

DELIVER

**FREQUENTLY
ASKED
QUESTIONS**



deliver.events



**MANAGING YOUR
MEETINGS &
MATCHMAKING**



MEETING REQUESTS

Who can I meet?

- You can send meeting requests to any person or organisation available on the DELIVER platform.
- Retailers are able to view your profile and team. They are able to send you meeting requests provided you still have meeting slots available.
- You can send requests to companies or individuals. Accepted meetings are capped to two people per company; this is on a first-come, first served basis.

How do I send a meeting request?

- Head to the DELIVER App.
- Visit the “Meetings” tab on the left-hand navigation bar.
- Click on “Send a request”.
- Use the toggle options at the top of the page to view either individuals or companies with either a vendor or buyer profile.
- There is also a series of filters available to help you narrow down your selection
- You will then be able to send your meeting requests.

How do I bulk send meeting requests?

You can choose to send meeting requests to the entire company directly (instead of sending requests to individuals). This means that all contacts within the selected company will receive a meeting request. Just remember that accepted meetings are capped to two people per company; this is on a first-come, first served basis.

How many meetings are available for my company?

- Your contract determines the number of meeting slots available for your organisation.
- To view the number of meetings available, head to the DELIVER App. Click on the tab “My Company” on the left navigation panel and select the sub tab “Delegates”. The top of the page will feature information about your meeting allocation and team size.

How do I accept a meeting request?

- Visit the “Meetings” tab, then “My Meetings” sub-tab, on the left-hand navigation bar.
- Tick to accept and choose the time convenient for you.
- The meeting will then be added to your calendar.

How do I decline a meeting request?

- Visit the “Meetings” tab, then “Requests received” sub-tab, on the left-hand navigation bar.
- Filter on status "Pending" then “Decline.”

How long do I have to accept meetings?

DELIVER is a community of high-profile decision-makers and it is very important to respond to incoming meeting requests in a timely fashion.



Should a received meeting request remain unanswered by you for 14 days, the meeting request will automatically be deemed accepted and will be added to your agenda. You will still have the opportunity to go back to this specific meeting and cancel it.

How can I cancel or withdraw an accepted meeting?

Simply navigate to the meetings tab to view your confirmed meetings. You can cancel or withdraw a meeting up to 48 hours before it starts. After this, the option will no longer be available, as short-notice cancellations do not allow the other party enough time to find a replacement meeting to complete their agenda.

When shall I send meeting requests?

The sooner you request meetings, the more likely it is that mutual slots will be available.

How do I check my received requests?

Simply click on "Requests received" within the "Meetings" tab on the left-hand navigation bar.

Is it possible to report meetings with buyers that I meet onsite?

Any buyer that visits your stand has to be scanned by you. After the end of the meeting, and if you feel that the conversation has been valuable, you will be able to go back to the DELIVER Mobile App to mark the meeting with the buyer as a 'walk-in'. The buyer will receive a notification and will need to confirm that the meeting took place.

Top tips for getting meeting requests confirmed!

- Send your requests as early as possible to ensure the highest number of mutually available time slots between you and your preferred contacts.
- Use the messaging function when sending requests to detail more information about why you want to meet.
- If there is a specific company you want to reach, you could try sending bulk requests to multiple contacts at that company (see above).

Can another member of my delegation attend my meeting if I cannot make it?

You can send meeting links to a member of your delegation and this person will need to re-confirm the meeting.

EVALUATING MEETINGS

How do I evaluate a meeting?

Click on the "Evaluate" button to your meeting, then go to the bottom of the page to see the evaluation. Answer the relevant questions as completely and accurately as you can.

What happens if I don't evaluate a meeting?

IMPORTANT REMINDER. You will need to evaluate your meetings in order to export the meetings' data.



WALK-IN MEETINGS

Record unscheduled onsite meetings on top of meetings scheduled pre-event. They're complimentary which means that you can exceed your meeting quota at no extra charge simply by scanning attendees who you meet during the event.

NO-SHOWS

What should I do if someone I had arranged a meeting with doesn't turn up?

Should someone you had booked a meeting with miss their appointment with you:

- Head to the DELIVER Mobile App and go to the meeting in question under the "Meetings" section on the bottom navigation panel.
- Click on the meeting then click on "report no-show" button

How do I unflag a no-show?

Reschedule the meeting (either in person or virtually post-event).

What should I do if I have been reported as a no-show?

Meetings can be rescheduled in person during the event or virtually post-event. It is essential to promptly communicate with the person you were supposed to meet to arrange a more convenient time.

To do so, simply head to the relevant meeting item on your agenda, click on the "Reschedule meeting" button. Alternatively, feel free to contact your account manager or a member of staff at meetings@deliver.events to get help to reschedule the meeting.

LENGTH OF MEETINGS

Can meetings be longer than 25 minutes if I choose?

Yes, meetings can last longer than 25 minutes, provided both parties are careful not to let the meeting overrun if they have other meetings booked back to back. If you are late to another meeting, you may be reported as a no show and are likely to have to reschedule a new meeting altogether.



**OTHER FEATURES
OF THE DELIVER
WEB APP**



TIMEZONES

Which timezones are shown on the app?

Time slots for meetings and event features are all displayed by default in the venue's timezone. Under each section displaying event feature times (meetings, conference programme, etc), you can show the time slots either as per your normal timezone or as per the venue timezone, if different.

MY CALENDAR

How do I block out my calendar in the DELIVER app?

Your calendar is automatically marked as available - but you can untick times you are not available for meetings. We recommend that you leave as many slots open as possible to ensure maximum meeting acceptances. To block time in your calendar, head to "Agenda" > "My Agenda" > then select the "Lock Slots" feature in the top right corner. Select the slots when you are not available and save your selection.

How do I access the conference programme?

The event features an outstanding array of content sessions. Head to the "Agenda" tab on the left-hand navigation bar, and select the sub-tab "Programme". You will then be able to view all the detailed sessions for our Keynote Stage and other stages that make up the full programme.

You will have the opportunity to bookmark sessions in your own personal agenda by clicking on the "Register" button associated with your session of choice. Registering for a session will block that time slot and it won't show as available for someone looking to book a 1-2-1 meeting with you.

PASSWORDS

I don't have a password. How do I reset it?

If you don't have a password or if you've forgotten it, simply click on the "Forgot password" link on [the login page](#) and follow the steps to reset your password.

EXPORTING CONTACTS AND DATA

Can I export the contacts and information from my meetings?

Yes, you can. Simply click on "Exports" on the left-hand navigation bar and you will get the info for all meetings that took place, once the evaluations have been completed.



LOCATING LOGISTICS INFORMATION

How do I find my hotel reservation on the DELIVER App?

To find information about the hotel that has been booked for you by our team, simply head to the tab “My account” on the left-hand navigation bar and select the sub-tab “Logistics”.

Scroll down to the bottom of the “Logistics” page to view the name of the hotel as well as the dates booked for you. Should you wish to change your booking, simply follow the instructions indicated at the bottom of the Logistics page.

THE MOBILE APP

How do I download the mobile app?

Download the DELIVER app for your phone to enhance your experience and stay up to date with the event as it happens. Download the [app for android here](#) and download the [app for IOS here](#).

SUPPORT

I need help or have a specific question. Who should I contact?

Please select one of these two ways to get in touch with our support team:

- Start a chat with us: Click on the chat icon located in the bottom right corner of the DELIVER App and start chatting with our support team.
- Feel free to reach out to your account manager directly as they will be able to guide you.

No matter which challenge you may face, we will work with you to find a quick solution.

Where do I find more information on how to optimise my meetings?

Watch this quick and easy-to-navigate [video](#) demonstrating how to maximise these essential features in the DELIVER Mobile App:

- *Report No-Shows*: Quickly and easily flag any no-shows to our support team for follow-up or rescheduling.
- *Evaluate Meetings*: Share feedback on your meetings to help us improve your experience and ensure better future matches.
- *Walk-in Meetings Feature*: Keep track of valuable unscheduled conversations by adding them directly to your meeting schedule for future reference.



**GENERAL EVENT
INFORMATION**



AGENDA

How do I view the general agenda for the event?

To discover general information about the event, head to the “Info” tab at the bottom on the left-hand navigation bar. There, you will find information about:

- The general event schedule
- Venue address
- Transfer services
- Hotel

PARTY

Where is the official networking party held?

You will be able to discover locations for the party and other event experiences via the agenda in the web app or via the agenda on the event website.

Is food included as part of the party?

Yes food will be available to all attendees throughout the party.

THE DELIVER VENDOR AWARDS

Where and when is the Vendor Awards Ceremony held?

The time and location of the DELIVER Vendor Awards can be found via the agenda in the web app or via the agenda on the event website.

When does voting open for the Vendor Awards Ceremony?

Voting for one or more of the Vendor Awards Categories typically opens in the DELIVER app a few weeks before the start of the event. Speak to your account manager for more information.

IMPORTANT: Voting is only available to retailers and brands with hosted passes. Vendors are excluded from the voting process.



**CODE OF
CONDUCT**



DELIVER is committed to fostering a respectful, inclusive, and secure environment for all individuals involved in the event, including attendees, partners, sponsors, speakers, volunteers, and team members.

All participants are expected to adhere to this Code of Conduct throughout DELIVER events which covers activities across the exhibition floor, conference sessions, networking events (including the evening party), in-person and virtual matchmaking and any associated in-person, online or social media engagements.

EXPECTED CONDUCT

As a participant, you are expected to:

- Treat everyone with courtesy, consideration, and professionalism
- Avoid language or actions that could be interpreted as discriminatory, offensive, or harassing
- Stay aware of your environment and the wellbeing of others around you
- Promptly report any unsafe situations or incidents of concern to event staff or security
- Follow all directions issued by DELIVER personnel or security staff.

BEHAVIOUR THAT WILL NOT BE TOLERATED

Examples of prohibited behaviour include, but are not limited to:

- Harassment, bullying, or discriminatory remarks of any nature.
- Any form of physical, verbal, or written abuse targeting participants, speakers, staff, or exhibitors
- interruptions or disruptions during sessions or event activities
- Display of sexually explicit or offensive content in public or presentation materials
- Acts of intimidation, stalking, or unwelcome following
- Any form of unwanted sexual advances or contact
- Any form of inebriated or intoxicated behaviour.

IF GUIDELINES ARE BREACHED

Violations of this Code of Conduct will be taken seriously. This applies to all individuals, whether they are attendees, contributors, media, staff, sponsors, or partners.

Participants asked to stop unacceptable behaviour are expected to comply without delay. Organisers reserve the right to take any necessary action, including verbal warnings, expulsion from the event without a refund, and/or barring future participation.

REPORTING AN INCIDENT

If you experience or witness behaviour that violates these principles, please speak to a member of the DELIVER team or event security. Reports may also be submitted via email or through a confidential reporting mechanism (details to be provided during the event). We appreciate your cooperation in making DELIVER a positive, inclusive, and respectful experience for all.

DRESS CODE

To help everyone feel comfortable and prepared, we recommend business casual attire for this event. For footwear, closed-toe shoes are encouraged.