



## FREQUENTLY ASKED QUESTIONS

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### **SHIPPING FAQs**

#### **Do I have to ship my booth materials?**

No, exhibitors may hand-carry material through the front entrance of the EXPO. Please see the Exhibitor Manual to determine what is considered hand-carried material.

#### **How do I ship to the Freeman warehouse? (*Advance shipment to warehouse*)**

Freeman will accept freight beginning Friday, January 4. The warehouse will accept crates, cartons, skids, trunks, cases, and carpets. To ensure timely arrival of your materials at the show site and to avoid additional fees, freight should arrive by Tuesday, January 29. Your freight will be accepted after the deadline date, but additional charges will be incurred. Refer to the Exhibitor Manual for shipping addresses and information.

#### **How do I ship to the show site? (*Direct shipment to show site*)**

Freeman will receive shipments at the exhibit facility beginning at 8 a.m. on Tuesday, February 5. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. All crates, packages, cartons, and fiber cases sent directly to the show site must be addressed "in care of (c/o) Freeman Exposition Services." Refer to the Exhibitor Manual for shipping addresses and information.

#### **What if I want to use my own shipping carrier and not Freeman?**

Show management recommends that you use our preferred service provider to ensure the timely delivery of your booth materials. However, you are free to use any carrier you choose. If you use a different carrier (for example, UPS or FedEx), make sure to keep all records and tracking numbers in case you need to track your shipment on-site. **Also, please be aware that all carriers must check in no later than 7 p.m. on Thursday, February 7 for freight pickup.**

#### **How should I label my freight?**

The label should contain the exhibiting company name, the booth number, and the conference name. Remove old shipping labels. Make sure your boxes have nothing on the outside that indicates the contents. Keep a master list of each numbered box and its contents. Please see the Exhibitor Manual for sample labels.

### **MATERIAL HANDLING FAQs**

#### **What is material handling?**

Material handling, also called freight handling or drayage, is the movement of your freight from the loading dock or carrier to your booth, and back to the loading dock or carrier at the close of the show. Drayage includes delivery of the materials to your booth, the handling of empty containers to and from storage, and removal of your material from the booth for reloading onto your outbound carrier.

### **Does material handling include the cost for me to ship my materials?**

No, material handling should not be confused with the costs of getting your materials to and from the show.

### **Is there a charge for material handling?**

Yes, material handling charges are computed based on the weight of your materials. Please see the Exhibitor Manual or contact Freeman directly for associated costs.

### **If I drive my booth materials to the convention center instead of shipping, do I pay material handling?**

If you hand-carry your items in through the front entrance of the hall, you do not pay material handling. If you are driving a vehicle and want to unload your materials at the loading dock, then you will pay material handling fees to have your items delivered to your booth from the loading dock. Please see the Exhibitor Manual for rules regarding material handling.

### **Can I hand-carry materials into the EXPO?**

Exhibitors may hand-carry their own materials into the exhibit facility. The use or rental of dollies, flat trucks, and other mechanical equipment, however, is not permitted. Freeman will control access to the loading docks in order to provide for a safe and orderly move-in/out. Only full-time employees of the exhibiting company will be allowed to hand-carry items. Unloading or reloading at the dock of any and all contracted carriers will be handled by Freeman. Please see the Exhibitor Manual for complete rules regarding material handling.

## ***LOGISTICAL FAQs***

### **When do I need to have my booth set up?**

All booths must be completed and in place by 5 p.m., Tuesday, February 5. Order labor through Freeman to set up your booth if you are unable to meet this requirement. See the Booth Labor Form in the Exhibitor Manual.

### **What happens to my empty containers during the show?**

“Empty” labels are available at the Freeman Service Center on-site. Place a label on each container. Labeled containers will be picked up periodically during move-in and stored during the show. At the close of the show, the empty containers will be returned to your booth in **random order** and may take two to four hours. Please plan your departure time accordingly.

### **Can I store my empty containers in my booth?**

If your containers are hidden from public view within your booth (such as under a table you ordered), you may store empty containers in your booth. No storage is allowed behind your booth or near electrical services. Empty containers can also be stored by Freeman.

### **Can I distribute literature at the show?**

Yes, but distribution of literature or promotional materials and products is limited to your booth space. Companies that distribute materials outside their booth may lose priority points and may be banned from exhibiting at future shows.

### **What do I do after the close of the show?**

Anything being shipped or picked up at the loading dock requires a completed Material Handling Form. Pick up a Material Handling Form at the Freeman Service Desk. Label each piece individually. After all your materials are packed, labeled, and ready to be shipped or returned to the loading dock, return the completed Material Handling Form to the Freeman Service Desk. Contact your designated carrier (for example, UPS or FedEx) with pick-up time and location. **In the event your selected carrier fails to arrive by 7 p.m. on Thursday, January 7, your shipment will either be rerouted to Freeman's carrier choice or delivered back to the warehouse at your expense.**

### **When can I begin packing to leave?**

Exhibitors may begin packing on Thursday, February 7 at 2:30 p.m. Order labor through Freeman to pack up your booth if you are unable to meet this requirement. All booths must be staffed during open EXPO hours. Packing up early is disruptive to your neighbors and looks unprofessional to attendees. Exhibitors who tear down early may forfeit priority points and may lose access to the post-show attendee list.

## ***BOOTH FAQs***

### **What are the show colors?**

The show colors are represented on an 8' high drape and 3' side drape in teal/tan. The carpet is latte.

### **What is included with my booth?**

Your booth includes an 8' back drape, a 3' side drape, carpet, and a 7" x 44" black and white ID sign with your booth name and number for all linear and perimeter booths.

### **Can I distribute food and beverages from my booth?**

Yes, but the San Jose Convention Center requires that all food and beverages be ordered through the facility. See the catering form and menus in the Exhibitor Manual.

### **Is furniture provided for my booth space?**

No furniture is provided.

### **I need only a table and chairs with my booth. Will ATD provide this?**

No furniture is provided with your booth, but Freeman offers a special 10' x 10' booth package, which includes one 6' draped table, two chairs, a wastebasket, and booth cleaning the first day of the show, for those who need a basic setup. The order form is in the Exhibitor Manual. An order form for additional furniture can also be found in the Exhibitor Manual.

### **What is booth cleaning?**

General vacuuming of the aisles is provided during the show but does not include individual booths. You can order booth cleaning, which includes vacuuming your booth and emptying wastebaskets, for a fee. See the Booth Cleaning and Porter Service Order Form in the Exhibitor Manual.

### **Does my booth include electricity?**

Electricity is not included in your booth space. Orders for electricity can be placed using the Electrical Order Form in the Exhibitor Manual. You will need an electrical outlet if your display has lights, computers, printers, plasma screens, some lead retrieval systems, and so on.

**Whom do I contact to rent a computer, an LCD projector, flowers, internet connection, and other items I may need for my booth?**

Order forms and contact information for all the vendors you will need are available within the Exhibitor Manual (under Forms & Brochures, Facility/Other Contractors).

**Is security provided for my booth?**

ATD provides perimeter security for the facility during move-in, move-out, and show days. If you require additional security, please contact the official security company listed under Contact Information in the Exhibitor Manual.