

**Question 1: When will I receive my booth number?**

**Answer 1:** Booth numbers will be provided 1 to 1.5 months prior to the event, when the hall is almost completely sold out. We do our best to take all booth preferences into consideration when assigning, however we CANNOT guarantee you will be given your preferences. It is our top priority to place competitors away from each other.

**Question 2: What forms are mandatory?**

**Answer 2:** If you do not plan to ship any materials for your booth or utilize any power or audiovisual at your booth, none of the forms are mandatory. If you are planning on shipping materials, please see question #3 for which forms are necessary. If you would like to order power or audiovisual for your booth, please see questions #6 and #7, respectively, for which forms are necessary.

**Question 3: If I am just shipping materials, but do not want to order any extras, what do I need to fill out?**

**Answer 3:** If you are just looking to ship materials for your booth, you will need to fill out 3 mandatory forms and attach the Freeman shipping labels. (1) Material Handling form, (2) Method of payment (3) Outbound shipping form. All of these forms can be filled out online through Freeman, or completed and faxed to Freeman at 469-621-5603. For questions about these forms, you may call Freeman directly at 773-473-7080. *Please note: if you do not fill out these forms and attach the Freeman shipping labels, your boxes will not be delivered properly.*

**Question 4: When/where should I ship my booth materials?**

**Answer 4:** Freeman and the Hyatt have strict shipping guidelines. Please be sure to read fully before shipping materials to ensure that you do not incur any additional charges. Please be sure to label all shipped material using the shipping labels provided by Freeman (both online and in the attached PDF). Shipping guidelines are outlined on the "Quick Facts" sheet in the attached PDF kit and online at the Freeman site. They are also listed on the next page.

**SHIPPING INFORMATION**

Warehouse shipping address:

BECKER'S HOSPITAL REVIEW 9<sup>TH</sup> ANNUAL MEETING

Exhibiting Company Name

Booth # \_\_\_\_\_

c/o FREEMAN

2500 West 35th Street

Chicago, IL 60632

Freeman will accept crated, boxed or skidded materials beginning **TUESDAY, MARCH 13th, 2018** at the above address. Materials arriving after **MONDAY, APRIL 2ND, 2018** will be received at the warehouse with an additional after deadline charge. **Warehouse receiving hours are 8:00 a.m. to 3:30 p.m. Monday through Friday.**

**Do NOT ship advance freight to the Hyatt Regency Chicago.** The hotel has NO storage facilities and the freight will be returned to the sender. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. Freeman will accept **DIRECT** freight shipments at the **Hyatt Regency Chicago, 151 E. Wacker**

**Drive, Chicago, IL 60601 on TUESDAY, APRIL 10, 2018 from 12:00 p.m. to 5:00 p.m.** for all exhibit halls.

**Question 5: Where do I find the shipping labels I need to adhere to my boxes?**

**Answer 5:** The shipping labels can be found in two places. (1) Freeman online has the shipping labels available for download under the section labeled “Material Handling and Labels”, you can then select “Shipping Labels” to retrieve them. (2) Shipping labels are included in the attached PDF kit on pages 8 (for shipping to the warehouse) & 9 (for shipping to showsite).

**Question 6: What should I fill out if I want to order power for my booth?**

**Answer 6:** To order power/electrical for your booth, you may order through Freeman online by selecting the section labeled “Utilities”. If you would like to fill out a form and fax in, please complete the Electrical Labor and Electrical Services forms on pages 18 & 19 and fax to Freeman at 469-621-5603 or email to [FreemanChicagoES@freemanco.com](mailto:FreemanChicagoES@freemanco.com). For questions about these forms, you may call Freeman directly at 773-473-7080.

**Question 7: What should I fill out if I want to order audiovisual equipment for my booth?**

**Answer 7:** All audiovisual equipment will be supplied through Encore Event Technologies. You may access the order form through Freeman online by selecting the section labeled “Audio Visual & Computer Rental” or by completing the Encore specific order forms on pages 20-24 in the attached PDF kit. All forms can be faxed to Encore at 312-239-4664 or emailed to Encore at [hrcexhibits@encore-us.com](mailto:hrcexhibits@encore-us.com). For questions, you may call Encore directly at 312-735-6622.

**Question 8: What should I fill out if I want to order lead retrieval services for my booth?**

**Answer 8:** Lead retrieval services will be provided by American Tradeshow Services. You may access the order form through Freeman online by selecting the section labeled “Lead Retrieval” or by completing the ATS specific order forms on pages 13-15 in the attached PDF kit. All forms can be faxed to ATS at 985-809-1888 or emailed to ATS at [orders@american-tradeshow.com](mailto:orders@american-tradeshow.com). You may also order online at [www.american-tradeshow.com](http://www.american-tradeshow.com) (Username: BHRHIT2017, Password: 9017). For questions, you may call ATS directly at 985-809-0600, ext. #777.

**Question 9: How can I create a Freeman Account?**

**Answer 9:** To create a Freeman account, you will first want to follow the link provided in the email. Once on the site, select the blue “Login” button located in the upper right hand corner. This will bring you to a new page where you can select “Create an Account”. You will then type in your company name and select “search”. Your company name will then pop up and allow you to click on it and continue your login. Finally, it will prompt you to enter your contact information and create a username. If you experience any difficulties when logging in, please contact Freeman support at 888-508-5054.

**Question 10: What is the last day to submit my order forms?**

**Answer 10:** You may submit orders online through the Freeman portal until the day before Exhibitor move-in (April 10th). At that time, all requests should be made at the show site at the Freeman help desk directly outside of the exhibit hall. *Please note: if*

*you would like to receive the early order discount for materials, place your order online prior to March 20th.*

**Question 11: Can I fill out all forms online?**

**Answer 11:** For your convenience, Freeman allows you to access all forms and complete most forms through the link provided in this email. The only forms that cannot be submitted through Freeman online are audiovisual orders and lead retrieval orders, although you can still access these forms through Freeman online.

**Question 12: Is it easier to fill out forms through Freeman online or by completing and faxing in?**

**Answer 12:** While you are able to do either, the process is a bit more streamlined using Freeman online. This allows you to view and complete all Freeman forms in one place, and download any additional forms (i.e. Encore Event Technologies and American Tradeshow Services). Additionally, similar forms are grouped together on the Freeman site, which makes completion quicker!

**Question 13: Where do I send my completed forms if I do not wish to fill them out online?**

**Answer 13:** If you prefer to fill out the forms in the attached PDF and send, you may fax your form to the number listed at the top or bottom of the page.

**Question 14: Can I tear down my booth early?**

**Answer 14:** If you store your boxes with Freeman, you will not get your boxes until after the last networking reception (Friday, April 13th at 7:00pm). **Freeman will not make exceptions.** If you know you need to leave before then, you can make alternative arrangements on your own to store extra boxes or shipping materials. Freeman has outlined these rules on pg. 2 of the attached PDF kit. They are also copied below:

- Freeman will begin returning empty crates starting at 7:00 p.m., Friday, April, 13<sup>th</sup> 2018
- All exhibitor materials must be removed from the exhibit facility by 10:00 p.m. Friday, April, 13<sup>th</sup> 2018
- To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-out deadline, please have all carriers check-in by 8:00 p.m., Friday, April, 13<sup>th</sup> 2018

**If you have any remaining questions, please see below for who to contact!**

**For questions regarding Freeman Exhibiting forms: email [FreemanChicagoES@freemanco.com](mailto:FreemanChicagoES@freemanco.com) or call (773) 473-7080.**

**For questions regarding Becker's Healthcare, or if you are unsure where to direct your question: email [events@beckershealthcare.com](mailto:events@beckershealthcare.com) or call Maggie at 312-281-6535.**