

FAQ – ISMP 2015

About the Conference, Venue and Exhibit Space:

- Q.** How many registrants are expected at this conference?
A. 1550
- Q.** How many exhibitors do you expect at this conference?
A. Up to 12
- Q.** Where will the exhibits be located?
A. Exhibits will be located on the Ballroom Level of the hotel, close to the ISMP registration desk and just outside the room where plenaries and semi-plenaries will be held. Half of the regular technical sessions will also be held on this level.
- Q.** When will the exhibits open?
A. Monday, July 13, 9:00am-5:30pm
Tuesday, July 14, 9:00am-5:30pm
Wednesday, July 15, 9:00am-4:45pm
- Q.** How do I make my hotel room reservation?
A. Click [here](#) for details.

Important Dates / Deadlines:

- Q.** Shipping:
A. Exhibit freight/materials must arrive at Wyndham Grand by July 9.
B. Teardown/move out: Wednesday, July 15, 4:45-6:45pm
- Q.** Software Tutorial:
A. Selection of session: June 1
B. Receipt of 75-word description: June 1
- Q.** Exhibit Description:
A. Receipt of 100-word exhibit description for program, mobile app & web page: June 1

Booth Purchase:

- Q.** What is the cost of a table?
A. \$1,800
- Q.** Do I get a discount on a second table?
A. Yes. The discounted rate is \$1,000.
- Q.** What benefits are included with table purchase?
A. One complimentary full conference registration, plus two booth-only registrations.
B. 100-word listing in the program book, mobile app and conference website
C. Attendee names for pre- and post-conference marketing.
D. One 6-foot table, two chairs; electrical connection.
- Q.** How do I reserve my space?
A. Click [here](#) to reserve your space online.
- Q.** Are there sponsorship and exhibit bundles available?
A. No, however we are happy to discuss customized sponsorships to meet your needs.
- Q.** Do I need insurance?
A. All exhibitors should have a certificate of insurance.
- Q.** What is the table size?
A. 6' rectangular x 36"
- Q.** Will table skirts be provided and/or can I bring my own (with company logo)?

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A. Yes / Yes

Q. What is the payment deadline?

A. Payments are due at time of reservation, however, an invoice can be sent upon request. To receive an invoice, you must make a reservation first.

Q. What is the cancellation policy?

A. Due by June 4, 2015, 11:59 pm EST for a refund less a \$50 processing fee. After June 4, no refunds.

Q. How do I submit my description to be included on the conference website and the mobile app (100 words or less)?

A. Send to Christy.kline@informs.org by June 1. Descriptions sent after this date may not appear in exhibitor listings.

Logistics:

Q. Where can I find the exhibitor's kit?

A. There is no exhibitor's kit for this conference and no tradeshow service. All logistics will be handled through the hotel.

Q. What are the exhibit hall hours, move-in and move-out time and dates?

Set-up – Sunday, July 12, 3pm-6pm.

Exhibits Open – Monday and Tuesday, 9:00am-5:30pm; Wednesday, 9:00am-4:45pm

Teardown/Move Out – Wednesday, July 15, 4:45pm-6:45pm

Q. Can I bring a sign?

A. Yes, no bigger than 24"x36". An easel will be provided upon request.

Q. When and how are table assignments made?

A. Made in order payment is received. INFORMS Meetings Staff will be in contact in late May to select table.

Q. Who is the onsite contact during set up and teardown and how do I contact them?

A. To be determined.

Q. What if I need electricity for my space?

A. Electricity will be provided at no charge.

Q. Will wireless internet be provided and where?

A. Yes, wireless internet will be provided in the exhibit area.

A. Who should I contact for A/V needs and what are the prices?

A. Information will be provided in late May.

Q. What if I need a wired internet connection?

A. Contact Christy Kline, Christy.kline@informs.org

Q. Is there a floor plan available?

A. A floor plan will be available in late May.

Shipping:

Q. Where do I ship my exhibit materials?

A. To be determined.

Q. What is the deadline for shipping?

A. To be determined.

Q. How do I ship my materials back?

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A. To be determined.

Tutorials and Workshops:

Q. Do I get the opportunity to present a vendor workshop or tutorial?

A. Exhibitors may present one 40-minute software demonstration. Space is limited. You will be contacted in May for scheduling.

Q. When will I obtain my room assignment for a tutorial?

A. Mid-May

Q. How do I submit my 75-word tutorial description to be included on the conference website and the mobile app?

A. Send to Christy.kline@informs.org

Catering Needs:

Q. Who do I contact for food & beverage / catering needs?

A. Terry Cryan, terry.cryan@informs.org

Exhibit Staffing:

Q. How many exhibitor badges are included with purchase of exhibit space?

A. One full-conference registration allowing access to all technical sessions; two booth-only registrations.

Q. I've had some staff changes since I submitted the credentials for my staff booth badges? How do I change the badges?

A. Contact Christy.kline@informs.org

Q. When and where can I pick up my exhibitor badges?

A. ISMP registration desk, located on the Ballroom Level of the hotel. Registration will be open Sunday, July 12, 3:00pm-9:00pm, and Monday beginning at 7:30am.

Advertising Opportunities:

Q. Is there an opportunity for bag inserts?

A. No, there are no bags or inserts for this conference.

Q. Can I buy an ad in the printed program?

A. Yes. Contact Christy.kline@informs.org

Full page, 7" x 10" - \$525 for companies that also exhibit; \$650 for non-exhibitors

Half page, 7" x 5" - \$400 for exhibitors, \$500 for non-exhibitors

Q. Can I sponsor the mobile app?

A. The mobile app can be sponsored – sponsor has already been secured.

Attendee Information and Lead Retrieval:

Q. Can I obtain a list of conference attendees?

A. Yes. Conference attendee lists with postal addresses are a benefit of exhibiting. A list will be sent before the conference; the final list will be sent after the conference.

Q. Can I obtain conference attendees' emails?

No, conference attendees' emails are not available.

Q. How can I get the mobile app for this conference?

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A. Available one week prior to the conference (Android through Google Play, Apple through App Store). Look for ISMP.

Conference Program:

Q. In what format will the conference program be available?

A. Printed program, mobile app, online searchable program.

Q. Will conference abstracts, presentations and /or proceedings be available?

A. Abstracts will be available in the printed program, mobile app, and online program. A separate Proceedings book, containing selected papers, will be provided to attendees.