



**frequently asked**

*questions*

## Pre-Show

### **Where can I find show information and order products and services for my booth?**

All products and services for your show can be ordered online at [freemanco.com/store](https://freemanco.com/store). Important show information, access to contractor forms, and additional booth information is located on this site.

### **How do I arrange shipping of my exhibit materials?**

Freeman Exhibit Transportation can handle all of your transportation needs — we offer inbound, outbound, and round-trip shipping. Log on to [freemanco.com/store](https://freemanco.com/store) to arrange shipping in advance of the event, or to speak to one of our transportation specialists, call 800-995-3579.

### **Does Freeman have a mobile app?**

Our FreemanOnline app is your show assistant. It contains show information, contact information for Freeman, order history, and much more. Download the FreemanOnline app at [folmobile.freemanco.com](https://folmobile.freemanco.com).



## Pre-Show Continued

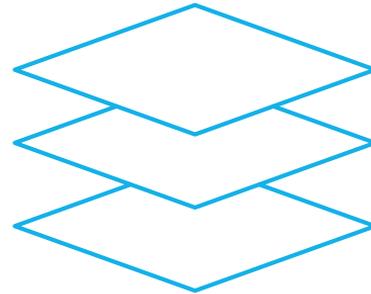
### Who needs the Freeman App?

Send the app information, [folmobile.freemanco.com](http://folmobile.freemanco.com), to all of your on-site staff to help them navigate the show.

### What should I bring with me to the show site?

- Your phone with FreemanOnline app downloaded to your device
- Copies of all your paperwork and documentation, as a reminder of what you ordered
- Copies of your shipping information and tracking numbers
- Charging cords and/or power adapter

*Note: Electrical services may need to be ordered separately.  
Check the show's Quick Facts for what is provided.*



## Show Site

### **What do I do when I arrive at the show site?**

- Check in at the registration desk if you need to pick up badges and/or any necessary show information
- Familiarize yourself with the show floor as well as other important locations like the show office and the Exhibitor Service Center
- Head to your booth space

### **What should I do once I get to my booth?**

- Make sure all exhibit materials have arrived
- Confirm all work orders have been completed including electrical and carpet installation, as well as audio visual equipment deliveries
- If anything is missing, please contact the Exhibitor Service Center

### **What should I do if I selected to supervise Freeman labor?**

If you selected to supervise Freeman labor in your exhibit space, check in at the labor desk at your scheduled time to secure your assigned labor. If you are unsure where the labor desk is, stop by the Exhibitor Service Center, and we will show you where it is located.

### **What should I do if I selected Freeman to supervise my labor?**

If you selected Freeman to supervise your labor, no action is required. Laborers will report directly to your exhibit space for orders placed with an 8:00 am start time. Your start time is set up in advance by you and can be found on your order confirmation. *Note: A start time other than 8:00 am is not guaranteed, and labor will start when available.*

## Post-Show

### **How do I get my empty containers back?**

At the close of the show, after the aisle carpet has been rolled and picked up, all empty containers will be returned to exhibitors.

### **When will they arrive?**

The time it takes to return all empty containers will vary, and may take several hours, depending on the size of the show. Please arrange your travel accordingly.

### **How do I schedule shipping for my exhibit materials after the show?**

Scheduling post-show shipments should be made in advance with your carrier. Please refer to Quick Facts (located in your exhibitor service kit on [freemanco.com/store](https://freemanco.com/store)) for carrier pickup deadlines.

### **Do I need to fill out a material handling form?**

All exhibitors need to complete the outbound shipping form or visit the Exhibitor Service Center to designate your carrier of choice so we can create your Material Handling Agreement (MHA). The MHA is the official authorization that allows your freight to be released to your chosen carrier.

If you need shipping labels, regardless of your carrier, we can print them for you. Call or visit us at the Exhibitor Service Desk. They will be brought to your booth with your MHA.

## Post-Show Continued

### **How do I ship extra exhibit materials after the show?**

Last-minute outbound shipping can be arranged at the Exhibitor Service Center, where we can answer questions and help manage your shipping needs.

### **Do I need to stay to supervise the movement of my items out of my booth space?**

If your shipments contain any valuables, we recommend that you wait for your carrier to arrive or hire a security guard. You should ensure your valuables are safe from the time they are shipped from your facility until they are returned after the event. Do not label boxes with the contents if they are expensive or high-tech materials.

### **If I ordered audio visual equipment from Freeman, do I need to stay until these items are picked up?**

If you ordered audio visual equipment from Freeman, our teams will pick it up as efficiently as possible when the show closes. Please note there may be a waiting period of up to two hours before we are allowed to access the exhibit floor. You are responsible for all equipment until it is picked up by Freeman Audio Visual, so please take this into consideration when scheduling departures.

If you need to depart before your items are picked up please leave equipment in an accessible area of your booth and inform your Freeman AV Representative. If Freeman AV notices the equipment is missing from your booth after you have departed, we will contact you to help locate the equipment.