

How to Place a Portable Order

1. On Home screen click on “New Order”:

2. Enter all Order Contact and Show Information –Name, Email, Phone #, Event Name, Event Start Date, Event End Date, Event Venue Name and Website Link:

Note: When entering the Show Organizer Phone # do not include dashes or parenthesis

3. Choose Yes or No IF you need Pinnacle to order show services on your behalf.

Note: Show services are available at the event site. Pinnacle can place the orders on your behalf, or you can place them directly with show services.

***Most show locations (convention centers, hotels, etc.) charge a material handling fee to handle packages in and out of the location. Confirm with show management/organizer if this fee applies**

4. IF you marked YES for services ordered on your behalf, fill in the show service information. IF you marked NO, proceed to Shipping Information.

Descriptions of Show Services

- **Booth Size** – Typically orders will be placed for a Regional Standard Pull Up or 10x10 Softside.
- **Booth #** - Please make sure to include this information- especially if shipping to the Advance Warehouse or Show site.
- **Booth Type** – Please include especially if you are ordering services such as electric, etc.
- **Electrical** – If you anticipate needing more than 5AMP please let our portable specialist know.
- **Internet** – Mark “yes” to order either WIFI or hard-wired internet. Our portable specialist will confirm with you which is needed.
- **Carpet with Padding** – Ensure that the booth size is indicated so the correct size of carpet and padding is ordered.
- **Lead Retrieval** – This captures and provides you with attendee contact information. If you need a lead retrieval, please let the portable specialist know how many licenses you need (number of people collecting the information) as well as if you need a device to scan the information.

Note: Some customers prefer to use their own device (such as an Android or iPhone) and only order the app.
- **Material** – Material Handling is a show fee for the delivery and pick up of booth properties to/from your booth.

Note: Some shows charge this fee and others do not. If you are able and plan to bring in/remove your own properties this fee would not apply.
- **Labor** – Most portable shows do not require labor to assist with setting up booth properties, however in case you need assistance please mark “Yes”.

Note: Some shows do require a labor fee for laying of electric cords, hard-wired internet, etc.

- **Rental Furniture** – Depending on your show the booth may already come with chairs, table, etc. If you do need furniture ordered, please indicate what you need as well as the quantity.
- **Is there an Exhibitor Portal** – The Exhibitor Portal is the location for show information. If there is one, please indicate “Yes” and add the Exhibitor Portal Website along with your username and password. This will assist with planning purposes.

Note: You will need to choose Yes or No for this question.

- **Attach Documents** – Please include any documents to assist with the planning of the event such as services or shipping information.

4. Enter the Shipping Information – Ship to, Booth #, Onsite Contact Name, Onsite Contact Email, Onsite Contact Phone #, Address Line 1, Address Line 2, City, State/Province/Region, Zip/Postal Code, Country, and Asset Arrival Date.

Note: Asset Arrival Date – This will date field will automatically default to arrive the day before the indicated Event Start Date. Please ensure to update this field if you want the assets to arrive prior to this date.

If applicable - shipping to the Advance Warehouse when possible is always preferred.

5. Notes – Enter any requests or additional information on the event.

6. Scroll to the bottom of the page and click on “Select Inventory”.

7. Choose your inventory under Quantity by click on the down arrow. The item chosen will populate in the right-hand corner.

Note: Should you need to update the quantity of a particular item in your cart, you can do so in the cart by clicking on the down arrow and choosing the new amount. If you would like to remove the item from your cart, click on the X located to the right of the item in the cart.

8. After all selections have been made (include ALL items such as pop ups, pull ups, table throws, etc.) scroll to the bottom and click on “Review Order”.

9. Review the order and click on “Complete Order”.