

# F R E E M A N

## First-Time Exhibitor Program: Post Show Frequently Asked Questions

The following post show frequently asked questions and answers may help you as you prepare for your upcoming show.

### **1. 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.

### **2. How do I arrange outbound shipping?**

Freeman transportation can handle all of your transportation needs, including outbound shipping. You can log on to [www.freemanco.com](http://www.freemanco.com) to arrange outbound shipping in advance of the event, or simply call 800-995-3579. To arrange outbound shipping at show site, you can 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 (located in your exhibitor service manual on [www.freemanco.com](http://www.freemanco.com)) for the time that your shipment will need to be cleared from your space by the outbound carrier. There is also 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.

### **3. 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.

### **4. 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.

### **5. 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.

### **6. Do I need to check in with the Exhibitor Service Center again?**

If you completed your outbound shipping information in advance, your Material Handling Agreement will be delivered to your booth during the event. If not completed in advance, then yes, you need to stop by the Exhibitor Service Center to pick up and complete your outbound shipment paperwork. Once your shipment is packed labeled, and ready to go, you will fill in the piece count and return the form to the Exhibitor Service Center. This paperwork notifies your outbound carrier that your shipment is ready to be picked up.

### **7. 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.

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

If you have something valuable in your shipment, it is advised that you wait for your carrier to arrive, or hire a security guard. You should also insure your valuables from the time they are shipped from your facility until they are returned after the event. Also, do not label boxes with the contents (i.e., plasma screen, computer equipment) if they are expensive or high-tech materials.