

Exhibitor Frequently Asked Questions

Exhibiting can be a complicated process, so our experts put together answers for some common questions to help you best prepare for your exhibiting experience.

Freeman¹

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Pre-event Questions

Where can I find event information and order products and services?

- Products and services can be ordered 24/7 by visiting our web-based exhibitor portal FreemanOnline. Important event information, access to contractor forms, and self-service options are also located within FreemanOnline.

How do I arrange shipping of my exhibit materials?

- Freeman can handle all your transportation needs — we offer inbound, outbound, and round-trip shipping. Visit FreemanOnline to arrange shipping in advance or speak to one of our specialists at 800-995-3579.

Where can I learn about event safety and hygiene protocols?

- [Click here](#) to learn about Freeman's focus on health and safety for your event.

What should I bring with me to the event?

- Your mobile device so you can access FreemanOnline during the event
- Copies of all your paperwork and documentation as a reminder of what was ordered
- Shipping information and tracking numbers
- Charging cords and power adapters

Do you have any additional planning tips?

- [Click here](#) to access our comprehensive "Exhibit Like An Expert" tool.

Visit the FreemanOnline exhibitor portal:

[Access the portal](#)

Move-in Questions

What should I do when I arrive at the event site?

- Check in at registration to see if you need to pickup badges or necessary event information.
- Familiarize yourself with the event floor and important locations like the event office and the Exhibitor Service Center

What should I do once I get to my booth?

- Make sure all exhibit materials have arrived. When your items are unpacked, affix empty stickers to your containers for storage during the event.
- Confirm work orders have been completed including electrical and carpet installation, as well as audio visual equipment deliveries. Make sure all equipment is working properly before event opening.
- If anything is missing, contact Freeman for assistance.

If I ordered Freeman labor, what do I need to do?

- If you selected Freeman to supervise your labor, no action is required. Laborers report directly to your exhibit space for orders with an 8:00 am start time. Start times are set up in advance and can be found on your order confirmation.
- If you selected to supervise Freeman labor, check in with a Freeman team member at your scheduled time to secure your assigned labor.
- Start times other than 8:00 am are not guaranteed. If you request a start time other than 8:00 am, Freeman will work to provide the next available laborers.

Visit the **FreemanOnline** exhibitor portal:

[Access the portal](#)



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Exhibit Days Questions

When will I receive my invoice?

- Products being ordered on FreemanOnline® or through Exhibitor Support will be invoiced at the time the order is submitted. Invoices will be sent via email and can be accessed via the primary contact's FreemanOnline® account. If you have previously submitted payment information for this event, you will be charged immediately. If you do not have a method of payment on file, your invoice will reflect a balance due, which you can settle using Freeman Pay.

How do I schedule shipping for my exhibit materials after the event?

- Scheduling post-event shipments can be made in advance with the carrier of your choice. Freeman is also happy to handle your outbound transportation needs. Contact or visit the Exhibitor Service desk to speak with one of our transportation specialists. Learn more about the material handling process in the "move-out" section.

Visit the FreemanOnline exhibitor portal:

[Access the portal](#)

Move-out Questions

How do I get my empty containers back?

- At the close of the event, after aisle carpet has been removed, empty containers are returned automatically. The time it takes varies and may take several hours depending on the size of the event. Please arrange your travel accordingly. Should you need expedited empty return, priority empty labels are available while supplies last.

Do I need to fill out a material handling form?

- Exhibitors must complete an outbound shipping form for each shipment leaving their booth. The Material Handling Agreement (or “MHA”) is Freeman’s official outbound shipping authorization form that allows freight to be released to your chosen carrier. If requested in advance, MHA’s and labels will be delivered automatically to your booth. You can also contact Freeman to request MHA’s and labels for shipments.

Do I need to stay and supervise the pickup of freight from my booth space?

- If shipments contain valuables, we recommend you wait for your carrier to arrive or hire security.

- You are responsible to ensure valuables are safe from the time they ship from your facility until they are returned after the event. Do not label boxes with contents if they are valuable materials. If shipments contain non-valuables, your MHA has been signed and returned, and your material is packed and labeled properly, you are welcome to leave the exhibit floor.

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

- Our team will pick up rented items as efficiently as possible when the event closes. Please note it may be up to two hours before we can access the exhibit floor. You are responsible for equipment until it is picked up, so please take this into consideration when scheduling departures.

Visit the [FreemanOnline](#) exhibitor portal:

Access the portal



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Post-event Questions

When will I receive my final invoice?

- Once the event has ended, invoices will automatically be emailed and available on FreemanOnline within ten business days.
- Currently, audio visual orders placed through Freeman will be itemized and sent on a separate invoice than your other Freeman products and services. Audio visual invoices will be sent directly to the contact who originally placed the order.

What do I do if I don't receive a copy of my invoices?

- You may contact us by calling 888-508-5054 or emailing: exhibitorsupport@freeman.com
- Phone lines are open Monday-Friday from 8am-5pm CST.

Where can I learn about event safety and hygiene protocols?

- [Click here](#) to learn about Freeman's focus on health and safety for your event.

How can I track my outbound shipment sent via Freeman's exhibit transportation?

- To track your outbound shipment sent via Freeman, you may speak to one of our transportation specialists at 800-995-3579.
- Please be sure to have the copy of your outbound MHA document you received at the event for reference.

Visit the FreemanOnline exhibitor portal:

[Access the portal](#)

Stay in Contact with Freeman

Freeman is committed to providing outstanding service to all our customers. If you have additional questions or require support to prepare for your event, please contact us in the way that works best for you:

Access self service using FreemanOnline

- FreemanOnline allows you to view important event information, order products and services, communicate with our service representatives, set up notifications, and much more.

[Access the portal](#)

Our goal is to provide you with an exceptional exhibiting experience every time. Please let us know if there is anything we can do to enhance your experience!

Contact our service teams

- Whether you need a simple question answered or require additional guidance and support, Freeman's award-winning service team is available to you.
- Contact our experts by calling 888-508-5054 or emailing exhibitorsupport@freeman.com