



Type of enquiry	Who to contact / Deadline	What to do
<b>STAND ENQUIRIES</b>		
What type of stand have I booked? (space only, shell scheme or smartspace)	Victoria Turley at <a href="mailto:victoria.turley@reedexpo.co.uk">victoria.turley@reedexpo.co.uk</a>	Send her an email with your question and remember to include your contracted company name and stand number.
How can I make changes to my stand type/location?	Contact the local salesperson for your region	Send an email to your local salesperson, the full list of contacts is here: <a href="http://asia.in-cosmetics.com/help/contact/">http://asia.in-cosmetics.com/help/contact/</a>
How do I access the Exhibitor Manual? (includes build-up/breakdown timetable and all stand build regulations)		You can access it here: <a href="http://asia.in-cosmetics.com/exhibitor-manual">http://asia.in-cosmetics.com/exhibitor-manual</a>
How do I place stand orders?	Deadline: <b>15<sup>th</sup> September</b> to avoid surcharges	You can find all the order forms here: <a href="http://asia.in-cosmetics.com/exhibitor-manual">http://asia.in-cosmetics.com/exhibitor-manual</a> Just complete the ones that you need and return it to the person/company at the top of the form.
I have booked a Space Only stand. To whom should I send my stand plans for approval and by when?	Operations Team at <a href="mailto:operations@reedtradex.co.th">operations@reedtradex.co.th</a> Deadline: <b>15<sup>th</sup> September</b>	See full details of what you need to send on pg 24 of the <a href="#">Exhibitor Manual</a> . Then email this information to our Operations Team and remember to include your contracted company name and stand number .
I have booked a New Exhibitor pod. What graphics do I need to submit and by when?	Operations Team at <a href="mailto:operations@reedtradex.co.th">operations@reedtradex.co.th</a> Deadline: <b>15<sup>th</sup> September</b>	Email 2 x A0 size graphics (portrait orientation, file types accepted = eps or ai with created outline font) and remember to include your contracted company name and stand number.
I have booked a New Exhibitor pod. Who will help me make hotel booking reservation?	Victoria Turley at <a href="mailto:victoria.turley@reedexpo.co.uk">victoria.turley@reedexpo.co.uk</a>	Please contact Victoria with any enquiries you have about your hotel booking.
If I have any stand build queries, whom should I send them to?	Operations Team at <a href="mailto:operations@reedtradex.co.th">operations@reedtradex.co.th</a>	Send them an email with your question and remember to include your contracted company name and stand number.
How do I add a sharing company to my stand?	Deadline: <b>28<sup>th</sup> September</b> for them to appear in the catalogue	You can find the order form here: <a href="http://asia.in-cosmetics.com/shareform">http://asia.in-cosmetics.com/shareform</a> Just complete it and return it to <a href="#">Victoria Turley</a> .
Will my sharer have access to the portal to upload their company info and order exhibitor badge?		Yes they will. Once you have entered their details in your Exhibitor Portal they will be sent an email with their log in details so that they can update their profile & order badges.
<b>EXHIBITING ENQUIRIES</b>		
How do I access the Exhibitor Portal?		You can access it here: <a href="https://asia.in-cosmetics.com/login">https://asia.in-cosmetics.com/login</a>
What do I do if I have forgotten my log in details for the Exhibitor Portal?	Customer Services at <a href="mailto:incosasia.help@reedexpo.co.uk">incosasia.help@reedexpo.co.uk</a>	Send them an email with your request and remember to include your contracted company name and stand number.
How do I order Exhibitor Badges?	Deadline: <b>21<sup>st</sup> October</b> (to order online)	You can order badges through the Exhibitor Portal, look for the link in the Services section. PDF badges will then be emailed to you (from <a href="mailto:inca17@livebuzzreg.co.uk">inca17@livebuzzreg.co.uk</a> ) or you can download them all in the portal. Access the Portal here: <a href="https://asia.in-cosmetics.com/login">https://asia.in-cosmetics.com/login</a>
How do I get a letter of invitation for visa application purposes?	Deadline: <b>21<sup>st</sup> October</b>	After you have ordered each exhibitor badge (see above) a Request button will appear in the Visa Letter column in the badge table. Click on this button and complete the form for any of your members of staff that require a Letter of Invitation. Once you submit each form the Request button will turn into a Download button and you can download the letter for that person.
How can I send a shipment to the show?	Official Freight Forwarder DB Schenker at <a href="mailto:jason.townsend@dbschenker.com">jason.townsend@dbschenker.com</a>	You can access all the shipping instructions and tariffs here: <a href="http://asia.in-cosmetics.com/shipping-info">http://asia.in-cosmetics.com/shipping-info</a>
What document can you provide to assist our customs clearance?	Victoria Turley at <a href="mailto:victoria.turley@reedexpo.co.uk">victoria.turley@reedexpo.co.uk</a>	Email her for a letter to the Thai FDA stating that you are our exhibitor and your samples are to be distributed at the exhibition and there is no commercial value.
I can't find an invoice. Who should I contact?	Victoria Turley at <a href="mailto:victoria.turley@reedexpo.co.uk">victoria.turley@reedexpo.co.uk</a>	Send her an email with your question and remember to include your contracted company name and stand number.
Who should I contact to find out what payment is still outstanding and ask for a statement?	Rachel Dixon at <a href="mailto:rachel.dixon@reedexpo.co.uk">rachel.dixon@reedexpo.co.uk</a>	Send her an email with your question and remember to include your contracted company name and stand number.



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Who should I contact to check whether our payment has been received?	Rachel Dixon at <a href="mailto:rachel.dixon@reedexpo.co.uk">rachel.dixon@reedexpo.co.uk</a>	Send her an email with your question and remember to include your contracted company name and stand number.
<b>PROMOTE YOUR PARTICIPATION ENQUIRIES</b>		
How do I add/edit my company listing on the in-cosmetics Asia website?		You can access it through the Exhibitor Portal here: <a href="https://asia.in-cosmetics.com/login">https://asia.in-cosmetics.com/login</a> . Once you have logged in, click on the Edit Profile button.
How do I add/edit my show catalogue entry?	Deadline: <b>29<sup>th</sup> September</b>	Your catalogue listing will be the same as your online company listing (except without the logo). You can access it in the Exhibitor Portal here: <a href="https://asia.in-cosmetics.com/login">https://asia.in-cosmetics.com/login</a> . Once you have logged in, click on the Edit Profile button.
How do I download personalised banners that include my stand number?		You can access them here: <a href="http://asia.in-cosmetics.com/personalisedbanners">http://asia.in-cosmetics.com/personalisedbanners</a>
How do I download general show logos and banners?		You can access them here: <a href="https://asia.in-cosmetics.com/logos">https://asia.in-cosmetics.com/logos</a>
How do I download an invitation to send to my clients to make sure they can get into the show for FREE?		You can access it here: <a href="https://asia.in-cosmetics.com/exhibitor-invite">https://asia.in-cosmetics.com/exhibitor-invite</a> (make sure you personalise the invitation with your company name, stand number and logo before sending it out)
Are there any other promotional tools that I can profit from?		Yes, find them here: <a href="https://asia.in-cosmetics.com/marketing-tools">https://asia.in-cosmetics.com/marketing-tools</a>
<b>SHOW FEATURES ENQUIRIES</b>		
I have booked a Technical Seminar. How do I submit my presentation information and by when?	Rana Khoury at <a href="mailto:rana.khoury@reedexpo.co.uk">rana.khoury@reedexpo.co.uk</a> Deadline: <b>3<sup>rd</sup> August</b>	Fill in and submit this form by the deadline: <a href="https://asia.in-cosmetics.com/tsform">https://asia.in-cosmetics.com/tsform</a>
I have booked a Formulation Lab session. How do I submit my presentation information and by when?	Maria LoBue at <a href="mailto:maria.lobue@reedexpo.co.uk">maria.lobue@reedexpo.co.uk</a> Deadline: <b>10<sup>th</sup> August</b>	Fill in and submit the documents emailed to you by Maria. If you need her to send them again just send her an email with your request.
I have booked a Spotlight On box. How do I submit my product information and by when?	Sarah Harvey at <a href="mailto:sarah.harvey@reedexpo.co.uk">sarah.harvey@reedexpo.co.uk</a> Deadline: <b>1<sup>st</sup> September</b>	Fill in and submit this form by the deadline: <a href="https://asia.in-cosmetics.com/spotlightform">https://asia.in-cosmetics.com/spotlightform</a>
Do I need to prepare any graphics for Spotlight On booking?	Sarah Harvey at <a href="mailto:sarah.harvey@reedexpo.co.uk">sarah.harvey@reedexpo.co.uk</a> Deadline: <b>15<sup>th</sup> September</b>	The product information you submit using the form above will be printed and displayed by us. You also have an optional 20cm x 20cm standing display rack that you can put in your box and one piece of 29cm diameter circular graphic for the base of the box on which your ingredient will stand. If you want to use these please bring printed double-sided graphics of these sizes to the show
I have booked an Innovation Zone Box. How do I submit my product information and by when? How do I enter the Innovation Zone awards?	Hyesuk Lee at <a href="mailto:hyesuk.lee@reedexpo.co.uk">hyesuk.lee@reedexpo.co.uk</a> Deadline: <b>30<sup>th</sup> August</b>	Fill in and submit this box information and award entry form by the deadline: <a href="https://asia.in-cosmetics.com/lzform">https://asia.in-cosmetics.com/lzform</a>
Do I need to prepare any graphics for Innovation Zone Box booking?	Hyesuk Lee at <a href="mailto:hyesuk.lee@reedexpo.co.uk">hyesuk.lee@reedexpo.co.uk</a> Deadline: <b>15<sup>th</sup> September</b>	The product information you submit using the form above will be printed and displayed by us. You also have an optional 20cm x 20cm standing display rack that you can put in your box and one piece of 35cm diameter circular graphic for the base of the box on which your ingredient will stand. If you want to use these please bring printed double-sided graphics of these sizes to the show
I have booked an Innovation Zone Formulation Display. How do I submit my product information and by when?	Hyesuk Lee at <a href="mailto:hyesuk.lee@reedexpo.co.uk">hyesuk.lee@reedexpo.co.uk</a> Deadline: <b>30<sup>th</sup> August</b>	Fill in and submit the documents emailed to you by Hyesuk. If you need her to send them again just send her an email with your request.
I have booked a carpet tile or rigged banner. How do I submit my graphics and by when?	Victoria Turley at <a href="mailto:victoria.turley@reedexpo.co.uk">victoria.turley@reedexpo.co.uk</a> Deadline: <b>15<sup>th</sup> September</b>	Send her an email with your graphics attached (file types accepted - eps or high resolution pdf) and remember to include your contracted company name and stand number
<b>GOLD BUSINESS PROGRAMME</b>		
I have a question about the Gold Business programme.	Elena Dimitrova at <a href="mailto:elena.dimitrova@reedexpo.co.uk">elena.dimitrova@reedexpo.co.uk</a>	Send her an email with your question and remember to include your contracted company name and stand number
<b>FOR ALL OTHER ENQUIRIES</b>		
I have another question which has not been included here.	Asia Team at <a href="mailto:incosasiateam@reedexpo.co.uk">incosasiateam@reedexpo.co.uk</a>	Send us an email with your question and remember to include your contracted company name and stand number. We shall make sure it is directed to the right person.