

CONCIERGE ELITE

Check out our Concierge Elite service on your PC or smartphone to take advantage of our new time saving tools for service at your fingertips!

Log onto www.freemanco.com from your PC or smartphone. This service will provide the following information instantly:

- Receive notifications when show site shipments arrive
- Receive notifications when empty containers are returned to your booth after the show
- Ask for service or assistance from anywhere
- View orders and freight shipments
- Submit outbound paperwork without making a trip to the service desk

For a short demo of Concierge Elite, go to www.freemanco.com/cedemo to view its many features.

SERVICE INFORMATION

BOOTH EQUIPMENT

Each exhibit package will be set with 8' high royal blue back drape, 3' high royal blue side dividers, and a 7" x 44" identification sign. Visit the SAPPHIRE NOW and ASUG Annual Conference Exhibitor Information Web Site (www.sapandasugexhibitors.com) to view the descriptions of what is included in each exhibit package. As each package varies, exhibitors are responsible for purchasing any equipment and services not included within the listed descriptions.

EXHIBIT HALL CARPET

Each exhibitor is responsible for ordering their own carpet, except for Emerald Turnkey, Ruby Turnkey, and Pod levels. The show floor aisles will be carpeted in gray.

DISCOUNT PRICE DEADLINE DATE

Take advantage of discount pricing by ordering online at www.freemanco.com/store by April 25, 2012.

Save money by ordering services and labor in advance. All services including display and rigging labor orders placed at show site will be charged an additional 30% above the advance rate.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on pre-show procedures and move-in, please go to www.freemanco.com/preshowFAQ

Wed-Sunday	May 09-13, 2012	8:00 AM - 5:00 PM	Sapphire & Onyx Levels Install
Thurs-Sunday	May 10-13, 2012	8:00 AM - 5:00 PM	Diamond Level Install
Fri-Sunday	May 11-13, 2012	8:00 AM - 5:00 PM	Emerald & Ruby Levels Install
Sunday	May 13, 2012	12:00 PM - 5:00 PM	Emerald Turnkey, Ruby Turnkey, & Pod Levels Move-In

All exhibits must be fully installed by Sunday, May 13, 2012 at 5:00 PM.

EXHIBIT DAYS

Monday	May 14, 2012
Tuesday	May 15, 2012
Wednesday	May 16, 2012

For show floor hours, please refer to the SAPPHIRE NOW and ASUG Annual Conference Exhibitor Program Conference Schedule located on the Exhibitor Manual page of the Exhibitor Information Web Site.

EXHIBITOR MOVE-OUT

For more information and helpful hints on post-show procedures and move-out, please go to www.freemanco.com/postshowFAQ

Wednesday	May 16, 2012	5:30 PM - 10:00 PM
Thursday	May 17, 2012	8:30 AM - 5:00 PM
Friday	May 18, 2012	8:30 AM - 4:00 PM

DISMANTLE AND MOVE-OUT INFORMATION

All exhibitor materials must be removed from the exhibit facility by Friday, May 18, 2012 at 4:00 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 Friday, May 18, 2012 at 12:00 PM.

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

SERVICE CONTRACTOR CONTACTS / INFORMATION:

FREEMAN

2200 Consulate Dr
 Orlando, FL 32837
 (407) 816-7900 fax (469) 621-5605
FreemanOrlandoES@freemanco.com

FREEMAN EXHIBIT TRANSPORTATION

(800) 995-3579 Toll Free US & Canada, (817) 607-5100 Local & International, (469) 621-5810 Fax

SERVICE CENTER HOURS

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

Wednesday	May 09, 2012	8:00 AM - 5:00 PM
Thursday	May 10, 2012	8:00 AM - 5:00 PM
Friday	May 11, 2012	8:00 AM - 5:00 PM
Saturday	May 12, 2012	8:00 AM - 5:00 PM
Sunday	May 13, 2012	8:00 AM - 6:00 PM
Monday	May 14, 2012	Show floor hours
Tuesday	May 15, 2012	Show floor hours
Wednesday	May 16, 2012	Show floor hours

FREEMAN ONLINE®

Our Internet online ordering service, Freeman OnLine® is available for your convenience to order all Freeman Services, view show schedule, or print order forms. Once your show is available online you will receive an email which includes a direct link to Freeman OnLine®.

To place online orders you will be required to enter your unique Login ID and Password. If this is your first time to use Freeman OnLine®, click on the "Login" link in the top right corner to create a new account. To access Freeman OnLine® without using the email link, visit www.freemanco.com/store/ and click the "Login" link in the top right corner. If you need assistance with Freeman OnLine® please call our Customer Support Center at (888) 508-5054 Toll Free US & Canada or (817) 607-5000 Local & International.

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.

SHIPPING INFORMATION

Warehouse Shipping Address:

Exhibiting Company Name _____ / Booth # _____

SAPPHIRE NOW AND 2012 ASUG ANNUAL CONFERENCE

C/O FREEMAN

10088 GENERAL DRIVE

ORLANDO, FL 32824

Freeman will accept shipments at the warehouse beginning Monday, April 09, 2012, at the above address. Material arriving after May 02, 2012 will be received at the warehouse with an additional after deadline charge. Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 3:30 PM.

Show Site Shipping Address:

Exhibiting Company Name _____ / Booth # _____

SAPPHIRE NOW AND THE ASUG ANNUAL CONFERENCE

C/O FREEMAN

ORANGE COUNTY CONVENTION CENTER

9400 UNIVERSAL BLVD

ORLANDO, FL 32819-8111

Freeman will receive shipments at show site beginning Wednesday, May 09, 2012. Materials arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility are the responsibility of the Exhibitor.

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.

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (407) 816-7900.

WE APPRECIATE YOUR BUSINESS!