

## **SERVICE INFORMATION**

### **BOOTH EQUIPMENT**

Each Table Top Exhibit will be set with 8' high blue back drape, (1) 6' L x 30" H x 24" W blue draped table, (1) side chair, and (1) wastebasket.

Each 10' x 10' booth will be set up with 8' high blue back drape, 3' high blue side dividers, (1) 8' L x 30" H x 24" W blue draped table, (2) side chairs, (1) wastebasket, and a 7" x 44" one line identification sign.

Each 10' x 20' booth will be set up with 8' high blue back drape, 3' high blue side dividers, (2) 8' L x 30" H x 24" W blue draped tables, (3) side chairs, (2) wastebaskets, and a 7" x 44" one line identification sign.

Show Management is providing all booths table top exhibits with (1) 500 watt / 5 amp electrical outlet. Additional power requirements should be ordered directly through the Raleigh Convention Center.

### **EXHIBIT HALL CARPET**

The exhibit area is carpeted. Exhibitors will be permitted to install different color carpet at their expense. To enhance the appearance of your booth, rental carpet is available through Freeman. Please refer to the Carpet Brochure and Order Form located in this manual.

### **DISCOUNT PRICE DEADLINE DATE**

**Order early to take advantage of advance order discount rates, place your order by February 18, 2019.**

## **SHOW SCHEDULE**

### **EXHIBITOR MOVE-IN**

For more information and helpful hints on pre-show procedures and move-in, please go to [Pre-Show FAQ](#)

Monday	March 11, 2019	4:00 PM - 8:00 PM
Tuesday	March 12, 2019	7:00 AM - 9:30 AM

### **EXHIBIT HOURS**

Tuesday	March 12, 2019	11:00 AM - 4:00 PM
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### **EXHIBITOR MOVE-OUT**

For more information and helpful hints on post-show procedures and move-out, please go to [Post-Show FAQ](#)

Tuesday	March 12, 2019	4:00 PM - 7:00 PM
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**We will begin returning empty containers at the close of the show.**

## DISMANTLE AND MOVE-OUT INFORMATION

All exhibitor materials must be removed from the exhibit facility by Tuesday, March 12, 2019 at 7:00 PM.

To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline, please have all carriers check-in by Tuesday, March 12, 2019 at 5:00 PM.

## POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

## EXCESSIVE TRASH AND BOOTH ABANDONMENT

Any excessive trash which consists of display materials, carpet, padding, crates and/or pallets will be disposed of and charged both a handling fee and disposal fee during move-in. Excessive booth materials and/or literature left in the booth at the end of the published exhibitor move-out that is not labeled for an outbound shipment will be considered abandoned and deemed as trash. The exhibitor will be charged for the removal and disposal of these items. Charges may include Installation & Dismantle Labor, Forklift/Rigging Labor, and/or Dumpster Fee. Please call our Exhibitor Services Department at (404) 253-6494 for a quote.

## SERVICE CONTRACTOR CONTACTS / INFORMATION:

### FREEMAN

841 Joseph E Lowery Blvd N W  
Atlanta, GA 30318

(404) 253-6494 fax (469) 621-5610  
FreemanAtlantaES@freeman.com

### FREEMAN EXHIBIT TRANSPORTATION

(800) 995-3579 Toll Free US & Canada or +1 (512) 982-4187 or +1 (817) 607-5183 Local & International Shipping Services or fax +1 (469) 621-5810 or email [exhibit.transportation@freeman.com](mailto:exhibit.transportation@freeman.com)

### FREEMAN ONLINE®

**Take advantage of discount pricing by ordering online at [www.freeman.com](http://www.freeman.com) by February 18, 2019.** Using the enhanced Freeman Online, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect - **before, during** and **after** your show. Additionally, you can now access Freeman Online from any device - **desktop, laptop, tablet** or via our new **FreemanOnline Mobile App**.

To place online orders you will be required to enter your unique Username and Password. If this is your first time to use Freeman Online, click on the "**Create an Account**" link. To access Freeman Online without using the email link, visit [www.freeman.com](http://www.freeman.com). You can also download and use the FreemanOnline Mobile App from the Apple or Android store, or here: [folmobile.freemanco.com](http://folmobile.freemanco.com). A mobile web version is available to extend mobile use for those users that do not have an Apple or Android devices or who do not want to download the app.

If you need assistance with Freeman Online please call our Customer Support Center at (888) 508-5054 Toll Free US & Canada or +1 (512) 982-4186 or +1 (817) 607-5000 Local & International.

**SHIPPING INFORMATION**

Warehouse Shipping Address:

Exhibiting Company Name / Booth # \_\_\_\_\_

**ISPE CASA TECH CONF**

C/O FREEMAN / UPS FREIGHT

150 INTERNATIONAL DRIVE

MORRISVILLE, NC 27560

Freeman will accept crated, boxed or skidded materials beginning Monday, February 11, 2019, at the above address. Material arriving after March 04, 2019 will be received at the warehouse with an additional after deadline charge. Please note that the Freeman Warehouse does not accept uncrated freight (loose, pad-wrapped material and/or unskidded machinery), COD shipments, hazardous materials, freight requiring refrigerated or frozen storage, a single piece of freight weighing more than 5,000 pounds or a single piece of freight beyond the dimensions of 108" H x 93" W. Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 3:30 PM. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (404) 253-6494.

Show Site Shipping Address:

Exhibiting Company Name / Booth # \_\_\_\_\_

**ISPE CASA TECH CONF**

C/O FREEMAN

RALEIGH CONVENTION CENTER

500 SOUTH SALISBURY STREET

RALEIGH, NC 27601

Freeman will receive shipments at the exhibit facility beginning Monday, March 11, 2019. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility are the responsibility of the Exhibitor. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (404) 253-6494.

Please note: All materials received by Freeman are subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors.

Refer to the material handling form for charges for the service.

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for your quoted rates and rules applicable to disposal of your exhibit properties.

**LABOR INFORMATION**

Union Labor may be required for your exhibit installation and dismantle. Please carefully read the UNION RULES AND REGULATIONS to determine your needs. Exhibitors supervising Freeman labor will need to pick up and release their labor at the Service Desk. Refer to the order form under Display Labor for Straight time and Overtime hours.

**ASSISTANCE**

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (404) 253-6494.

**WE APPRECIATE YOUR BUSINESS!**

## **FREEMAN GENERAL INFORMATION**

### **TRANSLATION SERVICES**

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three way conversation, but also translate emails from customers. To access this feature you may contact Freeman Exhibitor Services at (404) 253-6494 or Freeman's Customer Support Center at (888) 508-5054.

### **HELPFUL HINTS**

#### **SAVE MONEY**

Order early to take advantage of advance order discount rates, place your order by February 18, 2019.

#### **AVOID DELAY**

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

#### **SAFETY TIPS**

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for your booth. This can cause serious injury or damage to materials.

We discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

The operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EAC's). Thank you for your cooperation.

### **EXHIBITOR ASSISTANCE**

For more information and helpful hints on pre-show procedures and move-in, please go to [Pre-Show FAQ](#)

For more information and helpful hints on post-show procedures and move-out, please go to [Post-Show FAQ](#)

Call Freeman's Exhibitor Services department at (404) 253-6494 with any questions or needs you may have.