



# EXHIBITOR REGISTRATION INFORMATION

Karen L. Johnson – Registration Chair  
 James L. Chadwick – Registration Chair-Elect  
 Shelley Simpson-Forget – Registration Coordinator

**An email will be sent to each Exhibit Manager providing details on how to register Booth Staff and Corporate Guests.**  
 (The Exhibit Manager’s email we have on file is who was listed on your Booth Space Agreement.)

This email will also contain the login credentials to the Exhibitor’s online registration account for Pittcon 2019. The online exhibitor registration service offers the ability for exhibit managers to easily:

- add new booth staff registrants
- check to see who is already registered
- manage Corporate Guest registration
- make corrections, changes, or cancellations

## Registration Allotments

Exhibitor Rental	Booth Staff Allotment	Corporate Guest Allotment
One 10' x 10' Booth	4 Exhibitor Registrations	4 Corporate Guest Registrations
One Seminar Room	16 Exhibitor Registrations	16 Corporate Guest Registrations

Complimentary registrations are provided to each exhibitor and are calculated by exhibitor booth and seminar room rentals. These allotted registrations may be used for your booth personnel and to register any Corporate Guests that you want to have complimentary access to the exhibits and technical program.

## Over-allotment of Booth Staff Registrations

Companies who exceed the complimentary Booth Staff allotment will be required to pay **\$120** for each additional Booth Staff registrant during the time of registration. When registering additional booth personnel online, the system will automatically require a credit card for payment in order to complete the additional registration(s). Exhibitors that register on site will be required to pay the **\$120** fee before they can receive their badge. **All booth personnel must have an Exhibitor badge.**

Companies who request additional Corporate Guest registration codes after exceeding their complimentary Corporate Guest allotment will be required to provide a credit card number that will be charged for any additional Corporate Guest registrations. When a company exceeds their complimentary Corporate Guest allotment, they will be charged **\$50** per additional Corporate Guest registration. **Charges WILL NOT be applied for unused codes.** (Please see the Corporate Guest guide on Page 4)

## Onsite Registration Hours & Location

The Registration area is located in the Pennsylvania Convention Center, Hall F, Level 100 (Entrance at Arch Street, between 11th and 12th Streets).

Exhibitors are encouraged to pick up their badges before Tuesday to avoid any potential Tuesday morning crowds.

<b>Saturday</b>	<b>March 16</b>	<b>7:30 AM - 4:00 PM</b>
<b>Sunday</b>	<b>March 17</b>	<b>7:30 AM - 5:00 PM</b>
<b>Monday</b>	<b>March 18</b>	<b>7:30 AM - 6:00 PM</b>
<b>Tuesday</b>	<b>March 19</b>	<b>7:30 AM - 5:00 PM</b>
<b>Wednesday</b>	<b>March 20</b>	<b>7:30 AM - 5:00 PM</b>
<b>Thursday</b>	<b>March 21</b>	<b>7:30 AM - 4:00 PM</b>

## Badges

**In effort to become more eco-friendly, badges WILL NOT be mailed and each registrant will receive an official Pittcon 2019 name badge on site.** Exhibitor booth personnel and Corporate Guests, who are pre-registered and have their email confirmation prior to traveling to Pittcon, may pick up their badges in the Registration badge pick-up area. Exhibitors and Corporate Guests who are not pre-registered may use the Self-Registration stations to register during the Onsite Registration hours listed above.

## Exhibitor Badge Batch Pickup

Exhibit Managers now have the option to print and pick up badges for their Booth Staff. Batch badge pick-ups can be requested at the Exhibitor Badge Assistance counter.

When printing multiple Booth Staff badges, the Exhibit Manager will be required to provide a valid onsite contact number. This number is required in case one of your Booth Staff tries to pick up their badge in registration and it's already been printed. The Exhibit Manager is responsible for delivering the printed badges to their Booth Staff.

If a Booth Staff attempts to pick up their badge that has already been printed, and we cannot reach the Exhibit Manager who picked up the badges, a \$120 Booth Staff over-allotment fee will be charged to print another badge.

## Temporary Access Wristbands for Set-up

- **WRISTBANDS MUST BE WORN AT ALL TIMES DURING SET-UP**
- This wristband will permit admittance to the Exhibit Floor prior to 9:00 AM on Tuesday, March 19, 2019.
- On a daily basis, you must PICK UP a temporary access wristband from the Security personnel in the Pittcon Security Office located in Room 103B (Front) of the Pennsylvania Convention Center (Entrance at Arch Street, between 12th and 13th Streets).
- SOA Security will staff the Security Office starting at 7:00 AM Thursday, March 14, 2019. If a wristband is needed prior to Thursday, March 14th, please see the security guard on duty.
- Wristbands will always be available the day before their scheduled use from 3:00 PM to 5:00 PM ONLY. Keep this in mind when determining your labor calls and meeting point.
- Personnel lacking proper credentials WILL NOT be permitted to access the exhibit floor.
- Temporary wristbands will not be available after 9:00 AM on Tuesday, March 19, 2019.
- Each Exhibitor must have his or her official Pittcon 2019 Exhibitor badge to enter the Exhibit Floor after 9:00 AM on Tuesday, March 19, 2019.
- When picking up wristbands for MULTIPLE individuals, you must keep a record of all the personnel names.

**\*IMPORTANT: Please note that Corporate Guest registrations are equal to a Regular Attendee registration and cannot be used as extra Booth Staff. Corporate Guests cannot access the floor during set up and tear down. Also, Corporate Guest codes cannot be "exchanged" for extra Booth Staff badges.**

## Corrections/Lost Badges

Your badge is your responsibility. Please treat your badge as you would your hotel key or identification card. To have registrant information corrected prior to picking up a badge, simply log into your exhibitor registration account to make changes to booth personnel. Onsite changes to badges already printed must be handled by a registration specialist at the Badge Assistance counter in the Registration Area. Corrections/name changes to an original badge will be made at no charge, only if the original badge is returned to the registration specialist.

**If a badge needs to be replaced due to being lost or misplaced, a \$10 fee will be charged for the first time (\$50 each after). The actual person who has lost the badge must present a photo ID or a company ID/business card, and \$10 for the first time (\$50 each after) to receive a replacement. There are no exceptions to this rule.**

## Official Pittcon 2019 Registration/Lead Retrieval Contractor

Experient will be the official Pittcon 2019 event registration and lead solutions provider. Each badge will be encoded with each registrant's information and can be used in Experient's lead retrieval systems. No other credential will be used. Experient offers a variety of lead retrieval systems to fit the individual needs of each exhibitor. Rental of these systems is optional. Detailed descriptions and the costs (reduced if ordered sufficiently in advance) of these systems are included in the [Lead Retrieval](#) section of the online [Exhibitor Services eManual](#). Lead retrieval services/equipment may be ordered in advance and on site. The equipment may be picked up at the Experient Lead Retrieval counters located in the Service Center (back of Expo Floor behind the 2700 aisle, next to the Expo Management Office).

## Registration Confirmations

For online registrations, email confirmations are instantly sent to the person designated to receive the badge and/or the Exhibitor Manager after the online registration session is complete. Corporate Guest registration confirmations will be emailed directly to the registrant. Any registrant can easily get their barcode image on the confirmation email scanned to quickly receive his or her badge at any Badge Pickup counter. If the email confirmation does not show an image, the 7-digit confirmation number may be used instead.

The confirmation email will come from Event Customer Service <email\_confirm@confmail.experient-inc.com>. If you are not receiving the email, please make sure to check your spam folder and to have email\_confirm@confmail.experient-inc.com added to your whitelist.

## Entitlement

Exhibitors and Corporate Guests are entitled to all of the benefits of a regular Attendee, including admission to the Conference Technical Program sessions, shuttle transportation, admission to mixers, the Pittcon 2019 Final Program, and a Pittcon 2019 Registration souvenir (while supplies last).

The Exhibit Floor, Technical Program, and Short Courses closes 5:00 PM on Thursday, March 21, 2019.

## Problem Resolution

Should you experience any technical problems with the registration or lead retrieval process, please contact Experient at [registration@pittcon.org](mailto:registration@pittcon.org) or CALL 800-310-7554 (USA Only) or 240-439-2554 (International). You may also contact Shelley Simpson-Forget to discuss your situation at [simpson@pittcon.org](mailto:simpson@pittcon.org) or 800-825-3221 x218.

## Corporate Guest Code Retrieval

Please see "CORPORATE GUEST INFORMATION GUIDE" below.

## Free Thursday

Again this year there is no charge for **Attendee** "Thursday Only Registration," however, registrants must still register to pick up a badge for the day. Thursday only registration will open online Wednesday, February 28, 2019 at 5:00 PM or you can use the Self-Registration stations onsite on Thursday. All badges from previous days, including one day registrations, will be able to access the floor on Thursday. You will not need to register again.

Please check our website for up-to-date exhibitor information at [www.pittcon.org](http://www.pittcon.org)

## Corporate Guest Summary

---

The Exhibit Manager will have access to unique “one-time” use registration codes to be used for Corporate Guests. These unique codes will be managed by the exhibitor manager via the online Exhibitor registration service. *Each exhibitor is allotted 4 Corporate Guest registration codes for each 10'x10' booth rental and 16 Corporate Guest registration codes for each seminar room rental if applicable.*

**The Corporate Guest codes are unique and can only be used for a single registration.** In the event that you want additional Corporate Guest registration codes, simply click the Corporate Guests box in your account, and click on the ‘Add Credit Card Information to Generate More Corporate Guest Codes’ button. Complete the online credit card form. Once the request is approved, the additional codes box will become available to generate more codes.

When the conference is over, each Exhibitor account will be reconciled to total up the used Corporate Guest codes that exceeded your allotment. The credit card that was provided when generating extra Corporate Guest codes will be charged for the over-allotments.

It is the responsibility of the exhibitor or their sales personnel to keep track of each Corporate Guest registration code given to a prospective guest. In the case of a lost number, a registrant will be required to pay for registration unless the exhibitor can provide the code to the Corporate Guest. **The Pittsburgh Conference recommends you keep a secured list of your Corporate Guests and their corresponding codes available for reference in your booth during Conference Week.** Each registration made with a Corporate Guest registration code will appear on the assigned company’s online exhibitor registration account. Sales personnel distributing registration codes (invitations) should notify their company’s exhibitor manager of each invited Corporate Guest’s name and his or her particular registration code, so the information can be checked against the registration confirmations. Please make sure that your sales personnel, who wish to invite guests, receive the *appropriate codes* and a copy of this information.

### Corporate Guest Registration Process

To automatically invite your guest to Pittcon 2019 via your online exhibitor registration account, click the code you would like to use (this will automatically fill in the “Code” field in the “Invite” section below), then fill out the “Invite a Corporate Guest” section with your guest’s details and click the “Send Invitation” button. Your guest will receive an auto generated invitation from your company showing your booth number, the Corporate Guest code, and instructions on how to register. You may also refer your guest to the Pittcon 2019 website at [www.pittcon.org](http://www.pittcon.org) where they can register by selecting the ‘Register Now’ button.

A pre-registered Corporate Guest can easily scan the barcode image on the confirmation email to receive his or her badge at any Badge Pickup counter in the Registration Area.

Your guest may easily register on site using one of the Self Registration stations in the Registration Area. **The guest must have a valid Corporate Guest code to register; otherwise, he/she will have to pay the regular Attendee onsite registration charge.**

**\*IMPORTANT: Please note that Corporate Guest registrations are equal to a Regular Attendee registration and cannot be used as extra Booth Staff. Corporate Guests cannot access the floor during set up and tear down. Also, Corporate Guest codes cannot be “exchanged” for extra Booth Staff badges.**

## Corporate Guest Over-Allotments

---

Companies who request additional Corporate Guest registration codes, after exceeding their complimentary Corporate Guest allotment, will be **required to provide a credit card number** that will be charged for any additional Corporate Guest registrations. When a company exceeds their complimentary Corporate Guest allotment, they will be charged **\$50** per additional Corporate Guest registration. **Charges WILL NOT be applied for unused codes.**

When the conference is over, each Exhibitor account will be reconciled to total up the used Corporate Guest codes that exceeded your allotment. The credit card that was provided when generating extra Corporate Guest codes will be charged for the over-allotments.

## Generating Corporate Guest Codes & Inviting Guests

---

### **GENERATING CORPORATE GUEST CODES & INVITING GUESTS:**

1. Log into your Exhibitor Account.  
(Exhibitor log-in information was emailed to the Exhibits Manager listed on the Booth Space Agreement)
2. Click Corporate Guest box in your Exhibitor Registration Dashboard.
3. Click the Corporate Guest code to autofill the code in the "Invite a Corporate Guest" section.
4. Fill in your guest's details and click the "Send Invitation" button.
5. Your guest will receive an auto generated invitation email\* showing your company, booth number, the Corporate Guest code, and instructions on how to register. (a sample of invitation email is included below)

### **If you would like to register for your guest, please follow these instructions:**

1. Go to <http://www.pittcon.org/register>
2. Click Register Now
3. Click Registration → Get Started
4. Enter the Corporate Guest Code in the first box on the Profile page (very important)
5. Complete the registration process all the way to the end

## Exhibitor & Attendee Expo Floor Access Hours

---

**Booth Staff** can enter the Exhibition floor for set up/tear down and 2 hours before/2 hours after regular show times. The price for additional Booth Staff over your original allotment is **\$120/each**.

### SET UP / EXHIBITOR ACCESS

Thursday	March 14, 2019	8 am – 5 pm
Friday	March 15, 2019	8 am – 5 pm
Saturday	March 16, 2019	8 am – 5 pm
Sunday	March 17, 2019	8 am – 5 pm
Monday	March 18, 2019	8 am – 5 pm
Tuesday	March 19, 2019	7 am – 7 pm
Wednesday	March 20, 2019	7 am – 7 pm
Thursday	March 21, 2019	7 am – 7 pm

---

**Corporate Guest** is like an Attendee. They can only access the floor during normal hours, Tuesday thru Thursday. The price for additional Corporate Guest passes over your original allotment is **\$50/each**.

### GENERAL ACCESS FOR ATTENDEES, CORPORATE GUESTS, & MEDIA


Tuesday	March 19, 2019	9 am – 5 pm
Wednesday	March 20, 2019	9 am – 5 pm
Thursday	March 21, 2019	9 am – 5 pm

# Corporate Guest Invitation - Sample Email

---

Auto-generated email that will be sent to the Corporate Guest invitee:

From: YOUR EMAIL ADDRESS  
To: "Shelley Simpson-Forget" <simpson@pittcon.org>,  
Date: 11/01/2018 10:01 AM  
Subject: Corporate Guest Invitation Pittcon 2019



The banner features the Pittcon 2019 logo on the left, which includes a stylized 'P' in a circle and the text 'PITTCON CONFERENCE & EXPO 2019'. Below the logo, it states 'March 17-21 Philadelphia, PA' and 'Expo open March 19-21'. To the right of the logo is a grid of ten images: a blue square, a photo of two women at a table, a green square, a photo of a man at a podium, a yellow square, a photo of a group of people, a photo of a man at a table, an orange square, a photo of a group of people, a purple square, a photo of a man and woman, and a dark blue square.

Dear Shelley Simpson-Forget:

This invitation entitles you to a complimentary registration to attend Pittcon 2019 as a Corporate Guest giving you access to the conference and exposition for the entire week.

If you would like to accept this invitation and have not already registered for the event, please follow these simple instructions:

1. [Click here](#) to go to the Pittcon 2019 registration website
2. Click Registration--> Get Started
3. Enter your code below into the **Corporate Guest Invite Code** field at the top of the Profile page.
4. Complete the mandatory fields in the registration website and complete your registration.

Your code is: CORXXXXX

Should you have any questions regarding your registration or invitation please email [registration@pittcon.org](mailto:registration@pittcon.org)

For more information on passes, please visit our event website [www.pittcon.org](http://www.pittcon.org)

Yours sincerely,  
**Pittcon 2019 Registration Team**