

### Chat Log from March 22 Freeman Webinar for IPW 2024 Exhibitors

TIME	NAME	CHAT MESSAGE/REPLY
00:30:17	Marie Kelly:	Will this deck be sent to us?
00:30:29	jennifer Manigross:	It will be posted on the US Travel website after the call.
00:30:34	Caylie Cook:	The deck and recording will be on the IPW website
00:30:50	Marie Kelly:	And is there a digital portal where all files are being uploaded (ex: furniture package)
00:31:10	Katie Kenne:	What does "MTP" stand for in the Upgrades MTP Furniture Package?
00:32:09	jennifer Manigross:	Marketing and Technology Pavilion - <a href="https://www.ipw.com/sponsorship-and-advertising/marketing-and-technology-pavilion">https://www.ipw.com/sponsorship-and-advertising/marketing-and-technology-pavilion</a>
00:32:17	Caylie Cook:	MTP= Marketing and Technology Pavilion
00:31:11	jennifer Manigross:	The exhibitor service kit does have images of the packages available.
00:32:33	jennifer Manigross:	The upgrade is available for any exhibitors who have selected to be part of the pavilion.
00:32:50	Ana Herrera-Malone:	For the MTP exhibitors, is flooring include? I understood that we don't need to order anything else unless we want an upgrade package
00:33:06	Caylie Cook:	Yes, black carpet is included for MTPs
00:33:44	Caylie Cook:	The upgrade form is only for if you want to order additional items, for MTPS everything is included.
00:33:52	Katie Kenne:	If you are on an aisle will you have the black side drape on the end of an aisle? Our booth has a signage option for the side and wanted to make sure it wouldn't be covered if we used it.
00:34:31	Caylie Cook:	If you are a corner booth facing the aisle there is side drape but you can remove it if you are doing branding.
00:34:46	jennifer Manigross:	The side drape for an aisle can be removed. Please make sure the graphic meets the line of site rules in the IAEE regulations.
00:33:56	Ana Herrera-Malone:	ok, perfect - thanks
00:34:27	Maria Manzella:	can we bring packaged snacks for the booth?
00:35:19	Caylie Cook:	Replying to "can we bring package..." All food and beverage must be ordered from Taste of Levy
00:34:27	Debbie Dugger:	We can use our own hand trucks / dollies?
00:37:01	jennifer Manigross:	Replying to "We can use our own h..." An exhibitor may move the material that is hand carriable by one person in one trip, without the use of dollies, hand trucks or other mechanical equipment.
00:37:49	leah mueller:	We order specialty white carpet which usually is covered in plastic the first day. Will someone remove that plastic or is it our responsibility to remove it?
00:38:22	Charles Crellin:	Freeman supplies the electricity and connections
00:41:14	jennifer Manigross:	Replying to "Freeman supplies the..." Yes, electric is not included in the booth space.
00:38:37	Katy Olds:	Replying to "We can use our own h..." Can we use a hand dolly that we can roll ourselves (like the kind that holds a couple of boxes)?
00:40:42	jennifer Manigross:	Replying to "We can use our own h..." Only hand carry items are available. You wouldn't be able to use any type of dolly.
00:40:11	jennifer Manigross:	Linear booth guidelines: <a href="https://www.ipw.com/sites/default/files/2022-10/ipw_linear_and_island_booth_guidelines.pdf">https://www.ipw.com/sites/default/files/2022-10/ipw_linear_and_island_booth_guidelines.pdf</a>
00:40:14	Katy Olds:	Replying to "Freeman supplies the..." Do we need to order electricity if we simply power for 1-2 laptops?
00:40:55	Marie Kelly:	Will you all be printing and installing booth signage if we send files or are we meant to print and install ourselves?
00:43:43	jennifer Manigross:	Replying to "We order specialty w..." If you order the carpet from Freeman we will remove the plastic prior to the opening.
00:44:14	jennifer Manigross:	Replying to "We order specialty w..." If you don't use Freeman you can ask your EAC to remove it or order Freeman labor to do so.
00:46:47	jennifer Manigross:	Replying to "Will you all be prin..." If you have a standard booth you can work with us to have your signage printed and installed by us. If you are in a MTP or Express booth we will install the ID sign and any upgraded

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		backwalls purchased. If you have an express booth we will print and install the signage that is part of the booth package.
00:47:55	Caylie Cook:	Replying to "Will you all be prin..." LACC= Los Angeles Convention Center
00:48:26	Maureen Alsmeyer:	Carisa at LACC is great! Very responsive.
00:48:52	Ana Herrera-Malone:	is internet available at the booths?
00:49:10	Caylie Cook:	Replying to "is internet availabl..." Yes it can be purchased through Smart City
00:49:39	Ana Herrera-Malone:	Replying to "is internet availabl..." but if we don't need dedicated internet, do we still need to purchase access?
00:50:01	Caylie Cook:	Replying to "is internet availabl..." @Ana Herrera-Malone no you can use the free wifi in the center
00:50:30	Caylie Cook:	Replying to "is internet availabl..." But it might not be the fastest
00:53:38	Caylie Cook:	Replying to "is internet availabl..." It will be sufficient for simple web browsing!
00:50:37	Maureen Alsmeyer:	Where is the form for these signs, and advise on direction
00:56:33	jennifer Manigross:	Replying to "Where is the form fo..." <a href="https://www.ipw.com/sites/default/files/2023-05/ipw2024_hanging_booth_banner_instruction_form.pdf">https://www.ipw.com/sites/default/files/2023-05/ipw2024_hanging_booth_banner_instruction_form.pdf</a>
00:50:42	Katy Olds:	Replying to "is internet availabl..." Do you know whether that's sufficient for very simple web browsing?
00:50:47	Andie Newcomer:	How much are the triangle banners?
00:56:03	jennifer Manigross:	Replying to "How much are the tri..." Fee: \$4,000 for triangle hanging banners
00:56:31	Caylie Cook:	Replying to "How much are the tri..." They are \$4,000.
00:58:03	Caylie Cook:	The triangle hanging banner must first be purchased in the My IPW portal before you can send your graphic to Freeman
00:59:22	Randy Fiedler:	Freeman OnLine - Audio Visual Link <a href="https://www.freemanco.com/store/category-page?categoryId=5&amp;showID=522881">https://www.freemanco.com/store/category-page?categoryId=5&amp;showID=522881</a>
01:01:40	Stephanie Ellis:	If you have any questions, please feel free to reach out to me, Stephanie Ellis, <a href="mailto:stephanie.ellis@freeman.com">stephanie.ellis@freeman.com</a>
01:04:26	Mariana Manigold:	What is the main contact for the Market pavilion at Freeman?
01:04:30	Katie Kenne:	Confirming all furniture option will be available on the Freeman ordering online
01:04:35	Lisa May:	Our display is in 8-10 hard side cases. We are driving to the LACC. Can we pull up to the loading dock and pay for Freeman to unload the cases and deliver to our booth? I think I read there is a handling fee of \$1.87/lb. Do I need to prearrange for this service or just show up at the dock?
01:04:42	Katie Pegan:	If we want to mail items for our booth, how do we do that and when would those be delivered to the booth.
01:04:52	Barbara Littlejohn:	Do we have until March 22 to change/update our appointment requests?
01:05:08	Caylie Cook:	Replying to "What is the main con..." Sarah Rizza <a href="mailto:Sarah.Rizza@freeman.com">Sarah.Rizza@freeman.com</a>
01:05:24	Lindsey Ruffolo:	Is the shipping/receiving information in the packet that will be on the website after the call?
01:06:46	Caylie Cook:	Replying to "If we want to mail i..." You can either mail it advanced to the warehouse or direct to show site. The difference
01:05:26	Caylie Cook:	Replying to "Confirming all furni..." yes it is!
01:05:30	Michele Marsee:	Will there be transportation from the hotels to the LACC this year?
01:05:00	Caylie Cook:	Yes but it depends on which hotel you are standing at. If you are a ta hotel considered walkable then there will not be a shuttle. <a href="https://www.ipw.com/document/host-hotels-map">https://www.ipw.com/document/host-hotels-map</a>
01:05:32	Meg Roederer:	Does Freeman have records of the IPW booth furniture ordered from last year?
01:05:00	Caylie Cook:	Yes, if you have a login created with them from last year's show, the system has a record of your previous purchases.
01:05:48	Andie Newcomer:	Who is the best Taste of Levy contact to reach out to?
01:12:39	jennifer Manigross:	Replying to "Who is the best Tast..." <a href="mailto:tasteofla@levyrestaurants.com">tasteofla@levyrestaurants.com</a>
01:05:51	leah mueller:	We use the rental option- 10x20. Last year we shipped the backdrop to the warehouse (which was created by Freeman) but they just left it in the booth in the box and we had to find someone to put it up. Is there a form

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		or something we need to fill out in advance beside the rental form to ensure both backdrops are in position before we arrive?
01:06:37	Thomas Mattson:	Can you share contact info for Carissa at LACC for approval?
01:13:00	Caylie Cook:	Replying to "Can you share contac..." cnorton@lacclink.com
01:06:38	Ana Herrera-Malone:	what about electricity for the MTP booths? will they come plugs or do we need to order those?
01:06:00	Caylie Cook:	You will need to order electricity and 2 plugs come with that order, if you need an extension cord you can either order it through Freeman or bring one.
		is just based on when you think the items will arrive to the site.
01:08:13	Amanda Ortiz-Rodriguez:	Is the "Smart Fabric package" available in the complimentary booth package?
01:08:00	Caylie Cook:	No, it is not complimentary. Can be found here: <a href="https://www.freemanco.com/store/category-page?categoryId=15&amp;showID=522881">https://www.freemanco.com/store/category-page?categoryId=15&amp;showID=522881</a>
01:08:23	Stephen Pursley:	Replying to "We use the rental op..." @leah mueller - When you order the "frame only" package online, you are prompted to share how your graphics will arrive and when, Freeman should use this data to have your graphics installed for you. Apologies this was not your experience last year. If you need assist you can always stop by the service desk and they will get someone to install your graphic for you
01:09:02	Maureen Alsmeyer:	When do the triangle hanging signs need to be ordered by?
01:09:47	Caylie Cook:	Replying to "Is the shipping/rece..." yes
01:10:10	Maritza Cerrato:	We have a standard booth this year and have a previously built decor element/pop-up that is slightly over 9' tall. Will this be allowed anywhere inside our booth?
01:09:47	Caylie Cook:	No it will not be. The standard is 8'
01:10:58	Donna Walp:	we have a 10x10 MTP - can we order a floor graphic in place of black carpet?
01:09:47	Caylie Cook:	No you cannot.
01:11:43	Halia Ellis:	I had an issue with IPW housing, who do I contact? I had issues reaching by phone and email.
01:09:47	Caylie Cook:	Please reach out to ipw@mcievents.com
01:12:11	Kaitlyn Joe:	If we order furnishing upgrades and fabric backwall packages all from Freeman (in addition to the complimentary standard booth), do they include labor and installation as well as teardown?
		Does each booth just need a point of contact on-site to confirm setup details and teardown? Or do we just send a schedule/guide to the Freeman team?
01:13:10	Amanda Ortiz-Rodriguez:	When is the deadline to order the complimentary booth package?
01:09:47	Caylie Cook:	April 5th!
01:14:56	dawn hopper:	If we decide not to use complimentary booth package, do we need to order a trash can (since that is something we wouldn't have)?
01:15:18	Courtney Austin:	Can I please get the form for the complimentary booth form because I can't locate it in the exhibitor kit?
01:17:42	Stephen Pursley:	Replying to "Can I please get the..." Here is the link to the package on Freeman Online - <a href="https://www.freemanco.com/store/product-listing-page?categoryId=10-1&amp;showID=522881">https://www.freemanco.com/store/product-listing-page?categoryId=10-1&amp;showID=522881</a>
01:19:07	Courtney Austin:	Replying to "Can I please get the..." Thank you but it their a form or just online
01:20:18	Kali Knaack:	Where do we send hanging sign artwork to and when are graphics due?
01:21:10	jennifer Manigross:	Replying to "Where do we send han..." this is all the info for the hanging signs. <a href="https://www.ipw.com/sites/default/files/2023-05/ipw2024_hanging_booth_banner_instruction_form.pdf">https://www.ipw.com/sites/default/files/2023-05/ipw2024_hanging_booth_banner_instruction_form.pdf</a>
01:21:35	Kali Knaack:	Replying to "Where do we send han..." Thanks!
01:21:47	Kaitlyn Joe:	Just to confirm - Linear booths are the standard booths? (And different from MTP and express booths)
01:22:47	Caylie Cook:	Here is the information on the various booth types: <a href="https://www.ipw.com/exhibitors/booth-information">https://www.ipw.com/exhibitors/booth-information</a>
01:22:48	Ana Herrera-Malone:	sorry to ask again but it wasn't clear - for MTP, do we need to order plugs to connect laptops or is that included?
01:23:12	Stephanie Ellis:	Replying to "sorry to ask again b..." Yes, electrical will need to be ordered

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01:25:05	Kaitlyn Joe:	Thank you all!!
01:25:33	Lindsey Ruffolo:	Thank you!