

CAN Connect Virtual 2020 FAQ

GENERAL

1. How is this different than the physical event?

The event will take place entirely online. While the event will have one-on-one meetings scheduled on Tuesday and Wednesday, this virtual event will also allow for attendees to reach out directly to each other to schedule meetings as needed throughout the event. All participating companies will be able to meet with any other company. Also, every company will be represented on the virtual booth page.

2. Why is this event happening later than the previously scheduled CAN Connect event in Texas?

This timing will allow for more preparation and registrations to take place and is also strategically paced right after the end of third quarter.

3. Who can attend and schedule meetings?

Any company rep you would like to attend any meeting, can be added to each meeting as needed. While CAN Connect recommends decision makers be present in all meetings, this online event gives an opportunity to include others within your company that would not usually travel to the physical event. For example, if one of your major initiatives is a B2B website, you might include someone from IT to answer questions.

4. What information is included in our company profile?

Company profiles will include data you have entered: company website, company bio, product description, market focus and business facts. You may also upload additional items for your partners to review like catalog, pricing sheets, company policies, marketing decks, video links, additional products info, etc.

5. How can we participate and view the New Product Showcase?

Every participating manufacturer will be allowed to enter one product into the New Product Showcase. Additional items may be entered for \$50 each. These entered products will be highlighted by CAN on a special page during the event and receive additional exposure in CAN's marketing. Attendees will vote on the awards presented in three categories. If a manufacturer wishes to promote additional items, but does not wish to enter the showcase, they may upload their products to their profile.

REGISTRATION

6. Can more than one person attend from our company?

Yes, more than one person may attend for the one company price of \$595. Be sure to add anyone you want to attend to your COMPANY REPS list. The communication contacts on the REGISTRATION DETAIL page is only for communication.

7. Are there any additional charges besides the all-inclusive company fee?

The only additional charge is \$50 each for the 2nd or more New Product Showcase entries that a manufacturer might want to enter. Sponsorships are available also.

8. Can we delay payment when we register for the event?

All payments must be received by the start of the event on October 5th unless otherwise arranged.

9. Can we mail in a company check?

If your company wishes to pay by check, please contact CAN directly to arrange payment.

10. Are the company fees refundable if we do not attend?

All refund requests must be made by September 25th. Membership dues are non-refundable.

11. Can we have two or more teams to have more pre-scheduled meetings?

Yes, for resellers and sales reps, you may indicate how many teams you will be hosting. For other participants, if you require multiple meeting schedules, please contact CAN.

12. We have prepaid for the cancelled physical event, can that credit be applied to our registration for this event?

Yes, the prepaid fees for the cancelled event can be applied to your CAN Connect Virtual event registration.

PRIVATE MEETINGS

13. Do we have to download anything to participate in the video 1:1 meeting?

Yes, it is recommended for each attendee to download the BlueJeans app. More specific instructions and best practices will be sent September 21st.

14. Do we have to use the video camera on our device, or can we just have a phone conversation?

It is preferred you use the video feature during the meeting.

15. Can all our company's attendees attend each meeting from different locations?

Yes, anyone from your company that you include in your meeting schedule, will be able to use the unique video link to access the meeting from wherever they might be located.

16. Are we able to share our screen during the 1:1 meeting?

Yes, anyone who is on the call will be able to share their screen. Since there is technically "no host" on each call and participants all have that ability.

17. Who is scheduling the video calls and how is the login information being shared?

CAN will assign unique, private login links for every meeting scheduled. Those links will be shared on your meeting schedule and will be available when you login to the event software.

18. How many meeting slots are available each day?

There are 10 meeting slots for each day – Tuesday and Wednesday.

19. Am I able to block out time for personal things, like lunch or internal meeting obligations?

Yes, you may only make your company available during the times you wish to conduct meetings. Be sure to update your company's **1on1 Availability**. For example, West Coast participants may not wish to start their meetings at 6 a.m. PST and are able to block that first meeting slot.

20. Why does this event have 45-minute meetings instead of the normal 30 minutes?

Due to attendees being across multiple time zones, it was thought that starting each meeting at the top of the hour would help all stay on time. The extra time allows for greetings, introductions, and more discussion.

21. What type of breaks are scheduled throughout the day?

After each 45-minute meeting, there will be a 15-minute break. If you wish to have a longer break or lunch, please adjust your availability before pre-scheduled meetings are set.

22. Since every company can request a meeting with any other attending company, is there any priority being given to manufacturer/reseller meetings during the scheduling?

Manufacturer:Reseller meetings will still be given first priority. All other meetings, will be scheduled after all those M:R meetings have been made.

23. Can I make changes (add, reschedule, or cancel) to my meeting schedule once the schedule is sent out?

After September 21st, your schedule will be yours to manage if you wish to make changes, request additional meetings, or cancel meetings. You will need to communicate with your partners directly through the main event website. You will also need to acknowledge by accepting or rejecting any meeting requests that are sent to you too.

OTHER GENERAL SESSIONS

24. Will there be educational sessions available?

Yes, there are several market specific and business presentations that will be available for viewing at your convenience during the event week. Any **Company Rep** will be able to access this content.

25. What are Roundtables and why should I attend?

More information will be available in late September.

26. How can I sign up to be a presenter?

Please contact CAN if you have a topic you would like to present.

SPONSORSHIP OPPORTUNITIES

27. What other marketing partner exposure opportunities exist during this event?

There are three levels of sponsorship available: Gold, Silver and Bronze. Each level provides our partners with exposure and marketing content during and after the event. Please contact CAN for more details and remaining availability.

Last updated 09/02/2020