



The 2023 INCOMPAS Show
Exhibit Dates: October 9–10, 2023
Tampa Marriott Water Street

Dear INCOMPAS Exhibitors & Sponsors:

Welcome to the 2023 INCOMPAS Show! We look forward to assisting you with the planning of your exhibit and/or sponsorship. This Exhibitor & Sponsorship Services Manual contains important details relevant to your participation. Please take time to review this information and feel free to contact us if you have any questions.

Please pay particular attention to the Deadline Dates Checklist located in the General Information Section. This schedule outlines the important dates for completion of forms for services. In order for your requests to be serviced accurately, we request that all forms be sent by the date listed.

We have found that it is most efficient if this manual is given to the person directly responsible for your participation at the conference. On behalf of INCOMPAS, we are pleased that you will be joining us this year. If there is anything that we can do to assist you, please feel free to contact us.

We look forward to seeing you and to a very successful and productive 2023 INCOMPAS Show.

Sincerely,

INCOMPAS Show Management
exhibits@incompas.org



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GENERAL SHOW INFORMATION

A. TIMETABLE OF IMPORTANT DATES AND TIMES

EXHIBIT HALL: Tampa Marriott Water Street (Marriott Grand Ballroom)

MEETING ROOMS: Tampa Marriott Water Street & JW Marriott

MOVE-IN:

Sunday, October 8

12:00 PM – 5:00 PM

ALL EXHIBITS MUST BE COMPLETE BY 5:00 PM ON SUNDAY, OCTOBER 8.

EXHIBIT SHOW SCHEDULE:

Monday, October 9

7:00 AM – 6:00 PM (Exhibit Hall & Sponsored Meeting Rooms Open)

10:30 AM – 6:00 PM (Dedicated Exhibitor Hours)

11:30 AM – 1:00 PM (Lunch in Exhibit Hall)

4:00 PM – 6:00 PM (Opening Reception)

Tuesday, October 10

7:00 AM – 5:00 PM (Exhibit Hall & Sponsored Meeting Rooms Open)

10:00 AM – 5:00 PM (Dedicated Exhibitor Hours)

11:30 AM – 1:00 PM (Lunch in Exhibit Hall)

4:00 PM – 5:00 PM (Happy Hour)

ALL EXHIBITS MUST BE OPENED AND STAFFED DURING DEDICATED EXHIBITOR HOURS.

MOVE-OUT:

Tuesday, October 10

5:00 PM – 8:00 PM

Exhibitors may not begin to pack supplies and literature until 5:00 PM on Tuesday, October 10, and must be completely out of the hall by 8:00 PM. More details regarding move-out for meeting rooms will be announced during the show.

B. OFFICIAL SERVICE AND MATERIAL HANDLING CONTRACTOR

Willwork Global Event Services is the Official Service Contractor of the 2023 INCOMPAS Show. Other official show suppliers are listed on the “Exhibitor Services Directory” page of the Manual. Willwork Global Event Services will maintain an Exhibitor Service Center located in the exhibit hall.

C. SHIPPING

Refer to the section marked “Willwork” for shipping instructions. You are encouraged to ship small packages through Willwork Global Event Services via FedEx, UPS or an overnight carrier. We also encourage exhibitors to purchase insurance coverage for their booth, in the event your display is damaged or lost in transit. Please note, that the last day for advance warehouse deliveries to arrive with a guarantee of being delivered to your booth for exhibitor move-in is October 4, 2023 (*Last day for shipments to arrive*)

*All shipments MUST be delivered to the Advance Warehouse.

D. STORAGE

All items needing storage will be required to go in the counter storage provided by the structure. No items may be left or placed behind or next to your exhibit space.

F. SECURITY

Realizing the value and importance of your equipment and exhibit material, security guards will be located around the perimeter of the hall from the beginning of move-in to the end of move-out. It should be made clear, however, that although Show Management provides this service, we are not responsible for any loss or damage of material.

G. RULES AND REGULATIONS

Exhibitors are responsible for compliance with all pertinent regulations and codes concerning fire, safety, and health, which may be applicable in the exhibit hall during the event.

Exhibitors must comply with all the policies, rules, terms, and regulations contained in the Exhibitor Prospectus. A copy of these rules and regulations is included in this Exhibitor Services Manual.

H. AMERICANS WITH DISABILITIES ACT CONFORMANCE

Each exhibitor shall be responsible for compliance with all applicable provisions of the Americans with Disabilities Act within its booth and assigned exhibit space, including, but not limited to, wheelchair access provisions. For more information on the Americans with Disabilities Act and how to make your exhibit accessible to persons with disabilities, please contact ADA, Civil Rights Division, Department of Justice, P.O. Box 66738, Washington, DC, 20035



VENDOR DIRECTORY

SHOW MANAGEMENT

Andrea Ball, Carolyn Kline, Maddie Walczak
exhibits@incompas.org

OFFICIAL GENERAL CONTRACTOR

Willwork
exhibitorservices@willwork.com

OTHER OFFICIAL CONTRACTORS

Audio Visual

Encore
800.966.4498
eventnowsupport@encoreglobalmail.com
Online Ordering [HERE](#)

Electrical

Encore
800.966.4498
eventnowsupport@encoreglobalmail.com
Online Ordering [HERE](#)

Catering

Kristen Estile
812.221.4900
Kristen.Estile@marriott.com

Housing and Facility

Kristen Estile
812.221.4900
Kristen.Estile@marriott.com

Custom Furniture

WillWork
508.230.3170
exhibitorservices@willwork.com

Lead Retrieval

Smithbucklin
312.321.6812
itevents@smithbucklin.com

Registration

registration@incompas.org
312.673.4812



Important Deadline Date Checklist

ORDER FORM	DEADLINE DATE
Early Bird Registration Deadline	August 15, 2023
Advance Shipping Begins	September 4, 2023
Hotel Cut Off Date	September 8, 2023
Willwork Graphics Submission Deadline	September 12, 2023
Willwork Advance Order Discount Deadline	September 15, 2023
Willwork Graphics Approval Deadline	September 19, 2023
Lead Retrieval Order	September 26, 2023 (advance rate)
Willwork Graphics Rush Fee Deadline #1	September 26, 2023 *An \$550 rush fee will occur after this date
Willwork Graphics Rush Fee Deadline #2	October 2, 2023 *An \$875 rush fee will occur after this date
Advance Shipping Deadline	October 4, 2023 (Last day for shipments to arrive)
Direct Shipping Deadline	October 7, 2023 (10:00am)

Please refer to the Sponsorship & Registration Confirmation you received from exhibits@incompas.org for any deadlines relating to sponsorships.



SECURITY TIPS

Show Management shares your concern for the security of your products and has taken steps to ensure a safe, secure environment for all exhibitors. We will provide perimeter security for the duration of the show and additional security during move-in and move-out to be stationed at primary freight entrances. However, Show Management cannot provide security for every booth on the show floor and is not responsible for any theft or damage to products or displays.

Therefore, private booth security is available and can be ordered for your booth. Please contact Show Management at exhibits@incompas.org, if you require additional security. In the meantime, we recommend you take the following precautions:

- OBTAIN INSURANCE which includes a rider to your existing insurance policy to protect your entire exhibit and product from the time they leave your warehouse until they return.
- Do not mark the contents of the package on the cartons or crates.
- Do not store products in "EMPTY CARTONS".
- Ship products in locked cages or trunks, when possible, to the correct address listed in the Willwork Section of the service kit.
- Make a complete list of all products shipped, listing model #'s and serial #'s, whenever possible.
- Mount or attach products to your display whenever possible.
- Secure your staff's personal property, briefcases, coats, cameras, purses, etc., at all times. (Move-in/out is the most vulnerable time.)
- Stay with your products on closing day until your products are securely packed and marked for shipment. Make outbound shipping arrangements in advance of the close of the show at the *WillWork Service Desk* on-site.
- Inform your staff members working in your booth of the rules regarding removal of merchandise from the show.
- Do not sell, give away, or trade merchandise during or after the show. Re-crate the product and return it with your display.
- Don't wait until the end of the show to inform management of damage or theft. Contact security and/or show management on-site immediately.

Show Management is not responsible for any theft or damage to products or booth, but we do want you to have a safe, enjoyable, and profitable show. Please help us to help you maintain a secure environment for your exhibit.



Lead Retrieval

Lead retrieval devices can be ordered for the 2023 INCOMPAS Show by clicking [HERE](#). In order to receive advanced pricing, orders must be placed before **Tuesday, September 26**.

If after you review the package options, terms & conditions, and privacy statement, and you have questions, please contact 312-321-6812 or email us at itevents@smithbucklin.com.



Registration & Hotel Reservations

The Tampa Marriott Water Street is the official hotel for the 2023 INCOMPAS Show and the location of all convention activities. Book early to take advantage of the INCOMPAS group rate.

Step 1 – Register for the Show *PRIOR* to Booking a Hotel Room.

[Click here to register.](#) Please reference your official confirmation email for the allotted number of complimentary registrations and codes your company receives. Everyone at the 2023 INCOMPAS Show is required to wear an official INCOMPAS badge while attending the Expo, sessions, and/or other sanctioned events.

For registration questions or comments, or if you need to make updates to existing registrations, please contact our registration coordinator at registration@incompas.org or 312- 673-4812.

Step 2 – Book your Hotel Room.

INCOMPAS has negotiated a hotel room rate of \$255 per night at the Tampa Marriott Water Street. The INCOMPAS Show room rate will be available until **Friday, September 8**, or until the room block is sold out, whichever comes first. One room night will be charged to the credit card used at booking to guarantee your room reservation. More information regarding Hotel & Travel can be found on our website [HERE](#).

WARNING ABOUT HOTEL BOOKING SCAMS

You should only book your hotel room at the Tampa Marriott Water Street by using the link provided by INCOMPAS when you register for the show. If you are contacted directly to book your room, this is not an authorized representative of INCOMPAS or the Tampa Marriott Water Street. INCOMPAS does not use third party travel agencies or hotel booking services.



ART SUBMISSION GUIDELINES

Please Submit artwork to : **Beckie Gobber**
Beckie.Gobber@willwork.com

ARTWORK SUBMISSION DEADLINE.....	09/12/2023
ARTWORK APPROVAL DEADLINE (submitted and approved).....	09/19/2023
ARTWORK SUBMISSION RUSH FEE \$ 550 AFTER	09/26/2023
ARTWORK SUBMISSION RUSH FEE \$ 875 AFTER	10/02/2023

ACCEPTED PRINT READY FILE FORMATS

- ✓ .ai
- ✓ .eps
- ✓ .pdf
- ✓ .jpg

Please export file type from Adobe Illustrator, Photoshop or InDesign with all fonts converted to outlines and images embedded.

ARTWORK GUIDELINES

- **COLOR MODE**
CYMK
- **ARTWORK SIZE**
100dpi at 100% scale with NO BLEEDS AND NO CROP MARKS.
- **IMAGES**
All rasterized images must be embedded into the artwork. (If the image doesn't look clear at 100% scale on your screen, it will not look clear when printed.)
- **COLOR**
We can attempt to match PMS colors, please include those in instructions. Keep in mind that digital printing cannot always match PMS spot colors exactly, we will always color-correct to get as close as possible. (When a PMS match is required, please make sure to send your files as an Illustrator .pdf (see above) as we will be unable to alter flattened Photoshop files.)
- **FILE NAME**
Please include your company name, booth #, and appropriate labelling of each panel.
Example: "Company_Name_Booth#_PanelA.xxx"

We DO NOT accept artwork/logos/graphics submitted in Microsoft Word, Excel, Works, Quark or Corel.

To recap:

- Please be sure that all files are print ready
- 100 dpi
- 100% scale
- Fonts converted to outlines
- Images embedded
- No bleeds
- No crop marks

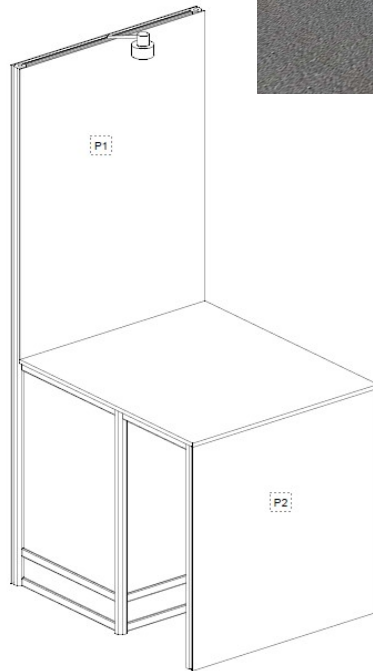
OPTION 1 EXHIBITOR KIOSK

EXHIBITOR KIOSK INCLUDES:

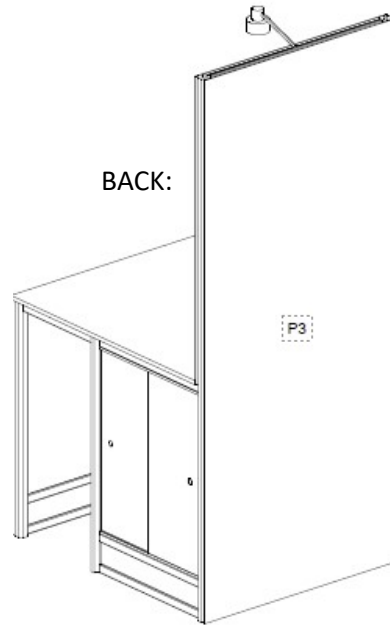
- (1) Panel P1 Kiosk front panel 41" x 55.25"
- (1) Panel P2 Kiosk kick panel 41" x 42"
- (1) Panel P3 Kiosk Back wall panel 41" x 97.25"
- (1) Monitor
- (2) Barstools
- (1) 5 amp Power drop
- (1) wastebasket



FRONT:



BACK:



EXHIBITOR KIOSK ADD ON ITEMS AVAILABLE AT EXHIBITOR'S COST:

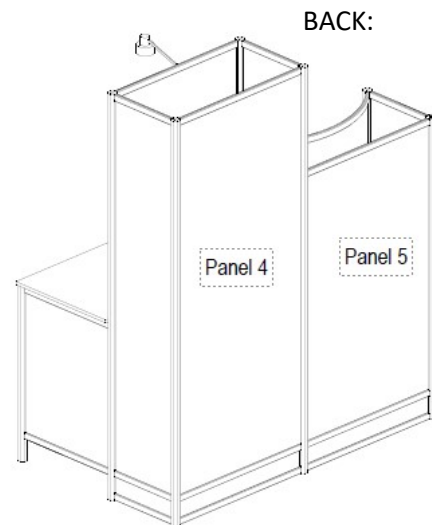
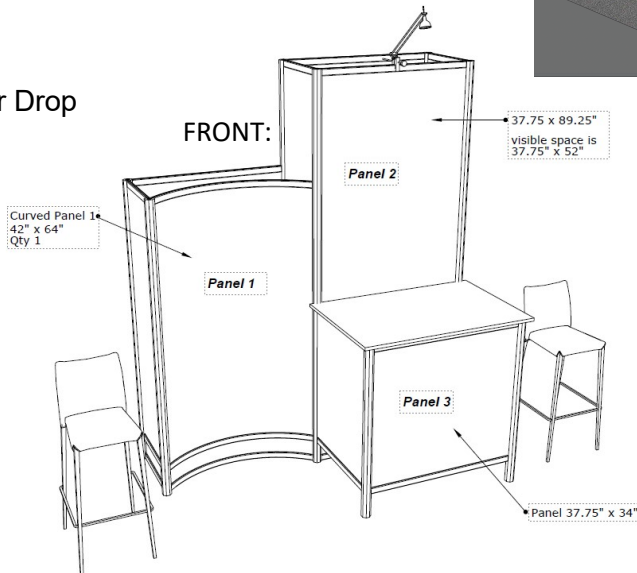
SEE PAGE 6 FOR SELECTIONS AND PRICING

- 5 pocket literature stand
- 3 pocket literature stand
- arm lights
- Barstool

OPTION 2 EXHIBITOR KIOSK

EXHIBITOR KIOSK INCLUDES:

- (1) Panel 1 Kiosk front side panel 42" x 64"
- (1) Panel 2 Kiosk front panel 37.75" x 89.25"
visible space is 37.75" x 52"
- (1) Panel 3 Kiosk front kick 37.75" x 34"
- (1) Panel 4 Kiosk back wall 37.75" x 89.25"
- (1) Panel 5 Kiosk Back wall panel 37.75" x 64"
- (2) Barstool
- (1) Monitor
- (1) 5 amp Power Drop
- (1) wastebasket



ADD ON ITEMS AVAILABLE AT SPONSORS COST:

SEE PAGE 6 FOR SELECTIONS AND PRICING

- Bar stool
- 5 Pocket Literature Stand
- 3 Sheet Literature Holder
- armlights

PLEASE NOTE:

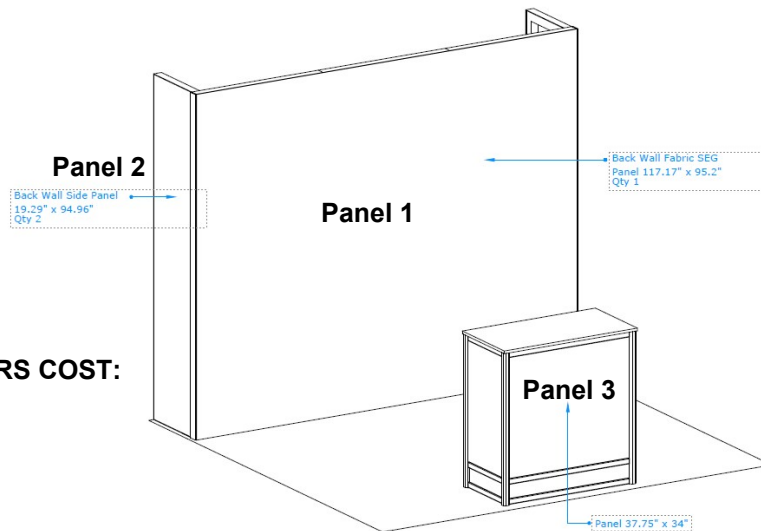
Audio visual equipment is NOT included with this booth package. To order AV, please use the AV Order Form in this kit.

*No structural customization will be allowed for the Turnkey booths. Please only order graphics as shown in line with the specifications.

10' x 10' TURNKEY BOOTH

BOOTH INCLUDES:

- (1) 8'x10' Backwall
 - Panel 1 117.17" x 95.2"
 - Panel 2 19.29" x 94.96" qty 2
- (1) 1 meter Counter
 - Panel 3 37.75" x 34"
- (2) Barstool
- (1) 5 amp Power drop
- (1) Monitor
- (1) wastebasket



ADD ON ITEMS AVAILABLE AT SPONSORS COST:

SEE PAGE 6 FOR SELECTIONS AND PRICING

- Bar stool
- 5 Pocket Literature Stand
- 3 Sheet Literature Holder
- armlights
- Wastebasket

PLEASE NOTE:

No structural or additional graphic customization will be allowed for the Turnkey booths. Please only order graphics as shown in line drawings.

For assistance, please contact: Exhibitor Services exhibitorservices@willwork.com



Sponsored Lounge

Lounge INCLUDES:

- (2) Blanc Sofa- white
- (2) Blanc Arm Chair- white
- (2) Blanc Ottoman
- (1) Arial Cocktail Table
- (1) 18" x 84" Branded Standalone
- (5) retractable stanchion
- (1) Stanchion Toppers including 8.5" x 11" graphic
- (1) wastebasket



Blanc Chair
Bright White Leather
33"W x 35"D x 35"H



Blanc Cube Ottoman
Bright White Leather
17"Square x 17"H



Blanc Sofa
Bright White Leather
75"W x 35"D x 35"H



Aria Tables White
Cocktail Table White/Brushed Steel
44"W x 20"D x 18"H



SEE PAGE 6 FOR ADDITIOANL SELECTIONS AND PRICING

For assistance, please contact: Exhibitor Services | exhibitorservices@willwork.com



ADDITIONAL FURNISHINGS

Discount deadline: Friday, September 15



Cube Ottomans
From left to right: Blanc Bright White Leather (17" Square x 17"H), Whisper White Leather, Metro Black Leather, Red Vinyl, Green Vinyl, Blue Vinyl, Purple Vinyl
18" Square x 18"H

ITEM	QUANTITY <i>Please indicate</i>		DISCOUNT PRICE		STANDARD PRICE	TOTAL
A - Standard Bar stool		x	\$ 105.00	or	\$136.50	
B – 5 Pocket literature stand		x	\$ 80.75	or	\$134.98	
C – 3 Section literature holder		x	\$ 65.00	or	\$ 84.50	
D - Wastebasket		x	\$ 22.00	or	\$ 28.60	
E – White cube storage		x	\$165.00	or	\$214.50	
F – Cube Ottoman		x	\$105.00	or	\$136.50	
G – Arm Light		x	\$65.00	or	\$ 84.50	

Estimated Total Furniture and Accessories Package.....\$_____

Please print or type information below:

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:		Booth No:



7500 Exchange Drive
Orlando, FL 32809
P. (407) 438-7480 F. (407) 438-7481
exhibitorservices@willwork.com



SHIPPING INSTRUCTIONS

ADVANCE SHIPPING

Advance Shipping begins Tuesday, September 5, at 9:00am and ends Tuesday, October 4, at 3:00pm. (Receiving Hours: 8:00am – 3:00pm / M – F).

Advance shipping address:

(Your Company Name & Booth Number)
INCOMPAS SHOW 2023
Willwork Global Event Services
7500 Exchange Drive
Orlando, FL 32809

Shipments received at the advance warehouse after the deadline will still be accepted. An off target surcharge of 40% will apply.

Please note that all work performed by Willwork between before 9:00 AM or after 3:00PM weekdays, as well as all day Saturdays and Sundays, is considered overtime. Please budget accordingly.

You must have a credit card on file with Willwork prior to your shipment arriving at the Willwork Warehouse for delivery to your booth.

DIRECT SHIPPING*

Willwork will be on site to receive direct shipments to the facility beginning:

Saturday, October 7 from 10:00 AM – 3:00 PM

** The facility prefers **NOT TO RECEIVE** large Exhibitor Materials as they do not have sufficient storage space or personnel. If you choose to ship to the facility and your shipment arrives prior to Saturday, October 7 at 10:00 AM you may incur a receiving charge by the facility AND a receiving charge from Willwork.*

Direct shipping address:

(Your Company Name & Booth Number)
INCOMPAS Show 2023
c/o Willwork Global Event Services
Tampa Marriott Water Street
505 Water Street
Tampa, FL 33602

Shipments received at the advance warehouse after the deadline will still be accepted. An off target surcharge of 40% will apply.

Please note that all work performed by Willwork between before 8:00 AM or after 3:00PM weekdays, as well as all day Saturdays and Sundays, is considered overtime. Please budget accordingly.

You must have a credit card on file with Willwork prior to your shipment arriving at Tampa Marriott Water Street for delivery to your booth.

WILLWORK ADVANCE ORDER DISCOUNT DEADLINE

Discount prices apply to those orders received with payment in full no later than:

Friday, September 15

For more information, please call us at 407-438-7480, or email us at exhibitorservices@willwork.com



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MATERIAL HANDLING RATES

Willwork Global Event Services has been designated as the official drayage contractor with the responsibility for the unloading, delivery, reloading and processing of all exhibitors' freight shipments.

ALL SHIPMENTS MUST BE SENT PREPAID and all shipments must have a Bill of Lading showing number of pieces, weight, and description of merchandise. For trucks without a Bill of Lading or documented weight, estimated weights will prevail. Estimated weights will be binding on both parties.

WHEN TO SHIP: SHIPMENTS CONSIGNED TO THE WAREHOUSE MUST ARRIVE *NO LATER THAN* Wednesday, October 4, at 4:00 PM

SHIPMENTS CONSIGNED TO THE SHOW SITE SHOULD BE TIMED TO ARRIVE *NO EARLIER THAN* Saturday, October 7 from 10:00 AM – 3:00 PM

WHERE TO SHIP:

Advance Shipments – Deadline Wednesday, October 4 at 3:00 PM	Direct Shipments Saturday, October 7 from 10:00 AM – 3:00 PM
(Your Company Name & Booth Number) INCOMPAS SHOW 2023 Willwork Global Event Services 7500 Exchange Drive Orlando, FL 32809 Receiving: 9:00 AM - 4:00 PM M – F Contact: James Moye Jr (407-427-7797)	(Your Company Name & Booth Number) INCOMPAS Show 2023 c/o Willwork Global Event Services Tampa Marriott Water Street 505 Water Street Tampa, FL 33602

All charges are based upon inbound weight certificates and are quoted on a round trip basis whether services are utilized completely or not. All charges are per cwt (100lbs.), rounded up to the next 100 lbs. Willwork will receive advance crated shipments at the warehouse and will provide up to 30 days storage prior to the show. Willwork will receive direct shipments on scheduled move-in day(s). The rates listed below include receiving shipments, delivery to booth, storage of empty packing materials, and return outbound shipments to the loading dock. Partial service will not be discounted. All shipments must be accompanied by certified weight tickets.

RATE SCHEDULE:

A. WAREHOUSE ADVANCE RECEIVING - CRATED MATERIALS

OT Rate: \$135.00 per cwt. - 200# Minimum

The above rate includes the following:

- Receive crated shipments only at our warehouse 30 days prior to show.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier

Shipments of loose or uncrated materials will not be received at warehouse

B. DIRECT SHIPMENT TO SHOW SITE - - CRATED MATERIALS

OT Rate: \$115.00 per cwt. - 200# Minimum

The above rate includes the following:

- Receive crated shipments at show site on move-in dates.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier



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MATERIAL HANDLING RATES

C. SPECIAL HANDLING, UNCRATED AND LOOSE MATERIALS

Add 40% to regular per cwt. charge - 200# Minimum

Crated shipments requiring special handling include shipments that are loaded and or packed in a manner as to require additional handling such as ground loading, side door unloading, constricted space unloading, designated piece unloading or stacked shipments. Also included are shipments mixed on truck, multi shipment/delivery areas and shipments without delivery receipts.

FedEx, UPS and DHL shipments over 30lbs are included in this category due to their delivery procedures.

E. OFF TARGET CHARGE: Freight received before first day to receive or after the deadline date – add 40% off target charge

F. SURCHARGES: Freight left in booth without Bill of Lading, Returned to Warehouse, Marshalling Fee -add 40% surcharge

G. SMALL PACKAGES: Not to exceed 30lbs*

Rate: \$45.00 – First Small Package received

Rate: \$25.00 – Each additional small package received on the same shipment

*** Please Note: FedEx, UPS and DHL are subject to special handling surcharges due to their delivery Procedures**

Cartons and envelopes received without documentation will be delivered without guarantee of piece count or condition. Maximum weight is 30 lbs. per shipment, per delivery and includes UPS, Federal Express and Airborne. All shipments received via air carrier that do not fall into the small package category may be subject to a special handling fee.

Special Handling/Uncrated Materials:

Crated shipments requiring special handling include shipments that are loaded and or packed in such a manner as to require additional handling such as ground loading, side door unloading, constricted space unloading, designated piece unloading or stacked shipments. Also included are shipments mixed on truck, multi shipment/delivery areas and shipments without delivery receipts.

Rates are based on incoming weight only. All weights are rounded off to the next cwt. Each shipment received is considered separately. Freight handling charges are the responsibility of the Exhibitor.

Exhibitors are urged to carry all-risk floater insurance covering their materials against damage, loss, and all other hazards from the time shipment is made prior to the show until shipments are received back after the show. This can generally be done by adding "riders" to existing insurance policies, often at no additional cost.

Empty container labels will be available at the Service Desk. Affixing the labels is the sole responsibility of the Exhibitor or his representative. Willwork assumes no responsibility for removal of containers with old empty labels, mislabeled or valuables stored inside containers while containers are in storage.

Outbound shipping labels and Bills of Lading will be available at the Service Desk. The Exhibitor or his representative must pack and label their exhibit material and turn in a Bill of Lading for each shipment at the Service Desk before leaving the Show. Willwork will route all shipments unless a designated carrier has been assigned. If the designated carrier fails to pick up by the removal date of the Show, Willwork reserves the right to route exhibit material by an alternate carrier. As a result of re-routing or handling, no liability will be assumed by Willwork.



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MATERIAL HANDLING RATES

LIMITS OF LIABILITY AND RESPONSIBILITY

- A. Willwork Global Event Services shall not be responsible for damage to uncrated materials, material improperly packed, or concealed damage.
- B. Willwork Global Event Services shall not be responsible for loss, theft, or disappearance of exhibitor's materials after same has been delivered to exhibitor's booth.
- C. Willwork Global Event Services shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the Show. Bill-of-lading covering outgoing shipments, which are furnished by Willwork Global Event Services to exhibitor, will be checked at time of actual pick-up from booth and corrections made where discrepancies occur.
- D. Willwork Global Event Services shall not be responsible for any loss, damage, or delay due to fire, Acts of God, strikes, lockouts or work stoppages of any kind or to any causes beyond its control.
- E. Willwork Global Event Services shall be limited to the physical loss or damage to the specific article which is lost or damaged, and in any event Willwork Global Event Services maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per item, or \$1,000.00 per shipment, whichever is less.
- F. Willwork Global Event Services shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss or damage to any exhibitor's materials which may make it impossible or impractical to exhibit same.
- G. The consignment or delivery of a shipment to Willwork Global Event Services by an exhibitor, or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth.



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CARTLOAD SERVICE INFORMATION

Cartload Freight Services for Unloading Privately Owned Vehicles (POV)

To facilitate the move-in and move-out of Exhibitors with small exhibit material shipments, cartload service is available for one (1) laborer with one (1) pushcart, for one (1) round trip.

This service is for those who have small hand carry items all of which must fit on a 2' x 6' push cart for one (1) round trip.

If you arrive with a truck or van (one 1-ton and over), trailer, or truck with trailer filled with exhibit material you will not qualify for this service and will be redirected.

Exhibitors will be charged for each 2' x 6' or similar cart generated from their POV as follows:

RATE SCHEDULE:

\$105 per cartload on move in (one way)

\$105 per cartload on move out (one way)

Please Note:

There is a 200 pound maximum for the cartload service. For anything over 200 pounds, standard material handling rates will apply.

Cars, Passenger Vans and SUVs are considered POV's. Cargo Vans, Rental Trucks and any type of vehicle with a trailer will not be considered a POV.

SPECIAL NOTE: You must fill out a *Bill of Lading* at the close of the show before reloading. ***All items leaving the exhibit hall must have a completed Bill of Lading.*** Forms are available at the Willwork Service Desk.

Upon your arrival at the Tampa Marriott Waer Street, you must check in with the Dock. He or she will direct you to the proper loading dock.

A Willwork Supervisor will be assigned to assist you with unloading and delivery to your booth.

Your vehicle must be removed from the dock area within 30 minutes after arrival.

Any unattended vehicles will be towed at the owner's expense.



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exhibitorservices@willwork.com



FREIGHT FAQs & HANDLING HINTS

Delivery of your Bills of Lading to Willwork Global Event Services Service Desk does not signify that Willwork Global Event Services has assumed responsibility for your shipments. Whenever possible, a member of your staff should remain with your shipment until it is actually picked up for removal from the loading dock at which time the trucker assumes responsibility for your merchandise. In every case, be sure to turn in your Bills of Lading to the Exhibitor Service Desk. Do not leave Bills of Lading in your booth.

The information below is an outline of the most commonly asked questions regarding freight handling, often referred to as drayage. This can be the most costly part of exhibiting at conventions. We will try to explain what drayage is and how rates are established which will help you save money by avoiding unnecessary surcharges.

What is "Freight Handling/Drayage"? - The term drayage is the moving of exhibit materials from one location to another. Whether you ship to Willwork's warehouse or directly to show site, your materials still need to get to your booth location. Drayage services include the accepting of your material either at our warehouse or on show site, delivery to your booth, storage of empty containers during the show, returning empty containers at the close of the show, picking up your packaged materials, returning them to the dock and loading on the carrier of your choice.

How are rates determined? - Drayage charges are based on a number of factors including union labor rates, facility dock access, and the show schedule to name just a few. The conference is being held in a union facility and therefore must use union labor to move freight. These rates can vary from city to city.

Tips on how you can save money - Read the Freight Handling section of your Service Kit carefully. Be aware of any surcharges that may be assessed for special handling or late shipments. Pay special attention to deadline dates. If you ship in advance to our warehouse and your shipment arrives after the published deadline date, you may be assessed a surcharge. Crated materials are the easiest to unload, therefore, have the least expensive drayage charge. Loose, pad wrapped and uncrated materials require more labor time and, therefore, may be assessed a special handling fee. It may be cost effective for you to build crates for any portion of your exhibit that is not crated.

How is the weight of my shipment determined? All drivers should attain certified weight tickets for materials prior to arriving at the dock either at the warehouse or at show site. Willwork Global Event Services reserves the right to determine weights for all shipments for which weight tickets are not provided at the time of delivery. In cases where Willwork Global Event Services weighs the shipment, the Exhibitor will be charged for double handling.

Small shipments versus large shipments. - Most Service Contractors have a minimum of 200 lbs. per shipment. It is best to send your freight as one large shipment versus several small shipments. For instance, if you send one 45 lb. and one 55 lb. package separately, you are charged the minimum on each shipment. If you are planning to ship items from various locations, you may want to ship them all to a central location then forward them to the Service Contractor's warehouse and/or show site. If you ship your materials in one shipment and the carrier makes multiple deliveries to Willwork Global Event Services, you will be charged for each delivery to our dock, regardless of whether or not the materials were shipped together as one shipment.

Advance shipments versus show site shipments. - In general, it is best to ship your materials in advance to the "advance shipment" address. The charge for this may be slightly higher than shipping direct to show site but the benefit far outweighs the cost. You can (and should) confirm that we have received your materials well in advance of the show installation. If there is a problem, it can be solved prior to the show. When shipping direct, if there is a problem, there is seldom time to solve the problem prior to show opening.

Another advantage to advance shipments is that your materials will be in your booth when you arrive and you can begin installation immediately, thus saving you time and frustration at show site.

Should I insure my exhibit? - The answer is YES! It is your responsibility to make sure your freight is insured from the time that it leaves your company until it returns. A rider to your existing policy can usually do this. Check with your insurance carrier for details.

Two of the most expensive mistakes made by Exhibitors are: 1) shipping materials in several shipments, or 2) shipping via UPS or similar carriers that split a single shipment into several deliveries to our dock. Both can be very costly. Remember, each delivery incurs a minimum charge.

Always be aware of freight receiving deadlines. You will be assessed a late charge if your shipment arrives after the deadline date. Inform your shipper that all items must arrive prior to a specific date.

Always ship your materials crated - Loose or pad wrapped items are assessed special handling fees.

Make sure all materials are labeled properly to avoid any delivery delays. All pieces should have the recipient's name and address, the show name, your company name, and your booth number. Remove old labels after every show to avoid any future confusion. If you are shipping multiple pieces, label them as such: 1 of 4; 2 of 4; 3 of 4; 4 of 4, etc. We hope this helps you in budgeting for your material handling costs.

RUSH

Exhibit Materials
DO NOT DELAY



ADVANCE SHIPMENT

TO: The INCOMPAS Show 2023

Exhibiting Company Name

Booth Number

Willwork Inc
7500 Exchange Drive
Orlando, FL 32809



Willwork will begin accepting crated or skidded material at the Advance Warehouse on Monday, September 4.

Materials must arrive at the advance warehouse no later than Wednesday, October 4, 2023 or an additional cost will be incurred. **Receiving: 9:00 AM - 3:00 PM M - F**

Contact: James Moye Jr (407)427-7797

Piece _____ of _____ total pieces

Advance Shipping Labels

RUSH

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Contact: James Moye Jr (407)427-7797

Piece _____ of _____ total pieces

The following labels have been created for your convenience. Please place at least one label on each piece of your shipment to ensure smooth processing. If you need more labels this page may be duplicated.

RUSH

Exhibit Materials
DO NOT DELAY



DIRECT SHIPMENT

TO: The INCOMPAS Show 2023

Exhibiting Company Name

Booth Number

C/O Willwork Global Event Services
Tampa Marriott Water Street
505 Water Street
Tampa, FL 33602



DIRECT freight acceptance Saturday, October 7 from 10:00 AM – 3:00 PM
Any freight delivered before this date may be refused by the Marriott

Piece _____ of _____ total pieces

RUSH

Exhibit Materials
DO NOT DELAY



DIRECT SHIPMENT

TO: The INCOMPAS Show 2023

Exhibiting Company Name

Booth Number

C/O Willwork Global Event Services
Tampa Marriott Water Street
505 Water Street
Tampa, FL 33602



DIRECT freight acceptance Saturday, October 7 from 10:00 AM – 3:00 PM
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Piece _____ of _____ total pieces

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Direct Shipping Labels



7500 Exchange Drive
Orlando, FL 32809
P. (407) 438-7480 F. (407) 438-7481
exhibitorservices@willwork.com



OUTBOUND BILL OF LADING & SHIPPING LABEL REQUEST FORM

EVERY OUTBOUND SHIPMENT WILL REQUIRE A BILL OF LADING AND SHIPPING LABELS. WE WOULD BE HAPPY TO PREPARE THESE FOR YOU IN ADVANCE AND DELIVER THEM TO YOUR BOOTH PRIOR TO SHOW CLOSE.

ONCE YOUR BOOTH IS PACKED AND READY TO BE PICKED UP FROM THE SHOW BY THE CARRIER OF YOUR CHOICE, PLEASE:

1. Verify that the shipping information provided on the pre-printed Bill of Lading is still correct
2. Itemize the pieces that you are shipping on the Bill of Lading
3. Return the Bill of Lading to the Willwork Service Desk for validation
4. Retain your verified copy of the Bill of Lading for your files

To take advantage of this time-saving service, please complete and return this form by either email (ExhibitorServices@willwork.com) or fax (407)438-7481.

SHIP TO:
(Consignee)

COMPANY NAME: _____

DELIVERY ADDRESS: _____

ATTN: _____ PHONE#: _____

CITY: _____ STATE/
PROVIDENCE _____ ZIP CODE _____

BILL TO:

Same as Above

COMPANY NAME: _____

BILLING ADDRESS: _____

ATTN: _____ PHONE#: _____

CITY: _____ STATE/
PROVIDENCE _____ ZIP CODE _____

CARRIER:

☐ YRC

Recommend
Show Carrier

☐ OTHER CARRIER*

Carrier Name _____

(You are responsible for making arrangements
with your own carrier)

Driver check in deadline is

Wednesday, October 26 @ 6:00 pm

****If shipping with FED-Ex, please make your own arrangements with
the Fed Ex Store @Sheraton Denver Downtown Hotel Center.***

NUMBER OF LABELS NEEDED: _____

Please print or type information below:

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:		Booth No:

For assistance, please call our Exhibitor Services Department at 407-438-7480; or
email ExhibitorServices@willwork.com.



Exhibitor Kit

JW Marriott &
Marriott Water Street
Tampa

Easy Ordering

As the in-house technology provider of the JW Marriott Tampa & Tampa Marriott Water Street, Encore is committed to making your experience as easy and stress-free as possible.



Self-service option available through our online store – EventNow

Step 1

Visit [EventNow](#) and fill in the date and venue information to locate the event

Step 2

Browse our technology catalog

Step 3

Select from a list of available products/product packages and service packages, then check out.*

* EventNow is only available more than two days prior to event load in for AV equipment. If ordering within two days, contact your Encore on-site team. Please note that power drops and internet will still be available should these items need to be ordered on-site.

Once your order is completed, a confirmation email will be sent with all your order details and a dedicated professional will still be on-hand to answer any questions regarding your order.

EventNowSM

offers a range of solutions for any exhibitor:

As the in-house technology provider of the JW Marriott Tampa & Tampa Marriott Water Street, Encore is committed to making your experience as easy and stress-free as possible.

- Large and small format HD monitors (55" monitors and above include floor stands)
- PC Based Laptops
- Various Audio Packages
- Wireless Presentation Controls
- HDMI Cables, Distribution Amplifiers, and Adapters
- Power Strips, Extension Cords, and Charging Stations
- LED Lighting
- Flipchart Packages
- Power and Internet Connectivity Packages

NEED RIGGING

If so, please fill out rigging request, <https://www.encoreglobal.com/rigging-request/>

An Encore representative will be in touch with you.

We make it easy



Easy ordering options



Confirmation email is sent with your order details



We regularly maintain and service all equipment



Encore delivers, installs, and tests equipment



After the show, Encore picks up your rental equipment



Need assistance or products/solutions not offered in EventNow?

Call your Encore on-site contact directly:

Sarah Jolin
Sales Manager
Sarah.jolin@encoreglobal.com
O +1 813-314-6615

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Exhibitor Material Handling Order

Event:	Dates:
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Having your exhibit displays and materials in place in a timely manner contributes to a successful event. Our service ensures your materials will be in the exhibit hall when your representative arrives. Please fill out this form completely and either fax it to us at **(813) 492-3342** or email it to us at Store7420@TheUPSStore.com so that it arrives here prior to your freight. If we do not receive this completed form prior to receiving your materials and your representative is not a registered guest in the hotel, we will need an in-person request from your representative before we deliver your materials to the exhibit hall.

Fees: There will be a handling fee assessed on each envelope, package or display case at the rate of \$1.55 per pound with a minimum charge of \$10.00 per item. Regardless of weight, crates or containers on 4 or more wheels will be charged at \$250.00 and pallets at \$500.00. This will be a one-time charge covering both inbound and outbound handling and is assessed based on the weights of each individual **incoming** package, container or pallet.

Exhibitor:		Booth No:	
On Site Contact:			
Contact Phone:		Email:	
No. of Items:	Carrier: <input type="checkbox"/> UPS <input type="checkbox"/> FedEx Express <input type="checkbox"/> FedEx Ground <input type="checkbox"/> USPS <input type="checkbox"/> Other:		

Labeling: Please address all packages being shipped to the hotel for your event in the following format:

***Exhibitor's Onsite Attendee
Exhibiting Company or Organization
Event and, if applicable, Booth Number
JW Marriott Tampa Water Street Hotel
510 Water Street
Tampa, FL 33602***

If you are unable to fit all these items on the label, please attach a separate label to your package containing the remaining information.

**Please do NOT ship anything to the attention of the meeting planner or any of the Hotel's personnel.
This will only delay delivery of your materials.**

Outbound Shipping: For outbound shipping upon conclusion of the exhibition, please select one of the two following options regarding labeling for your packages. We can generate labels for you on our account if you are shipping via UPS or DHL. If you are shipping on your own account with UPS, FedEx Express, FedEx Ground or any other freight carrier, you must generate and provide your own labels or Bill of Lading.

- | |
|--|
| <input type="checkbox"/> Exhibitor will provide own outbound shipping labels or Bill of Lading
<input type="checkbox"/> Exhibitor will require The UPS Store to generate outbound shipping labels |
|--|

For those who need labels generated, a form will be provided to you prior to your departure on which you will indicate shipping instructions. In all cases, you may leave your ready-to-ship packages in the exhibit hall/meeting room and staff from The UPS Store will retrieve, prepare for shipping and forward them to the loading dock for pickup.

Payment Method: Please Provide Credit Card Number for Payment of Fees

Credit Card No:	Security Code:	Exp Date:	Billing Zip Code:
Cardholder name:		Signature:	

For additional information regarding drayage services, please email us at: **Store7420@TheUPSStore.com**
or call The UPS Store at **(813)492-3342**