Frequently Asked Questions

Q: Thinking about exhibiting in the virtual showcase?

A: Some of the many features and advantages of exhibiting at the virtual showcase include:
   • You can share new products/services and resources with institutional attendees.
   • See and be seen as a supporter of NACUFS and the collegiate dining industry.
   • Interact with attendees. Chat in the chatbox, send emails, or even set up appointments.

Q: How many attendees are expected?

A: We normally have around 750 institutional attendees at a national conference. Since our event is virtual this year, we do expect attendance to go up. We have heard from many institutions that they may be able to have more of their team attend because it’s virtual. REGISTRATION IS NOW OPEN!

Q: Is there priority placement of the booths on the exhibitor page?

A: Sponsors will be given priority placement followed by an alphabetical list of remaining exhibitors.

Q: What is NACUFS doing to promote the showcase?

A: The 2020 National Conference Task Force is working hard to drive traffic to the showcase. Their plan includes announcements, push notifications, gamification/incentives, and much more.

Q: Will exhibitors receive a pre-conference attendee list?

A: A pre-conference attendee list is by request only. You can obtain a complimentary list of attendees for planning purposes (no contact info), or pay a small fee to get the version with contact info by filling out a “member list request form.” As in previous years, all exhibitors will receive a post-conference list.

Q: Is the profile set up for each of our team members? I’m not the “face” of our organization and would like to be able to give our team members that opportunity to build their own profiles.

A: Yes, each of your company representatives will have the opportunity to complete their own profile.

Q: When can attendees start accessing the booths?

A: The NACUFS 2020 Virtual Conference begins Tuesday, June 16, at 1 p.m. Attendees will be able to view which exhibitors are participating as soon as they enter the conference platform. Note: There is no expectation that exhibitors will be manning the booths until the showcase hours on July 9th and 10th.
Q: When is the last date that we can fill out our profile with the requested collateral?
A: We recommend that you begin setting up your booth as soon as possible. Start with your company description, logo, and team. You should have all files, offers, and videos that you plan to have within your space during Showcase hours by the morning of July 9th. Attendees will have dedicated time to visit with you in your booth for 2 hours on July 9 and July 10.

Q: Who can upload documents?
A: Only the Exhibit Admin can upload documents to the booth.

Q: What does the “Premium” banner mean on the Exhibitor page?
A: This is a sample banner available for NACUFS to use. The banner does not give better placement, so we have decided not to utilize or upcharge for this feature.

Q: What is the difference between “Live” and “Video” in the exhibitor features?
A: The “Live” feature is used for live streaming, “Video” is for pre-recorded on-demand videos. You may offer a live presentation at the same time as offering on-demand videos.

Q: Do exhibitors have to use the platform’s live streaming service, or can we choose our own?
A: You may use the live streaming service of your choice.

Q: What are the “away” and “available” statuses under each exhibitors name?
A: These statuses let the attendees know if someone at your booth is available to chat or not. If no one is signed in then the status will be set as “away.”
| Q: Can attendee’s sort by category to find my booth? | A: The showcase can be segmented by categories (Food & Beverage, Technology, Distribution - Consulting, and Equipment & Supply). |
| Q: How many people can come into our booth at the same time? | A: You may have many attendees in the booth at the same time. They can choose to chat with you in the public booth chat or start a private conversation by clicking on a specific company representative. |
| Q: Do all five representatives have to be present at the same time, the whole time? | A: No, you do not have to have a rep present for all four hours. If the rep is not logged in, they will show as “away” at the booth. However, attendees can still click on your booth rep to communicate. |
| Q: Do all representatives receive the chats or does the attendee pick who they want to talk to? | A: Your five reps can decide who will respond to the chat, or the attendee may just click on one rep to start a direct conversation. |
| Q: Can other Exhibitors download our competitors information? Is it limited to only Attendees? | A: All attendees will be able to visit the booths and view your offers. As industry members can register and attend the conference, you may find that you are being visited by industry attendees. |
| Q: Do we get a record of who downloaded our files? | A: Leads generated within your booth will be accessible through the exhibitor portal. |
| Q: How do I get the email confirmation resent to me? | A: If it is your email address that is on the Virtual Showcase Transition Form and you haven’t seen the email from Accelevents with the invitation to set up your booth, please contact us at events@NACUFS.org. |
| Q: Who do we contact at Accelevents if we have issues? | A: There is a chat feature in the Accelevents platform. If you run into issues, this is the quickest and easiest way to get an answer. |
| Q: How long can we log into the account after the show to view our leads, etc? | A: The platform will be open for 30 days after the conference closes. |

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