Framework Convention on
Climate Change

FAQ: SIDE EVENTS AND EXHIBITS

SEE@UNFCCC.INT

What is SEORS?

SEORS stands for Side events and Exhibits Online Registration System (SEORS). The system allows for full collaboration and interaction between the applicant (yourself) and the secretariat. It provides a unique window for communication and the transfer of information on side events and exhibits. The information you provide on your side event will appear in the public schedule available on the UNFCCC secretariat website if a slot is allocated, so please formulate it carefully.

How can I register?

Please register by using Latin characters only and following the instructions on the screens. You will receive a message with your PIN which will allow you to log into your personal account. You may then change this PIN to a password of your own choice. Please note that passwords are case sensitive.

Problems with registration?

Input verification is not displayed: Please use the webbrowser "Firefox", which can be downloaded free of charge at: http://www.mozilla-europe.org/en/firefox/
Password is not received: Please check the "spam"-folder of your email account. Delivery of your password may take up to one hour, if there is high demand.

What is my personal account?

Through registration your personal account is automatically created in SEORS. The personal account is your only entry point for the whole application and communication process.

What does "request authorization" involve?

After you have entered your application in your personal account, you must request the authorization of your national focal point (NFP) or designated contact point (DCP). Otherwise, the application cannot be processed further. Click on "request authorization" in the "action" column of your personal account for an automatic request to be sent to your respective NFP/DCP. Your NFP/DCP will then receive an automated message that asks for authorization or turndown. Only authorized applications can be considered by the secretariat, so it is in your interest to follow up directly with your NFP/DCP to ensure that it is authorized quickly.

What should the national focal point (NFP) or designated contact point (DCP) do?

The NFP/DCP should follow the link in the automated message received, view the event, and approve/decline by clicking on the appropriate bar. The application will

remain in a "pending authorization" status in your personal account and not be processed until authorization is registered within SEORS.

What happens after my application has been authorized/declined?
Authorized side event/exhibit applications will enter the "negotiation" stage for the secretariat to review. Declined applications will return to a "draft" which may be revised by you and resubmitted for authorization by your NFP/DCP. The progress of your application may be viewed at any time in your personal account.

What happens during confirmation?
Once your application is confirmed by the secretariat for a particular date and time, you may no longer change any details of your application. However, messages may still be sent to the secretariat via "communicate" in the "actions" column. All confirmed side events and exhibits may be viewed on the web schedule at:
side events: http://regserver.unfccc.int/seors/reports/events_list.html
exhibits: http://regserver.unfccc.int/seors/reports/exhibits_list.html

Can I submit joint applications/propose mergers within SEORS?
SEORS does not allow a 'pre-merged' application since it just shows single side events, with no initial fields for lead and co-applicants. The lead and co-applicant/s should therefore apply separately, with separate authorizations by the NFP/DCP of each applicant. Thereafter, once the applications are authorized, applicants should follow the 'merger' function within SEORS to join forces. The screen will indicate who (to appear as lead) is merging with whom (to appear as co-applicant/s). Subsequent automated messages will also indicate who is the lead and who is the co-applicant/s. The system allows for more than one co-applicant.

How may I upload attachments?
If your application is confirmed, the secretariat encourages you to upload attachments (within your personal account) such as a draft agenda, presentation files or display materials and other relevant documents through the "attachments" column in your personal account. **There is no limit to the number of files that can be uploaded. The size of each attachment is, however, limited to 4 MB**. You can reduce the size of individual files by converting them into a pdf format. All uploads are linked to the web schedule and may be publicly viewed, thus giving your event visibility both before and after the session. Please note that uploads will only be possible until shortly after the respective conference. Once the web schedule has been closed, there will be no further changes possible, although the files will still remain visible on the UNFCCC web site by following this link:
http://regserver.unfccc.int/seors/reports/archive.html

Can my event be cancelled or rescheduled?
The secretariat reserves the right to reschedule or cancel events at any time, in the interest of the negotiating process. Changes made by the secretariat will be communicated to you.

How may I communicate with the secretariat?
Communications concerning side event or exhibit applications should be made

through the "communicate" option in your personal account. The e-mail address <see@unfccc.int> should only be used before you create your personal account in SEORS.

Where should I send my consignment?
Consignments should be sent directly to the conference venue at the address available on the UNFCCC website. All consignments should use the special label provided by the secretariat, which will distinguish your consignments from other unauthorized consignments. To facilitate identification of your parcels on site, the names of the sending organization and the recipient/responsible person at the venue and his/her mobile phone number must be clearly visible on the label.

How do I find my consignment?
Shipment clerks will be able to assist you upon request on site. Please refer to the "Information for Participants", distributed by the secretariat before each session, for their contact details.

How do I organize extra equipment or other services?
Organizers of side events or exhibits who need to rent equipment or supplies beyond those provided by the host country may contact the official service provider. Contact details will be posted on the UNFCCC website as soon as they are available.

How do I organize catering?
Details on catering will be posted on the UNFCCC website as soon as they are available.

When may I set up/dismantle my exhibit?
Dates for setup and dismantling will be communicated to the organizer through SEORS shortly after confirmation. Exhibitors are requested to store materials only in the consignment area and regularly stock up their exhibit stands. Passageways are to be left free from any exhibit materials. The installation and the dismantling of the exhibit is the responsibility of the organizer.

Can we dispose the left-over materials?
Disposal of publications and other exhibit materials must be arranged by the organizers on site. Please ask the Information Counter whether appropriate paper bins are available. Organizers will be charged for any cost incurred by unclaimed consignments.

How does the return shipment work?
It is necessary that the organizers directly liaise with the shipment agent on site once you decide to ship back the remaining materials. The contact details of the agent will be available on the "Information for Participants" and at the Information Counter as well as on the UNFCCC website.

For further information, please contact the secretariat through: see@unfccc.int