



## LEVY ONLINE ORDERING

### USER GUIDE FOR LEVY'S ONLINE ORDERING SYSTEM

Welcome to Levy's Online Ordering System for your event. This system is designed to enable you to fulfill your exposition needs simply, conveniently and securely.

To access our online order system visit Levy's website at <http://www.levyshow.com/> and click on "Online Ordering". If you have any difficulties please do not hesitate to **contact our friendly Exhibitor Service Representatives at (604) 277 1726 or email [operations@levyshow.com](mailto:operations@levyshow.com)**

**First Time Users:** Once you have logged into Levy Online you will be prompted to register as a new exhibitor. *Note:* If you are a display company ordering on behalf of your client (the exhibitor) please enter your company names as *exhibitor name c/o display company*. If you do not know your booth number at this time please enter "0" (zero). Once you have registered for the first time you will receive an email asking you to validate your account before proceeding with your first order.

**Return Users:** Once you have registered you merely need to log in with your email address and password. If you are returning to our system but joining us for a new show please go to "Register Show" and enter the new show code.

**Show Code:** A show code will be provided for you by show management. Please note the code is case sensitive. Once you have logged into a show the show name will appear and you will be given four choices, Begin Online Ordering, Download Paper Forms, Update Your Profile, Review Past Orders.

**Forgotten Password:** Please call our Exhibitor Services Department.

**Online Ordering:** If you select Online Ordering a menu of options will appear that consist of items and service available for your event.

**Paper Forms:** Selecting this option will allow you to view the entire exhibitor manual for your event with the option of printing it in order to have a hard copy.

**Completing Orders:** Once you have selected an item you wish to include in your order simply enter the quantity desired and select or define additional details such as colour and dimension as required then click the add to cart button. To remove an item open your shopping cart and click the red “x” beside it.

**Pricing:** Most categories offer substantial discount rates if ordered prior to the discount deadline. Price shown in black is the current price.

**Shopping Cart:** To view a summary of your order click on “Shopping Cart” you will find a summary of orders thus far at which point you can make any changes as needed before proceeding to “Checkout”. If you are not ready to process your order at this time these items will remain in your shopping cart for this event until you either clear it or process it.

**Check Out:** Once you click on Check Out you will be asked to confirm the following:

1. Confirm your order – you will find a summary of items ordered thus far at which point you can make any changes as needed.
2. Confirm contact information – you will be asked to confirm your contact information, address, telephone number and email address to ensure it is correct. As a reminder if you are a display company ordering on behalf of an exhibitor please list the company name as follows, *exhibitor name c/o display company*.
3. Enter payment information -This final step requires credit card information and the acceptance of Material Handling and Labour Terms and Conditions before Placing Your Order. There is a box which will allow you to make any comment.

**Order Confirmation:** After placing your order you will be sent an order confirmation email indicating your order was received.

**Changes or Cancellation:** Changes or Cancellation of orders already placed must be received in writing to Levy, they cannot be made online. Send your change or cancellation to [operations@levyshow.com](mailto:operations@levyshow.com) or fax (604) 277 1736.

**Review Past Orders:** If you would like to review a past order please click on “Review Past Orders” in the Main Menu and it will show the current status of your order placed.

**Update Profile:** You can update your profile at any time by clicking on the Update Profile button.