

ISC WEST EXHIBITOR FAQs

I can't access my dashboard, what do I do?

If you need help accessing your exhibitor dashboard, please contact Customer Service at 877-232-8845 or 203-840-5646 or email DashboardSupport@reedexpo.com

Where can I find the Exhibitor Manual?

Our [Exhibitor Manual](#) is hosted on Freeman's website. Click the "Browse Catalog" button to view and order online, or find the orange "[Forms and Brochures](#)" link on the left hand side to view the manual in PDF format.

How can I lower my exhibiting costs?

Both Freeman and Sands Exhibitor Services offer discounted pricing for orders placed early. To take advantage of their early bird rates, be sure to place [Freeman](#) orders by **March 13** and [SES](#) orders by **March 15**.

How much does Electricity cost?

Electrical requirements are subjective, so your costs will vary depending on your booth's needs. However, a simple 500W/5 Amp drop starts at \$99 (Advance pricing deadline: **March 15**)

Is Shipping and Material Handling the same thing?

No. Shipping and Material Handling are not the same thing. Shipping is the transportation of your items from your location to the convention center. You are responsible for hiring a transportation company for shipping your materials and are free to use the freight carrier of your choice.

Material Handling, also called Drayage, refers to the process of receiving your shipment at the convention center and delivering it to your booth space. Material Handling is a service that is exclusive to Freeman, and all shipments received at the Advanced Warehouse or at Show Site will incur Drayage fees – these will be billed to your company after move-in is completed.

Material Handling must be paid in full before your materials can be loaded for outbound shipment.

How can I anticipate my Drayage costs?

Drayage is calculated based on the weight of your items and how they are shipped.

Crated or palletized items shipped to the Advanced Warehouse will be charged \$100.50 per one-hundred pounds (CWT) with a two-hundred pound minimum (\$201.00).

Crated or palletized items shipped to the Show Site will be charged \$98.00 per one-hundred pounds (CWT) with a two-hundred pound minimum (\$196.00).

Check out Freeman's [Material Handling](#) page for drayage estimating tools and shipping labels, or contact your Customer Success team for more information.

Will my crates be in my booth when I get there?

If you took advantage of shipping to the advanced warehouse, your crates will be in your booth based on your move-in dates.

If you ship to show site, you could see a delay of a couple hours before your shipment is received, staged and brought to your booth space.

Can I bring in my own food and beverages to give out during the show?

No. Catering is an exclusive service to the Sands Expo convention center, and all food and beverage you intend to serve at the event must be ordered through them.

Does registering as an admin on the dashboard automatically register me for an exhibitor badge?

No. Registering as an admin on the dashboard will only give that person access to the dashboard, you will have to register separately for exhibitor badges. However, if registration is live, you will find the link to the registration portal on your [Exhibitor Dashboard](#) under the "Services" header.