



EXHIBITOR REGISTRATION INFORMATION

James L. Chadwick – Registration Chair
 Donald C. Antczak – 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 Exhibitor Guests.
 (The Exhibit Manager’s email we have on file is who was listed on your Booth Space Application.)

This email will also contain the login credentials to the Exhibitor’s online registration account for Pittcon 2020. The online exhibitor registration service offers the ability for exhibit managers to easily:

- *add new Booth Staff registrants*
- *manage Exhibitor Guest registrations*
- *check to see who is already registered*
- *make corrections, changes, or cancellations*

Registration Allotments

Exhibitor Rental	Booth Staff Allotment	Exhibitor Guest Allotment
One 10' x 10' Booth	4 Exhibitor Registrations	4 Exhibitor Guest Registrations
One Seminar Room	16 Exhibitor Registrations	16 Exhibitor 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 Exhibitor 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 **\$150** 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 **\$150** fee before they can receive their badge. **All booth personnel must have an Exhibitor badge.**

Companies who request additional Exhibitor Guest registration codes after exceeding their complimentary Exhibitor Guest allotment will be required to provide a credit card number that will be charged for any additional Exhibitor Guest registrations. When a company exceeds their complimentary Exhibitor Guest allotment, they will be charged **\$100** per additional Exhibitor Guest registration. **Charges WILL NOT be applied for unused codes.** (Please see the Exhibitor Guest guide on Page 4)

Onsite Registration Hours & Location

The Registration area is located at the front of the Expo floor in McCormick Place West Hall F2. Exhibitors are encouraged to pick up their badges before Tuesday to avoid any potential Tuesday morning crowds.

Exhibitor Badge Assistance on-site cannot register your booth staff for you. If Booth Staff must be registered on-site, the Exhibit Manager can use one of the Self-Registration stations to log into their Exhibitor account to register their staff.

Registration Hours

Saturday	February 29, 2020	7:30 am – 4:00 pm
Sunday	March 1, 2020	7:30 am – 5:00 pm
Monday	March 2, 2020	7:30 am – 6:00 pm
Tuesday	March 3, 2020	7:30 am – 5:00 pm
Wednesday	March 4, 2020	7:30 am – 5:00 pm
Thursday	March 5, 2020	7:30 am – 4:00 pm

Badges

In order to become more eco-friendly, badges WILL NOT be mailed and each registrant will receive an official Pittcon 2020 name badge on site. Exhibitor booth personnel and Exhibitor 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 Exhibitor 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 **\$150** 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 1, 2020.
- On a daily basis, you must PICK UP a temporary access wristband from the Security personnel in the Pittcon Security Office located in Room W475B in McCormick Place West.
- SOA Security will staff the Security Office starting at 7:00 AM Thursday, February 27, 2020. If a wristband is needed prior to Thursday, February 27th, 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 1, 2020.
- Each Exhibitor must have his or her official Pittcon 2020 Exhibitor badge to enter the Exhibit Floor after 9:00 AM on Tuesday, March 1, 2020.
- When picking up wristbands for MULTIPLE individuals, you must keep a record of all the personnel names.

***IMPORTANT: Please note that Exhibitor Guest registrations are equal to a One Day Attendee registration and cannot be used as extra Booth Staff. Exhibitor Guests cannot access the floor during set up and tear down. Also, Exhibitor 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 2020 Registration/Lead Retrieval Contractor

Experient will be the official Pittcon 2020 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 Registration Area at the front of the Expo floor in McCormick Place West Hall F2.

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. Exhibitor 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 Exhibitor 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 2020 Final Program, and a Pittcon 2020 Registration souvenir (while supplies last). **Short Course fees apply and are separate.**

The Exhibit Floor, Technical Program, and Short Courses closes 5:00 PM on Thursday, March 5, 2020.

Problem Resolution

Should you experience any technical problems with the registration or lead retrieval process, please contact Experient at 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.

Exhibitor Guest Code Retrieval

Please see "EXHIBITOR GUEST INFORMATION GUIDE" below.

Please check our website for up-to-date exhibitor information at www.pittcon.org

Exhibitor Guest Summary

****Please read carefully as the Exhibitor Guest codes differ from our RETIRED Corporate Guest codes.****

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

An Exhibitor Guest code is good for a **One Day** registration during the days the Expo is open. When registering with an Exhibitor Guest code, your guest will be able to pick “**One Day Tuesday**”, “**One Day Wednesday**”, or “**One Day Thursday**”. If your guest would like to upgrade to a Full Attendee registration, he/she can pick the upgrade option during the registration process and pay the upgrade fee.

The Exhibitor Guest codes are unique and can only be used for a SINGLE registration.

In the event that you want additional Exhibitor Guest registration codes, simply click the Exhibitor Guests box in your account, and click on the ‘Add Credit Card Information to Generate More Exhibitor 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 Exhibitor Guest codes that exceeded your allotment. The credit card that was provided when generating extra Exhibitor 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 Exhibitor 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 Exhibitor Guest. **The Pittsburgh Conference recommends you keep a secured list of your Exhibitor Guests and their corresponding codes available for reference in your booth during Conference Week.** Each registration made with an Exhibitor 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 Exhibitor 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.

If your guest is already registered and paid in full for Pittcon, the Pittcon refund policy still applies.

Exhibitor Guest Registration Process

To automatically invite your guest to Pittcon 2020 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 Exhibitor 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 Exhibitor Guest code, and instructions on how to register. You may also refer your guest to the Pittcon 2020 website at www.pittcon.org where they can register by selecting the ‘Register Now’ button.

A pre-registered Exhibitor 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 Exhibitor Guest code to register; otherwise, he/she will have to pay the regular Attendee onsite registration charge.**

GENERATING EXHIBITOR GUEST CODES & INVITING GUESTS:

1. Log into your Exhibitor Account.
(Exhibitor log-in information was emailed to the Exhibit Manager listed on the Booth Space Agreement)
2. Click Exhibitor Guest box in your Exhibitor Registration Dashboard.
3. Click the Exhibitor Guest code to autofill the code in the “Invite a Exhibitor 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 Exhibitor Guest code, and instructions on how to register. (a sample of the 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 Exhibitor Guest Code in the first box on the Profile page (very important)
5. Complete the registration process all the way to the end

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

Exhibitor Guest Over-Allotments

Companies who request additional Exhibitor Guest registration codes, after exceeding their complimentary Exhibitor Guest allotment, will be **required to provide a credit card number** that will be charged for any additional Exhibitor Guest registrations. When a company exceeds their complimentary Exhibitor Guest allotment, they will be charged **\$100** per additional Exhibitor Guest registration. **Charges WILL NOT be applied for unused codes.** (unused codes = badge was not picked up)

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

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 **\$150/each**.

SET UP / EXHIBITOR ACCESS

Thursday	February 27, 2020	8 am – 5 pm
Friday	February 28, 2020	8 am – 5 pm
Saturday	February 29, 2020	8 am – 5 pm
Sunday	March 1, 2020	8 am – 5 pm
Monday	March 2, 2020	8 am – 5 pm
Tuesday	March 3, 2020	7 am – 7 pm
Wednesday	March 4, 2020	7 am – 7 pm
Thursday	March 5, 2020	7 am – 7 pm

Exhibitor Guest is like an Attendee. They can only access the floor during normal Expo hours, Tuesday thru Thursday. The price for additional Exhibitor Guest passes over your original allotment is **\$100/each**.

GENERAL ACCESS FOR ATTENDEES, EXHIBITOR GUESTS, & MEDIA

Tuesday	March 3, 2020	9 am – 5 pm
Wednesday	March 4, 2020	9 am – 5 pm
Thursday	March 5, 2020	9 am – 5 pm

Exhibitor & Exhibitor Guest Badge Access

Exhibitors and Exhibitor 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 2020 Final Program, and a Pittcon 2020 Registration souvenir (while supplies last). **Short Course fees apply and are separate.**

Included in the Full Attendee, Student, and One Day Registration fees:

- Unlimited access to the expo floor during show hours
- Keynote lectures & mixers
- All technical sessions (symposia, workshops, oral sessions, posters, awards)
- Networking Sessions
- Employment Bureau
- Expo mixers
- Official Pittcon 2020 souvenir bag & apple snacks
- Shuttle bus service
- Wi-Fi on expo floor & public areas

Exhibitor Guest Invitation - Sample Email

This is the auto-generated email that will be sent to the Exhibitor Guest invitee:

From: YOUR EMAIL ADDRESS
To: "Shelley Simpson-Forget" <simpson@pittcon.org>,
Date: 11/04/2019 10:01 AM
Subject: Exhibitor Guest Invitation Pittcon 2020



March 17-21
Philadelphia, PA

Expo open March 19-21



Dear Shelley Simpson-Forget:

This invitation entitles you to a complimentary One Day registration to attend Pittcon 2020 as an Exhibitor Guest.

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 2020 registration website
2. Click Registration--> Get Started
3. Enter your code below into the **Exhibitor 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

For more information on passes, please visit our event website www.pittcon.org

Yours sincerely,

Pittcon 2020 Registration Team

If you already registered and paid for Pittcon 2020, the Pittcon refund policy still applies.