

F R E E M A N

Frequently Asked Questions

PLANNING:

1. **What do Official Contractors do?**

The companies in your Show Manual are your show's official contractors. Freeman is the official service contractor for your show; providing material handling, labor, rigging, carpet, furniture and more. All other contractors (not in your show's Manual) are called Exhibitor Appointed Contractors (EACs).

2. **If I choose not to use the official contractor what do I need to do?**

If you decide to use an Exhibitor Appointed Contractors (EAC), complete the EAC form found in your Manual. It is your responsibility to ensure your EAC provides a certificate of insurance to show management and the official contractor at least 30 days prior to move-in.

3. **Are there extra benefits to meeting the deadline dates?**

Meeting the deadline dates allows you to take advantage of advance discounts when ordering. Order services and furniture before deadline dates listed in your Show Manual. Most vendors offer significant discounts on advance orders. All services ordered at show-site are at a higher rate, so be sure to include all labor services in your pre-show order. Send shipments to warehouse and/or show-site before published deadline dates – shipments that arrive after the deadline dates may incur an additional charge.

4. **Do you have any suggestions for scheduling labor to install and dismantle my booth?**

When arranging for installation, try to schedule labor at start of day if possible (8:00 am). Because this is the first move in time scheduled for the day, it is the only time the availability is guaranteed. When it comes to dismantling your booth, schedule labor for will-call if you require labor on the day the show closes since you will not know what time your empty containers will be returned. When you schedule your departure, be sure to allow enough time for your containers to be returned.

5. **What do I need to know before I order electricity?**

You will need to arrange for utility lines to be installed before carpet is installed. To do this, make a note on your carpet order form that electrical lines need to be down before carpet is installed. Make sure to send the electrical plan to the electrical contractor.

6. **I need to ship my booth to the warehouse, what are my options?**

Freeman offers 30 days of free storage before exhibitor move-in, known as advance warehouse. Shipping information can be found in your Show Manual. Benefits of shipping to the warehouse include priority delivery to the show, and your shipment will be in your booth when you arrive for move-in, according to your target date. You also have the option to ship directly to Show Site.

PRESHOW PREPERATION:

7. **What do I do when I arrive at show site?**

When you arrive at show site, you should go to your booth space and check that everything is there. Check each item against your shipping information. Also, make sure that if you ordered electrical that is has been installed. And, if you ordered carpet from Freeman, make sure it has been installed as well. If anything is missing, please go to the Exhibitor Service Center. If you ordered labor, check in at the labor desk at the time you ordered it to pick up laborers.

8. **What should I bring with me to show site?**

Plan to bring copies of all of your paperwork and documentation, as a reminder of what you ordered. Also, bring copies of what you have shipped, how it was shipped and any tracking numbers. In your documentation, include information on outbound shipping, your carrier and address to be shipped.

9. **When will my items that were shipped in advance to the warehouse arrive in my booth?**
Those items that you shipped in advance to the warehouse should be in your booth by the time you arrive on the first day of move-in, per the targeted freight plan.
10. **What if my shipments are not in my booth?**
If all of your items are not in your booth by the first move-in day, take your tracking and shipping information to the Exhibitor Service Center. First, we will determine if the shipment has been received. If the shipment has not been received, Freeman representatives will help you track it. Or, if you prefer, you can track the shipment yourself.
11. **When will my carpet and furnishings arrive in my booth?**
If you ordered carpet through Freeman, it should be in your booth on the first day of move-in. If you ordered electrical services, please be sure to notate on the Freeman carpet order form that you have ordered electrical. This will ensure that the electrical is installed prior to carpet installation. Freeman furnishings will arrive according to the show schedule. The show delivery schedule is posted at the Exhibitor Service Center, as well as other locations throughout the hall.
12. **Do I need to check-in at the onsite Exhibitor Service Center?**
There is no need to check in with the Exhibitor Service Center. However, feel free to stop by if there is something with which we can assist you.
13. **What questions can they answer for me at the onsite Exhibitor Service Center?**
Whatever you ask; if we don't know the answer, we will work to figure it out. Primarily the questions we receive are about orders, shipments, services, labor, invoice balance, empty stickers, material handling, loading, etc.
14. **What do I do if I ordered labor?**
If you ordered labor, you must check it at the labor desk at the time you requested your labor in order to pick up your labor.
15. **What happens to my empty containers?**
Empty stickers (to be placed on each empty container) should be picked up at the Exhibitor Service Center or from Freeman employees on the show floor. Each container should have an empty sticker with your company name and booth number. These containers are picked up throughout the move-in days and are stored offsite during the show. Please make sure that your containers are completely empty as they will not be accessible during the show.

POSTSHOW:

16. **How do I arrange outbound shipping?**
Freeman transportation can handle all of your transportation needs, including outbound shipping. Simply call 800-995-3579 to arrange outbound shipping, or check in at the Exhibitor Service Center. You can also order outbound shipping by completing and faxing the order forms located in your exhibitor service kit. If you have a preferred carrier that is different from Freeman transportation, you can arrange in advance for them to pick up your shipment. Please refer to Quick Facts for the time that your shipment will need to be cleared from your space by the outbound carrier.

There is an outbound shipping form in the kit; regardless of which carrier you use, if you fill out this form beforehand, we will print out shipping labels for you and they will be brought to your booth
17. **How do I get my empty containers back? When will they arrive?**
Your empty containers will be returned at the close of the show, after the aisle carpet has been picked up. Keep in mind it can take as many as eight hours to return all empty containers, depending on the size of the show. Please make sure that you arrange your travel accordingly.
18. **When will I be invoiced?**
Every effort is made to invoice on the day the show opens. The invoice will be delivered to your booth, along with any outbound shipping information and labels.
19. **When do I need to be sure to vacate my booth space?**

Please refer to Quick Facts for the date and time the show needs to be cleared. Also refer to Quick Facts for the time that your shipments need to be cleared by your outbound carrier.

20. When will my labor arrive, and how do I make sure it has been ordered?

Check in at the labor desk in order to pick up your labor. You may contact the Exhibitor Service Center to make sure your labor order has been placed.

21. Do I need to check in with the Exhibitor Service Center again?

Yes. You must stop by the Exhibitor Service Center to pick up and complete your outbound shipment paperwork. Once your shipment is packed up and ready to go, you will fill in the piece count and return the form to the Exhibitor Service Center. At this time you will also make sure all your labels are placed on the shipment. This paperwork notifies your outbound carrier that your shipment is ready to be picked up.

22. What help will the Exhibitor Service Center provide?

Whatever you ask. If we don't know the answer, we'll work to figure it out. Primarily the questions we receive are about orders, shipments, services, labor, invoice balance, empty stickers, material handling, loading, etc.