

## EASY IS NICE, ON ANY DEVICE.

FreemanOnline® provides you with all the right tools to ensure a seamless execution at show site, from move-in to move-out. With an enhanced FreemanOnline, we are making it easier than ever for you to get what you want to have a great event:

- Access important show information
- Track freight
- Receive notifications
- Receive assistance through Concierge Services while at show site
- Order Freeman products and services pre-show, during move-in and while the show is open
- Expedite the move out process
- Access invoices after the show

## SERVICE INFORMATION

### BOOTH EQUIPMENT

Booth package must be requested through Show Management: To include; 8' high backwall drape, 3' high side dividers, (1) 6' x 30" black draped table, (1) identification sign, (1) wastebasket, and (1) Limerick chairs, per each 10' x 10' booth space.

Booths 300 sq. ft. or less will receive a one-line identification sign. Booths larger than 300 sq. ft. may receive a one-line identification sign upon request.

### EXHIBIT HALL CARPET

The exhibit area is NOT carpeted. All booths MUST be carpeted or have some other form of flooring.

### DISCOUNT PRICE DEADLINE DATE

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by **August 14, 2020**.

## SHOW SCHEDULE

### EXHIBITOR MOVE-IN

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

Friday	September 04, 2020	1:00 PM - 5:00 PM	<b>See Targeted Floorplan</b>
Saturday	September 05, 2020	8:00 AM - 5:00 PM	
Sunday	September 06, 2020	8:00 AM - 12:00 PM	
Monday	September 07, 2020	<b>Dark Day</b>	
Tuesday	September 08, 2020	8:00 AM - 5:00 PM	

**Note: Double time charges will apply on Sunday, September 06, 2020 during the entire move-in. Overtime charges will apply after 4:30 PM on Monday, September 07, 2020. All exhibits must be fully installed by 5:00 PM, Tuesday, September 08, 2020.**

### EXHIBIT HOURS

Wednesday	September 09, 2020	9:30 AM - 5:00 PM
Thursday	September 10, 2020	9:30 AM - 5:00 PM
Friday	September 11, 2020	9:30 AM - 3:00 PM

### EXHIBITOR MOVE-OUT

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

Friday	September 11, 2020	3:00 PM - 8:00 PM
Saturday	September 12, 2020	8:00 AM - 4:30 PM

**DISMANTLE AND MOVE-OUT INFORMATION**

All exhibitor materials must be removed from the exhibit facility by Saturday, September 12, 2020 at 4:30 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 Saturday, September 12, 2020 at 2:30 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 exhibitor 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 (201) 299-7575 for a quote.

**SERVICE CONTRACTOR CONTACTS / INFORMATION:**

**FREEMAN**

909 Newark Turnpike  
 Kearny, NJ 07032  
 (201) 299-7575 fax (469) 621-5618  
 FreemanNewYorkES@freeman.com

**FREEMAN EXHIBIT TRANSPORTATION**

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

**SERVICE CENTER HOURS**

We will have staff available at the Freeman Service Center as follows:

Friday	September 04, 2020	1:00 PM - 5:00 PM
Saturday	September 05, 2020	8:00 AM - 5:00 PM
Sunday	September 06, 2020	8:00 AM - 12:00 PM
Tuesday	September 08, 2020	8:00 AM - 5:00 PM
Wednesday	September 09, 2020	8:00 AM - 5:00 PM
Thursday	September 10, 2020	8:00 AM - 5:00 PM
Friday	September 11, 2020	8:00 AM - 8:00 PM
Saturday	September 12, 2020	8:00 AM - 4:30 PM

**FREEMAN ONLINE®**

Take advantage of discount pricing by ordering online at [FreemanOnline](#) by August 14, 2020. Using the enhanced FreemanOnline, 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.

To place online orders, you will be required to enter your unique Username and Password. If this is your first time to use FreemanOnline, click on the "Create an Account" link. To access FreemanOnline without using the email link, visit [FreemanOnline](#).

If you need assistance with FreemanOnline, please call our Customer Support Center at (888) 508-5054 Toll Free US and Canada or +1(512) 982-4186 Local and International.

**SHIPPING INFORMATION**

**Warehouse Shipping Address:**

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

**CPHI NORTH AMERICA 2020**

C/O FREEMAN

9820 BLUE GRASS RD

PHILADELPHIA, PA 19114

Freeman will accept crated, boxed or skidded material beginning Tuesday, August 04, 2020 at the above address. Material arriving after August 28, 2020 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 - 2:30 PM. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (201) 299-7575.

**Show Site Shipping Address:**

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

**CPHI NORTH AMERICA 2020**

C/O FREEMAN

PENNSYLVANIA CONVENTION CENTER

1101 ARCH STREET

PHILADELPHIA, PA 19107

Freeman will receive shipments at the exhibit facility beginning Saturday, September 05, 2020. 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. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (201) 299-7575.

**Please note:** All items and materials that must be brought into the facility 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.

**ADDITIONAL SHOW INFORMATION**

Please Note: Inbound and outbound shipments after 4:30 PM during move-in and move-out will be assessed overtime charges.

**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 Labor Desk. Refer to the order form under Display Labor for Straight time and Overtime hours.

**PURCHASE TERMS**

The Purchase Terms, as may be revised by Freeman without notice, apply to all orders submitted to Freeman for any goods or services. To review the current Purchase Terms, [click here](#).

**ASSISTANCE**

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (201) 299-7575.

**WE APPRECIATE YOUR BUSINESS!**

## **FREEMAN GENERAL INFORMATION**

### **TRANSLATION SERVICE**

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 service you may contact Freeman New York Exhibitor Services at 201-299-7575 or Freeman's Customer Support Center at (888) 508-5054 US & Canada or +1(512) 982-4186 Local & International.

### **HELPFUL HINTS**

#### **SAVE MONEY**

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by August 14, 2020.

#### **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, and 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 you 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 that 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 (201) 299-7575 with any questions or needs you may have.