

F R E E M A N

8201 West 47th Street
McCook, IL 60525
(773) 473-7080 • Fax (469) 621-5603
Email: FreemanChicagoES@freeman.com

**BECKER'S HEALTHCARE - ANNUAL
CIO/HIT + REVENUE CYCLE
SEPTEMBER 19 - 21, 2018
Hyatt Regency Chicago
Chicago, IL**

FREEMAN quick facts

SERVICE INFORMATION

BOOTH EQUIPMENT

Becker's Healthcare will provide each exhibit with 8' high black backwall drape, (1) 6' x 30" black draped table, (2) Limerick® chairs by Herman Miller, (1) wastebasket, and a 7" x 44" one-line identification sign. 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.

Upgraded furniture options are available through Freeman. Please see the Special Furniture order form in the exhibitor kit.

EXHIBIT HALL CARPET

The exhibit area is carpeted.

DISCOUNT PRICE DEADLINE DATE

Order early to take advantage of advance order discount rates. Place your order by WEDNESDAY, AUGUST 29, 2018.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on preshow procedures and move-in, please go to <http://www.freeman.com/PreShowFAQ>

Tuesday	September 18	12:30 p.m. - 5:00 p.m.
Wednesday	September 19	8:00 a.m. - 11:00 a.m.

All exhibits must be fully installed by 11:00 a.m., Wednesday, September 19, 2018.

Note: Overtime rates will apply during move-in after 4:30 p.m., Tuesday, September 18, 2018.

EXHIBIT HOURS

Wednesday	September 19	2:25 p.m. - 2:45 p.m. - Networking Break 5:00 p.m. - 7:00 p.m. - Cocktail Reception
Thursday	September 20	7:00 a.m. - 8:00 a.m. - Continental Breakfast 10:25 a.m. - 10:45 a.m. - Networking Break 12:10 p.m. - 1:10 p.m. - Networking Luncheon 2:40 p.m. - 3:00 p.m. - Networking Break 5:15 p.m. - 7:00 p.m. - Cocktail Reception
Friday	September 21	7:00 a.m. - 8:00 a.m. - Continental Breakfast 10:25 a.m. - 10:45 a.m. - Networking Break 12:10 p.m. - 1:10 p.m. - Networking Luncheon 2:40 p.m. - 3:00 p.m. - Networking Break 5:00 p.m. - 6:15 p.m. - Cocktail Reception

EXHIBITOR MOVE-OUT

For more information and helpful hints on postshow procedures and move-out, please go to <http://www.freeman.com/PostShowFAQ>

Friday	September 21	6:15 p.m. - 10:15 p.m.
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NOTE: Overtime rates will apply after during the entire move-out, Friday, September 21, 2018.

SERVICE CENTER HOURS

We will have staff available at show site at the Exhibitor Services Center as follows:

Tuesday	September 18	12:30 p.m. - 5:00 p.m.
Wednesday	September 19	8:00 a.m. - 4:30 p.m.
Thursday	September 20	8:00 a.m. - 4:30 p.m.
Friday	September 21	8:00 a.m. - 10:00 p.m.

DISMANTLE AND MOVE-OUT INFORMATION

- Freeman will begin returning empty crates starting at **6:15 p.m., Friday, September 21, 2018.**
- All exhibitor materials must be removed from the exhibit facility by **10:15 p.m., Friday, September 21, 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 **6:15 p.m., Friday, September 21, 2018.**

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.

FREEMAN ONLINE®

Take advantage of discount pricing by ordering online at www.freeman.com by WEDNESDAY, AUGUST 29, 2018. Using the enhanced Freeman Online, 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. Additionally, you can now access FreemanOnline from any device — **desktop, laptop, tablet** or via our new **Freeman Online Mobile App**.

To place online orders, you will be required to enter your unique Username and Password. If this is your first time to use Freeman Online, click on the "Create an Account" link. To access Freeman Online without using the email link, visit www.freeman.com. You can also download and use the FOL Mobile App from the Apple or Android store, or here: folmobile.freemanco.com. A mobile web version of the Freeman Online Mobile App is available to extend mobile use for those users that do not have an Apple or Android device or who do not want to download the app.

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

CHICAGO FIRE DEPARTMENT REGULATIONS:

In order to minimize the risk of fire and to keep exhibit halls in Chicago as safe as possible, the Chicago Fire Department has established the following regulations:

The Municipal Code states that nothing (for example: fiber cases, cartons, boxes, personal items, giveaways, etc.) may be stored behind or between exhibits booths or behind draperies. All materials that are needed for repacking purposes must be removed from the exhibit area. You may keep a one-day supply of literature or products at your booth. Accessible storage is available for additional promotional items or giveaways. Please see the General Service Contractor at the service desk for assistance.

The Chicago Fire Department strictly enforces these regulations.

SHIPPING INFORMATION

Warehouse shipping address:

BECKER'S HEALTHCARE - ANNUAL CIO/HIT + REVENUE CYCLE

Exhibiting Company Name

Booth # _____

c/o FREEMAN

2500 West 35th Street

Chicago, IL 60632

NOTE: Any shipment that has a single piece that weighs over 5,000 lbs. MUST have that shipment delivered direct to Show Site and NOT to Freeman's Advance Receiving Warehouse.

Freeman will accept crated, boxed or skidded materials beginning **Tuesday, August 21, 2018** at the above address. Materials arriving after **Monday, September 10, 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.

NOTE: THE WAREHOUSE WILL BE CLOSED MONDAY, SEPTEMBER 3, 2018 IN OBSERVANCE OF THE HOLIDAY.

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, September 18, 2018 at 12:30 p.m.** for all exhibit halls.

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.

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 (773) 473-7080 for a quote.

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.

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (773) 473-7080.

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 Chicago Exhibitor Services at (773) 473-7080 or Freeman's Customer Support Center at (888) 508-5054.

HELPFUL HINTS

SAVE MONEY

Order early to take advantage of advance order discount rates. Place your order by WEDNESDAY, AUGUST 29, 2018.

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 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 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 preshow procedures and move-in, please go to <http://www.freeman.com/PreShowFAQ>

For more information and helpful hints on postshow procedures and move-out, please go to <http://www.freeman.com/PostShowFAQ>

Call Freeman's Exhibitor Services department at 773-473-7080 with any questions or needs you may have.

FREEMAN

8201 West 47th St
 Mc Cook, IL 60525
 (773) 473-7080 Fax: (469) 621-5603

DISCOUNT PRICE
 DEADLINE DATE
 AUGUST 29, 2018

INCLUDE THIS FORM
 WITH YOUR ORDER
 PLEASE USE BLACK INK

NAME OF SHOW: **BECKERS HEALTHCARE - ANNUAL CIO/HIT + REVENUE CYCL / September 19 - 21,**

COMPANY NAME: _____ BOOTH #: _____

ADDRESS: _____ BOOTH SIZE : _____ X

CITY/STATE/ZIP: _____

PHONE: _____ EXT.: _____ FAX #: _____

SIGNATURE: _____ PRINT NAME: _____

CONTACT'S E-MAIL: _____

E-MAIL FOR INVOICE: _____ **Check if you are a new Freeman customer**
Invoices will be sent by e-mail; please provide e-mail address of the person who reconciles your invoices if different than contact's email.

METHOD OF PAYMENT

BY SUBMITTING THIS FORM VIA FAX OR POSTAL MAIL OR ORDERING MATERIALS OR SERVICES FROM FREEMAN, YOU AGREE TO BE BOUND BY ALL TERMS & CONDITIONS INCLUDED IN YOUR SERVICE MANUAL.

COMPANY CHECK
 Please make check payable to: Freeman
 Checks must be in U.S. funds drawn on a U.S. or Canadian bank. ("U.S. FUNDS" MUST BE PRE-PRINTED on Canadian checks.)
Please reference (475641) on your remittance.

CREDIT/DEBIT CARD
 For your convenience, we will use this authorization to charge your credit/debit card account for your advance orders, and any additional amounts incurred as a result of show site orders placed by your representative. These charges may include all Freeman companies, or any charges which Freeman may be obligated to pay on behalf of Exhibitor, including without limitation, any shipping charges. Please complete the information requested below:

AMERICAN EXPRESS **MASTER CARD** **VISA** **We do not accept credit card information via email.**

BANK TRANSFER
 Bank transfer to Bank of America, N.A.; Dallas, TX
Wire Transfer
 ABA#: 026009593 ACCT# 1252039192 Freeman
International Wire Transfer
 Swift Code: BOFAUS3N ACCT# 1252039192 Freeman
ACH Direct Deposit
 ABA#: 111000012 ACCT# 1252039192 Freeman

Bank Address for Wire and ACH is 901 Main St, Dallas, TX 75202
Please reference Name of Show & Booth Number so we can properly credit your account.
Note: Customers are responsible for any bank processing fees.

ACCOUNT NO.: _____ EXP. DATE: _____

CARDHOLDER NAME (PRINT): _____ SIGNATURE: _____

CARDHOLDER BILLING ADDRESS: _____

CITY/STATE/ZIP: _____

ENTER TOTALS HERE

FURNISHINGS & ACCESSORIES	CARPET	CLEANING/ SHAMPOOING	PORTER SERVICE	RENTAL EXHIBITS & ACCESSORIES	SIGNS	INSTALLATION LABOR	DISMANTLE LABOR
MATERIAL HANDLING	RIGGING INSTALLATION	RIGGING DISMANTLE	EXHIBIT TRANSPORTATION	HANGING SIGNS	GRAND TOTAL		

- Remember to order in advance to save time and money. You may place your order by phone, fax, mail, or use our online ordering service at: www.freeman.com.
- Orders received after the deadline or without payment will be charged the Standard price.
- Copies of invoices may be picked up from the Freeman Service Center prior to show closing.
- If you have questions or need assistance with any items not listed, please call and ask for Exhibitor Sales.

FREEMAN method of payment

F R E E M A N

8201 West 47th Street
 McCook, Illinois 60525
 (773) 473-7080 • Fax (469) 621-5603
 Email: FreemanChicagoES@freeman.com

INCLUDE THE FREEMAN METHOD OF PAYMENT FORM WITH YOUR ORDER

FREEMAN material handling

NAME OF SHOW: **BECKERS HEALTHCARE - ANNUAL CIO/HIT + REVENUE CYCLE / September 19 - 21, 2018**

COMPANY NAME _____ BOOTH #: _____

CONTACT NAME: _____ PHONE #: _____

E-MAIL ADDRESS _____

For Assistance, please call 773-473-7080 to speak with one of our experts.

Let Freeman OnLine® estimate your material handling charges for you. Log on to www.freeman.com, select your show and click on "Estimate My Material Handling Costs". From Freeman OnLine® you can print extra shipping labels, get tips on how to package your freight and much more.

MATERIAL HANDLING SERVICES

Crated: Material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.

Special Handling: Material delivered by a carrier in such a manner that it requires additional handling, such as ground unloading, stacked or constricted space unloading, designated piece unloading, shipment integrity, alternate delivery location, loads mixed with pad wrapped material, no documentation and shipments that require additional time, equipment or labor to unload. **Federal Express, UPS, & DHL** are included in this category due to their delivery procedures.
 (See definitions on back)

Uncrated: Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting points.

Carpet and/or Pad Only: Shipments that consist of loose carpet and/or padding only require additional labor and equipment to unload.

Straight Time - 8:00 A.M. to 4:30 P.M. Monday through Friday

Overtime - 4:30 P.M. to 8:00 A.M. Monday through Friday; ALL DAY Saturday

Double Time- ALL DAY Sunday and Holidays

(Overtime/Double Time will be applied to all freight received at the warehouse and/or show site that must be moved into or out of booth during above listed times.)

Description	Price per CWT	200 lbs. Minimum
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RATE CLASSIFICATIONS:

Warehouse Shipment (200 lb. minimum)-includes outbound overtime rates.

Crated or Skidded Shipment	\$ 214.00	\$ 428.00
Special Handling Shipment	\$ 278.25	\$ 556.50
Carpet and/or Pad Only Shipment	\$ 321.00	\$ 642.00

Showsite Shipment (200 lb. minimum)-includes outbound overtime rates.

Crated or Skidded Shipment	\$ 222.00	\$ 444.00
Special Handling Shipment	\$ 288.50	\$ 577.00
Uncrated or Pad Wrapped Shipment	\$ 333.00	\$ 666.00
Carpet and/or Pad Only Shipment	\$ 333.00	\$ 666.00

Small Package - Maximum weight is 30 lbs. per shipment*..... \$ 45.00

* A small package shipment is a shipment totaling any number of pieces with a combined weight not to exceed 30 lbs. that is received on the same day, from the same shipper and delivered by the same carrier.

ADDITIONAL SURCHARGES:

Shipment Delivered after Deadline Date (in addition to above rates)

Warehouse Shipment after September 10, 2018	\$ 42.50	\$ 85.00
Showsite Shipment after September 19, 2018	\$ 44.50	\$ 89.00

Overtime Charge - Inbound/Outbound Monday-Friday & Saturday (in addition to above rates)

Crated or Skidded Shipment	\$ 44.50	\$ 89.00
Special Handling Shipment	\$ 57.75	\$ 115.50
Uncrated or Pad Wrapped Shipment	\$ 66.75	\$ 133.50
Carpet and/or Pad Only Shipment	\$ 66.75	\$ 133.50

Double Time Charge - Inbound/Outbound Sunday, & Holidays (in addition to above rates)

Crated or Skidded Shipment	\$ 88.75	\$ 177.50
Special Handling Shipment	\$ 115.50	\$ 231.00
Uncrated or Pad Wrapped Shipment	\$ 133.25	\$ 266.50
Carpet and/or Pad Only Shipment	\$ 133.25	\$ 266.50

Description	Weight	CWT	Price per CWT	Estimated Total Cost
	÷ 100 =			
Surcharges	÷ 100 =			
			Sub-Total	
			TOTAL	

SPECIAL HANDLING DEFINITIONS

For frequently asked questions and material handling estimator tools, go to www.freeman.com

Special handling applies to shipments that are loaded by cubic space and/or packed in such a manner as to require additional labor/handling, such as ground unloading, constricted space unloading, designated piece unloading, carpet/pad only shipments or stacked shipments. Also included are shipment integrity, alternate delivery locations, mixed shipments and shipments without individual bills of lading. Shipments loaded in this manner require additional time, labor, or equipment to unload, sort, and deliver.

What is Ground Loading/Unloading?

Vehicles that are not dock height, preventing the use of loading docks, such as U-Hauls, flat bed trailers, double drop trailers, company vehicles with trailers that are not at dock level, etc.

What is Constricted Space Loading/Unloading?

Trailer loaded "high and tight" shipments that are not easily accessible. Freight is loaded to full capacity of trailer--top to bottom, side to side. One example of this is freight that is loaded down one side of a trailer that must be by-passed to reach target freight.

What is Designated Piece Loading/Unloading?

Drivers that require the loading crew to bring multiple pieces of the freight to the rear of the trailer to select the next piece, having to remove freight from the trailer then reload to fit or the trailer must be loaded in a sequence to ensure all items fit.

What are Stacked Shipments?

Shipments loaded in such a manner requiring multiple items to be removed to ground level for delivery to booth. Stacked or "cubed out" shipments, loose items place on top of crates and/or pallets constitute special handling.

What is Shipment Integrity?

Shipment integrity involves shipments on a carrier that are intermingled, or delivered in such a manner that additional labor is needed to sort through and separate the various shipments on a truck for delivery to our customers.

What is Alternate Delivery Location?

Alternate Delivery Location refers to shipments that are delivered by a carrier that requires us to deliver some shipments to different levels in the same building or to other buildings in the same facility.

What are Mixed Shipments?

Mixed shipments are defined as shipments of mixed crated and uncrated goods, where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment, but does require special handling. Freeman defines special handling for mixed loads as having less than 50% of the volume as uncrated.

What does it mean if I have "No Documentation"?

Shipments arrive from a small package carrier (including, among others, Federal Express, UPS, & DHL) without an individual Bill of Lading, requiring additional time, labor, and equipment to process.

What is the difference between Crated and Uncrated Shipments?

Crated shipments are those that are packed in any type of shipping container that can be unloaded at the dock with no additional handling required. Such containers include crates, fiber cases, cartons, and properly packed skids. An uncrated shipment is material that is shipped loose or pad wrapped, and/or unskidded without proper lifting points.

What about carpet only shipments?

Shipments that consist of loose carpet and/or padding only require additional labor and equipment to unload.

F R E E M A N

F R E E M A N

R U S H

R U S H

DO NOT DELAY

DO NOT DELAY

CANNOT DELIVER BEFORE SEPTEMBER 18, 2018

CANNOT DELIVER BEFORE SEPTEMBER 18, 2018

TO: _____
EXHIBITOR NAME

TO: _____
EXHIBITOR NAME

C/O: FREEMAN
HYATT REGENCY CHICAGO
151 E WACKER DR

CHICAGO, IL 606013794

C/O: FREEMAN
HYATT REGENCY CHICAGO
151 E WACKER DR

CHICAGO, IL 606013794

SHOW SITE

SHOW SITE

EVENT: **BECKERS HEALTHCARE - ANNUAL**
 CIO/HIT + REVENUE CYCL

EVENT: **BECKERS HEALTHCARE - ANNUAL**
 CIO/HIT + REVENUE CYCL

BOOTH NO: _____ NO. _____ OF _____ PCS

BOOTH NO: _____ NO. _____ OF _____ PCS

THE ABOVE LABELS ARE PROVIDED FOR YOUR CONVENIENCE.
PLACE ONE ON EACH PIECE SHIPPED TO ENSURE PROPER DELIVERY.
IF MORE LABELS ARE NEEDED, COPIES ARE ACCEPTABLE.

F R E E M A N

R U S H

DO NOT DELAY

F R E E M A N

R U S H

DO NOT DELAY

RECEIVING DATE BEGINS: AUGUST 21, 2018

RECEIVING DATE BEGINS: AUGUST 21, 2018

DEADLINE DATE IS: SEPTEMBER 10, 2018

DEADLINE DATE IS: SEPTEMBER 10, 2018

TO: _____

EXHIBITOR NAME

TO: _____

EXHIBITOR NAME

**C/O: FREEMAN
2500 WEST 35TH ST**

CHICAGO, IL 60632

**C/O: FREEMAN
2500 WEST 35TH ST**

CHICAGO, IL 60632

WAREHOUSE

**EVENT: BECKERS HEALTHCARE - ANNUAL
CIO/HIT + REVENUE CYCL**

WAREHOUSE

**EVENT: BECKERS HEALTHCARE - ANNUAL
CIO/HIT + REVENUE CYCL**

BOOTH NO: _____ NO. _____ OF _____ PCS

BOOTH NO: _____ NO. _____ OF _____ PCS

THE ABOVE LABELS ARE PROVIDED FOR YOUR CONVENIENCE.
PLACE ONE ON EACH PIECE SHIPPED TO ENSURE PROPER DELIVERY.
IF MORE LABELS ARE NEEDED, COPIES ARE ACCEPTABLE.

FREEMAN

8201 West 47th St
 Mc Cook, IL 60525
 (773) 473-7080 Fax: (469) 621-5603

OUTBOUND MATERIAL HANDLING
 AND SHIPPING LABELS

NAME OF SHOW: **BECKERS HEALTHCARE - ANNUAL CIO/HIT + REVENUE CYCL / September 19 - 21, 2**

COMPANY NAME: _____ BOOTH #: _____ BOOTH SIZE: _____ X

CONTACT NAME : _____ PHONE #: _____

E-MAIL ADDRESS : _____

For Assistance, please call (773) 473-7080 to speak with one of our experts.

For fast, easy ordering, go to www.freeman.com

EVERY OUTBOUND SHIPMENT WILL REQUIRE A MATERIAL HANDLING AGREEMENT AND SHIPPING LABELS. WE WOULD BE HAPPY TO PREPARE THESE FOR YOU AND DELIVER THEM TO YOUR BOOTH PRIOR TO SHOW CLOSE. TO TAKE ADVANTAGE OF THIS SERVICE, PLEASE COMPLETE AND RETURN THIS FORM TO THE FREEMAN SERVICE CENTER.

SHIPPING INFORMATION

SHIP TO: COMPANY NAME: _____

DELIVERY ADDRESS: _____

CITY: _____ STATE/ PROVINCE: _____ ZIP/ POSTAL CODE: _____

PHONE#: _____ ATTN: _____

SPECIAL INSTRUCTIONS: _____

BILL TO: Same as Ship to:

COMPANY NAME: _____

DELIVERY ADDRESS: _____

CITY: _____ STATE/ PROVINCE: _____ ZIP/ POSTAL CODE: _____

METHOD OF SHIPMENT

Select a Carrier:

Freeman Exhibit Transportation **Other Carrier**

No need to schedule your outbound shipment. Carrier Name: _____
 Charges will appear on your Freeman invoice. Carrier Phone: _____

Freeman will make arrangements for all Freeman Exhibit Transportation shipments.
 Arrangements for pick-up by other carriers is the responsibility of the exhibitor.

Select a Level of Service:

1 Day: Delivery next business day Standard Ground
 2 Day: Delivery by 5:00 PM second business day Specialized: Pad wrapped, uncrated, or truckload
 Deferred: Delivery within 3-5 business days

Select Shipment Options (if applicable)

Have loading dock Lift gate required
 Inside delivery Air ride required
 Pad wrap required Residential
 Do not stack

Select Desired Number of Labels: _____

Once your shipment is packed and ready to be picked up from your booth, please return completed the Material Handling Agreement to the Freeman Service Center. Shipments without a Material Handling Agreement turned in will be returned to our warehouse at exhibitor's expense.

Please return form to:

<p>BECKER'S HOSPITAL REVIEW 17 No. STATE STREET, SUITE 1800 CHICAGO, IL 60602 Attn: BECKY VERZAK Phone: 312-257-2937 E-mail: bverzak@beckershealthcare.com</p>

**DEADLINE DATE
AUGUST 22, 2018**

NAME OF SHOW: **BECKERS HEALTHCARE-ANNUAL CIO/HIT + REVENUE CYCLE / September 19 - 21, 2018**

EXHIBITING COMPANY NAME: _____ BOOTH #: _____

PRINT NAME: _____ BOOTH SIZE: _____ X _____

SIGNATURE: _____ DATE: _____

If your company plans to use a firm which is not the official service contractor as designated by Show Management, please complete this form and mail to the address listed above.

Company Name: _____ Booth No.: _____

Contact at Show: _____

Exhibitor Appointed Contractor: _____

Address of Contractor: _____

Type of Service to be Performed: _____

*Inform your **Exhibitor Appointed Contractor** that they **MUST** send a copy of their General Liability Insurance Certificate no later than **30 days** prior to the first day of exhibitor move-in or they will not be permitted to service your exhibit.*

It is the responsibility of the exhibitor to see that each representative of an Exhibitor Appointed Contractor abides by the official rules and regulations of this event.

This form must be received 30 DAYS PRIOR TO THE FIRST DAY OF EXHIBITOR MOVE-IN.

NOTIFICATION OF INTENT TO USE eac



WELCOME TO THE HYATT REGENCY CHICAGO

*In compliance with the directives of the Chicago Fire Prevention Bureau, we ask that **ALL EXHIBITORS** read and strictly adhere to the following:*

Exhibitors may not, under any circumstances, store empty cases, equipment, products, or materials of any kind behind any drape or behind a booth display at any time during the show. You may keep one day's supply of your product or materials on display in your booth space and/or under your table. All materials that are needed for repacking purposes must be removed from the exhibit area. Any items stored behind a booth display or drape will be subject to removal and will be placed in an off-site storage facility. "Empty" labels are provided for your convenience and are available at the Exhibitor Service Desk. Please affix these to your empty containers and place them in the aisle for pick up. They will be returned to your booth at the break of show.

The Chicago Fire Marshal reserves the right to close down any Exhibitor that does not comply with the above Rules and Regulations. The Exhibitor will be held responsible for payment of any services rendered.

WE APPRECIATE YOUR COOPERATION.

F R E E M A N

8201 West 47th Street
McCook, IL 60525

(773) 473-7080 • Fax (469) 621-5603

Email: FreemanChicagoES@freeman.com

**DISCOUNT PRICE
DEADLINE DATE
AUGUST 29, 2018**

**INCLUDE THE FREEMAN METHOD OF
PAYMENT FORM WITH YOUR ORDER**

NAME OF SHOW: **BECKERS HEALTHCARE - ANNUAL CIO/HIT + REVENUE CYCLE / September 19 - 21, 2018**

COMPANY NAME _____ BOOTH #: _____

CONTACT NAME: _____ PHONE #: _____

E-MAIL ADDRESS _____

For Assistance, please call 773-473-7080 to speak with one of our experts.

For fast, easy ordering go to www.freeman.com

By signing and delivering this form to Freeman, customer agrees to all terms and conditions printed on this form and on the Electrical Service Order Form.

Electrical Labor Rates:

Straight Time: Monday-Friday 7:00 a.m. - 3:00 p.m.\$150.00

Over Time: Monday-Friday 3:00 p.m. - 7:00 a.m. ;
Saturday until 3:00 p.m.\$ 225.00

Double Time: All Day Sunday and Holidays\$ 300.00
(3:00 p.m. Saturday - 7:00 a.m. Monday)

PLEASE SUBMIT A FLOOR PLAN OF ALL BOOTHS 20' X 20' OR LARGER INDICATING PLACEMENT OF ELECTRICAL SERVICE.

INSTALLATION

Description	Date	Start Time	# of persons	Approx Hrs per person	Total Hours	Hourly Rate	Estimated Total Cost
Describe work to be done: _____						Sub-Total	
_____						Tax	N/A
						Total	

DISMANTLE

Description	Date	Start Time	# of persons	Approx Hrs per person	Total Hours	Hourly Rate	Estimated Total Cost
Describe work to be done: _____						Sub-Total	
_____						Tax	N/A
						Total	

THERE WILL BE A ONE TIME LABOR CHARGE TO INSTALL/DISMANTLE ALL AUDIO VISUAL EQUIPMENT
Freeman requires 100% of amount owed, including applicable tax, to be paid either in advance or at showsite. Payments must be made in U.S funds. Invoices can be paid by company check, Visa, MasterCard or American Express. Payment for all labor and services ordered by the exhibitor, his display house, or third parties is the responsibility of the exhibitor. Your showsite representative should be made aware of this policy and have means of payment. Otherwise, service will be denied. Mail the advance payments with order forms to the address above. Payments should be made payable to Freeman. Show name and booth number should be noted on all advance payments so they will be properly credited. Please indicate method of payment. This section must be completed before your orders can be processed. A credit card authorization is required as a deposit against additional rentals and/or labor. Payment of any balances may also be made by company check, but a credit card authorization must be on file. Any balances outstanding at move-out will be charged to your credit card. Prices subject to change without notice.

**METHOD OF PAYMENT FORM
MUST BE INCLUDED WITH
YOUR ORDER**

FREEMAN

8201 West 47th Street

McCook, Illinois 60525

(773) 473-7080 • Fax (469) 621-5603

Email: FreemanChicagoES@freeman.com

DISCOUNT PRICE

DEADLINE DATE

AUGUST 29, 2018

INCLUDE THE FREEMAN METHOD OF PAYMENT FORM WITH YOUR ORDER

NAME OF SHOW: **BECKERS HEALTHCARE - ANNUAL CIO/HIT + REVENUE CYCLE / September 19 - 21, 2018**

COMPANY NAME _____ BOOTH #: _____

CONTACT NAME: _____ PHONE #: _____

E-MAIL ADDRESS _____

For Technical Assistance, please contact Doug Castle at 312-239-4678 or e-mail at doug.castle@hyatt.com.

To order Electrical Service contact Freeman at 773-473-7080 or e-mail at FreemanChicagoES@freeman.com

For fast, easy ordering go to www.freeman.com

ELECTRICAL OUTLETS (Single Phase)	PLEASE NOTE
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Part #	Description	QTY	Discount Price	Standard Price	TOTAL
40715	1500 Watts (120 volts) (6 Plug Multi Strip)	_____	225.00	250.00	= \$ _____
40720	2000 Watts (120 volts) (6 Plug Multi Strip)	_____	260.00	310.00	= \$ _____
40915	15 Amps (208 volts) (1 HP)	_____	Quoted on Request		= \$ _____
40930	30 Amps (208 volts) (5 HP)	_____	Quoted on Request		= \$ _____

List AV Equipment:

ELECTRICAL OUTLETS (Three Phase)	
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Part #	Description	QTY	Discount Price	Standard Price	TOTAL
401015	15 Amps (208 volts) (Heavy Duty Service Unit)	_____	Quoted on Request		= \$ _____
401030	30 Amps (208 volts) (Heavy Duty Service Unit)	_____	Quoted on Request		= \$ _____

Above 30 Amps or 208 Volts Call for Quote.

Special Instructions:

ELECTRICAL EQUIPMENT	
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Part #	Description	QTY	Discount Price	Standard Price	TOTAL
403010	Extension Cord	_____	22.20	35.75	= \$ _____
	LED Track Heads	_____	75.00ea.	105.00	= \$ _____
	1/2 hr. Labor Install (Up to 3 track heads)				
	1/2 hr. Labor Dismantle (Up to 3 track heads)				
40305	Power Strip - #40-30-5 (5 HP)	_____	30.20	37.90	= \$ _____

TOTAL COST	
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Outlet(s)	\$ _____
Equipment	\$ _____
Tax 9% (Rental)	\$ _____
GRAND TOTAL	\$ _____

- Outlet prices for 120 Volt power include delivery of the service to one location at the rear of the booth in peninsula and in-line booths. If you require outlets in other locations, have lights or electrical items to hang or erect, or have other electrical requirements please see the Electrical Labor order form for rates and instructions.
 - **A scaled floor plan is required for orders with multiple outlet locations and/or island booths.** Submit a scaled floor plan indicating a main power drop, exact outlet locations (with wattage or amperage) complete with dimensions and booth orientation indicating surrounding aisle or booth numbers. See example on reverse. If a power location in an island booth is not provided prior to show move-in, a location will be determined by Freeman in order to maintain delivery schedules. Relocation of the service will be charged on a time and material basis.
 - Labor is required for any and all electrical work over and above the installation of the main power drop. Please see the Electrical Labor form for complete details.
- Labor Is Required For:**
1. **Floorwork** - Distribution of electrical under carpet and flooring.
 2. **Boothwork** - Distribution of electrical overhead (more than one drop location in your booth) and/or through booth structure.
 3. **Hook Up** - Connection and hard-wiring of all 208 or higher voltage services, electrical motors, dimmers, disconnects or sound and projection equipment.
 4. **Lighting** -
 - a) Assembly and installation of all lighting to exhibit structure.
 - b) Assembly, installation and dismantle of electrical headers and/or light boxes.
 5. **Cabling** - Coaxial and/or communication cable distribution within booth. (Exhibitor must supply cable).
 6. **Mounting** of single monitors over 6' (to include plasma AV screens, LCD & CRT) and installation of hanging brackets.
 7. **Please also submit the Freeman Method of Payment Form with credit card information.** Floorwork can only be completed in advance with a credit card on file and upon receipt of an acceptable floor plan and authorization to proceed. It is highly recommended to choose this option so that work is completed prior to your arrival and booth set up can begin immediately.

FREEMAN electrical service

F R E E M A N

Attn: Doug Castle, Chief Electrician
c/o Hyatt Regency Chicago

151 East Wacker Drive, Chicago, IL 60601
Phone: 312-616-6881 Fax: 312-239-4682

ELECTRICAL SERVICES

The grid below may be printed to layout your electrical requirements for booths up to 40' x 40' or used to develop your own plan for larger exhibits. Please complete as clearly as possible, indicating the following:

- 1. Location of the main power drop.** (Power needs to be distributed from one location at which a panel or other piece of electrical equipment will be installed. It is recommended that this equipment be placed in a closet, under a table/desk or in another location that keeps it out of sight.) Please provide specific dimensions.
- 2. Location and load to all outlets.** Please provide specific dimensions and wattages/amperages. *Please do not simply place an X where your power is required.*
- 3. Booth orientation.** Please provide surrounding aisle and/or booth numbers, particularly for island booths. Also, please try to orient your booth to the overall floor plan so that the diagram does not have to be rotated.

Show Name: _____ Dates: _____

Company Name: _____ Booth #: _____

Adjacent Aisle or Booth # _____

Adjacent Aisle or Booth # _____

A measurement scale can be applied as necessary to reflect the size of your booth. (Minimum: 1 square = 1 foot)

SCALE: 1 SQUARE = _____ FOOT/FEET or _____ INCHES

ELECTRICAL SERVICES Conditions and Regulations

1. **Deadline Date:** Your order must be received not later than 22 days before opening day to insure installation in time for the opening of the show. A 30% penalty on basic charges will apply on all orders received after the deadline date. Saturdays, Sundays, and Holidays are included in this 22 day period.
2. Wall, column, and permanent utility outlets are not to be used by the exhibitor and are not part of the booth space.
3. All lighting displays, electrical appliances, motors, and other types of electrical equipment, must be wired to meet the City of Chicago Electrical Code.
4. All motors must be equipped with a safety switch as a point of disconnect and overload protection.
5. All equipment and material must use 3-wire grounded type cord. All exposed non-current carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.
6. Use of open clip sockets, latex or lamp cord wire duplex or triplex attachment plugs in exhibits are prohibited.
7. Claims will not be considered unless filed in writing by the exhibitor by the close of the exhibition.
8. Under no circumstances shall anyone other than the show electrician make electrical connections.
9. Rates are based on prevailing union contracts and are subject to change without notice.
10. Installing of ball lights, hanging of electrical headers, or any other type of electrical fixtures, special wiring etc. must be done by show electrician on a time and material basis.
11. Electrical power for show lights and displays will be turned on one hour prior to show opening time, and turned off at show closing time daily. If power is required before or after, special arrangements must be made at least 24 hours in advance. Minimum labor charges is 1 hour.
12. The chief Electrician has the power to refuse connection where wiring constitutes a fire hazard.
13. All material and equipment furnished by the contractor on this service order shall remain its property and shall be removed by the contractor after the close of the show. All equipment on a rental basis only.
14. Rates quoted for all connections cover the bringing of service (unless otherwise noted) to the booth in the most convenient manner and do not include connecting equipment or special wiring.
15. All equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, and/or wattage.
16. Exhibitors must check in at the electrical service desk before assembling their exhibits requiring electrical power or labor.

Electrical Labor

All work Done after 4:00 p.m. Monday thru Friday, and all day Saturday, Sunday, and holidays is at Double Time Rates. Labor will be charged in one half hour increments.

Full payment of rental charges must accompany your order to qualify for discount rates. All others received at service desk will be charged at standard prices. Service charge of 1-1/2% per month on unpaid balance will be made starting 30 days after date of invoice. American Express, VISA, and MasterCard welcome. All prices applicable to 6% transaction tax.

50% Charge for cancellations.

Electrical Regulations for Temporary Wiring of Booths and Exhibits

In addition to the provisions of Section 88-750 of the Chicago Electrical Code the following regulations shall be enforced by the electrical inspectors or the Electrical Inspection Section on all booths or temporary exhibits in all locations in the City of Chicago where such exhibits, shows, or meetings are held.

1. No exhibitor shall make any electrical installation, nor shall he make any electrical connection of any appliance or equipment to the building electrical system.
2. All electrical connections to the building electrical system or extension thereto shall be made by the building electrician.
3. If outside electrical contractor is to be used, (a) Licensed by the City, and (b) before any work is started, an electrical permit must be secured from the Electrical Inspection Section.
4. Extensions to the building electrical system shall be made by three wire flexible cord, Type SO, or equal, in lengths so arranged that there will be more than one coil, 2 feet in diameter, of excess cord.
5. No cord shall be run across any space where subject to traffic unless the cord is encased in a substantial enclosure, specially approved for the purpose.
6. Termination of extensions to the building electrical system shall be in assemblies specifically approved for the purpose by the Electrical Inspection Section.
7. All electrical equipment or appliances connected to the building electrical system or extensions thereto in booths or displays shall be (a) listed and labeled by a nationally recognized standard testing laboratory, or (b) specifically approved by the Electrical Inspection Section.
8. No electrical equipment shall be attached to or supported from booth dividers.
9. Permanently installed wiring on all booths or displays shall be encased in an approved metal raceway, where flexibility is necessary, such as between booth sections and at connection points to the building electrical system or supply points. Type SO cord or equal in lengths not to exceed six feet, equipped approved attachment plugs may be utilized.
10. All splices and terminations shall be made in an approved metal enclosure.
11. There shall be no exposed live metal parts.
12. All flexible cords shall be three wire, Type SO or equal, unless such cord is a component part of an assembly which specifically approved. No two wire extension cords are allowed.
13. All exposed, non-current carrying metal parts of the electrical installation shall be effectively grounded.
14. No electrical equipment or appliances which under normal operating conditions attain a surface temperature in excess of 90 degrees C or 194 degrees F shall be mounted on or supported from any combustible material, unless separated therefrom by a substantial non-combustible material.
15. Lighting fixtures or other appliances or equipment equipped with other than Type SO cord or its equal will be accepted provided the complete assembly including the cord is listed and labeled by a nationally recognized standard testing laboratory.
16. No clamp-on fixtures of any type will be allowed.
17. The exhibitor is responsible for all electrical equipment and is totally responsible for any liability involving same.
18. All exhibits using electrical equipment and wiring are subject to final inspection by the Electrical Inspection Section.

Freeman offers rental of extension cords and plug molds which provide safety approved multiple plug-in capacity.

Exhibit Request Form

Exhibit Rentals and Exhibit Networking Guide

VIDEO EQUIPMENT	SHOW RATE	QUANTITY	TOTAL
90" HD Monitor (Includes Stand)	\$5,250.00		
80" HD Monitor (Includes Stand)	\$3,500.00		
70" HD Monitor (Includes Stand)	\$2,750.00		
60" HD Monitor (Includes Stand)	\$2,000.00		
55" HD Touch Screen Monitor (Includes Stand)	\$3,500.00		
46" HD Monitor (Includes Stand)	\$1,500.00		
32" HD Monitor (Includes Tabletop Stand)	\$750.00		
24" HD Monitor (Includes Tabletop Stand)	\$500.00		
Apple TV Media Player	\$325.00		
Solid State Media Player (Suggested for all Monitor HD Video Playback Needs)	\$325.00		
Blue Ray DVD Player	\$325.00		

All monitor rentals are sold on floor stands and come with one standard HDMI connection cable. If custom cables or adapters are required, please contact Encore prior to your event. Additional rental fees may apply. Custom installations such as wall or exhibit mounting, nonstandard orientation, and/or desktop placement may require additional labor and equipment. Please contact Encore Event Technologies prior to submitting this form. On-site design changes may result in emergency fees.

MISCELLANEOUS RENTAL ITEMS AND SUPPORT	SHOW RATE	QUANTITY	TOTAL
Windows Laptop (includes current Windows operating system and Microsoft Office)	\$500.00		
Macbook Laptop (includes current macOS with Keynote)	\$1,000.00		
Apple iPad	\$500.00		
Apple iPad Mini	\$425.00		
Android Tablets	Please Call		
Windows Tablets	Please Call		
Booth Size PA System with Wireless Mic	\$650.00		
Social Media Walls	Please Call		
Charging Stations	Please Call		
Battery Powered Wireless LED Uplights	Please Call		

NETWORK AND TELECOM	PER DAY RATE	QUANTITY	TOTAL
House Phone	\$95.00		
Speaker Phone	\$175.00		
Conference Speaker Phone	\$250.00		
Expanded Conference Speaker Phone	\$350.00		

Telecom rentals are for basic line installation and phone rental only. Additional needs or customization will require extra labor and fees. Charges do not include call charges. These fees will be posted to hotel account folio or guest room account post event.

Wired Internet Access	\$500.00/show		
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Wireless Internet access can be purchased on-site via the Hyatt Conference Web Portal by using a credit card or charging to a guest room.

Encore Event Technologies is the unified network provider at the Hyatt Regency Chicago and maintains a full time on-site IT team. For all advanced networking services such as: high density wireless solutions, Static IP Addresses, VLAN Setup, custom Wi-Fi Networks, QOS Configuration, or Dedicated Bandwidth, please contact us at hrcexhibits@encore-us.com.

Note: Custom installations or dedicated Internet service beyond the scope of existing facilities will be individually quoted upon request. An additional 24% service charge will be added to all transactions. The service charge is calculated from the full price of the items. Illinois state sales tax will be assessed on the service charge.

SUBTOTAL: _____
 Rental tax=10.25% of Subtotal: _____
 Service Charge=24% of Subtotal: _____
 City tax=9% of Service: _____
 Calculated by Encore
GRAND TOTAL: _____

EXHIBIT RENTAL CONTRACT (NEXT PAGE) MUST BE COMPLETED FOR ORDER TO BE PROCESSED AND RESERVED. PLEASE SUBMIT A MINIMUM OF 72 HOURS IN ADVANCE. FAILURE TO SUBMIT A COMPLETED FORM WILL RESULT IN EQUIPMENT DELIVERY DELAYS. ON-SITE CONTACT NAME AND NUMBER MUST BE PROVIDED BEFORE EQUIPMENT WILL BE DELIVERED.

Contract Information

Exhibit Rentals and Exhibit Networking Guide

Exhibitor is responsible for equipment until it is picked up by an Encore Event Technologies representative. Pick-up will be at close of show unless otherwise specified. No removal of equipment will take place during show hours.

Payment Information

IF YOU CLAIM SALES TAX EXEMPTION IN THIS STATE, PLEASE FURNISH A COPY OF YOUR TAX-EXEMPT CERTIFICATE WITH YOUR ORDER.

Please indicate method of payment. This section must be completed before your order can be processed. A credit authorization is requested as a deposit against additional services and/or labor. Payment of any balances may also be made by company check upon presentation of statement while at the show, but a credit card authorization should be on file. Any balances outstanding as of move-out will be charged to your account. Please do not ask us to bill you.

Please complete forms and submit via fax to Encore Event Technologies at 312-239-4664. You will receive a confirmation via email within 48 hours. If you do not receive a confirmation email, please contact hrcehibits@encore-us.com.

Company Name: _____ Booth Name: _____ Number: _____

Master Account #: _____ Authorized Signer's Name: _____

Credit Card #: _____ CCID: _____ Type: _____ Exp: _____

Billing Address: _____ Billing Zip Code: _____

On-site Contact Name: _____ On-site Contact Cell Phone Number: _____

Terms and Conditions

ALL ORDERS SUBJECT TO LIMITS OF LIABILITY AND RESPONSIBILITY AS SET FORTH BELOW.

By executing this order form, Lessee agrees as follows:

1. All company checks must be received 72 hours prior to event.
2. Cancellation: In the event Lessee cancels this order, Lessee will be charged a cancellation fee equal to 10% of one day's rental of the equipment. Cancellation made within 48 hours of the delivery date will be charged a cancellation fee equal to up to 50% of rental plus any handling charges, service charge, and labor fees.
3. Risk of Loss: Equipment rental is the responsibility of Lessee. Any equipment that is lost, damaged, or stolen while in Lessee's care or possession will result in Lessee being charged for replacement cost, labor, or parts for repair, as the case may be.
4. Rentals in the city of Chicago are subject to city tax of 9%.
5. Insurance for the subject equipment is Lessee's responsibility.
6. On-location set-up and take-down by required union labor is not included in the equipment rental price. This fee will be charged Freeman Electrical Services. Please contact Freeman Electrical Services at 773-473-7080.

I understand the above condition:

Authorized Signature: _____ **Print Name:** _____ **Date:** _____

7. Payment tendered for the specified equipment with this reservation form is an estimate only and any changes in equipment requirements and any labor charges will affect this estimate. Lessee is responsible for all charges.
8. It is the responsibility of the exhibitor to advise an Encore Event Technologies representative of any problems with their order on show site. Absolutely no credits will be issued after show closing.
9. Encore Event Technologies must supply all switches and hubs for the high-speed internet service.



F.A.Q. Riverside Exhibition Hall

Exhibit Rentals and Exhibit Networking Guide

Thank you for choosing Encore Event Technologies as your Internet and audio visual equipment provider. Encore is the premier provider of event technologies for the Hyatt Regency Chicago. We look forward to assisting you with all of your audio visual needs during your show appearance.

The following information will help answer frequently asked questions before, during and after your event. Specific questions not addressed here should be via email to the following address: hrcexhibits@encore-us.com. Please include your show dates, name of your company, and your contact information.

Q. What are the deadlines and/or cut-off dates?

A. The deadline to complete and fax all forms will be 72 hours prior to the set-up day of your show. All orders received after the 72 hour cut-off date will be considered on-site orders and are SUBJECT TO EQUIPMENT AVAILABILITY and A 25% ADDITIONAL on-site EXPEDITE FEE. If you are only ordering wireless Internet, no request form is needed. Wireless Internet can be ordered once you arrive on-site by using the web portal. You can use a credit card to book or place your charge to your room.

Q. When will my credit card be charged?

A. All credit cards will be charged for the entire amount of the order 24 hours in advance of the set-up of the show. All credit card orders must include the entire number, the expiration date, the billing address, billing zip code and the CID number located on the back of the card. Orders will be considered incomplete without inclusion of the requested information and therefore will be subject to equipment availability on the day of the show and escalated rush fees.

Q. How do I get a receipt?

A. Receipts for completed orders will be issued upon email request at the conclusion of the show. Please forward all requests to hrcexhibits@encore-us.com. Please include your contact information. The name of the show and the show dates are helpful. If you are a third party exhibitor requesting a receipt, include your company name in the request.

Q. Can I pay with a company check?

A. Credit card payments are strongly encouraged; however, company checks are a valid form of payment. Checks are to be made payable to Encore Event Technologies and sent to 151 E Wacker Drive, Chicago IL 60601. When paying by check please include a copy of your order as generated by Encore, therefore providing verification of the correct amount and the valid order for which it will be applied to. All checks must be received 72 hours prior to the set-up date of the show that you are attending.

Q. Are wire transfers an acceptable form of payment?

A. FOR INTERNATIONAL ORDERS ONLY. Wire transfers are an acceptable form of payment. An additional processing fee of \$30.00 will be assessed. Contact hrcexhibits@encore-us.com for written instructions.

Q. Where is my equipment?

A. Hyatt Regency Chicago is a union hotel. Therefore, on set-up day, the equipment you have ordered will be delivered to the exhibit floor. At that point, responsibility for all equipment will transfer from Encore to Local Union. A union electrician will be responsible for the delivery and set-up of the equipment ordered. Encore does not control this schedule.

Q. Can I bring my own networking equipment?

A. Encore Event Technologies is the unified network provider at the Hyatt Regency Chicago and maintains a full time on-site IT team. Advanced networking services for custom requirements are available for purchase. These may include high density wireless solutions, routable Static Public IP Addresses, VLAN Setup, custom Wi-Fi Networks, QOS Configuration, or Dedicated Bandwidth. Please contact us at hrcexhibits@encore-us.com for more information.

Q. Does the cost of the telecom equipment include the cost of calls?

A. No, these charges will be assessed by the Hyatt Regency Chicago and will need to be charged to a Master Account or Guest Room Folio. Contact Encore Event Technologies for more information.

Q. Who do I contact if I have problems with equipment during the show?

A. For Encore equipment, wired and wireless internet connections, login information and passwords; contact Encore directly at 312-239-4660. For union related issues, contact Freeman Exhibitor Services at 312-938-0320.

Q. Does Encore require a diagram of my booth?

A. Diagrams are extremely helpful when setting equipment. If available, send your diagram in with your completed forms.

Q. How will I know my order was received?

A. Once your completed forms have been faxed to Encore, Encore will process them and send you a final order within 48 hours of receipt. IF YOU CLAIM SALES TAX EXEMPTION IN THE STATE OF ILLINOIS OR THE CITY OF CHICAGO, PLEASE FURNISH A COPY OF YOUR TAX-EXEMPT CERTIFICATE WITH YOUR ORDER.