



# EXHIBITOR SERVICE MANUAL

**Miami Beach Convention Center**  
**Halls A - D**  
**July 12 - 14, 2024**

## Online Marketplace

**Expo Convention Contractors** has been chosen as the Official Service Contractor for the **2024 Florida SuperCon**.

We are prepared to assist you in every way possible to ensure a successful marketing presentation for your company. Expo has an online marketplace that provides an easy way for you to order all of your show services. Our system is user friendly and visually driven, making it easy to navigate.

You still have the option to download the PDF Exhibitor Manual, but you must first log in to the online marketplace. Below are instructions for how you can access our online marketplace or download your PDF Exhibitor Manual.

- Once you have successfully registered for a booth with the show manager, Expo will receive your contact information. We will then email you a unique temporary password, as well as link to our storefront (<https://expocci.boomerecommerce.com/>).
- When you log in for the first time, you will be prompted to update your password, keeping your order and payment information confidential and accessible only to you. If you were an exhibitor last year or have logged into our storefront before, your password will be whatever you changed it to the last time you logged in. You always have the option to reset your password from the login page.
- After you have logged in, you will be directed to your Event Homepage. Here you will find important show dates and times, booth equipment, shipping deadlines and shipping addresses.
- From your Event Homepage, you will also notice a menu on your left hand side. From these menu options you can start shopping to place your order online, print shipping labels, access subcontractor forms and download your PDF Exhibitor Manual.
- Freight shipments will incur a material handling charge. Please see the Shipping Information section of the online marketplace for posted rates. By having a credit card on file prior to move-in, Expo can deliver your shipment to your booth space in a timely manner.
- All remaining balances are to be paid prior to the show. If you have an open balance after the show has closed, a 25% administrative charge will be accessed to your invoice.
- **Please pay special attention to the deadline dates for placing your order and shipping your booth materials. The deadline date to receive Advance Warehouse freight is Friday, July 5, 2024 and Direct to Show shipments will be accepted on Wednesday, July 10, 2024.**
- Please call our Exhibitor Service Department if you need assistance. We're here to help! You can reach us at (305) 751.1234 or by email at [info@expocci.com](mailto:info@expocci.com)

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ALL ORDERS CAN ALSO BE PLACED THROUGH OUR SECURE  
ONLINE PORTAL (<https://expocci.boomerecommerce.com>)

## Table of Contents

Press the content's name to navigate easily between pages.

	Discount Deadline	Page
ONLINE MARKETPLACE		2
EXPO QUICK FACTS		4-5
PAYMENT POLICY	June 28, 2024	6
TERMS & CONDITIONS		7-8
THIRD PARTY PAYMENT	June 28, 2024	9
TABLES	June 28, 2024	10
CHAIRS AND STOOLS	June 28, 2024	11
FLOORING	June 28, 2024	12 -13
ACCESSORIES	June 28, 2024	14
CABINETS	June 28, 2024	15
SHOWCASES	June 28, 2024	16
GRAPHICS	May 31, 2024	17
TURNKEY RENTAL FORM	May 31, 2024	18 - 20
TURNKEY RENTAL	May 31, 2024	21
MATERIAL HANDLING AUTHORIZATION	July 5, 2024	22
SELF UNLOAD/POV SERVICE INFORMATION		23
SHIPPING INSTRUCTION		24
MATERIAL HANDLING INFORMATION		25
MATERIAL HANDLING Q & A	July 5, 2024	26
ADVANCE SHIPPING LABELS	July 10, 2024	27
DIRECT SHIPPING LABELS	June 28, 2024	28
LABOR	June 28, 2024	29
HANGING SIGNS AND BANNERS	June 28, 2024	30
FLORAL AND PLANTS RENTALS	June 28, 2024	31
CLEANING FORM	June 28, 2024	32
SUSTAINABILITY AWARENESS		33
AREA WORK RULES		34
SPECIALTY FURNISHINGS	June 28, 2024	35
ADDITIONAL SERVICE PROVIDERS		36

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GO BACK TO TABLE OF CONTENTS ←

## Payment Policy

**NO SERVICES WILL BE RENDERED UNTIL THIS DOCUMENT IS COMPLETED, SIGNED AND RETURNED TO EXPO.**

### ADVANCE AND/OR FLOOR ORDERS

All Orders require ADVANCE PAYMENT for initial estimate of charges for services AND a VALID CREDIT CARD with proper authorization be provided to ExpoCCI. You may prepay with a check written on your company, but a credit card is required by ExpoCCI to ensure any unexpected charges, such as additional freight, clean-up costs, etc., are paid at the time the Show closes.

### THIRD PARTY ORDERS

If you choose to contract work to a Display or Exhibit house/company and/or require services from EXPO, the Payment Policy presented above shall apply. ExpoCCI must be notified, in writing, a non-official contractor form and COI must be submitted, from exhibiting company of any other display or exhibit company involved in the set up or breakdown of exhibits. The exhibiting firm is ultimately responsible for payment of all costs incurred on its behalf. If a third party is to be invoiced for certain items or services, please complete and submit Expo's Third Party Payment Policy prior to placing order.

### DRAYAGE TO WAREHOUSE OR SHOW SITE AND/OR LABOR

ExpoCCI's Payment Policy must be adhered to by Exhibitor prior to any freight being shipped to ExpoCCI. All charges for freight, assembling, disassembling, shipping, handling and any other must be prepaid. If adjustments or additional charges are required at Show Close, they will be charged to the enclosed Credit Card provided, unless Exhibitor provides an additional form of payment prior to the charge being processed. ExpoCCI is not responsible for any damage or loss of your freight, **please secure round trip insurance from your company insurance carrier.**

### ALL CHARGES

All charges/costs requested by Exhibitor MUST be PAID IN FULL before services are rendered, and any adjustment and/or additional charges must be paid by Show Close. Such costs will be charged to Exhibitor's credit card provided unless prior arrangements have been made. All checks must be drawn on a U.S. bank, and there will be a minimum charge of \$39 for each NSF check written to ExpoCCI.

### ADJUSTMENTS/REFUNDS

Exhibitors are responsible for ensuring services are rendered as ordered prior to the Show opening. All requests for adjustments must be made on site prior to the Show's closing. ExpoCCI will not be responsible for adjustments after the Show closes unless prior arrangements have been agreed to in writing by ExpoCCI. **Refunds:** A 6% processing fee will be added to all orders prior to refunding a credit balance of any type.

### SALES TAX

Applicable city, county and state sales tax will apply. If any Exhibitor is exempt from paying sales tax, it is the Exhibitor's responsibility to provide ExpoCCI with its tax exempt certificate prior to orders being processed. If not provided and exhibitors requests tax to be removed a 6% processing fee will apply before refund.

### CANCELLATION POLICY

**On-site exchanges/cancellations of any orders/furnishings will be assessed a 100% pick-up fee.** In the event of a natural disaster, acts of God or terrorists, which result in the cancellation of this event, ExpoCCI will be entitled to a fee equal to the percentage of work completed by ExpoCCI. This percentage will be determined solely by ExpoCCI. In the event the deposit received exceeds the percentage of work completed, ExpoCCI will refund the excess deposit.

### COLLECTION POLICY

In the event this contract is turned over to an attorney for collection or dispute, ExpoCCI will be entitled to reasonable attorney fees.

**Return via fax 305-751-1298 or email [info@expocci.com](mailto:info@expocci.com) We accept American Express, Visa, MasterCard and Discover for your convenience. No checks will be accepted at show site.**

Exhibitor:	Contact name:	Booth #:
Address:		
City:	State:	Zip:
Phone:		Email:
Credit Card Used For Payment: No.:		Expires:
Security Code:	(The 3 numbers on back of card or for Amex the 4 numbers on the front)	
Billing Address for credit card:		
City:	State:	ZIP CODE:
Credit Card Holder (Print Name as it appears on card):		
Card Holder Signature:		

\*\*\*\*\*Cardholder hereby authorizes EXPO to charge credit card described herein for all charges incurred by Exhibitor and has read, understands, and agrees to all forms in the exhibitor manual and agrees to pay all charges as described in Cardholder Agreement. All estimated charges must be paid in ADVANCE, AND a valid credit card must be on file with EXPO authorizing payment for modified and/or additional charges. All Charges must be paid by end of Show.

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Discount deadline:  
June 28, 2024

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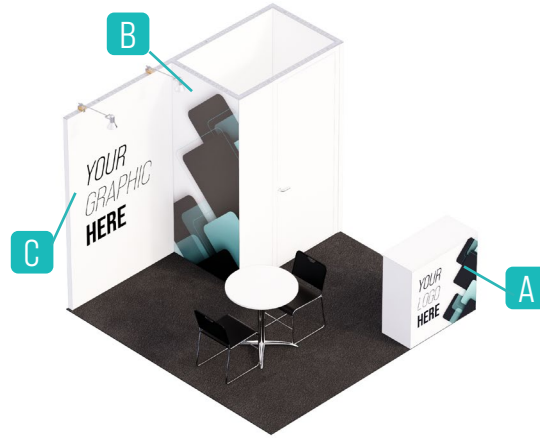
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GO BACK TO TABLE  
OF CONTENTS ←

## Turnkey Rental Booth

### Turnkey Rental Booth 101



*Included items:*

- 10' x 10' Black Carpet
- 1 - 3m beMatrix Backwall 117 - 11/64"W X 95 - 13/64"H
- 1 - 1m Counter with doors for storage.
- A. Graphic-PVC on counter in (size: 39 - 1/8"W x 38 - 1/2"H)
- B. Graphic-Fabric (size: 41 - 1/4" W X 95 - 3/16"H)
- C. Graphic-Fabric (size: 58 - 9/16" W X 95 - 3/16"H)
- 1 - Storage Closet 1 1/2m W X 1m D
- 1 - Round Table 30" / 2 Black Chairs
- 1 - Wastebasket
- 2 - White Arm lights **(Electrical is Not Included)**

Delivery, Installation & Dismantle

### Turnkey Rental Booth 102



*Included items:*

- 10' x 10' Black Carpet
- 1 - 3m beMatrix Backwall 117 - 11/64"W X 95 - 13/64"H
- 1 - 1m Counter Storage with doors for storage.
- A. Graphic-PVC on counter in (size: 39 - 1/8"W x 38 - 1/2"H)
- B. Graphic-Fabric (size: 117 - 11/64" W X 95 - 3/16"H)
- 1 - Round Table 30" / 2 Black Chairs
- 1 - Wastebasket
- 2 - White Arm lights **(Electrical is Not Included)**

Delivery, Installation & Dismantle

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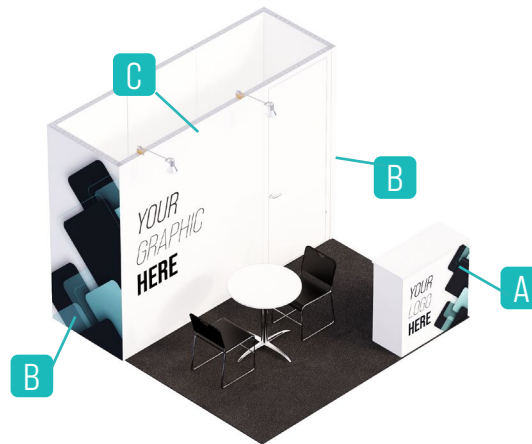
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Discount deadline:  
May 31, 2024

GO BACK TO TABLE  
OF CONTENTS ←

## Turnkey Rental Booth

### Turnkey Rental Booth 103



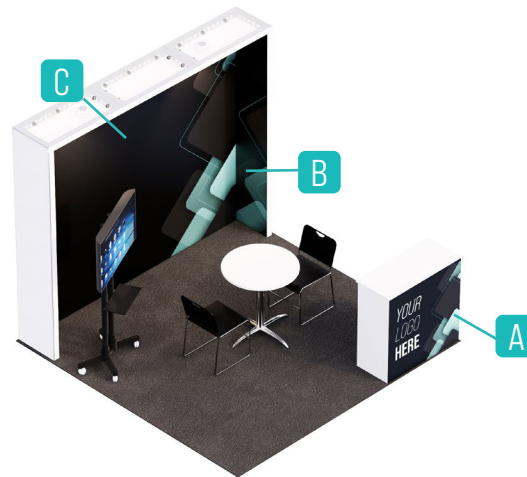
*Included items:*

- 10' x 10' Black Carpet
- 1 - 3m beMatrix Backwall 117 - 11/64"W X 95 - 13/64"H
- 1 - 1m Counter Storage with doors for storage.
- A. Graphic-PVC on counter in (size: 39 - 1/8" W x 38 - 1/2"H)
- B. 2 Side Graphics-Fabric (size: 41 - 1/2" W X 95 - 3/16"H)
- C. Graphic-Fabric (size: 80 - 9/16" W X 95 - 3/16"H)
- 1 - Storage Closet 3m W X 1m D
- 1 - Round Table 30" / 2 Black Chairs
- 1 - Wastebasket
- 2 - White Arm lights **(Electrical is Not Included)**
- Delivery, Installation & Dismantle

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### Turnkey Rental Booth 105



*Included items:*

- 10' x 10' Black Carpet
- 1 - 3m beMatrix Backwall 117 - 11/64"W X 95 - 13/64"H
- 1 - 1m Counter Storage with doors for storage.
- A. Graphic-PVC on counter in (size: 39 - 1/8"W x 38 - 1/2"H)
- B. 2 Side Graphics-Fabric (size: 1/2m - 19,53" W X 95 - 3/16"H)
- C. Graphic-Fabric (size: 117 - 11/64" W X 95 - 3/16"H)
- 1/2m 19.53"D Sides and Ceiling Structure.
- 1 TV + 1 Rolling Stand **(Electrical is Not Included)**
- 1 - Round Table 30" / 2 Black Chairs
- 1 - Wastebasket
- 2 - White Ceiling lights **(Electrical is Not Included)**
- Delivery, Installation & Dismantle

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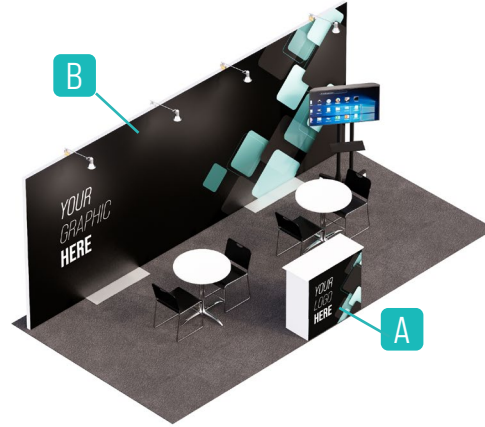
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May 31, 2024

GO BACK TO TABLE  
OF CONTENTS ←

## Turnkey Rental Booth

### Turnkey Rental Booth 201

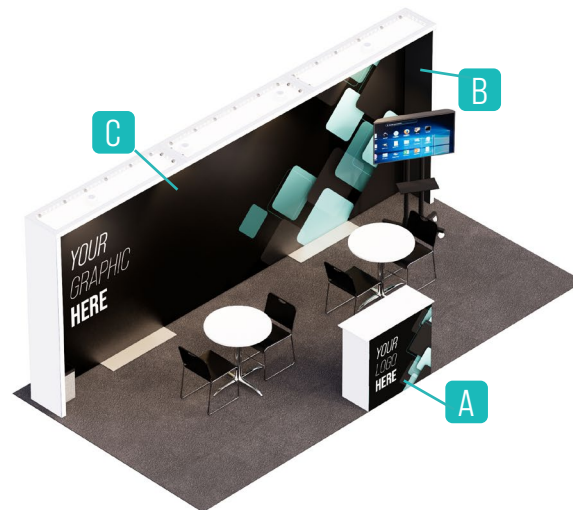


*Included items:*

- 10' x 20' Black Carpet
- 1 - 6m beMatrix Backwall 234 - 21/64"W X 95 - 13/64"H
- 1 - 1m Counter Storage with doors for storage.
- A. Graphic-PVC on counter in (size: 39 - 1/8"W x 38 - 1/2"H)
- B. Graphic-Fabric (size: 234 - 21/64"W X 95 - 13/64"H)

- 1 TV + 1 Rolling Stand **(Electrical is Not Included)**
- 2 - Round Tables 30" / 4 Black Chairs
- 1 - Wastebasket
- 4 - White Arm lights **(Electrical is Not Included)**
- Delivery, Installation & Dismantle

### Turnkey Rental Booth 202



*Included items:*

- 10' x 20' Black Carpet
- 1 - 6m beMatrix Backwall 234 - 21/64"W X 95 - 13/64"H
- 1 - 1m Counter Storage with doors for storage.
- A. Graphic-PVC on counter in (size: 39 - 1/8"W x 38 - 1/2"H)
- B. 2 Side Graphics-Fabric (size: 1/2m - 19,53" W X 95 - 3/16"H)
- C. Graphic-Fabric (size: 234 - 21/64"W X 95 - 13/64"H)

- 1/2m 19.53"D Sides and Ceiling Structure.
- 1 TV + 1 Rolling Stand **(Electrical is Not Included)**
- 2 - Round Tables 30" / 4 Black Chairs
- 1 - Wastebasket
- 4 - White Ceiling lights **(Electrical is Not Included)**
- Delivery, Installation & Dismantle

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