

F R E E M A N

FAQs – Postshow

The following postshow frequently asked questions and answers may help you as you prepare for your upcoming event.

Click on a frequently asked question below for more information:

- [How do I get my empty containers back? When will they arrive?](#)
 - [How do I arrange outbound shipping?](#)
 - [When will I be invoiced?](#)
 - [When do I need to be sure to vacate my booth space?](#)
 - [When will my labor arrive, and how do I make sure it has been ordered?](#)
 - [Do I need to check in with the Exhibitor Service Center again?](#)
 - [What help will the Exhibitor Service Center provide?](#)
 - [Will there be security to watch my things?](#)
 - [Do I need to stay to supervise the movement of my items out of my booth space?](#)
-

How do I get my empty containers back? When will they arrive? [\(Back to top\)](#)

Your empty containers will be returned at the close of the show, after the aisle carpet has been picked up. Keep in mind it can take as many as eight hours to return all empty containers, depending on the size of the show. Please make sure that you arrange your travel accordingly.

How do I arrange outbound shipping? [\(Back to top\)](#)

Freeman transportation can handle all of your transportation needs, including outbound shipping. Simply call 800-995-3579 to arrange outbound shipping, or check in at the Exhibitor Service Center. You can also order outbound shipping by completing and faxing the order forms located in your exhibitor service kit. If you have a preferred carrier that is different from Freeman transportation, you can arrange in advance for them to pick up your shipment. Please refer to Quick Facts for the time that your shipment will need to be cleared from your space by the outbound carrier. There is an outbound shipping form in the kit; regardless of which carrier you use, if you fill out this form beforehand, we will print out shipping labels for you and they will be brought to your booth.

When will I be invoiced? [\(Back to top\)](#)

Every effort is made to invoice on the day the show opens. The invoice will be delivered to your booth, along with any outbound shipping information and labels.

F R E E M A N

FAQs – Postshow

When do I need to be sure to vacate my booth space?

[\(Back to top\)](#)

Please refer to Quick Facts for the date and time the show needs to be cleared. Also refer to Quick Facts for the time that your shipments need to be cleared by your outbound carrier.

When will my labor arrive, and how do I make sure it has been ordered?

[\(Back to top\)](#)

Check in at the labor desk in order to pick up your labor. You may contact the Exhibitor Service Center to make sure your labor order has been placed.

Do I need to check in with the Exhibitor Service Center again?

[\(Back to top\)](#)

Yes. You must stop by the Exhibitor Service Center to pick up and complete your outbound shipment paperwork. Once your shipment is packed up and ready to go, you will fill in the piece count and return the form to the Exhibitor Service Center. At this time you will also make sure all your labels are placed on the shipment. This paperwork notifies your outbound carrier that your shipment is ready to be picked up.

What help will the Exhibitor Service Center provide?

[\(Back to top\)](#)

Whatever you ask. If we don't know the answer, we'll work to figure it out. Primarily the questions we receive are about orders, shipments, services, labor, invoice balance, empty stickers, material handling, loading, etc.

Will there be security to watch my things?

[\(Back to top\)](#)

No, if you have something valuable in your shipment, it is advised that you wait for your carrier to arrive, or hire a security guard. Also, do not label boxes with the contents (i.e., plasma screen, computer equipment) if they are expensive or high-tech materials.

Do I need to stay to supervise the movement of my items out of my booth space?

[\(Back to top\)](#)

Please make sure your outbound paperwork is completed and turned into the Exhibitor Service Center before you leave. If you have something valuable in your shipment, it is advised that you wait for your carrier to arrive, or hire a security guard. Also, do not label boxes with the contents if they are expensive or high-tech materials.

If this list doesn't answer your questions, please feel free to call us at 1-888-508-5054 or send an email to: customersupport@freemanco.com.