

EXHIBITOR SERVICES
ONLINE ORDERING GUIDE

Orlando

THE CENTER OF HOSPITALITY



Orlando
Orange County Convention Center
The Center of Hospitality

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ORDERING INFORMATION

Welcome to the Orange County Convention Center (OCCC) website. The following guide may be used as a manual to navigate the OCCC's Exhibitor Services Online Ordering portal for exhibitor purchases including:

- **Electrical**
- **International Power**
- **Electrical Accessories**
- **Plumbing**
- **Air/Gas**
- **Rigging Services**
- **HD Cable TV**

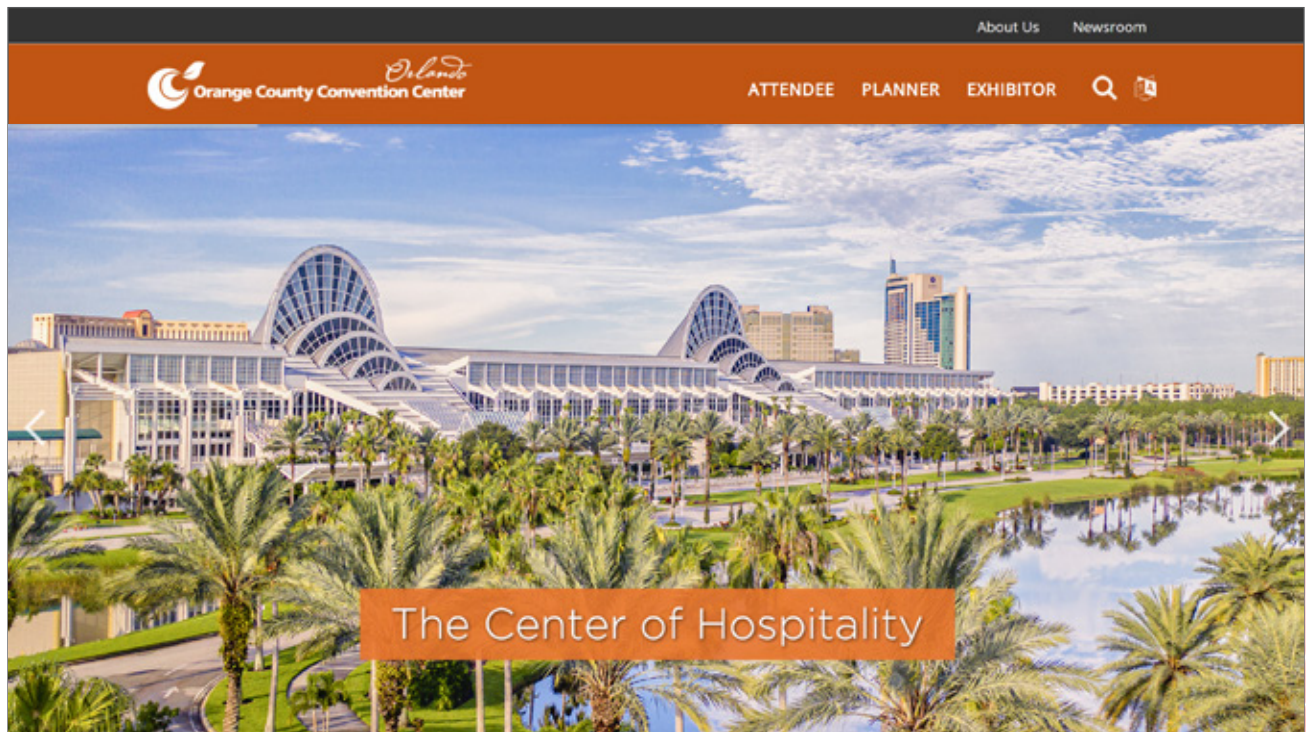
Disclaimer: The OCCC is the exclusive provider of the listed services above. They are not included in your booth space and must be ordered separately. Electricity is also 24-hour power with no additional cost.



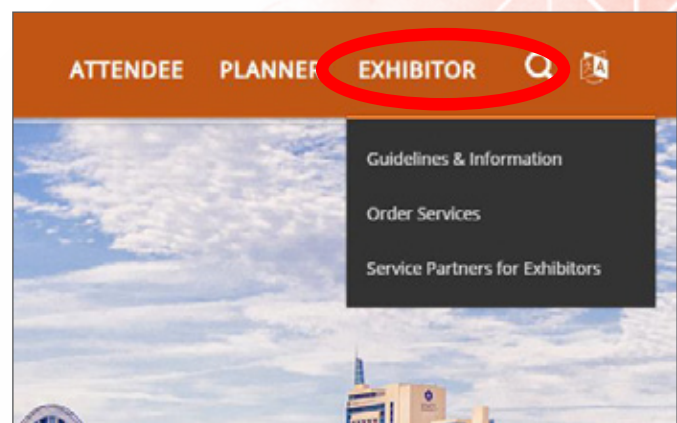
NAVIGATING TO ONLINE ORDERING AND SIGNING IN

Please follow these instructions on how to sign in and order services for your booth.

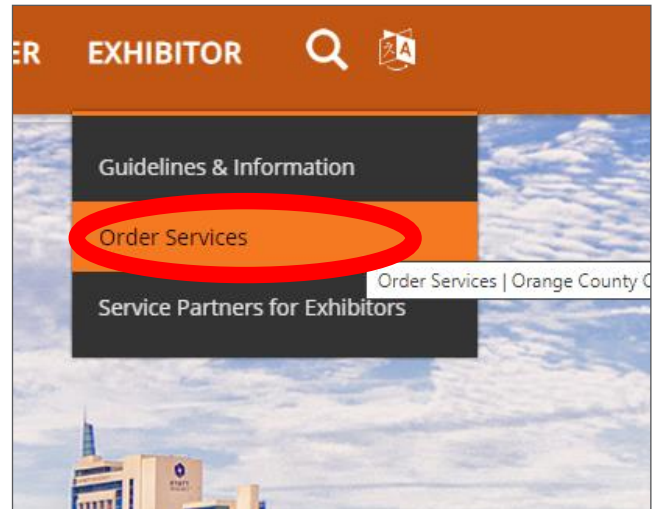
1. To access the Orange County Convention Center's website, visit <https://www.occc.net/> and the following homepage will appear.



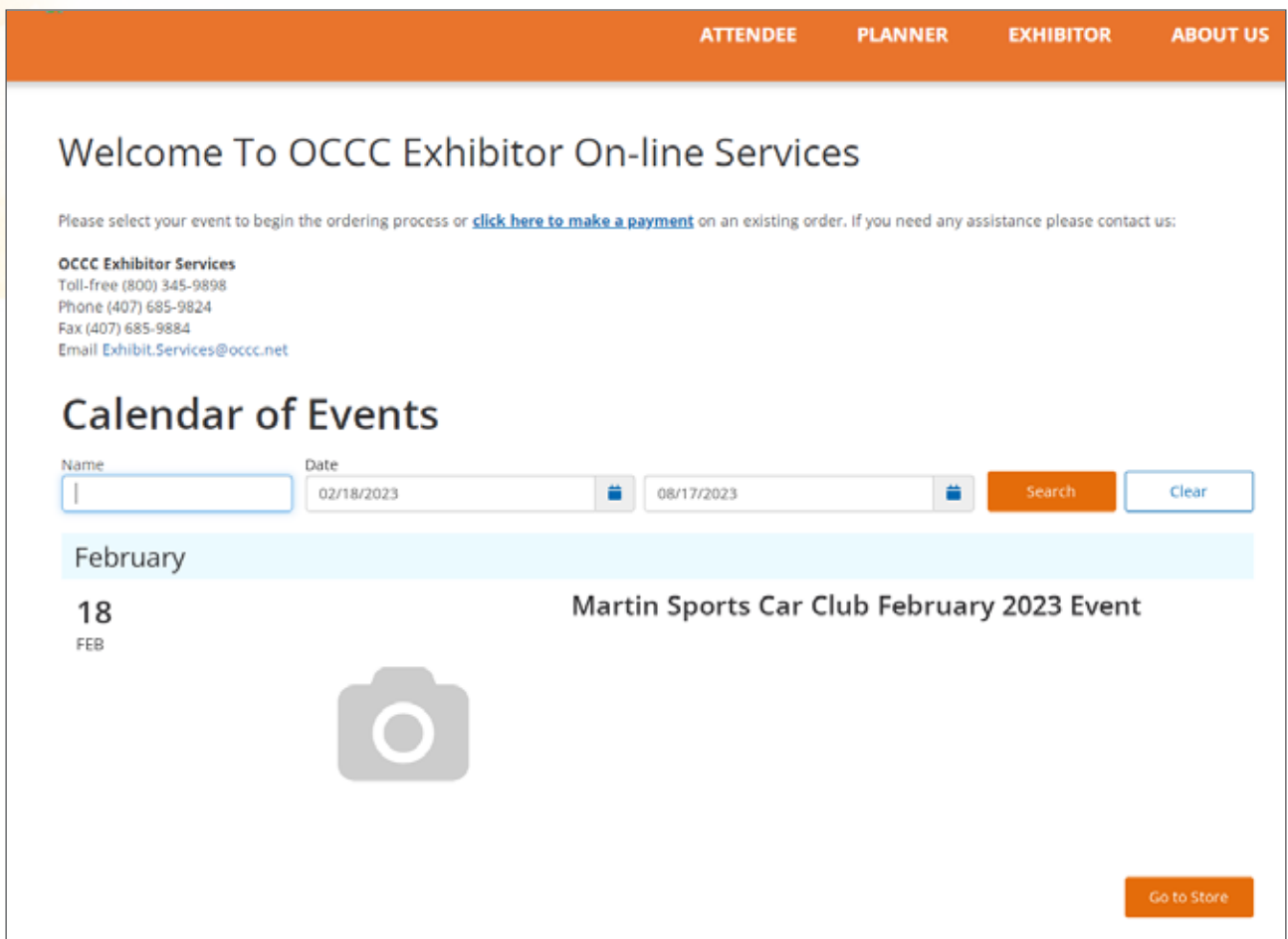
2. Once on the homepage, hover over the **Exhibitor** tab in the top-right corner.



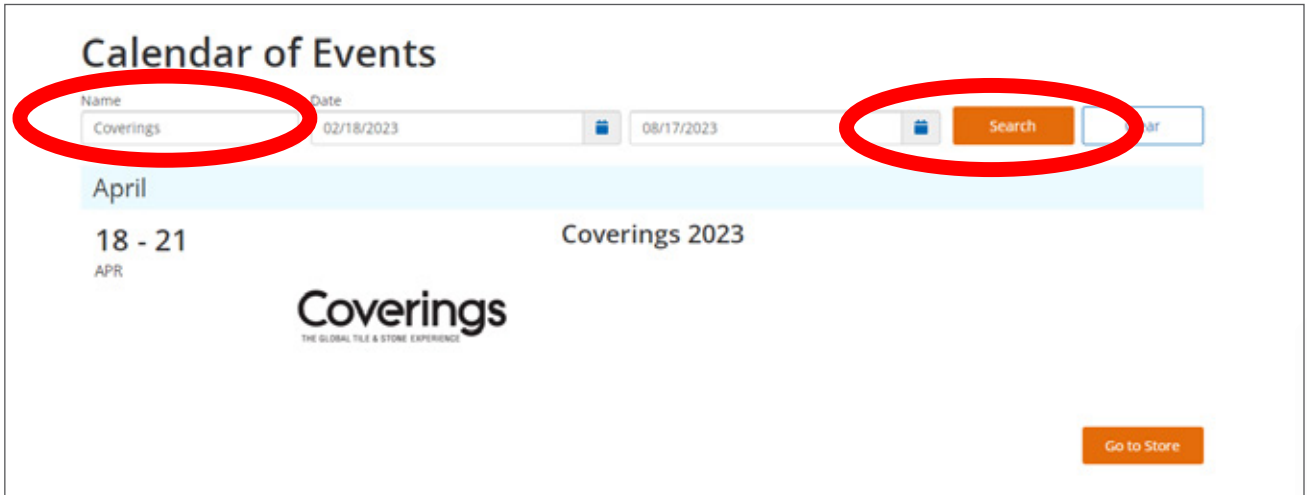
- Under the **Exhibitor Tab**, click **Order Services**.



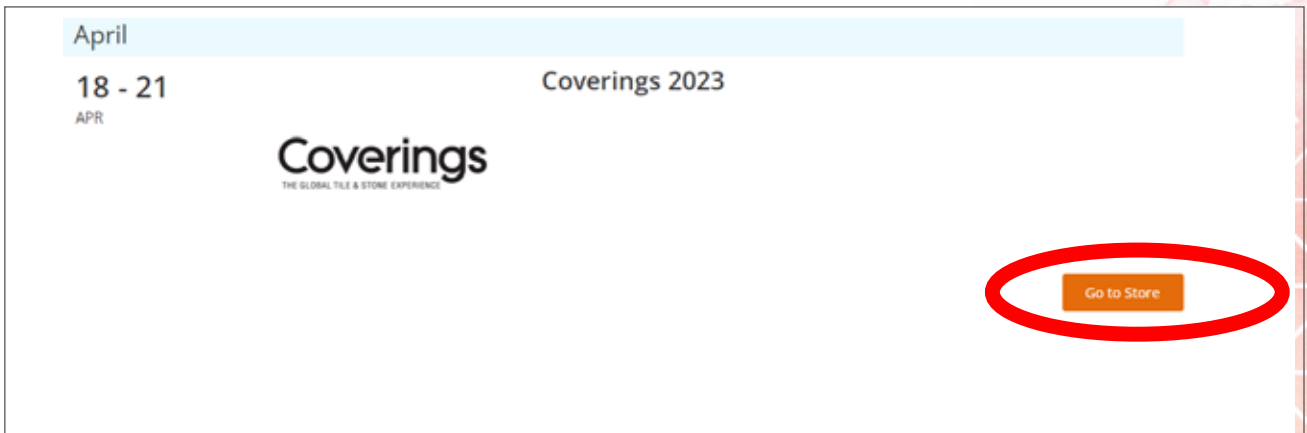
- After clicking **Order Services**, the OCCC's Calendar of Events will appear.



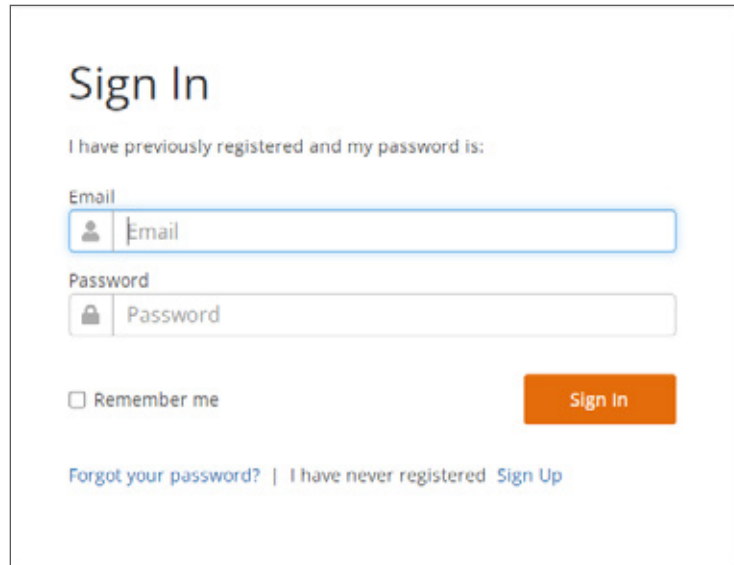
5. Once on the Calendar of Events, a search bar will appear allowing exhibitors to search for specific events.



6. After searching for the event, the next step will be to click on **Go to Store** in the bottom-right corner of the event name.



7. If an account has already been created, simply sign in and proceed to Step #8 below.



Sign In

I have previously registered and my password is:

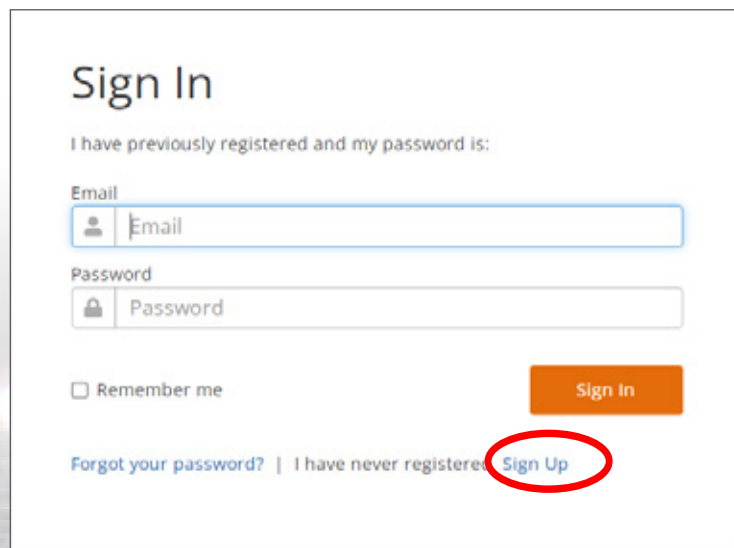
Email

Password

Remember me

[Forgot your password?](#) | [I have never registered](#) **Sign Up**

- 7a. If an account has not been created, please click **Sign Up** on the bottom-right side of the Sign In screen.



Sign In

I have previously registered and my password is:

Email

Password

Remember me

[Forgot your password?](#) | [I have never registered](#) **Sign Up**

7b. After clicking **Sign Up**, the following screen will appear. Please complete the entire form.

The screenshot shows a registration form titled "Manage Account(s)". It is divided into two main sections: "Company" and "Contact".

Company Section:

- Header: "Company"
- Instruction: "Enter your company information."
- Fields: "Company Name *", "Address 1 *", "Address 2", "City *", "Country*" (with a dropdown menu showing "United States"), "State" (with a dropdown menu), "Postal Code *", "Website", and "Phone".

Contact Section:

- Header: "Contact"
- Instruction: "Enter your contact information."
- Field: "First Name *"

8. After signing up, the screen below will appear. Please enter the Booth Information and verify that the event matches the name of the event shown. In this example, the event is **Coverings 2023**.

The screenshot shows a confirmation screen for "Coverings 2023".

- Event Name: "Coverings 2023"
- Event Dates: "Tuesday, April 18, 2023 - Friday, April 21, 2023"
- Section: "Booth Information"
- Field: "Booth *" with an empty input box.
- Button: "OK" (orange)

ADDING SERVICES TO YOUR ORDER

1. The following home screen will now appear.

The screenshot shows the 'Coverings 2023' home screen. At the top left is the 'Coverings' logo. To its right, the event title 'Coverings 2023' is displayed, followed by the dates 'Tuesday, April 18, 2023 - Friday, April 21, 2023'. Below the logo is a 'Deadlines' section with a red notification bubble containing the number '2'. It lists two deadlines: 'Incentive Rate Deadline Due: Sat, Mar 18, 2023' and 'Online Ordering Deadline Due: Thu, Apr 13, 2023'. A 'Navigation' menu is on the left, listing 'Welcome!', 'Electrical', 'International Power', 'Electrical Accessories', 'Plumbing', 'Air/Gas', 'Rigging', and 'HD Cable TV', each with a right-pointing chevron. The main content area features a search bar with a 'Search' button and a shopping cart icon showing '\$0.00'. Below this is a 'WELCOME!' heading, followed by a welcome message from the Orange County Convention Center. A list of services provided by the OCC is shown: Electricity (24-hour power at no additional cost), Aerial Rigging and Lighting, Water (fill & drain), Natural Gas & Propane, Compressed Air, and Cable TV Services. Contact information for the Exhibitor Services team is provided at the bottom, including telephone, toll-free, fax, and email numbers. A 'Continue' button is located in the bottom right corner.

Coverings

Coverings 2023

Tuesday, April 18, 2023 - Friday, April 21, 2023

Deadlines 2

Incentive Rate Deadline
Due: Sat, Mar 18, 2023

Online Ordering Deadline
Due: Thu, Apr 13, 2023

Navigation

Welcome!

Electrical >

International Power >

Electrical Accessories >

Plumbing >

Air/Gas >

Rigging >

HD Cable TV >

Search Search \$0.00

WELCOME!

Welcome to the Orange County Convention Center! We pride ourselves on being The Center of Hospitality, and greatly look forward to working with you. Our online ordering system is a fast and efficient way for you to order your OCCC booth services which are listed below:

The Orange County Convention Center is the exclusive provider of:

- Electricity (24-hour power at no additional cost)
- Aerial Rigging and Lighting
- Water (fill & drain)
- Natural Gas & Propane
- Compressed Air
- Cable TV Services

If you have additional questions or need more information , please feel free to contact our Exhibitor Services team at the information below. Thank you, and have a great day!

Telephone: (407) 685-9824
Toll Free: (800) 345-9898
Fax: (407) 685-9884
Email: Exhibit.Services@occc.net

Continue

2. On the left section of this page, please note an important date: **The Incentive Deadline Date.**

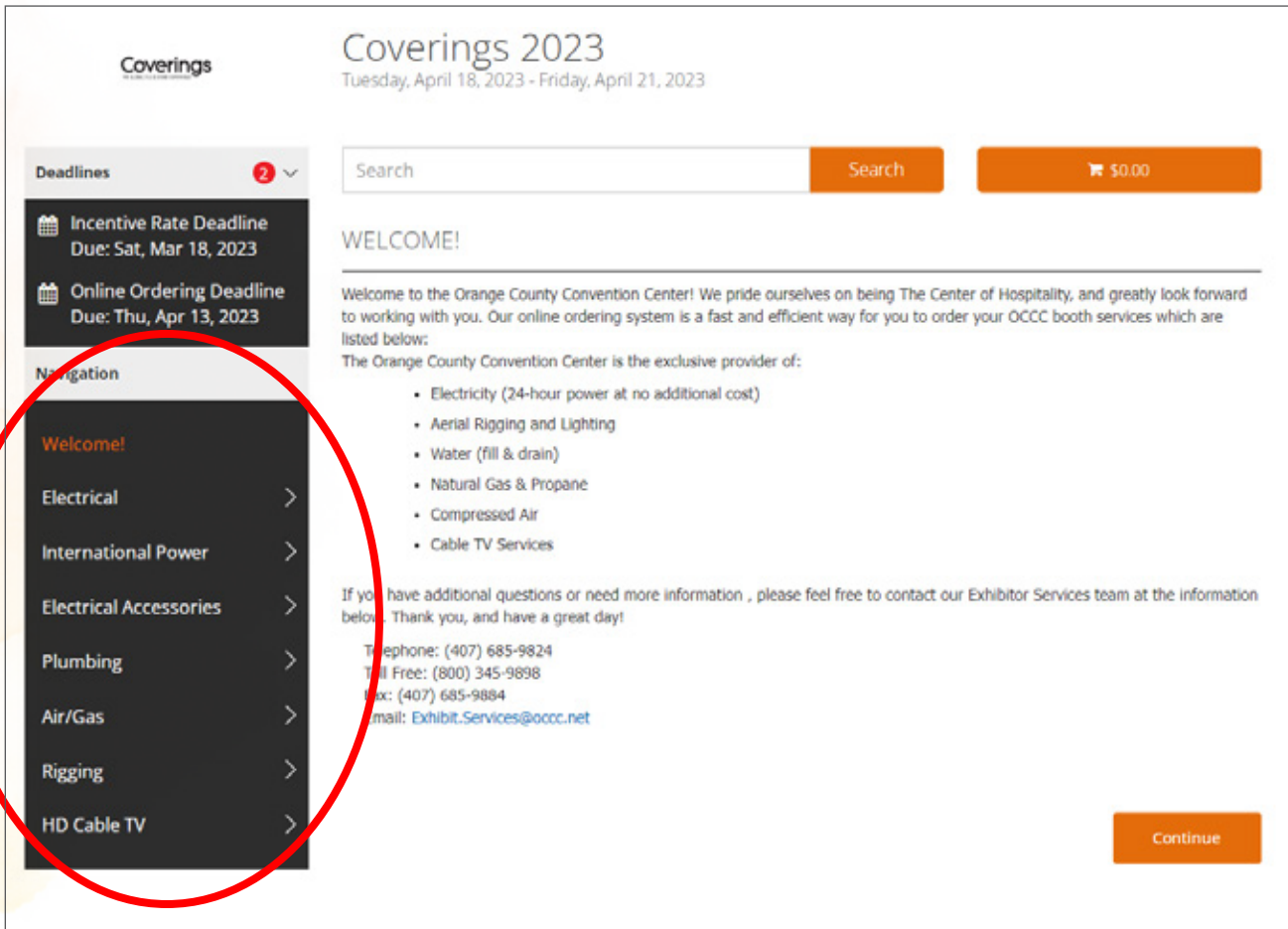
Disclaimer: The Incentive Deadline Date is typically 21 days before the Event **Move-In** begins. If orders are placed by 11:59 p.m. on the **Incentive Deadline** date, the **lowest price** offered for these services will be available. **Base Rate** will be the **second lowest price** and will begin the day after the incentive deadline. The base rate will continue until the day prior to the first show's move-in day. If anything is ordered from the first day of move-in until the end of the last show day, it will be considered the most **expensive rate - On-Site Rate.**

The screenshot shows the 'Coverings 2023' website interface. On the left sidebar, under the 'Deadlines' section, the 'Incentive Rate Deadline' is highlighted with a red circle. The text next to it reads 'Due: Sat, Mar 18, 2023'. Below this, the 'Online Ordering Deadline' is listed as 'Due: Thu, Apr 13, 2023'. The main content area features a 'WELCOME!' message and contact information for Exhibitor Services, including a telephone number, toll-free number, fax, and email address. A 'Continue' button is visible at the bottom right of the page.

3. On the **Welcome** page, the Exhibitor Services contact information will be displayed should further assistance be required during this process.

This is a close-up of the contact information section from the previous screenshot. The text reads: 'If you have additional questions or need more information , please feel free to contact our Exhibitor Services team at the information below. Thank you, and have a great day!'. Below this, the contact details are listed: Telephone: (407) 685-9824, Toll Free: (800) 345-9898, Fax: (407) 685-9884, and Email: Exhibit.Services@occc.net. The entire contact information block is circled in red. A 'Continue' button is located at the bottom right.

4. The tabs on the left side may be used to navigate the various ordering services.

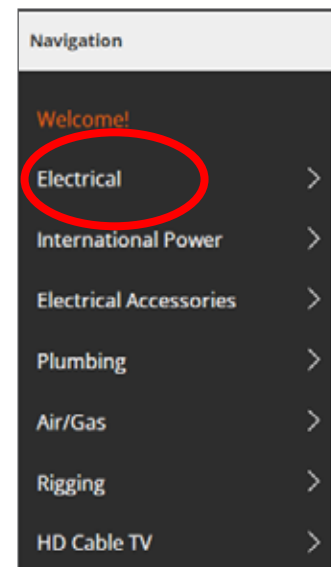


The next steps will be instructions on how to place an electrical order for a booth. These specific step-by-step instructions will also be the same steps for the following tabs: **International Power, Electrical Accessories, Plumbing, Air/Gas** and **HD Cable**.

If placing an order for **Rigging**, please proceed to **Rigging Instructions** on page 12.

Disclaimer: Please note, if ordering any Electrical Accessories, such as Extension Cord or Multi Strip, pickup is at the show desk. Please note: The extension cords and muti strips also draw power so a higher electrical outlet may need to be purchased.

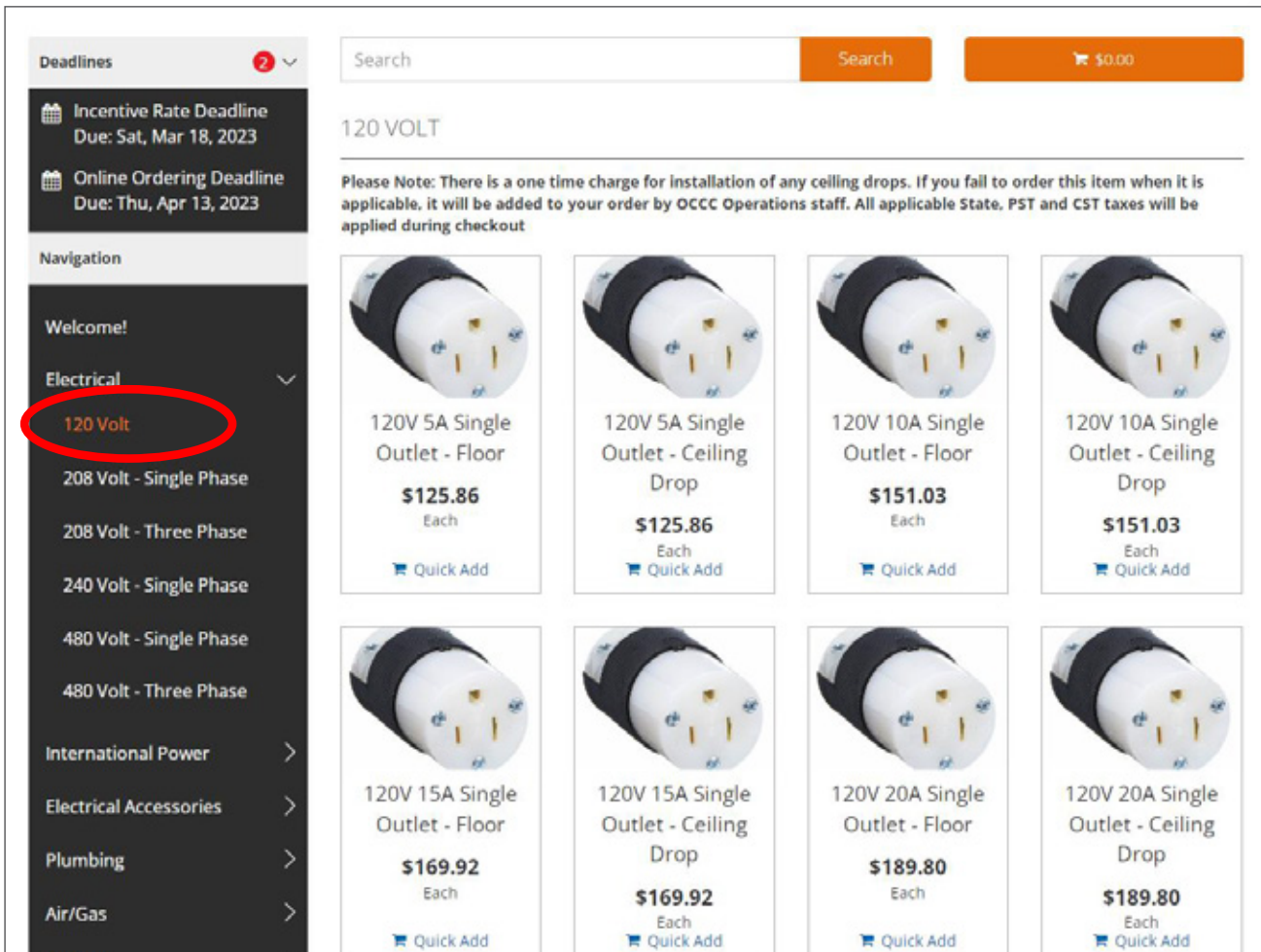
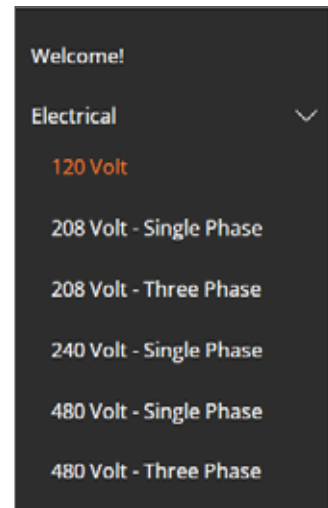
5. To begin ordering Electrical Services, click on the **Electrical** tab.



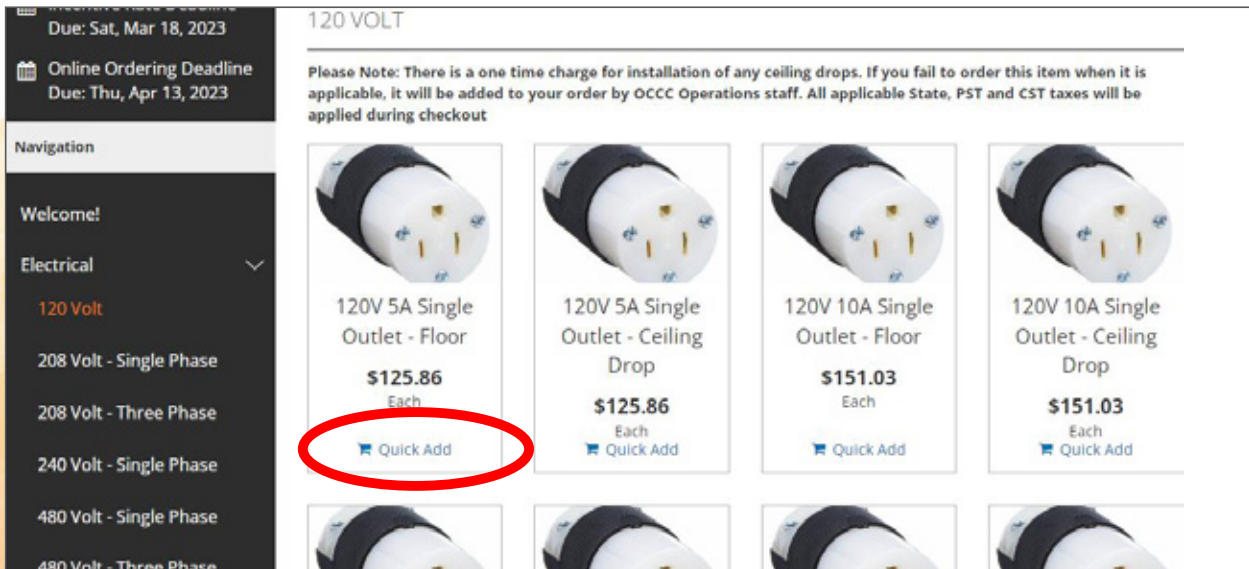
6. After clicking the **Electrical** tab, a drop-down menu will appear, revealing all the available electrical outlets the Center offers.

7. From the drop-down menu, please select the type of power required and the quantity of outlets.

For example, if two **120 V 5A from the floor** is required, please select "120 Volt" from drop-down menu as seen in the photo below.

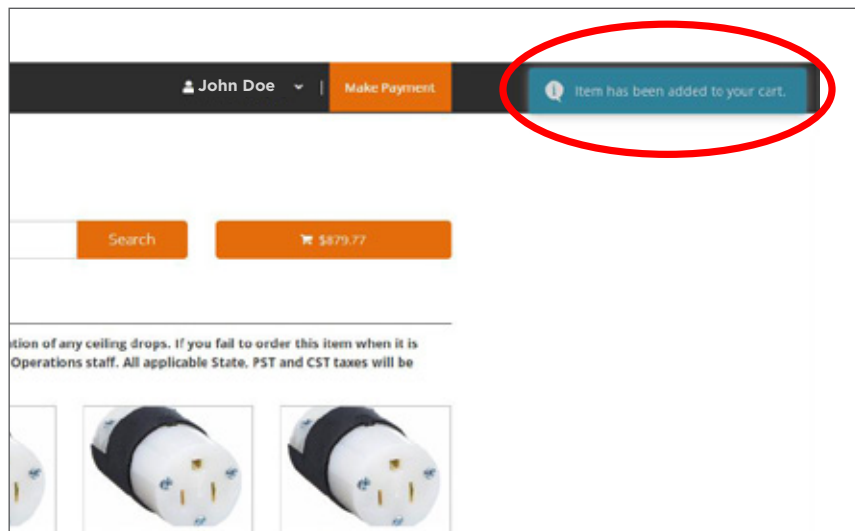


- From here, one of two options are available – Click “Quick Add” **twice** under the “120V 5A Single Outlet- Floor” because **two** 120v 5 A are required. Or simply double-click and enter the quantity required. Then, select **Add to Cart**.



- Once the items are added, a pop-up message will show stating that the items have been added to cart.

Disclaimer: Keep in mind, if ordering electrical, please make sure the word “Floor” appears on the order. If ordering electrical from “Ceiling”, additional labor is required. Therefore, an additional labor charge must be added to the order.



ADDING AERIAL RIGGING SERVICES TO YOUR BOOTH

Disclaimer: Rigging staff employed by the Orange County Convention Center (OCCC) are the only personnel permitted to walk the beams and catwalks in the exhibit halls. All services requiring attachments to the building must be handled by the OCCC Rigging Team.

Any rigging services that are ordered through the show decorator is separate and does not cover the OCCC Aerial Rigging labor to hang signs. Exhibitors can request a consultation or estimate with our Aerial Rigging team by calling **407-685-5555** or e-mailing **rigging@occc.net**. Please note that the OCCC Aerial Rigging team only attaches items to the facility (i.e. motors and signs to steel). Assembly of hanging signs or structures must be completed by the exhibitor or Exhibitor Appointed Contractor.

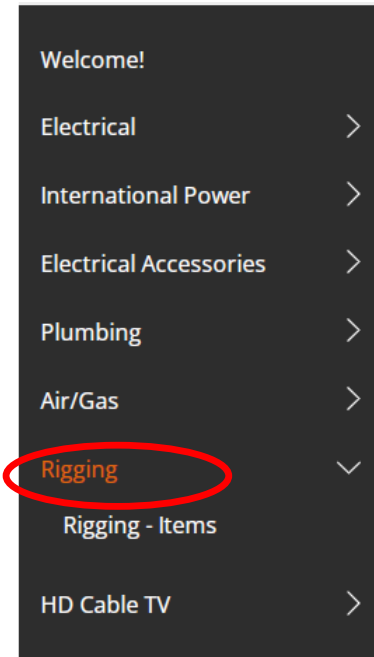
Once a sign is built and ready to fly, someone from the exhibitor's team will need to inform the Exhibitor Services service desk to let them know the sign is ready to be hung. The coordinator at the desk will contact our Rigging team and place the exhibitor on a waiting list. Rigging is provided on a 'first come, first serve' basis meaning there are no reservations or set times. It will be the same 'first come, first serve' process for move-out.

When there is a clear landing zone and a sign is ready to come down, an exhibitor will need to inform the service desk and be added to a separate waiting list. When purchasing Aerial Rigging, exhibitors are only purchasing the Initial Rigging Labor Deposit which will cover a three-person crew, one hour to bring the sign up, and one hour to bring the sign down.

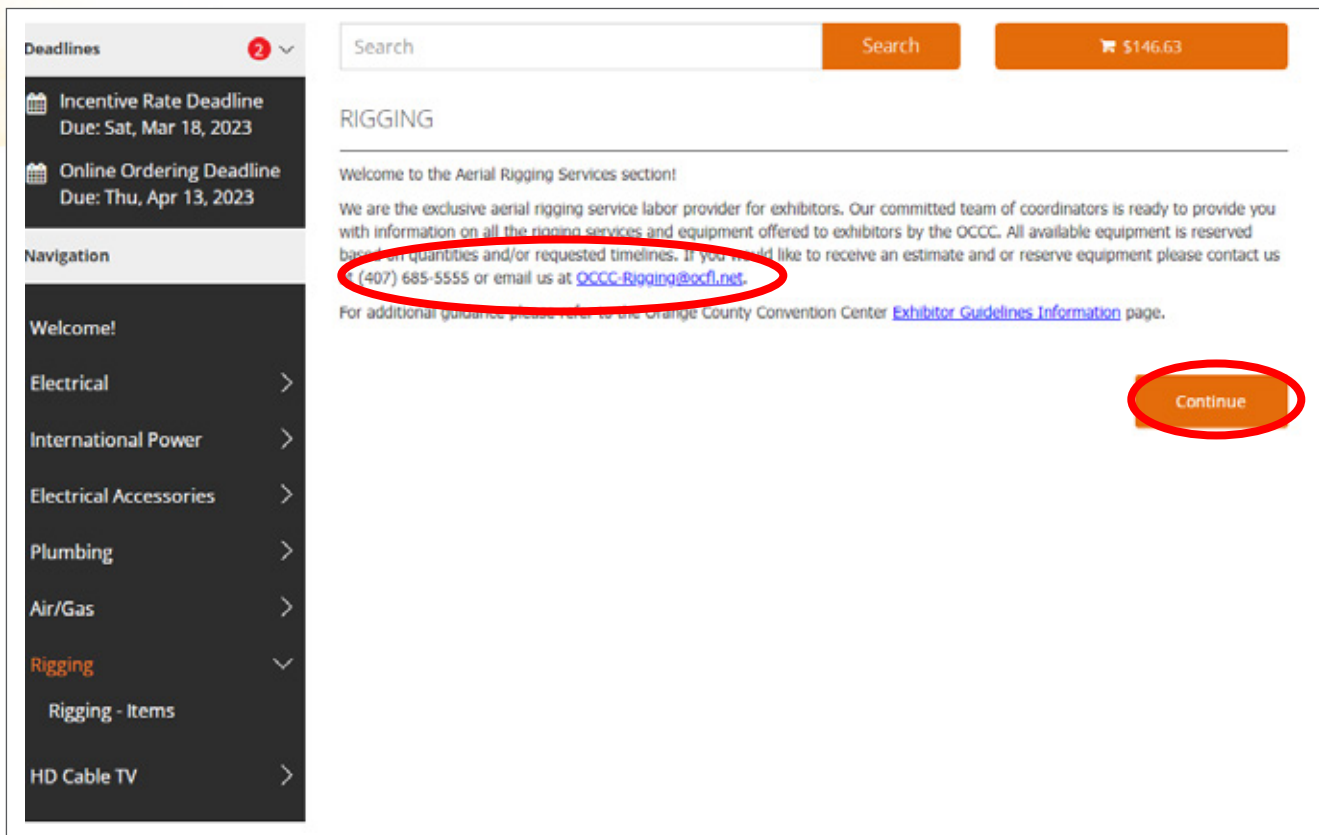
Any additional charges, such as additional rigging labor or equipment used to hang a sign, will be added to the order once the sign is in the air.



1. To place a Rigging Order, please follow the same sign in procedures listed in the previous Steps 1-11. After signing in, click the **Rigging** tab on the left side of the page.



2. After clicking the Rigging section, the Rigging Welcome screen will appear. On the Welcome screen, the contact information for Rigging will be available should additional assistance be required regarding estimates or equipment reservations. After reviewing the Welcome screen, please click the **Continue** button.



- On the next screen, a list of Rigging items will appear. Click on the **Rigging-Labor - Initial Depot** to open the next screen and fill out information regarding the rigging order. This is also where Aerial Par Can Light orders may be placed.



RIGGING FILE UPLOAD

Please upload your rigging diagram here

[Click here to upload](#)

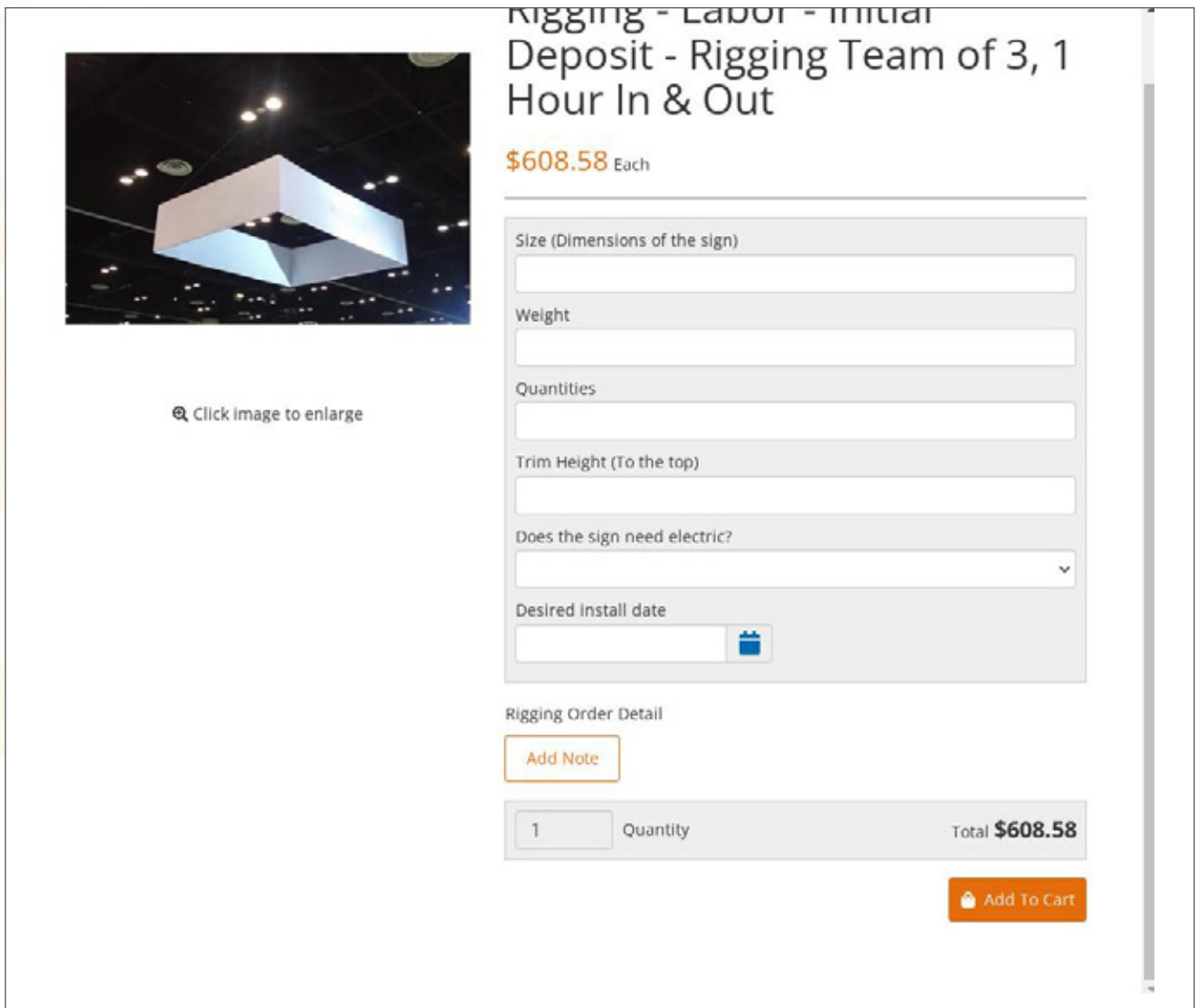
RIGGING - ITEMS

All applicable State, PST and CST taxes will be applied during checkout

 <p>Rigging - Labor - Initial Deposit - Rigging Team of 3, 1 Hour In & Out</p> <p>\$608.58 Each</p>	 <p>Rigging - Equipment - Aerial Par Can Light</p> <p>\$266.66 Each</p> <p>Quick Add</p>
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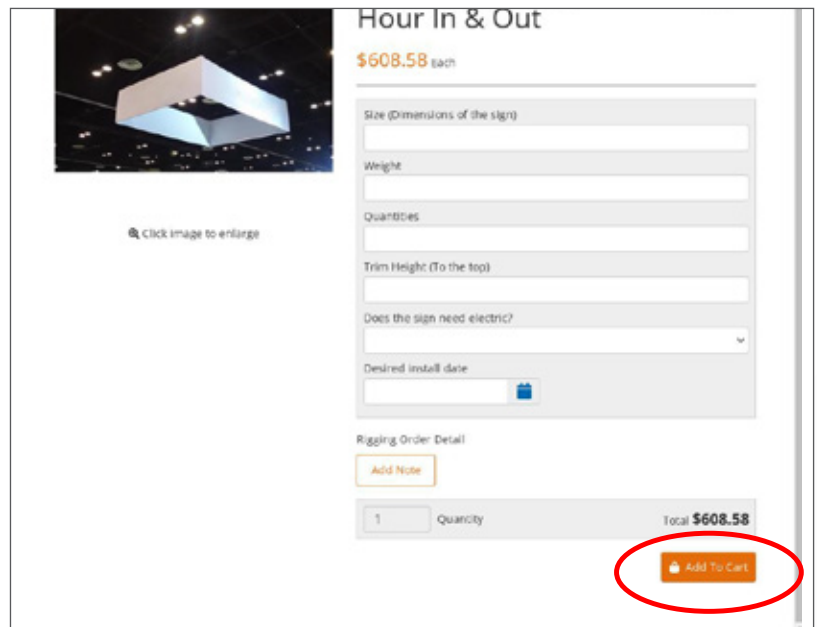


4. The screen that appears will be essential information needed about the sign. The **Desired Install Date** is not a reservation, but instead, a figure to provide the Rigging Team with an estimate of the quantity expected on the date selected.



The screenshot shows a product page for a rigging service. On the left, there is a photograph of a white, illuminated, geometric sign structure hanging from a ceiling with spotlights. Below the image is a magnifying glass icon and the text "Click image to enlarge". To the right of the image, the product title is "Rigging - Labor - Initial Deposit - Rigging Team of 3, 1 Hour In & Out" in a large, bold font. Below the title, the price is listed as "\$608.58 Each". The main content area is a form with several input fields: "Size (Dimensions of the sign)", "Weight", "Quantities", "Trim Height (To the top)", and "Desired Install date" (which includes a calendar icon). A dropdown menu is labeled "Does the sign need electric?". Below the form is a section titled "Rigging Order Detail" containing an "Add Note" button. At the bottom of the form, there is a quantity selector set to "1" and a "Total \$608.58" label. An orange "Add To Cart" button is located at the bottom right of the page.

5. Once completed, click **Add to Cart** at the bottom-right of the screen.



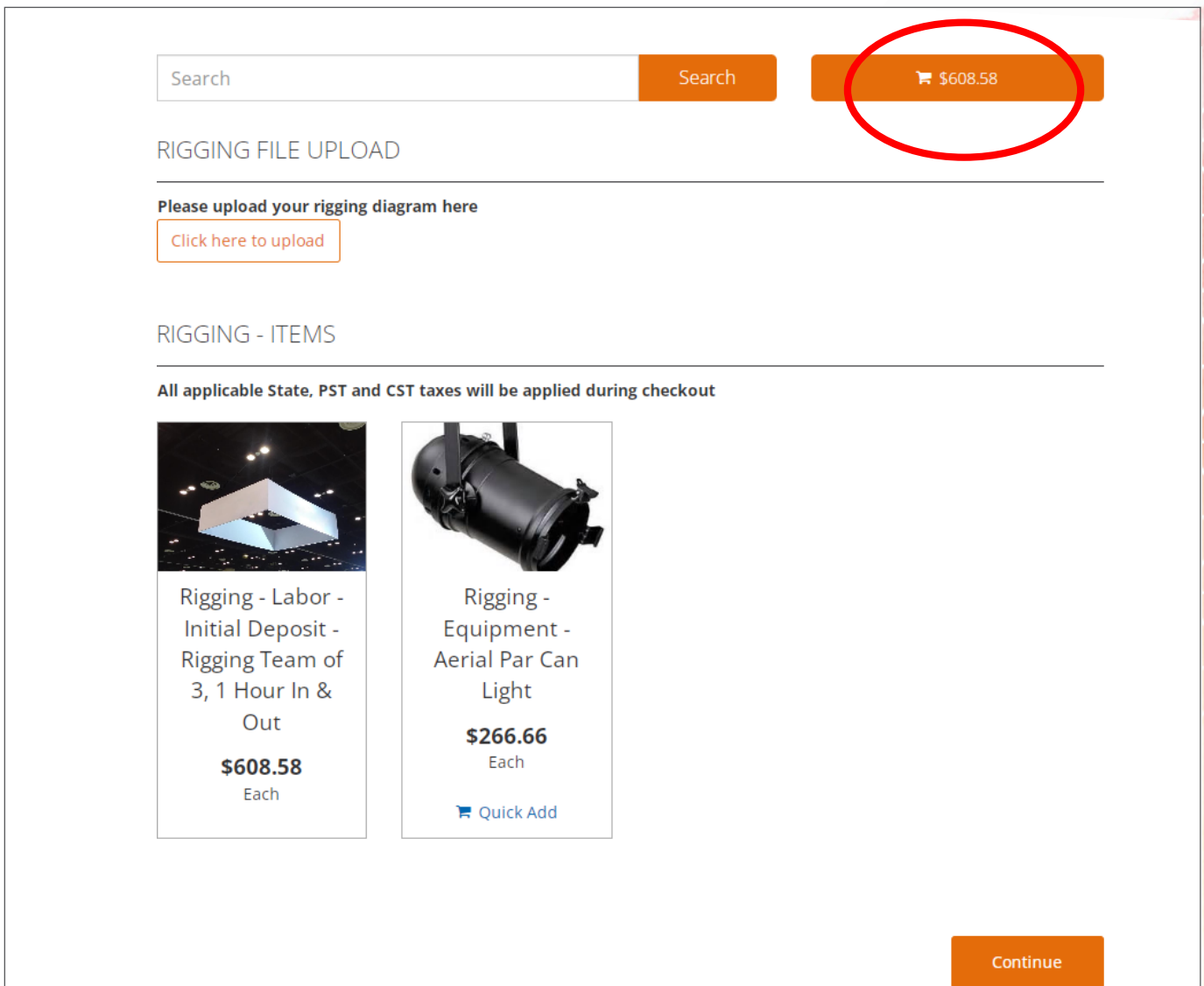
Hour In & Out
\$608.58 each

Size (Dimensions of the sign)
Weight
Quantities
Trim Height (To the top)
Does the sign need electric?
Desired install date

Rigging Order Detail
Add Note

1 Quantity Total \$608.58
Add To Cart

6. After clicking “Add to Cart”, you will then click your cart in the top right corner that displays the pricing.



Search Search \$608.58

RIGGING FILE UPLOAD

Please upload your rigging diagram here
Click here to upload

RIGGING - ITEMS

All applicable State, PST and CST taxes will be applied during checkout

Rigging - Labor - Initial Deposit - Rigging Team of 3, 1 Hour In & Out
\$608.58 Each

Rigging - Equipment - Aerial Par Can Light
\$266.66 Each
Quick Add

Continue



CHECKING OUT

1. After clicking on the cart, a summary of charges will appear.

Search Search \$901.85

[Cart](#) > [Pre-Check Out](#) > [Summary](#)

SHOPPING CART

 Rigging - Labor - Initial Deposit - Rigging Team of 3, 1 Hour In & Out	<input type="text" value="1"/>	\$608.58
Edit/View X Remove	<small>x \$608.58</small>	
 120V 5A Single Outlet - Floor	<input type="text" value="2"/>	\$251.72
Edit/View X Remove	<small>x \$125.86</small>	
		Subtotal: \$860.30
		PST Electrical Tax: \$25.18
		State Sales Tax: \$16.37
		Total: \$901.85



[Save Cart](#) [Pre-Checkout](#)

2. Please confirm the order and click on **Pre-Checkout** on bottom-right of screen.

Search Search \$901.85

[Cart](#) > [Pre-Check Out](#) > [Summary](#)

SHOPPING CART

 Rigging - Labor - Initial Deposit - Rigging Team of 3, 1 Hour In & Out	<input type="text" value="1"/>	\$608.58
Edit/View X Remove	<small>x \$608.58</small>	
 120V 5A Single Outlet - Floor	<input type="text" value="2"/>	\$251.72
Edit/View X Remove	<small>x \$125.86</small>	
		Subtotal: \$860.30
		PST Electrical Tax: \$25.18
		State Sales Tax: \$16.37
		Total: \$901.85

[Save Cart](#) [Pre-Checkout](#)

3. After clicking **Pre-Checkout**, the **Item Placement and Instructions** page will appear. Please follow all instructions on the page as checkout will not be available prior to completing this page. Two options for order placement are available: (1) Complete through this online grid by clicking on **Complete Item Placement Grid** or (2) Upload a diagram by clicking **Upload File**.

Disclaimer: If you have an inline booth, please note that all power drops are defaulted to be set at the back center of your booth. Complete steps 4-6 and 10-14 to continue to check out.

Cart > **Pre-Check Out** > Summary

ITEM PLACEMENT AND INSTRUCTIONS

Please Note: If you have ordered any items from the ceiling, you must also order a Rigging Labor Ceiling Drop Deposit.

Please upload a booth diagram of where you would like the services located using the "Upload File" option below.

If you do not have a diagram, please use the placement grid below to create one. You can also use the booth/item notes to indicate booth orientation or any other special instruction on the placement grid.

Step #1 - Select the shape of your booth, and add the surrounding booth numbers on the grid.
Step #2 - Click and drag the shaded number (representing your service) to the desired location inside your booth.
Step #3 - You may also Free Draw your diagram or add any additional notes

Once these steps have been completed, enter in your booth name and dimensions below, and click on the **Checkout** button to proceed.

Complete Item Placement Grid
 Upload File

You have items that require placement. Please use the grid below to indicate where these items should be placed within your booth.

1) Configure Booth ?

Coverings 2023 | 34666
Scale: 1 square = 1 sq. ft./ ~.3 sq. meter (click to edit)
Booth: 41851651

What shape is your booth?

Add Booth Note:

Aisle/Booth # _____ Aisle/Booth # _____

4. If using the OCCC's online **Complete Item Placement Grid** option, please follow the steps on the left side of page.

Complete Item Placement Grid
 Upload File

You have items that require placement. Please use the grid below to indicate where these items should be placed within your booth.

1) Configure Booth ?

What shape is your booth?

Add Booth Note:

2) Place Items ?

3) Free Draw ?

Coverings 2023 | 34666
Scale: 1 square = 1 sq. ft./ ~3 sq. meter (click to edit)
Booth: 41851651

Aisle/Booth # ___ Aisle/Booth # ___

Front of Booth

DANNER NAME

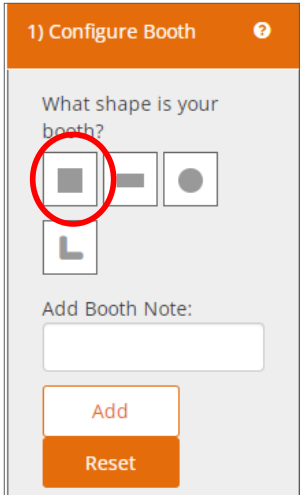
5. The first step to order placement is selecting the booth shape.

1) Configure Booth ?

What shape is your booth?

Add Booth Note:

- 6. For example, if an exhibitor has an island-shape booth, select the square image.



- 7. After selecting the booth shape, it will appear on the grid. Adjust the shape to fit the booth size by clicking on the shape markers in the grid as seen in the photo below. Please keep in mind the scaling on the top-left of the grid.

Complete Item Placement Grid
 Upload File

You have items that require placement. Please use the grid below to indicate where these items should be placed within your booth.

✓ **Configure Booth**

What shape is your booth?

Add Booth Note:

Add

Reset

Coverage: 2023 | 34666
Scale: 1 square = 1 sq. ft./ ~3 sq. meter (click to edit)
Booth: 2051611018

Aisle/Booth #__

Front of Booth

- Once the booth is properly aligned to the corresponding measurements, the next step is orientation. Please enter information about items surrounding the booth to indicate the location of the front of the booth to OCCC electricians. To ensure electricity is placed in the correct area, please add booth numbers surrounding the booth.

For example: If a booth is number 502 and to the left is Booth 504 with Booth 500 to the right and Booth 503 in the front all located in front of Booth 603, please indicate all of this information on the grid as seen in the photo below. There is a scroll bar at the bottom of the grid that may be used if necessary.

Please also add any pertinent information in the notes section located under the option to choose the booth shape.

Disclaimer: Exhibitors may only be able to manually type the surrounding booth numbers. Therefore, to place the remaining two surrounding booths, please use the drop-down option to select Free Draw and type the surrounding booth numbers.

The screenshot displays the 'Complete Item Placement Grid' interface. On the left, there is a sidebar with the following elements:

- Radio buttons for 'Complete Item Placement Grid' (selected) and 'Upload File'.
- Text: 'You have items that require placement. Please use the grid below to indicate where these items should be placed within your booth.'
- Three orange buttons: 'Configure Booth' (checked), 'Place Items', and 'Free Draw'.
- A 'Clear' button.
- A 'Line Width' slider set to 2.

The main grid area shows a large square booth outline. Handwritten numbers in red circles are placed around the booth:

- '603' is written above the booth.
- '503' is written below the booth, with the text 'Front of Booth' underneath it.
- '/Booth #_504_' is written to the left of the booth.
- 'Aisle/Booth #_500_' is written to the right of the booth.

At the top of the grid, there is text: 'rings 2023 | 34666' and ': 1 square = 1 sq. ft./ ~.3 sq. meter (click to edit)'. Below that, 'h: 2651611918' is visible. A horizontal scroll bar is located at the bottom of the grid.

- If at any point a mistake is made, click the Reset button to start over. All items will be deleted from the grid.

Complete Item Placement Grid
 Upload File

You have items that require placement. Please use the grid below to indicate where these items should be placed within your booth.

1) Configure Booth ?

What shape is your booth?

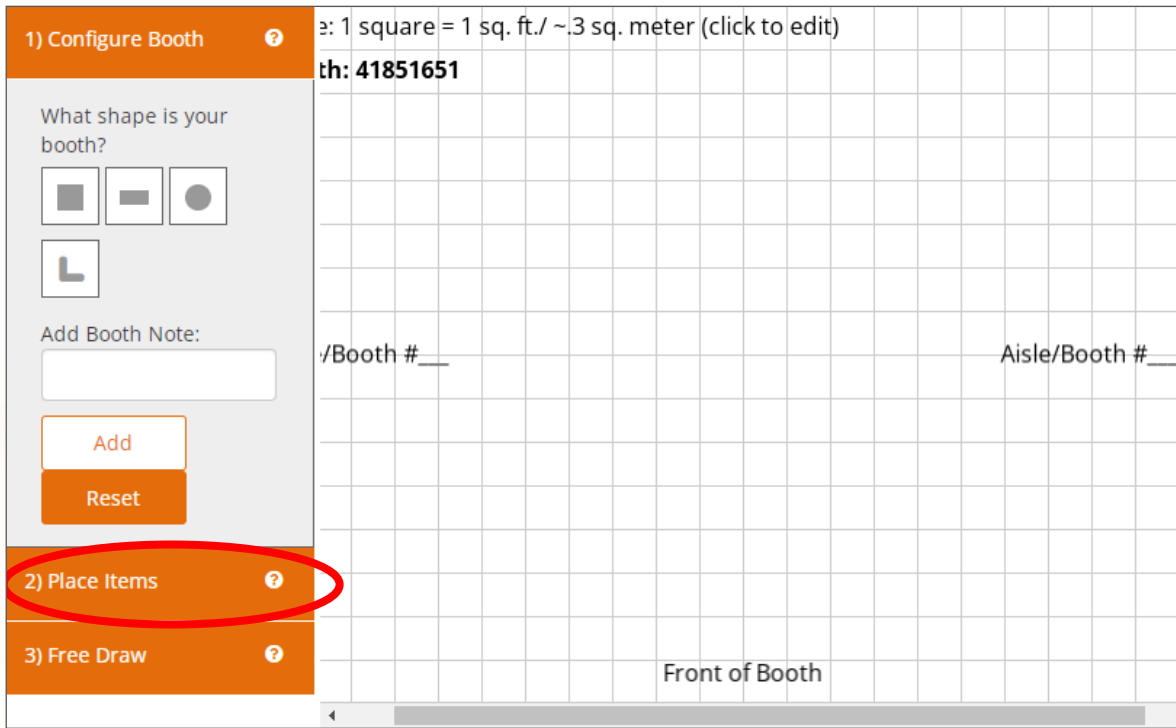
Add Booth Note:

Area: 1 square = 1 sq. ft./ ~.3 sq. meter (click to edit)
Booth #: 41851651

/Booth #__ Aisle/Booth #__

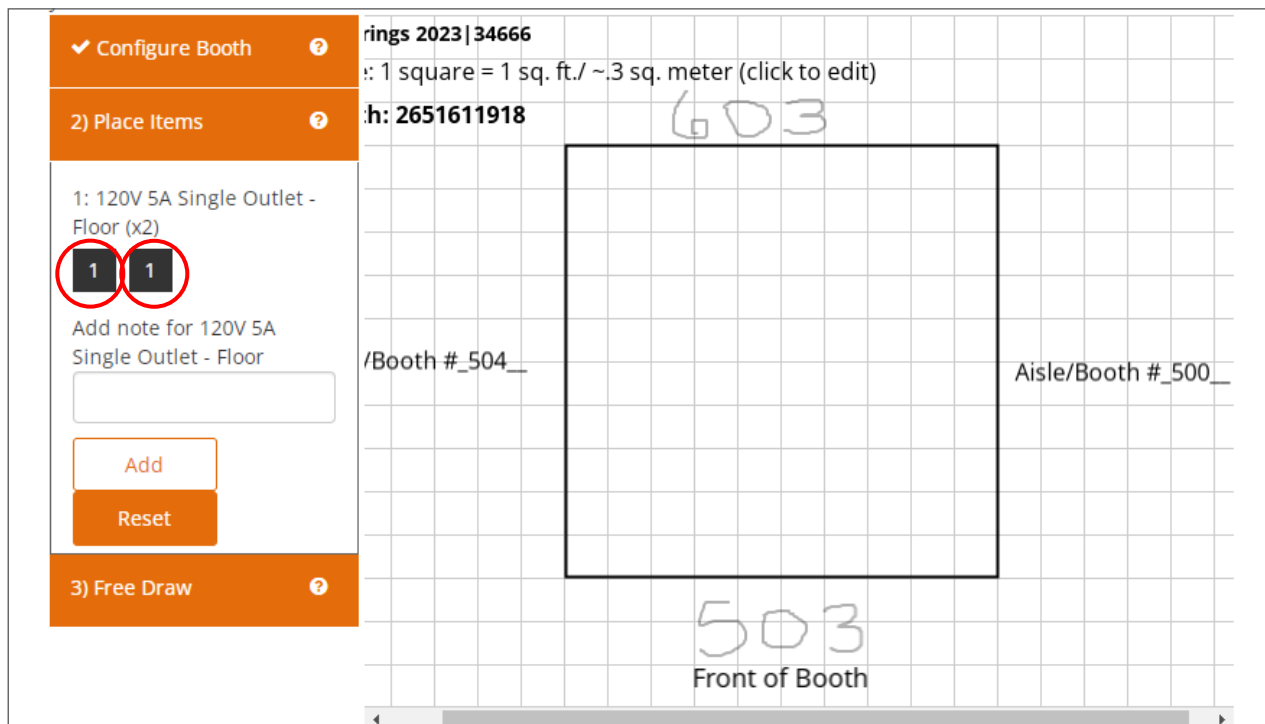
Front of Booth

10. Next, click on **Place Items** on the left side of the grid to begin adding outlets on the grid to indicate their placement.



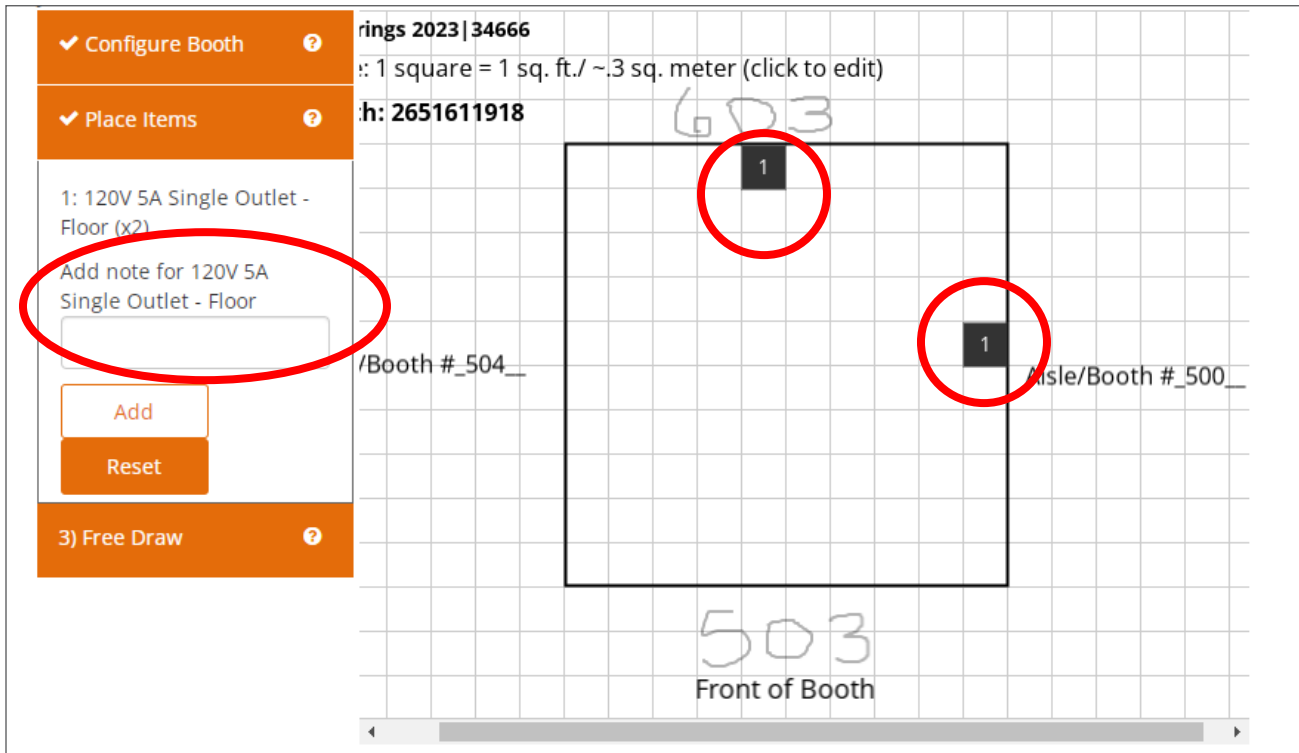
11. Once **Place Items** is selected, all ordered booth outlets will appear. In the photo below, **two** 120V 5A Single Outlet- Floor outlets were ordered.

Disclaimer: If the booth is inline, electric will default to the back of the booth



12. If it is drawn correctly on the grid, please move on to **Placing the Outlet in My Booth**. To do so, you will click on one outlet shown and drag it to the proper booth placement. If you have an inline booth, please drag services to anywhere on the grid to proceed. Services will be in back center of your booth.

In the photo example below, one outlet will be placed in the back of the booth and one placed along the wall next to booth 500. Therefore, the exhibitor must drag each outlet marker one-at-a-time to the corresponding locations. Before moving on, exhibitors may add a note with further details. To erase the items from the grid, click **Reset** to start over.



13. The next step is the **Free Draw** option drop. This is only necessary to add the surrounding booths. If completed, please continue to the next step.

14. Underneath the grid, please enter the **Banner Name**, **Booth Width**, **Booth Length**, **Authorized users** and **Additional Charges**. After entering all information, please click the **Checkout** button.

BANNER NAME

Please enter the banner/name of your booth: *

BOOTH WIDTH

Please enter the width of your booth: *

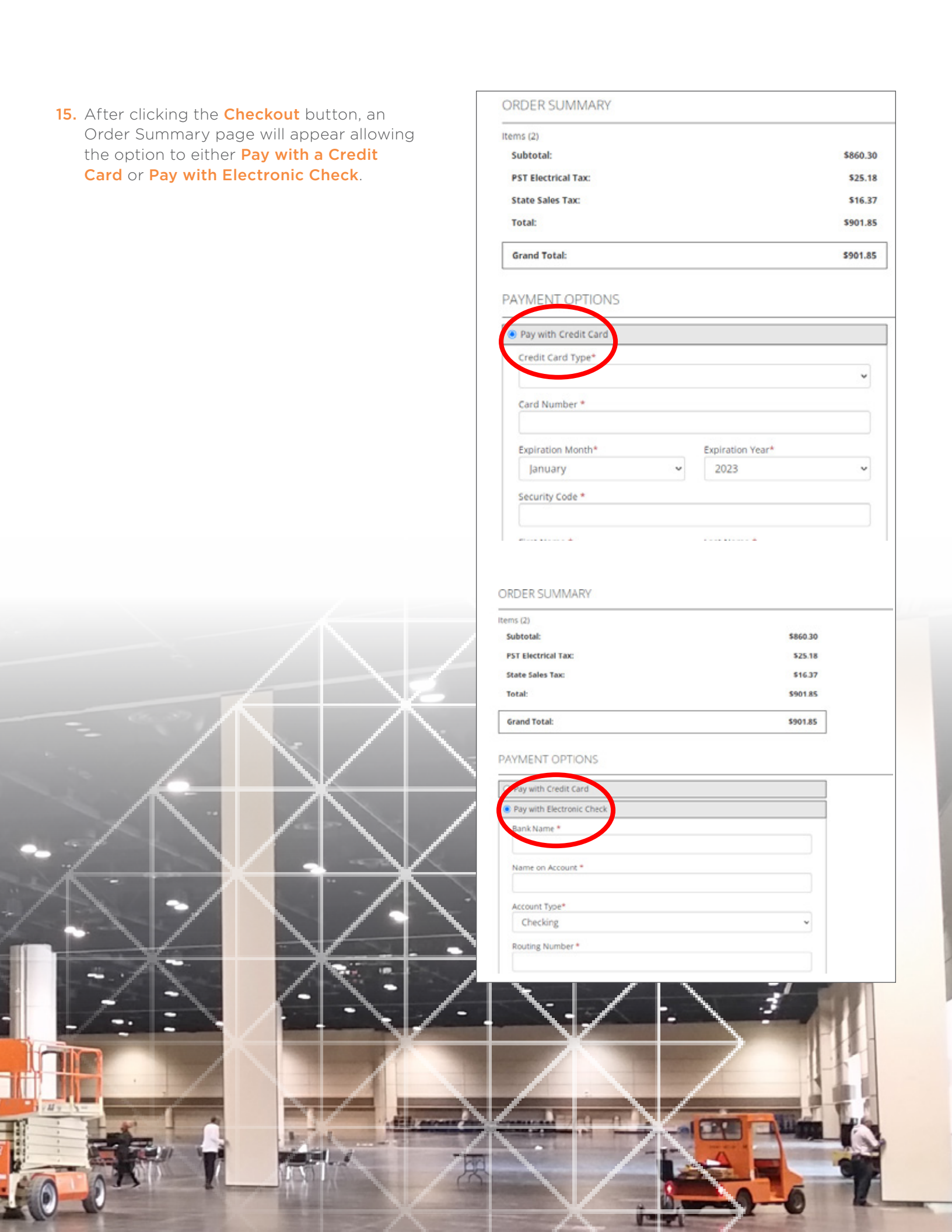
BOOTH LENGTH

Please enter the length of your booth: *

[Back to Cart](#) [Checkout](#)



15. After clicking the **Checkout** button, an Order Summary page will appear allowing the option to either **Pay with a Credit Card** or **Pay with Electronic Check**.



ORDER SUMMARY

Items (2)	
Subtotal:	\$860.30
PST Electrical Tax:	\$25.18
State Sales Tax:	\$16.37
Total:	\$901.85
Grand Total: \$901.85	

PAYMENT OPTIONS

Pay with Credit Card

Credit Card Type*

Card Number *

Expiration Month*

Expiration Year*

Security Code *

ORDER SUMMARY

Items (2)	
Subtotal:	\$860.30
PST Electrical Tax:	\$25.18
State Sales Tax:	\$16.37
Total:	\$901.85
Grand Total: \$901.85	

PAYMENT OPTIONS

Pay with Credit Card

Pay with Electronic Check

Bank Name *

Name on Account *

Account Type*

Routing Number *

16. After entering all payment information, please review Terms and Conditions and click the check box confirming agreement and understanding. To place the order, click the **Place Your Order** button at the bottom-right of the page.

TERMS AND CONDITIONS

[View Terms and Conditions](#)

By clicking this box you confirm that you have read the terms and conditions, that you understand them and that you agree to be bound by them.

[Back to Cart](#) [Place your order](#)

Once everything is placed in the system, a Preliminary Invoice will be provided. A Final Invoice will be provided via email after the Event has been completed.

The Center of Hospitality,
where it's all about
your experience.

West Concourse

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Orlando, FL 32819

North Concourse

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Orlando, FL 32819

South Concourse

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