



Spatec
NORTH AMERICA

Supplier Event Services Manual

June 5-8, 2022
Fairmont Scottsdale Princess
Scottsdale, AZ



Contact Us

To make sure your participation in Spatec goes smoothly, we have prepared this Event Services Manual with information and services available to ensure your success at the event.

Our goal is to provide excellent service. Please do not hesitate to contact any member of our team with questions regarding the event.

Meg Gould, *Senior Event Operations Manager*

Email: mgould@questex.com

Phone: 212-895-8468

General Information

1. TABLE PACKAGE:

Your table package includes (1) 6' draped table; your table will be (6'x30") 6ft wide by 30" in depth, 1-3 standard chair(s) (# based on delegate package), and a table sign with your company name and location. **Please note: Pop up displays are prohibited. Taping, nailing and/or hanging any signs or banners on the walls is prohibited.**

2. SET UP:

Suppliers will have access to the ballroom to begin setup of your table on Sunday, June 5 from 1:00pm to 5:00pm and Monday, June 6 from 6:30am to 8:00am. All tables should be ready by 8:00am Monday morning.

3. SHIPPING:

Please ship any materials to the following address. The following information **must** be included on all packages to ensure proper delivery. FedEx is onsite and will need the form below filled out and sent to the in-house FedEx team at usa5592@fedex.com or via fax to 480.502.9492. Without this completed form, FedEx will not release your packages during setup.

ATTN: Your Company Name/ Full Name

Spatec North America

Fairmont Scottsdale Princess

7575 E. Princess Drive

Scottsdale, AZ 85225

Please do not send in boxes more than 5 days in advance of the Program

PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
Envelopes up to 1.0 lb.	\$2.00	\$5.00
0.0 – 1.0 lbs.	\$2.00	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$35.00	\$50.00
60.1 – 150.0 lbs.	\$35.00	\$70.00
Pallets & Crates*	\$150.00 or \$0.75/lb. > 200 lbs.	\$150.00 or \$0.75/lb. > 200 lbs.

Package weights will be rounded up to the nearest pound.

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00 or \$0.75/lb. > 200 lbs., which is applied to each pallet/crate handled.

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Envelopes up to 1.0 lb.	No Charge
0.0 – 10.0 lbs.	\$5.00
10.1 – 30.0 lbs.	\$10.00
30.1 – 60.0 lbs.	\$15.00
60.1 – 150.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.



HCO Parcel Management Credit Card Authorization Shipment Form

Instructions

It is essential that we protect the security of our customer's credit card data and personal information. This includes the processing, handling and storing of a customer's credit card, credit card data and/or receipt. The use of the Credit Card Authorization Form (CCAF) is restricted to Parcel Management locations only and the transaction must be completed (tendered in OTP/FPOS) immediately after the pickup or delivery has occurred and the credit card information must be disposed of in the Iron Mountain shredding bin. Under no circumstances should credit card data be temporarily or permanently retained within the Business Center and FedEx Office cannot accept credit card data via email or fax transmittal.

Sender's Information:

Ship to this Address: Yes or No	
Name:	
Address:	
City:	State:
Zip Code:	Phone Number:
Email Address:	

Recipient's Information:

Name:	
Address:	
City:	State:
Zip Code:	Phone Number:
Email Address:	
Signature Required: Yes or No	

Delivery Options:

Overnight (Next Business Day): First Priority Overnight	2 Day: AM PM Express Saver (3 Bus. Day)	Ground/Home Delivery Declared Value:
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----- DETACH AND SHRED IMMEDIATELY AFTER THE TRANSACTION IS TENDERED -----

FedEx Account #	Fedex Office Account #
Name on Credit Card/ Account Holder:	Credit Card Type : Visa Master Card AMEX Discover
	Expiration Date Security Code Billing Zip Code:
Credit Card Number :	Account Holder Signature :

4. DISMANTLE:

Dismantle begins Tuesday, June 7 after the last meeting at 3:00pm. **To expedite the process for outbound shipments, please bring pre-labeled and completed outbound shipping labels for each of your packages.** Please make sure to have your own boxes, packing tape, and shipping supplies. Pick up of outbound packages by all non-standard couriers (other than FedEx or UPS) must be coordinated by the supplier and pick-up should be scheduled for Wednesday, June 9 between 9:00am and 5:00pm.

Once you have labeled and taped your boxes, please leave the boxes on your table and the hotel will collect them.

5. ELECTRIC:

All suppliers are responsible for their own electrical if needed. Please arrange your electrical order and payment directly with The Fairmont Scottsdale Princess Please email or call Tom Ashworth; tom.ashworth@encoreglobal.com - M +1-480-737-0516. Please see order form below.

6. HIGH SPEED INTERNET:

Wi-Fi is complimentary within the meeting space at Fairmont Scottsdale Princess. If you would like to purchase a hard line for your table, please contact Tom Ashworth by email or office phone; tom.ashworth@encoreglobal.com - M +1-480-737-0516. Please see order form below.

EXHIBITOR ORDER FORM



Email orders to: Tom.Ashworth@encoreglobal.com

To ensure availability of equipment, email orders two weeks prior to your event and an Encore representative will reach out to finalize your order.

Your order is NOT confirmed until your credit card is processed for payment.
Receipts will be sent within 72 hours after the conclusion of the event.

Please note the number of days your equipment is required. Prices do not include a 26% ETS service fee and tax.

Prices are per day

Email for any requests not listed below, including sound systems, projection, or lighting.

Conference Name:		Set-up date:		
Company Name:		End date:		Booth #, if known:
Full Company Address:				
Your Name:		Your Email address:		
On-site Contact:		Your Phone number:		

Electrical: *Power drops include (1) power strip.

	Rate per day	Quantity per day
5 amp Power Drop- Basic power, laptop power, cell phone, etc.	\$ 102	
10 amp Power Drop	\$ 127	
15 amp Power Drop	\$ 187	
20 amp Power Drop - dedicated circuit	\$ 219	
A/C Power Strip (Additional)	\$ 21	
25' A/C Extension Cord (Additional)	\$ 21	

Note any special instructions here:

Video Display:

	Rate per day	Quantity per day
24" LCD Data Monitor	\$ 247	
55" LED Data Monitor w/Floor Stand	\$ 837	
80" LED Data Monitor w/ Floor Stand	\$ 1382	
Adaptor: Please note here:	\$ 32	

Computers/Internet:

	Rate per day	Quantity per day
Wireless Internet (Per connection)	\$ 30	
Hard Line Internet (1st Computer)	\$ 345	
Computer, Laptop	\$ 250	
Personal Speaker – Anchor	\$ 85	
Dedicated Bandwidth - Please contact PSAV for a quote		

TERMS: Customer agrees to pay in full for lost, stolen or damaged equipment.
Prices are valid for expo booth events only.
A 5 amp drop is the minimum requirement for a booth requiring electrical services.
Orders must be paid in full before equipment delivery.
On-site orders are subject to a 50% surcharge.
48 hours required for any cancellations.

Fairmont Scottsdale Princess 7575 East Princess Drive Scottsdale, AZ 85255



7. BROCHURES:

It is recommended that marketing collateral is limited to (100-125) pieces per table. Suppliers are encouraged to carry-in their materials on the day of the event. For those suppliers purchasing electricity, consider bringing a laptop to showcase company products/services during your one-to-one appointments.

8. SUPPLIER BADGES:

Please pick up your badges and welcome packet at the Spatec registration on Sunday, June 5 from 1:00pm to 5:00pm.

9. APPOINTMENT SETTING:

The appointment system will open for selections on Monday, May 16, 2022, and close Wednesday, May 25, 2022. Both suppliers and buyers will be able to rank those who they are interested in meeting with. The system will auto-match appointments based on your rankings.

All finalized appointment schedules will be provided on Monday, June 6, 2022, at breakfast. Each appointment will be twenty minutes in length followed by five minutes for the buyers to transition to their next appointment.

Appointment System Deadlines **subject to change*

Profiles Are Currently Open for Updates

Profiles Open for Updates	April 25, 2022
Profiles Close for Updates	May 10, 2022
Open for Selections	May 16, 2022
Closed for Selections	May 25, 2022
Schedule available for preview	June 1, 2022

10. HOTEL RESERVATIONS:

Included in your package are 3 nights’ hotel accommodations (June 5, 6, 7). Should you wish to arrive prior to the event or stay additional nights after the event, you must contact Meg Gould at mgould@questex.com. A group rate may be made available for pre or post event stay options based upon the hotel’s availability.

The following services are included with your accommodations:

- Complimentary basic WiFi in the guestrooms
- Complimentary daily access to the Fairmont Fitness Center



11. TRANSPORTATION:

Included in your package is transportation to and from Phoenix International Airport (PHX). Transportation will be provided for arrivals into PHX on **Sunday, June 5** and departures out of PHX on **Wednesday, June 8**. Please be sure to update your appointment system profile with your accurate flight details. **IMPORTANT: Those arriving or departing outside of the above dates or to/from an alternate airport will be responsible for their own transportation.**

12. SPA DISCOUNT:

The Fairmont Scottsdale Princess will offer a 10% spa (excluding retail). Please contact the resort directly to make your appointments. We ask that you do not schedule your spa activities during event hours.

13. FLORAL ARRANGEMENTS:

To purchase floral arrangements for your table, you can work with a preferred vendor located at The Fairmont Scottsdale Princess. Please contact Janet Veneziano, 480-585-2679, janet.veneziano@fairmont.com.

Top Tips for Suppliers Attending Spatec

The Spatec format is a simple and effective way to do business with a select group of top industry buyers. Some of you have attended Spatec several times and are familiar with the format but many are new to the concept. We hope you find these tips useful.

BEFORE Spatec -

1. Adhere to the Event Deadlines

This will ensure that you are well prepared for the event and that any special requirements you have are met. If you are unsure about anything, please ask us.

2. Maximize your Sales Opportunities

Be sure your profile within the appointment system is completed accurately. Your company profile will be read by buyers when choosing their meetings and will also be printed in the directory which buyers use as a resource manual throughout the year.

3. Research the Buyers

Get to know the buyers attending Spatec by reading their profiles within the appointment system. In particular, make sure they are interested in meeting suppliers from your category. Try to look up their websites to be as knowledgeable about the companies you will be meeting at Spatec as possible. Buyers tell us that it really impresses them when a supplier has done their homework and done their research prior to the meetings.

4. Meetings Preparation

Prepare for each meeting with a list of questions you'd like to ask each buyer. The key is to establish where there is a connection between your products and/ or services and the buyer's needs. In this respect, be prepared to just focus. Don't spend time talking through activities that may be of no interest to the buyer. Be a good questioner and listener rather than a pure salesperson. The discussion may range from broad strategic to detailed specific so be prepared to talk strategically about the development of your company and future activities.

Use PowerPoint sparingly. Sometimes it is unavoidable but remember most of the buyers will sit through a minimum of 20 meetings, so it can become a little tiresome, particularly in the final sessions. Qualify what they are looking for and, if you have a PowerPoint, flip straight through to the salient points that can drive home your proposition.

5. What to Bring to Spatec

Bring or send enough materials for your meetings. A display book is better than a laptop as it does not need charging. However, if you have something that is very visual and involves movement that can only be demonstrated properly via video, then obviously a laptop is the best option. Make sure you bring an adequate supply of business cards (a common oversight!). If you wish to give the buyers samples, it is best if you send these to their offices after Spatec, so they do not have excess baggage to take back with them.

AT SPATEC -

7. One-to-one Meetings and Program Participation

Every part of the program has been designed to give you maximum networking opportunities. So please ensure that you are punctual at all times and participate in the full program. The one-to-one meetings will be managed by a timekeeper who will announce the beginning and end of each meeting so please listen for these announcements. We can also schedule additional meetings for you with buyers who have available appointments at an additional cost. To inquire come by the Spatec Hospitality Desk once you've received your finalized schedule.



8. Network with the Buyers

During the breakfasts, lunches, and receptions make sure that you sit next to different delegates. Target key people you want to meet, with whom you don't have one-to-one meetings. Buyer and supplier name badges are color-coded so that it is easy for you to tell who is a buyer. Photos of all delegates are included in the directory, so you can easily identify people at the event. We are also onsite at all times to assist with introductions as needed.

9. Networking with Your Peers

By networking with one another, suppliers get to share market knowledge, experiences, and contacts, thus forming key relationships which can prove very worthwhile in the future.

10. Have Fun

We are sure that you will make many new and long-lasting business relationships and friendships with many of the delegates at the event.

AFTER Spatec -

11. Follow Up

Previous suppliers, who had great success from Spatec, have indicated that the best way to follow up with the buyers is not to call or e-mail them immediately after the event, but to allow some time for them to catch up on their work. In addition, if the buyers do not respond right away, keep following up. We have specifically asked the buyers to be honest and tell you if they have interest or not. This way you can spend time serving those with the most interest in taking discussions further.