



BWI Online Expo

Frequently Asked Questions

- When can I start placing an order and for how long?
 - Ornamental Customers (Nursery and Greenhouse Growers)
 - August 3 – August 31, 2021
 - Retail Customers (Garden Centers, Farm Stores, Home Centers, and Specialty Retailers)
 - September 1 – September 30, 2021
 - Turf & Landscape Customers
 - September 1 – September 30, 2021
 - Professional Pest Control Customers
 - September 1 – September 30, 2021
- Can I purchase from multiple market segments?
 - Yes, visit www.bwiexpo.com during any of the ordering periods above and you will be able to purchase within that market segment. When the next market segment begins, you must create a new order.
- Can I review my order?
 - You can review and edit your order at any time within the time frame of each market segment. We encourage you to review your order before the close of each market segment. BWI representatives will be able to review your order with you after the end of each market segment.
- How do I receive Bonus Bucks and when?
 - For customers not attending and placing orders online only, upon the close of the Online Expo (September 30, 2021), you will receive a final copy of your order, including your accumulated incentives. You will then choose how to receive your incentives, either by a credit to your account or a gift card.
- What if I am attending in person and have placed orders online?
 - No worries. All orders placed online will be accessible on the show floor for editing. When you are finished and check out to head back

home, you will redeem your Bonus Bucks there on the show floor for all orders whether online or at the show.

- What if I place orders online after I leave the show before the online window closes?
 - We will send you a confirmation of those orders for you to select your method of Bonus Buck redemption.
- What are the promotion ship dates?
 - Ship dates vary by offering, but our standard ship dates are 12/1/2021, 1/15/2022, and 2/15/2022. There are several offerings with earlier and later ship dates you will be able to select when placing your order and selecting a ship date.
- How do cash incentives work?
 - Any manufacturer offering cash incentives will be listed with each eligible item in our list of Expo Specials on the website. Whenever you purchase one of these items, the cash incentives will accrue to your account and will be part of your total Bonus Buck incentives at the close of the event.
- How do I see a complete manufacturer offering or view their 2022 catalog?
 - Once logged in to the Online EXPO, click the Virtual Booth tab to the left. After selecting a manufacturer, click Booth Resources and you will find product information, websites, videos, and any other content provided by the manufacturer. Reach out to your BWI representative if you do not see what you are looking for.
- How do I speak to a manufacturer representative?
 - If the manufacturer's contact information is not listed within their Online Booth, your BWI representative will help you arrange a call or provide you an email address.
- What is the Opportunities Identifier?
 - This feature identifies the most popular items in each product category as represented by our entire community of like customers. The Opportunities Identifier feature provides you the information you will want to help you decide additions, edits, or even subtractions from your current assortments.
- Whom do I contact if I have questions throughout the process?
 - Your BWI sales representative will be able to answer any questions.