

## EXHIBITOR ORDERS FAQ

### In what format can order forms be submitted?

Forms can be found in exhibitor packets and/or downloaded and submitted online at: <http://www.expoctr.org/planners/facility-details>. Forms can also be faxed to 503.736.5201.

### Why can't I order electrical services online?

Electrical services and installation are provided by Edlen Electrical Exhibition Services Inc. Check your exhibitor information to find your show provider. Ordering in advance is recommended and most affordable. Power can also be provided on site by contacting the event manager.

### How do I know that my online order has been received?

The person completing the order will receive a confirmation email. You can always call us at 503.736.5200 or e-mail [exhibitors@expoctr.org](mailto:exhibitors@expoctr.org) to confirm your order was received.

### What if I have to pay by check?

As long as your order is received at least fourteen (14) days prior to the start date, payment by check is acceptable. Please note that the Portland Expo Center cannot accept personal checks. All other orders require cash or credit card payment. Advance rates apply to orders submitted 14 days before the first move-in day; standard rates apply all others. Call 503.736.5200 or email [exhibitors@expoctr.org](mailto:exhibitors@expoctr.org) to clarify rates and timelines.

### Why am I being charged the standard rate instead of the advance rate?

As long as your order is received fourteen (14) days prior to the first move-in day, advance rates will apply. Standard rates apply to orders received less than fourteen (14) days prior to the first move-in day. Call 503.736.5200 or email [exhibitors@expoctr.org](mailto:exhibitors@expoctr.org) with any questions.

### Why am I being charged by the day for the A/V equipment I ordered for my booth?

All audio/visual services and equipment are rented out on a daily use basis. For package pricing, consult your event manager at 503.736.5200.