

CUPA-HR & MRA Services

- [Badges](#)
 - Green vs. white
 1. Complimentary badges – each exhibitor gets 1 full and unlimited floor passes. Sponsors may receive additional badges and if so those slots will be automatically loaded onto their badge form
 2. Green = Access to all events within the expo hall
 3. White = Full conference access.
 4. For a complete explanation, please reference the 'Badges' link in the agenda that was sent to you.
 - How to register – You can assign your badges within your online account. Please email after this call if you need your account number/password sent to you again.
 - A few notes on name badges
 1. Badges are non-transferrable and can only be used for your company's representatives
 2. Speakers **with** exhibiting companies should be registered through the exhibitor site as part of your booth staff.
 3. When assigning name badges, your company representatives need only be assigned one badge – please do not register your staff for both a full and expo only badge.
 4. Please remember as the administrative contact for your company you are responsible for assigning badges for each of your onsite representatives – please take the time to enter each name and title correctly to minimize reprints and wait time when picking up badges onsite.
 - Onsite options
 1. Gala event - Guest registration for the Gala event will be available onsite
 2. Upgrades – May be purchased onsite. Full registration upgrades for \$300/each. Gala only for \$75/each. No a la carte lunches available.
- [Exhibit hall schedule](#) - The exhibit hall will remain closed to all exhibitors during all non-conference hours. You may re-enter the hall 30 minutes prior to the hall opening.
- Show rules
 - Late setups/early dismantle/booth abandonment – Your booth must be set by 4:30 PM on Monday. You will not be allowed to set up during show hours.
 - [Solicitation and Attendance Policy](#) - No distribution of exhibit materials except within your booth.
 - Auxiliary events - Auxiliary events are allowed, however, you must schedule your event that does not conflict with any conference events. Tuesday evening between 6 and 9 PM offers the only available opening. We request that you let CUPA-HR know of any auxiliary events you may be having by emailing exhibits@cupahr.org with the date, place and time of your event.
- [Attendee List](#) – The attendee list was sent out on the 19th of August and includes first name, last name, title, city, and state, with NO mailing or email information. If you would like to send out a mailing piece, there is a link within your exhibitor account to request this and upload you piece for approval. Only Premier Partners, Distinguished Partners, Tier 1 and Tier 2 sponsors may receive email addresses.
- How to sign up for 2011 – Stop by the exhibitor lounge to reserve your booth space for 2011. A 50% deposit by credit card is required.
- [Exhibitor Door Prizes](#)
 - Collect business cards or scan badges using your lead retrieval system during all open expo hours.
 - Fill out the prize form near the prize board located in the rear of the expo hall on Wednesday.
 - CUPA-HR will promote the prize drawing in conference literature. Prize winners should be posted at the prize board in the expo for winners to claim their prizes.
 - Attendees will be directed to check the prize board located in the back of the expo during the last break on Wed. and if they are a winner they will remove the prize form and visit your booth to claim their prize.
- Grand Prize Drawing Game
 - This year attendees will travel their way through the expo to visit each and every booth as they collect stamps in their passport. This is a new and improved passport, for those of you who remember this game from previous years
 - Game instructions/materials will be handed out with the rest of your conference materials at the onsite exhibitor registration desk.
- [Hotel information](#) – Book early to reserve your room in order to guarantee the CUPA-HR group rate (subject to availability). The last day to be included in the room block is August 31st! Be sure to mention the CUPA-HR rate "COU" to be included in the room block.
- [Lead retrieval \(New!\)](#) – See your exhibitor kit from Stetson for the lead retrieval device order forms. Deadline for advanced orders is Sept. 6. You can also use your lead retrieval device to collect attendee contact information for your door prize drawing

Stetson Convention Services

- You are able to order our Stetson services via our online ordering website
 - Individualized login information has been sent to each booth contact. If you haven't received this email please contact me at exhibitorservices@stetsonexpo.com.
 - A credit card is needed to order online and via fax, checks are accepted with mail orders
- The Hilton floor is carpeted with a standard ballroom pattern.
 - To view the image of the ballroom carpet, please visit the CUPA-HR Annual Website.
 - Exhibitors can make their booth stand out by ordering carpet, which also provides an extra cushion for standing
 - Colors available: blue, black, gray, green, red (show color: black)
- **The Stetson Discount deadline is Wednesday, September 3rd (less than two weeks away!)**
- The facility have the following forms
 - Cleaning, electric, internet and AV equipment
 - These order forms are found towards the end of our kit
 - The Discount Deadline for cleaning and electric is Wednesday, September 1st. To guarantee equipment availability and advanced rate, be sure to submit the AV equipment rental order form by Friday, September 3rd. Finally, the Discount Deadline for internet falls on Monday, September 13th.
- Facility Work Rules
 - Exhibitors are permitted to set up their own booths provided they are full-time employees of the exhibiting company, but labor is available for those who need assistance.
 - Exhibitors are permitted to bring in materials that can be hand carried without the use of any carts, dollies, hand trucks, or other mechanical equipment from the parking garage or entrance to the exhibit hall.
 - When exhibitors choose to hand carry in accordance with the foregoing, they will not be permitted access to the dock area.
 - Please be advised that any shipments sent to your Hilton hotel room may incur storage and handling charges.
- Shipping
 - Stetson is not a carrier; we only provide freight handling services – therefore there will be charges incurred for both shipping (inbound/outbound) and onsite freight handling services.
 - Any carrier is permitted to transport your freight
 - Please be aware that FedEx and UPS do not provide the necessary paperwork and special handling surcharges will be incurred – but do the math, it might be cheaper to incur surcharges than to use a freight carrier who might be more expensive for smaller boxes or packages
 - The official show carrier is ADCOM Worldwide. Please check out www.adcomworldwide.com for a free price quote and more information.
- Freight Handling Services
 - Freight handling rates are on page 22 (shipping labels are on the next page)
 - Please label packages with the shipping labels provided in the exhibitor service manual – be sure to label each piece in your shipment with company name and booth number
 - Rates include unloading, storage if sent to the warehouse, delivery to booth, storage of empty pieces, return of empty pieces, delivery to dock, and reloading onto carrier
 - **If your items will be arriving after the warehouse receiving deadline of Friday, September 10th, Stetson must be notified in advance to ensure your shipment will arrive in time to be loaded onto our freight trucks. Please provide the shipment's carrier information and tracking numbers.**
 - **Please note that if you are shipping directly to the show site, all shipments must arrive during the exhibitor move-in times listed in the exhibitor kit to avoid surcharges or possible shipment refusal.**
 - Bill of Ladings will need to be filled out for every shipment leaving the dock of the Hilton. You can pick up this form onsite at the Stetson service desk.
- CORT Custom Furnishings
 - Order forms are available on our website once you login.
 - Orders need to be sent directly to Stetson by Friday, September 10th.

Q&A

Q: The facility handles electric, right? Am I able to order their services from your Stetson website?

A: Electric is provided by the facility and only accepts orders by fax. Their order form is found towards the end of the exhibitor kit.

Q: Am I able to send small packages to the advance warehouse and is there a surcharge for receiving them?

A: Stetson strongly suggests that all shipments are to be sent to the advance warehouse. FedEx and UPS packages do receive a 25% surcharge on each shipment since the carrier does not provide the proper paperwork including a piece count and the weight of each item.