:30pm  
Thursday, October 26: 10am–5pm

### Age for Attendance

The age for attending SupplySide West is 18.

- ANYONE UNDER 18 IS NOT PERMITTED DURING MOVE IN OR MOVE OUT
- All children, regardless of age, require a badge and the completion of a waiver form. If not pre-registered, they must register on-site. Children are not charged a registration fee.
- Children under the age of 18 are not permitted to attend sessions in classrooms.

### What companies are exhibiting at SupplySide West 2023?

Access the full exhibitor list [HERE](#).

### How do I find an exhibiting company on the show floor?

Locate an exhibitor on our [show floorplan](#).

### What are the show policies?

Show Policies [here](#).

### Where can I check my coat or bag if I don't want to carry it around the show floor?

In Bayside A on Wednesday, October 25 and Thursday, October 26 from 7am–6pm.

### Rolling Bags

For safety reasons, rolling carts, rolling bags, strollers and bags with wheels are not permitted on the show floor during show hours.

### Mobile App

Download the mobile app [here](#).

### Wi-Fi

How to Connect to Wi-Fi

1. Select network: SupplySideWest23
2. On the splash page, agree to terms & conditions
3. Enter access code: cactus4237  
Access code is case sensitive  
Sponsored by: Cactus Botanics

### Amenity map

Please refer to the Show Directory Map for bathrooms, lounges, food, Happy hours, water stations/coolers, etc.

### Health and Safety

- How to report an Incident: Incident Report Link [here](#).
- 24 hour Emergency Number: 213-222-3508



## LEAD CAPTURE

### How do I use Lead Capture?

When you purchase lead capture with Stova, you will either be given a physical scanner at their helpdesk, or you will be given an activation code on your own device. Scan the QR code on the attendee badge during the show, and your leads will be stored. If you have further questions, please visit Stova at the Exhibitor Service Center

### How do I get my leads off of my scanner?

Stova will send an email with a login link where you are able to view and download all of your leads.



## VENDOR SERVICES

### How do I know what vendor to contact for a specific service?

Find a list below of our vendors and services they provide.

GES	Shipping, material handling, Empty Stickers, Graphics, Furniture rentals, Carpet, Rigging
Edlen	Electric
Metro Multimedia	Audio Visual
Stova	Lead Retrieval
United Security	Security
United Cleaning	Cleaning
National Plant and Floral	Floral & Plants
Mandalay Bay	Electrical & Lighting Air & Water Food & Beverage Internet Telecom
Encore	Rigging with electrical over 200lbs, Conference/ Boardroom Audio and Visual

### How do I contact a vendor if they are not at the Exhibitor Service Center?

Vendors will have signage at their desk indicating if they are away. These signs will have numbers posted.

Edlen: 702-322-5707

Metro Multimedia: 702-287-9225

Mandalay Bay: 855-408-1349

National Plant and Floral: 757-291-7840

Stova: 801-676-7933

United Cleaning: 702-322-5871

Encore: 702-322-5735

United Security: 616-836-3065

24 Hour emergency contact: 213-222-3508

### **How do I place a service order onsite?**

At one of the Exhibitor Service Centers, located:

- Location 1: Bayside A, 7500 aisle (next to Sales Office)
  - GES, Stova, and Edlen, United Cleaning, Mandalay Bay, Metro Multimedia, National Plant and Floral
- Location 2: Bayside D, back of aisle 3000 (behind Supplier Presentation Theater)
  - GES, Stova, and Edlen
- Location 3: Mandalay Bay built in offices- Bayside B next to FedEx
  - Mandalay Bay, United Cleaning, Edlen, Encore
- **You can also text the GES texting number only for GES services: 702-489-0529**



## **FOOD AND BEVERAGE SAMPLING**

### **What guidelines must be followed when sampling products inside of my booth?**

Reference the sampling guidelines [HERE](#).

### **Who do I contact with sampling questions or if I need to gain approval to sample inside my booth?**

Mandalay Bay Exhibitor Services can assist with any questions or approval needs. You can contact them at [exhibitorservices@mandalaybay.com](mailto:exhibitorservices@mandalaybay.com), by phone at : 855-408-1349 or visiting their service desk located at Bayside A, 7500 aisle (next to Sales Office) or Mandalay Bay built in offices- Bayside B next to FedEx.

### **Where can I find the food and beverage sampling authorization form?**

Click [HERE](#) to download the food and beverage sampling authorization form.

### **Where are my cold storage samples?**

Mandalay Bay: if Mandalay Bay catering is preparing your sample  
GES Cold Storage: if you are preparing your sample

For further assistance, please visit the Exhibitor Service Center, located at Bayside A, 7500 aisle (next to Sales Office) or Bayside D, back of aisle 3000 (behind Supplier Presentation Theater).



## **EDUCATION**

### **Can I attend education sessions?**

Yes, exhibitors may attend education sessions, but you must register to attend.

### **Where are the education sessions located?**

All education sessions are located in the North Convention Center, Lower Level.

### **What education sessions are being offered at the show?**

Access the full list of education sessions [HERE](#).



## BOOTH DONATIONS

### What do I do if I have booth furnishings or materials that I would like to donate?

Get a "Material Donation" label from your floor manager or at a floor manager desk to place on each item you would like to donate. At the end of the show GES will collect labeled items for pick up by Habitat for Humanity.

### What type of items can I donate?

Habitat for Humanity accepts any items or furnishings that can be used in a home setting such as tables, chairs and shelving. Items must be an actual usable item, not a faux display. If you are unsure if your item is accepted, please contact your floor manager.



## REGISTRATION

### Where and when can I pick up my badge?

Registration is located in Bayside A, Bayside F Foyer and Islander Registration Desk. You can pick up your badge on the following dates and times. Education sessions additions and information changes can be made here as well.

Want to avoid the Wednesday morning registration rush? Do you like winning prizes? All show participants who pick up their badge on Monday, October 23 or Tuesday, October 24 will be entered into a drawing for a \$500 Amazon Gift Card!

### Onsite Registration Hours

#### Monday, October 23

Bayside A and Bayside F Foyer | 7am–5pm  
Lower Level, Islander Registration Desk | 7am–3pm

#### Tuesday, October 24

Bayside A and Bayside F Foyer | 7am–6pm  
Lower Level, Islander Registration Desk | 7am–3pm  
Satellite Badge Pick-up at the Mandalay Bay,  
Delano, and Luxor Front Desks | 12–8pm

#### Wednesday, October 25

Bayside A and Bayside F Foyer | 7am–5:30pm  
Lower Level, Islander Registration Desk | 8am–3pm  
Lower Level, South Pacific Registration Desk | 8am–1pm  
Satellite Badge Pick-up at the Mandalay Bay,  
Delano, and Luxor Front Desks | 7am–1pm

#### Thursday, October 26

Bayside A | 8am–5pm  
Bayside F Foyer | 8am–1pm  
Lower Level, Islander Registration Desk | 8–11am

#### Friday, October 27

Lower Level, Islander Registration Desk | 8–11am  
Registration Sponsored by:



**FENCHEM**  
Ingredient Technology



## **2024 BOOTH SPACE**

### **Where is the Sales Office?**

The Sales Office is located in Bayside A, Booth #7664.

### **How do I book an exhibit space for 2024?**

Head to the Sales Office, located in Bayside A, Booth #7664, to set up a meeting with your sales rep.

### **How do I get ahold of my sales rep?**

Find your sales rep contact information [HERE](#).