



EXHIBITOR KIT

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AEROSOL CANS

- Aerosol cans for display purposes must be properly identified and empty.
- Containers of flammable liquids are prohibited from display or use within the facility.
- The use of aerosol cans is prohibited within the Las Vegas Convention Center.

ANIMALS

- Service animals are always welcome. Refer to the American Disabilities Act (ADA) for the definition of a service animal.
- Permission for any animal to appear in a show or booth must first be approved by show management, then by the Convention Services Manager (CSM).
- The animal must have something to do with the booth or show (i.e., a dog used in commercials, films, etc.).
- A separate certificate of insurance must be submitted in the amount of \$1 million combined single limit bodily injury and broad form property damage coverage, including broad form contractual liability, naming the Las Vegas Convention and Visitors Authority as additional insured.
- With the exception of Fish animals are not allowed in the building overnight.
- A trainer must accompany animals at all times.

BALLOONS

Show management and your Convention Services Manager (CSM) must approve the use of balloons.

INDOORS

- Helium balloon, columns and arches are permitted in the exhibit halls, public space or meeting room areas as long as balloons are properly anchored.
- Helium balloons may not be used for handouts.
- Air-filled balloons may be used for decoration and/or handouts.
- No helium balloons or blimps may be flown around the exhibit hall.
- Helium gas cylinders used for refilling must be secured in an upright position on American National Standards Institute (ANSI) approved Fire Prevention stands with the regulators and gauges protected from potential damage.
- Storage of helium gas or compressed air cylinders in the building is prohibited.

OUTDOORS

Moored balloons (to include hot air balloons), and kites are permitted on the campus of the Las Vegas Convention Center with the following conditions:

- Must have approval from show management and your Convention Services Manager (CSM) before placing.
- Balloons/kites must be moored and can only be used for displays. Must submit mooring plan to the Las Vegas Convention Center.
- Balloons/kites must not protrude higher than the building structure of the Las Vegas Convention Center.

Hot Air Balloon operations

- Any hot air balloon that is inflated and standing must have a FAA certified pilot, with a commercial rating for lighter than air aircraft with the balloon at all times.
- Balloons cannot be flown on Las Vegas Convention Center (LVCC) campus due to the proximity to the local airports. This is an FAA regulation McCarran International Airport is less than 5 miles from the Las Vegas Convention Center.
- Propane cylinders awaiting use must be stored in a secured propane storage cage that meets the requirements of OSHA.

Runaway Balloons

- If a balloon escapes its mooring and poses a threat to air navigation, the operator of the unmanned free balloon must report the runaway balloon to air traffic control with the estimated position of the balloon and the time it escaped its mooring.

BOOTH SET-UP

If approved by Show management an exhibitor has the option of contracting the set-up of their booth or setting up the booth themselves. If an exhibitor opts to set up their own booth, the individuals doing the setup must be full time employees of the exhibiting company and provide credentials.

BUSINESS CENTER

FedEx operates the business center for the Las Vegas Convention Center. There are three locations throughout the facility. The Business Center is open 8:00 am – 5:00 pm, 7 days a week. They are the exclusive provider for scooter rentals and bag/coat check. Additional services are: office equipment rentals, printing, copying, faxing, office supplies, various graphics, packing and shipping. Contact (702) 733-2898.

CHEMICALS

- All chemicals brought into the facility must be labeled and accompanied by the applicable SDS – Safety Data Sheet (Formerly MSDS - Material Safety Data Sheets). A list of chemicals must be included with your booth plan submittal to boothplans@lvcva.com.
- Exhibitors are responsible for supplying show management with all chemical information brought into the facility.
- Arrangements must be made in advance for disposal. Disposal of hazardous materials is prohibited in the sewer lines or drains of the facility.

CONTRACTOR & VENDOR REQUIREMENTS

- Any show-appointed and/or exhibitor-appointed contractor (EAC's) providing a service during conventions, trade shows and events at the Las Vegas Convention Center must obtain an annual permit prior conducting any work on property.
- To apply for an EAC permit have your contractor contact the Las Vegas Convention Center at EACPermit@lvcva.com.

BADGING REQUIREMENTS

- All contractors must have the ESCA Exhibition Industry Worker Identification System (WIS) Badge in order to gain access to the property.
- All trade union workers and contract security employees are exempt from obtaining the WIS badge. However, they must have trade issued photo identification displayed at all times.
- Show staff, exhibitors and attendees must have the show-issued credential.
- To obtain identification badges for full or part-time employees and to obtain Temporary Access Badges for new employees and workers, please follow the link here to start the process. <https://wis.esca.org/>

DRONES/UNMANNED AERIAL VEHICLES

Drones/Unmanned Aerial Vehicles (aka UAVs) are permitted; however the following guidelines must be strictly adhered to:

- Must have approval from show management and your Convention Services Manager (CSM) before flying any device.
- Complete the Unmanned Aerial Vehicles / Drone approval Form.
- Must provide UAV manufacturer's guidelines for the specific aircraft to the Las Vegas Convention Center Fire Prevention office.
- Must adhere to all Federal Aviation Administration (FAA) and Department of Homeland Security guidelines.

- UAVs carrying weapons are prohibited.
- May not be flown in lobbies, restaurants or other common areas.
- Must weigh less than 55 pounds.

INDOORS

- UAVs are only allowed to fly in defined exhibit booth space or meeting rooms
- Public must be protected from UAVs with the use of netting, plastic or another approved safety feature.
- UAVs are prohibited from flying over populated areas.
- UAVs are prohibited from flying within 18" of any building structure including sprinklers.
- In the meeting rooms, drones are not allowed to fly over people. The UAV must be tethered by an approved safety device.

OUTDOORS

- UAVs are prohibited from flying outside on the campus of the Las Vegas Convention Center due to the proximity of active airports.
- The Current FAA regulations require UAVs to be flown at least 5 miles from any active airport. The Las Vegas Convention Center is less than five miles from McCarran International Airport.

EMERGENCY PROCEDURES

The Las Vegas Convention Center security staff is trained to handle emergency situations. To report an emergency, please call our 24 hour Control Center at **(702) 892-7400**.

FOOD PREPARATION WITHIN EXHIBITS

Whenever food is prepared within an exhibit, an Application for Food Preparation within Exhibits form must be completed and forwarded to your Convention Services Manager. See attached application. Upon receipt of this form, your Convention Services Manager will forward the information to the Las Vegas Convention Center Fire Prevention Office and Aramark for review/approval.

EXHIBITION AND DISPLAY COOKING

Temporary exhibition and display cooking is only permitted within the limitations given below.

- All cooking appliances shall be listed or approved by a nationally recognized testing agency, i.e. Underwriters Laboratories, Inc., American Gas Association.
- All cooking equipment is to be operated according to the manufacturers' recommendations and operating instructions. Equipment recommended for outdoor use shall not be used indoors.
- All multiple-well cooking equipment using combustible oils or solids and cooking surfaces, i.e. grills that exceed 288 square inches (2 square feet) that produces grease laden vapors must have a fire extinguishing system installed according to NFPA17A and an exhaust duct system complying with the currently adopted Mechanical Code.
- All single-well cooking equipment (deep fat fryers), operations using combustible oils or solids shall meet all of the following criteria:
 - Metal lids sized to cover the horizontal cooking surface are to be provided.
 - The cooking surface is limited to 288 square inches (2 square feet).
 - The equipment shall be placed on a noncombustible or limited combustible surface. Examples include concrete floors and Fire Resistance Treated (FRT) plywood. The noncombustible surface must extend three (3) feet in front of the fryer.
 - The fryer is to be separated from all other equipment by a distance not less than 24 inches.
 - These cooking displays must be separated from all other combustibles by a distance not less than 10 feet.
 - The volume of cooking oil per appliance is not to exceed 3 gallons.
 - The volume of cooking oil per booth is not to exceed 6 gallons.
 - Deep-fat fryers shall be electrically powered and have a shut-off switch.
- Other appliances for exhibition cooking shall also be limited to 288 square inches (2 square feet) in area. Examples are induction cook tops, ranges, electric warmer, single burner ranges, multiple burner ranges.
- A minimum of (1) Class-K fire extinguisher shall be located within 30 feet of each deep-fat fryer and each grill or other appliance producing grease laden vapors.

- A minimum of (1) Class 2A-30BC fire extinguisher shall be located within each booth with additional or other display cooking such as baking, sauté, braising, stir fry, convection cooking, warming of food, and all other like applications.
- Solid fuels including charcoal and woods are prohibited within exhibit halls.

FOOD SAMPLING INFORMATION

An Event Coordinator Permit must be obtained by show management for any shows sampling food. Contact Aramark at (702) 943-6910 or at LVCCsales@aramark.com for the permit application.

EXHIBITORS

The Southern Nevada Health District enforces regulations for the sampling of food during tradeshow. If sampling of open food or beverage is conducted at a booth, both hand-sanitizing wipes and a sanitizing station will be required. A booth may provide them or they may purchase them from Aramark. If purchased from Aramark, exhibitors are required to pick up their hand-sanitizing and sanitation station from a retail location set up on the show floor. Hot water must be ordered through Aramark. If an exhibitor is providing their own hand-sanitizing wipes and sanitizing station, refer to southernnevadahealthdistrict.org website for requirements.

If you have any questions, contact Aramark at (702) 943-6910 or at LVCCsales@aramark.com

FIRE PREVENTION EXHIBIT GUIDELINES

Exhibit booth construction shall meet all building requirements.

- All means of entrance and exit must be clear and free from obstruction at all times.
- No storage of any kind is allowed behind booths or near electrical service. A one-day supply of product is permitted within but cannot be stored behind the booth.
- Fire extinguishers and emergency exits must be visible and accessible at all times. Should this equipment be within a booth or exhibit due to the layout of floor space, additional signage indicating fire equipment location(s) (extinguisher, - etc.) will be necessary, along with accessibility being maintained at all times.
- Compressed gas cylinders, including LPG, and all flammable or combustible liquids are prohibited inside the building. Any other exceptions require prior approval by the Convention Services Manager and the Fire Prevention Office.
- Outdoor use of LPG (Propane) must be preapproved by the Las Vegas Convention Center Fire Prevention Department and the Convention Services Manager.
- Only the Official Service Contractor has authorization for use of motorized equipment (forklifts, man lifts, boom lifts, etc.) in support of the show.
- All booths greater than 1000 square feet must submit a booth plan to Boothplans@lvcca.com.
- The travel distance within a booth, to an exit access aisle shall not exceed 50 feet.
- Exhibitors who plan to demonstrate fuel-burning appliances in the Las Vegas Convention Center must have approval from the Convention Services Manager 60 days prior to the event.
- Enclosed fireplaces must be approved for burning by the Las Vegas Convention Center Fire Prevention Department.
- Exhibit design directly around the fireplace and installation of the fireplace must meet the requirement/code for permanent fireplace installation.

HALOGEN LAMP RESTRICTIONS

Use of stem or track mounted halogen light fixtures are not allowed unless they meet the following requirements:

- Must utilize a self-shielded bulb
- Bulb wattage must not exceed the listed wattage permitted by the fixture manufacturer
- Wattage may not exceed 75 watts.

See examples on following page.

APPROVED HALOGEN BULBS - 75 WATTS MAX



DISAPPROVED HALOGEN BULBS



HAND CARRY

- Exhibitors may hand carry their merchandise from a privately owned vehicle. Acceptable vehicles include passenger automobile, minivan, sport utility vehicle, pick-up truck and full-size van.
- Trailers of any kind, box trucks or vehicles larger than a full-size van or pick-up truck will be permitted in areas predetermined by the Las Vegas Convention Center.
- Parking on a red curb or in traffic lanes is prohibited.
- The use of hand carts & dollies is not permitted.

Four wheel dollies



Two wheel dollies



Four wheel push carts



MEETING ROOMS

- Floor coverings can be laid over building carpet in the meeting rooms with permission from the Convention Services Manager. Visqueen must be laid between the building carpet and the covering being installed, using only non-residue tape.
- Air walls must be configured prior to laying covering over building carpet.
- Movement of meeting room air walls must be handled by Las Vegas Convention Center personnel.
- Exhibitor crates and pallets must be placed on rollers or Visqueen.
- No signs, banners, trussing, lights, etc., may be hung from the ceilings or the support structures above the ceilings.
- Nothing may be affixed to meeting room walls, air walls or doors.
- No structures erected in these rooms may have any type of ceiling. All structures must be 18 inches below automatic fire sprinkler heads.
- When constructing any wall units, facility system controls must remain accessible.
- Closet and utility rooms are for the Las Vegas Convention Center use only.
- Electrical service is limited to the existing power within the room.

MULTI-LEVEL AND/OR COVERED EXHIBITS

Booth plan submittals

- All multiple-level exhibits and any single level exhibit over 1000 square feet or exceeding 300 square feet of contiguous covered area must submit a booth plan to the Las Vegas Convention Center Fire Prevention office for approval 45 days prior to the show.
- Plans must be submitted in .dwf, .dwg or .pdf format via e-mail to: Boothplans@lvcca.com.
- Previously approved plans must be resubmitted each year.
- Multi-level or covered contiguous areas in excess of 1,000 square feet are required to have a fire sprinkler system installed by a Nevada State licensed fire sprinkler contractor under the entire area and every level of a multi-level exhibit only when the following conditions apply.

- The exhibit is used in an event where the duration is 7 calendar days or longer.
- The exhibit contains display vehicles.
- The exhibit contains open flame.
- The exhibit contains hot works.
- Any upper deck area to be occupied must have an approved plan with a State of Nevada engineered stamp.
- Multi-level areas that are greater than 300 square feet or which will occupy more than nine persons shall have at least two means of egress.
- Spiral stairways are not an approved means of egress.
- Multi-level, covered or roofed areas exceeding 300 square feet in size will require the installation of battery-operated smoke detectors that will emit an audible alarm that can be heard outside of the area.
- Any covered area that is also enclosed, regardless of the size of the area, will require the installation of battery-operated smoke detectors that will emit an audible alarm that can be heard outside of the area.

FIRE WATCH

Under certain circumstances the Fire Prevention Office may require a fire watch for an exhibit.

OUTDOOR EXHIBITS

RULES AND REGULATIONS

- Parking lots used for exhibits that have tents, pavilions, trailers or sprung structures must have 24-foot clearance around it, for fire and emergency vehicle access.
- Outdoor exhibits must have an approved floor plan. Booths that have tents, pavilions, trailers or sprung structures must have a 10-foot wide aisle.
- Temporary Assembly Structures are structures that have either membrane or solid (hard shell or glass) sides that exceed 4,500 square feet have additional requirements set by Clark County. Refer Clark County Building and Fire Prevention requirements for temporary structures outdoors.
- All banner material used outside must be made of mesh material (a minimum of 30% pass through) or have wind pockets to allow for air to flow through.
- The use of pipe and drape or modular wall systems must have advanced approval from the CSM. However, pipe and drape or modular wall systems can be used inside fully enclosed structures.
- If pouring a sub-floor made of concrete onto the asphalt, Visqueen must be used under the pour and in the surrounding area. Bonding agents are prohibited.
- See Food Preparation within Exhibits for information on exhibition and display cooking.
- See Fire and Safety Exhibit Guidelines for information on propane usage and storage.
- Any fuel storage greater than 35 gallons of gasoline or 60 gallons of diesel on property will require a Clark County Building and Fire Prevention Permit
- LVCVA management reserves the right to make changes on site that is deemed necessary without advanced notification, for safety concerns.
- Power for any exhibit/structure must be provided by the official electrical company.

GENERATORS

- Temporary use of portable generators must be installed/operated by the official electrical contractor and a Clark County permit is required where applicable.
- Vehicle mounted generators, i.e. car haulers, RV etc. as part of an exhibit or utilized during move-in/out are not permitted.
- Generators being displayed or part of a product line may be operated with approval from the Convention Services Manager, specific refueling and fuel storage rules must be followed and the generator may not power the booth.

TENTS AND CANOPIES

- Exhibitors must have a 2A40BC Fire Extinguisher that has a current Nevada State inspection tag.
 - Outdoor tents and/or temporary structures must be installed by a facility approved Exhibitor Appointed Contractor (EAC)

- EAC's must submit and receive an approved staking plan before staking can occur. Staking plans must be submitted 30 days prior to show open. Submit staking plans to conventionservices@lvcva.com See additional staking rules below.
- All Tents (a structure that is covered with a soft top and soft sides) greater than 400 square feet require a Clark County Building and Fire Prevention permit.
- All Canopies (covered with a soft top but no sides) greater than 700 square feet require a Clark County Building and Fire Prevention permit.
- Self-installed pop-up canopies require either weights or stakes, must be lowered every evening at close of show, and depending on weather conditions, may need to be taken down – to be determined by facility on site.

STAKING

- All staking must be drilled. Hand staking is prohibited.
- Anchoring or staking into concrete is prohibited property wide.
- The asphalt must be returned back to its original condition. LVCVA standards are:
 - Back fill existing hole(s) with clean, fine type sand. Tamp to within 4" minimum of grade surface.
 - Fill rest of hole(s) within ½" of surface with fine aggregate type patching asphalt, tamp until solid.
 - Cover areas approximately 2" around the patched hole with a good grade of plastic type asphalt sealer with a maximum drying time of 2 hours.

TRUSS STRUCTURES

- All truss structures require plans to be submitted to Fire Prevention at boothplans@lvcva.com, 90 days in advance and must meet American National Standards Institute (ANSI) regulations E-1.21. Depending on the size, attachments and weight, facility may require a 3rd party engineer stamp of approval. The engineer stamp of approval must include wind load and seismic load. This will be at the exhibitor's expense.
- If an exhibitor has their own ballast (weight) but it is deemed insufficient by the facility, they must procure additional ballast from a local source and/or the show's general contractor at their own expense.

PARKING

- The current parking fee is \$10.00 (cash or credit cards accepted) per space with in and out privileges. Anyone leaving the Las Vegas Convention Center and planning to return the same day can show their paid parking receipt for reentry.
- Vehicles taking up more than one standard parking space will be charged accordingly upon entry when paid parking is in effect.
- Overnight parking is prohibited on Las Vegas Convention Center property. Vehicles left on the property overnight will be towed at the owner's expense.
- Individuals with special parking situations or concerns should inquire at the Traffic Office for assistance at (702) 892-7400.

PERMITS

For assistance with Clark County Building and Fire Prevention permitting contact the Las Vegas Convention Center Fire Prevention Department at (702) 892-7413 or boothplans@lvcva.com

Permits from Clark County Building and Fire Prevention are required for:

- Temporary outdoor tents and membrane structures over 400 square feet
- Canopies over 700 square feet
- Outdoor temporary structures over 4,500 square feet
- Hot work
- Spray and dipping booths
- Cryogenic fluids
- Compressed gases
- Mobile fueling of vehicles
- Open flames and candles not used for food warming
- Open flame torches

- Flame effects and pyrotechnics
- Carnivals

Clark County Building and Fire Prevention also provides blanket permits for multiple exhibitors applying for the same permit at the same show for: hot works, spray and dipping booths, cryogenic fluids and compressed gases. Blanket permits must be submitted to Clark County Building and Fire Prevention office by show management.

PERSONAL MOBILITY DEVICES

The use of Segway's, skateboards, in-line skates, roller skates, scooters (either motorized or foot-powered) are not permitted on the Las Vegas Convention Center property. This includes all non-ADA approved mobility devices.

ROOF ACCESS

- Cox Business has exclusive rights for all cable runs.
- All persons requiring roof access must obtain approval in advance. To do so, submit roof access form to conventionservices@lvcva.com.
- Once written approval has been given, go to the Engineering Department on the specified installation date to complete the process. Any roof passes that need to be obtained on the weekend must go to Security.
- Roof access times are 7:30 am – 4:30 pm, unless special arrangements are made in advance.
- Items placed on the roof must have the contractor's name, booth number and show name.
- Persons accessing the roof without a pass will be trespassed.
- Access to the roof areas via lift is prohibited.
- Fall protection must be used when required by OSHA.
- Foot traffic over roof surfaces must be via mats where provided.
- Penetration of the roof surface is prohibited.
- Any items, such as wiring, satellite dishes, etc., placed on the roof for a show, must be placed on designated platforms. Equipment must be removed during move-out of show.
- Individuals blocking or taping open any roof access doors will be trespassed from property.

SHIPPING AND RECEIVING OF EXHIBITOR MATERIALS/PRODUCTS

The Las Vegas Convention Center does not except exhibitor freight. Please contact your service contractor for your freight needs.

VEHICLES ON DISPLAY INDOORS

- Fuel tank openings shall be locked or sealed in an approved manner to prevent escape of vapors. Fuel tanks shall not contain more than one-quarter their capacity or more than five gallons of fuel, whichever is less.
- Batteries must be disconnected.
- Auxiliary batteries not connected to engine starting system may be left connected.
- External power is recommended for demonstration purposes.
- Battery charging is not permitted inside the building.
- Combustible/flammable materials must not be stored beneath display vehicles.
- Fueling or de-fueling of vehicles is prohibited
- Vehicles shall not be moved during the show and will remain off while freight doors are closed.
- 36" of clear access or aisles must be maintained around the vehicle.
- Vehicles must be a minimum of 20 feet from exit of door or exit pathway.
- Vehicles placed in lobbies and meeting rooms must have approval of the CSM and leak protection.

WEAPONS

- Personal weapons of any type are not permitted on property.



UNMANNED AERIAL VEHICLES / DRONES

Name of Event: _____ Date of Event: _____

Booth #: _____ Meeting Room #: _____

Name of Exhibiting Company _____

Contact Person/Title: _____

Phone: _____ Email: _____

Make/Model #: _____

Primary use of UAV during show:

Submitted drone specs

Read drone guidelines

This is an initial form of contact only. Once received, the Las Vegas Convention and Visitor’s Authority will contact you and advise you if your request is approved. You will then work with the LVCVA to finalize the details.

Please complete this form and email it to conventionservices@lvcva.com for approval.

Approved:

Declined:

Contact Signature

*Fire Prevention
Coordinator*

*Convention Services
Manager*

Notes: _____

Email to conventionservices@lvcva.com

For info phone: (702) 892-2860

LVCVA reserves the right to update or change this policy without written notice



APPLICATION FOR FOOD PREPARATION WITHIN EXHIBITS

This application is to ensure all fire and safety regulations are in place to enable cooking in your booth.

Name of Event: _____

Dates of Event: _____ Booth Number: _____

Name of Exhibiting Company: _____

Contact Person/Title: _____

Phone: _____ Email: _____

1. Please indicate the food item(s) you wish to prepare:

2. Is your company a manufacturer of the food items you wish to distribute? Yes No
If you are not the direct manufacturer of the food item(s), all products must be purchased from and supplied by Aramark, our exclusive food and beverage partner.

3. Please indicate the process/equipment that would be used:

No open flames will be permitted.
A 5ABC portable fire extinguisher will be required for each approved device.
A type "K" portable fire extinguisher will be required when use of cooking oil is approved.

Someone from Aramark will be contacting you soon to discuss Southern Nevada Health Department procedures, additional forms and fee information.

Please email this form to:

Convention Services Manager, LVCC
conventionservices@lvca.com

DO NOT finalize plans to prepare food in your booth without approval of your equipment by the Las Vegas Convention Center.

Approved | Denied



Roof Access for Equipment Installation

Name of Show: _____ Exhibiting Company: _____

Contact: _____ Booth #: _____ Exhibit hall: _____

Exhibitor EAC EAC company: _____

Mobile phone: _____ Email: _____

Install Date: _____ Install Time: _____

Removal Date: _____ Removal Time: _____

Description of equipment to be installed:

All equipment placed on the roof must be labeled with the contractor's name, booth number, and show name.

Will you require cabling? Yes No

Cox Business is the exclusive provider of transport services for the LV Convention Center. They can extend or provide cabling from the roof pad to your booth or exhibit area. Please contact them directly for pricing: Orders@coxlvcc.com or (855) 519-2624

Cox order #: _____

Please complete this form and email it to conventionservices@lvcva.com for approval.

Approved:

Declined:

RULES AND REGULATIONS

- All persons desiring roof access must first obtain authorization and a special roof access pass.
- Persons accessing the roof without a pass will be trespassed.
- Access to the roof areas via lift is prohibited.
- Fall protection is required for all persons accessing the roof:
 - When on a sloped roof;
 - When within 10 feet of the edge of a flat roof;
 - When within 10 feet of an unprotected skylight; or
 - When otherwise required by OSHA 1926 Subpart M.
- Foot traffic over roof surfaces must be via mats where provided.
- Penetration of the roof surface is prohibited.
- Any items, such as wiring, satellite dishes, etc., placed on the roof for a show, must be placed on designated platforms. Equipment must be removed during move-out of show.
- Individuals blocking or taping open any roof access doors will be trespassed from property.

Roof access times are 7:30 am – 4:30 pm, unless special arrangements are made in advance. Once written approval has been given, you will go to the Engineering Department on the specified installation date to complete the process.