



2018 WERC Annual Conference & Solutions Center FAQs

Q – What is the WERC Solutions Center?

A – The WERC Solutions Center is an integrated part of the WERC Annual Conference where industry suppliers can showcase their products and services (solutions) and network with conference attendees.

Q – Where is the Solutions Center located?

A – At the Charlotte Convention Center in Charlotte, NC, lower level, hall A, directly below the registration concourse and conference session rooms.

Q – Where is Conference Registration located?

A – At the Charlotte Convention Center in Charlotte, NC, ground level

Q – Where do I pick up my Staff Badge(s)?

A – At the WERC Registration Desk, Charlotte Convention Center in Charlotte, NC, ground level

Q – When is registration open?

A –	Sunday, May 6	10:00 am – 5:00 pm
	Monday, May 7	7:00 am – 5:30 pm
	Tuesday, May 8	7:00 am – 4:30 pm

Q – Can Solutions Partners go to Conference educational sessions?

A – Yes! At least one full conference registration is included in your Solutions Partner package (more if you're a sponsor as well). Your second included registration, if applicable, is for booth staff only but can be upgraded to full conference for \$650. Please refer to the Solutions Partner & Sponsor benefits grid for more information.

Q – What comes with my booth?

A – Table tops come with one, eight foot table and a company ID sign.

Booths come with:

Backwall 8' Drape and 3' Sidewall Drape

Company ID Sign

Note that the Solutions Center is intentionally NOT carpeted in order to look and feel like an operating warehouse facility. You are welcome to rent carpet from GES for your booth, however you are encouraged to embrace and enhance the warehouse-type environment to showcase your warehouse solutions.

Q – Who is the decorator and where are they located onsite?

A – GES is the official decorator. Their service desks are located in the rear of the Solutions Center.

Q – What is the deadline for discounted pricing on orders through GES and other vendor partners?

A – Various – See the Exhibitor Service Kit, when available, for complete information and deadlines

Q – Will Internet/WiFi access be available in the Solutions Center?

A – Basic level WiFi will be available at no charge throughout the Convention Center. This WiFi is suitable for checking email and basic web surfing. If you need increased bandwidth for greater reliability and activities such as streaming video, you should plan to purchase dedicated WiFi or a wired Internet line for your own use.

Q – Can I get an attendee list?

A – WERC takes the privacy of our members and attendees very seriously and does not make their contact information available to third parties. However, WERC does offer several options for you to reach our attendees:

Included with your booth and/or sponsorship:

Beginning approximately April 1, the conference mobile app will be available, including the complete attendee list and private messaging capabilities.

Onsite, lead scanning functionality is available within the mobile app, giving you the ability to scan attendee badges, with their permission, not only while in your booth, but throughout the conference.

Additionally, you may purchase the opportunity to have an email message sent to all attendees through a secure third party before and/or after the conference.

Q – What are the Move-In/Out & Show Hours?

A – Sunday, May 6, 2018

10:00 am – 6:00 pm Solutions Center Move-In (All Solutions Partners must be set by 6:00 pm)

Monday, May 7, 2018

8:00 am – 7:30 pm Exhibit hall open for exhibitor access

8:00 – 11:30 am GES final hall prep and cleaning

12:00 – 2:00 pm Hall Open* (Lunch)

4:30 – 6:30 pm Hall Open* (Reception)

Tuesday, May 8, 2018

9:00 am – 6:00 pm Exhibit hall open for exhibitor access

11:30 am – 1:30 pm Hall Open* (Lunch)

1:30 – 6:00 pm Exhibitor Move-Out

**Booth personnel are required to staff their booth during open hours.*

Q – Can I access my booth before 10:00 am on Sunday?

A – For EACs and team members who have received permission to move in prior to 10:00 am on Sunday, May 6, wrist bands will be distributed from security at the entrance to the hall.

You will need your company name and booth number to secure a band.

Contact Linda Griffin at lgriffin@werc.org to request early move-in permission.

Q – How will I receive my shipped materials?

A – Materials shipped to the GES advance warehouse will be delivered to your booth by 10:00 am on Sunday, May 6.

Direct shipments to show site from providers such as UPS, FedEx, USPS cannot be delivered on Saturday or Sunday. The most cost efficient service is to utilize the advance warehouse option. GES will have your materials waiting for you at your booth when you arrive for set-up on Sunday.

Q – Can I just bring in my own materials?

A – Yes, but only within certain limits. Please see shipping instructions included in the exhibitor service kit, when available, for additional information.

Q – Can I store empty crates or materials in my booth?

A – No. The City of Charlotte Fire Marshal strictly enforces the fire regulations. Any empty boxes or crates in or around booths will be removed and stored at your expense or discarded. See the exhibitor service kit, when available, for additional information.

Q – What if I need help onsite?

A – 1) Go to the GES Service Desk in the rear of the Solutions Center 2) Go to the Registration Desk on the ground floor of the convention center 3) Call Linda Griffin on her cell phone: 773-457-4692

Q – When/where is the 2019 WERC Annual Conference?

A – Columbus Convention Center, Columbus, OH, April 28 – May 1, 2019