
SERVICE INFORMATION

BOOTH EQUIPMENT

Each 10' x 10' booth will be set with 8' high black and red back drape, 3' high black side dividers and a 7" x 44" one-line identification sign.

Please note that electrical service is not included with your booth equipment but to accommodate possible power requirements, electrical outlets will be installed in every inline booth. An audit will be conducted by electricians and on-site charges will apply if the electrical service is utilized without an order on file.

EXHIBIT HALL CARPET

The exhibit area is carpeted. To enhance the appearance of your booth, rental carpet is available through Freeman. Please refer to the Carpet Brochure and Order Form.

DISCOUNT PRICE DEADLINE DATE

Take advantage of discount pricing by ordering online at www.freemanco.com/store by March 12, 2012.

Save money by ordering services and labor in advance. All services including display and rigging labor orders placed at show site will be charged an additional 30% above the advance rate.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on pre-show procedures and move-in, please go to www.freemanco.com/preshowFAQ

Monday	March 26, 2012	2:00 PM - 6:00 PM
Tuesday	March 27, 2012	8:00 AM - 4:30 PM

EXHIBIT HOURS

Wednesday	March 28, 2012	10:30 AM - 5:00 PM
Thursday	March 29, 2012	10:30 AM - 4:00 PM

Conference Sessions start in rear of exhibit floor at 9:15 AM each day.

EXHIBITOR MOVE-OUT

For more information and helpful hints on post-show procedures and move-out, please go to www.freemanco.com/postshowFAQ

Thursday	March 29, 2012	4:00 PM - 8:00 PM
Friday	March 30, 2012	8:00 AM - 10:00 AM

We will begin returning empty containers once aisle carpet is removed.

DISMANTLE AND MOVE-OUT INFORMATION

All exhibitor materials must be removed from the exhibit facility by Friday, March 30, 2012 at 10:00 AM.

To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline, please have all carriers check-in by Friday, March 30, 2012 at 8:00 AM.

POST SHOW PAPERWORK AND LABELS

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

SERVICE CONTRACTOR CONTACTS / INFORMATION:

FREEMAN

245 S Spruce Ave, Suite 100
 S San Francisco, CA 94080
 (714) 254-3410 fax (469) 621-5607
 FreemanAnaheimES@freemanco.com

FREEMAN EXHIBIT TRANSPORTATION

(800) 995-3579 Toll Free US & Canada, (817) 607-5100 Local & International, (469) 621-5810 Fax

SERVICE CENTER HOURS

Monday	March 26, 2012	8:00 AM - 6:00 PM
Tuesday	March 27, 2012	8:00 AM - 4:30 PM
Wednesday	March 28, 2012	8:00 AM - 4:30 PM
Thursday	March 29, 2012	8:00 AM - 9:00 PM
Friday	March 30, 2012	8:00 AM - 11:00 AM

FREEMAN ONLINE®

Our Internet online ordering service, Freeman OnLine® is available for your convenience to order all Freeman Services, view show schedule, or print order forms. Once your show is available online you will receive an email which includes a direct link to Freeman OnLine®.

To place online orders you will be required to enter your unique Login ID and Password. If this is your first time to use Freeman OnLine®, click on the "Login" link in the top right corner to create a new account. To access Freeman OnLine® without using the email link, visit www.freemanco.com/store/ and click the "Login" link in the top right corner. If you need assistance with Freeman OnLine® please call our Customer Support Center at (888) 508-5054 Toll Free US & Canada or (817) 607-5000 Local & International.

SHIPPING INFORMATION

Warehouse Shipping Address:

Exhibiting Company Name / Booth # _____

CUSTOMER ENGAGEMENT TECHNOLOGY WORLD 2012

C/O FREEMAN

245 S. SPRUCE AVE., SUITE 100
 S SAN FRANCISCO, CA 94080

Freeman will accept crated, boxed or skidded materials beginning Monday, February 27, 2012, at the above address. Material arriving after March 19, 2012 will be received at the warehouse with an additional after deadline charge. Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 3:30 PM.

Show Site Shipping Address:

Exhibiting Company Name / Booth # _____

CUSTOMER ENGAGEMENT TECHNOLOGY WORLD 2012

C/O FREEMAN
MOSCONE CENTER WEST
800 HOWARD ST
SAN FRANCISCO, CA 94103

NOTE: All Common Carriers and Van Lines should check-in at the Marshalling Yard. (see enclosed map). Certified Weight Tickets must accompany all shipments.

Freeman will receive shipments at the exhibit facility beginning Monday, March 26, 2012. 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.

Please note: All items and materials that must be brought into the facility may be subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors.

LABOR INFORMATION

Booth Installation & Dismantle: If utilizing Freeman labor, please refer to the Installation & Dismantle order form to place your order for display labor. Straight time and Overtime hours are also listed on the order form. Exhibitors supervising Freeman labor will need to pick up and release their labor at the Service Desk.

ADDITIONAL SHOW INFORMATION

Overtime rates will apply for labor and material handling on Monday, March 26 after 5:00 PM and Thursday, March 29, after 5:00 PM.

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (714) 254-3410.

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 (714) 254-3410 or Freeman's Customer Support Center at (888) 508-5054 Toll Free US & Canada or (817) 607-5000 Local & International.

HELPFUL HINTS

SAVE MONEY

Order early to take advantage of advance order discount rates, place your order by March 12, 2012.

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 www.freemanco.com/preshowFAQ.

For more information and helpful hints on post-show procedures and move-out, please go to www.freemanco.com/postshowFAQ.

Call Freeman's Exhibitor Services department at (714) 254-3410 with any questions or needs you may have.