

**SERVICE INFORMATION**

**BOOTH EQUIPMENT**

Visit the Exhibitor Information Web Site ([www.sapandasugexhibitors.com](http://www.sapandasugexhibitors.com)) to view the [Exhibit Packages document](#). Each exhibit package level is unique and exhibitors should become familiar with the components of their respective package. Exhibitors are responsible for ordering any equipment or services that are not included.

**EXHIBIT HALL CARPET**

Each exhibitor is responsible for ordering their own carpet, except for the Emerald Plus, Ruby, and Pod level packages which include gray carpet. Please refer to the Carpet Brochure and Order Form in the Exhibitor Manual. The show floor aisles will be carpeted in gray.

Note: All booths must have carpet or some type of floor covering. Turnkey exhibitors may order a different color carpet and/or padding using the Turnkey Carpet Order Form.

**BOOTH MASKING**

To maintain a professional appearance, inline booths that are at the end of an aisle should have no visible exposure of wiring, boxes, etc. behind their booth when viewed from the aisle. Please take this into consideration when planning your booth and “mask” as necessary. If you would like assistance, please contact Freeman in advance. If it is determined on-site that masking is required for a professional look, Freeman will be asked to do this, and the on-site fee will be higher than if arranged in advance.

**DISCOUNT PRICE DEADLINE DATE**

**Place your order by April 11 to take advantage of Freeman’s advance order discount rates.**

**SHOW SCHEDULE**

**INSTALL AND MOVE-IN**

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

Thur - Mon	May 2 - May 6	8:00 AM - 5:00 PM	Sapphire & Onyx Levels Install
Fri - Mon	May 3 - May 6	8:00 AM - 5:00 PM	Diamond Level Install
Sat - Mon	May 4 - May 6	8:00 AM - 5:00 PM	Emerald Level Install
Mon	May 6	8:00 AM - 5:00 PM	Emerald Plus & Ruby
			Move-In
Mon	May 6	12:00 PM - 5:00 PM	Pod Level Move-In
Mon	May 6	5:00 PM	All Levels “Show Ready”

**SHOW FLOOR SCHEDULE**

Tuesday	May 7
Wednesday	May 8
Thursday	May 9

For show floor hours, please refer to the [exhibitor conference schedule](#) located in the [Exhibitor Manual](#).

**DISMANTLE AND MOVE-OUT**

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

Thursday	May 9	5:30 PM - 10:00 PM
Friday	May 10	8:00 AM - 5:00 PM
Saturday	May 11	8:00 AM - 5:00 PM
Sunday	May 12	8:00 AM - 4:00 PM

*Exhibitors will be permitted to begin packing up their exhibit space after 5:30 PM on May 9 but freight cannot be moved out until May 10.*

All exhibitor materials must be removed from the Orange County Convention Center (OCCC) by Sunday, May 12 at 4:00 PM.

To ensure all exhibitor materials are removed from the facility by the Move-Out deadline, please have all carriers check-in by 12:00 PM on Sunday, May 12.

**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**

Move In: 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 move-in.

Move-out: 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 (407) 816-7900 for a quote.

**SERVICE CONTRACTOR CONTACTS / INFORMATION:**

**FREEMAN**

1601 Boice Pond Rd  
 Orlando, FL 32837  
 (407) 816-7900 fax (469) 621-5605  
 FreemanOrlandoES@freeman.com

**FREEMAN EXHIBIT TRANSPORTATION**

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

**SERVICE CENTER HOURS**

Wednesday	May 1	8:00 AM - 5:00 PM
Thursday	May 2	8:00 AM - 5:00 PM
Friday	May 3	8:00 AM - 5:00 PM
Saturday	May 4	8:00 AM - 5:00 PM
Sunday	May 5	8:00 AM - 5:00 PM
Monday	May 6	8:00 AM - 5:00 PM
Tuesday	May 7	8:00 AM - 5:00 PM
Wednesday	May 8	8:00 AM - 5:00 PM
Thursday	May 9	8:00 AM - 10:00 PM
Friday	May 10	8:00 AM - 5:00 PM
Saturday	May 11	8:00 AM - 5:00 PM
Sunday	May 12	8:00 AM - 4:00 PM

**FREEMAN ONLINE®**

**Take advantage of discount pricing by ordering online at [www.freeman.com](http://www.freeman.com) by April 11.** 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 Freeman Online 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](http://www.freeman.com). You can also download and use the Freeman Online Mobile App from the Apple or Android store, or here: [folmobile.freemanco.com](http://folmobile.freemanco.com). A mobile web version is available to extend mobile use for those users that do not have an Apple or Android devices 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 & Canada or +1 (512) 982-4186 or +1 (817) 607-5000 Local & International.

**SHIPPING INFORMATION**

Please note: All items and materials that must be brought into the **OCCC** 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. Refer to the Material Handling form for charges for this service or call Freeman Exhibitor Services at (407) 816-7900 for more information on when charges apply.

**ADVANCE WAREHOUSE**

Freeman will accept crated, boxed or skidded materials beginning Tuesday, April 2, at the advance warehouse. **Material arriving after Thursday, April 25 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 - 3:30 PM. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (407) 816-7900.

Warehouse Shipping Address:

Exhibiting Company Name / Booth # \_\_\_\_\_  
**SAPPHIRE NOW and ASUG Annual Conference**  
 C/O FREEMAN  
 10088 GENERAL DR  
 ORLANDO, FL 32824

**Please do not ship perishable material to the Freeman Advance Warehouse. Freeman does not provide temperature-controlled storage or shipping services from the Advance Warehouse.**

**SHOW SITE**

Freeman will receive shipments at the **OCCC** beginning Thursday, May 2. Shipments 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. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (407) 816-7900.

Show Site Shipping Address:

Exhibiting Company Name / Booth # \_\_\_\_\_  
**SAPPHIRE NOW and ASUG Annual Conference**  
 C/O FREEMAN  
 ORANGE COUNTY CONVENTION CENTER  
 9400 UNIVERSAL BLVD  
 ORLANDO, FL 32819-9340

Please note: All materials received by Freeman 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.

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

### **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!**

## **FREEMAN GENERAL INFORMATION**

### **TRANSLATION SERVICES**

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 feature you may contact Freeman Exhibitor Services at (407) 816-7900 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 April 11, 2019.

#### **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, 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.

SAPPHIRE NOW and ASUG Annual Conference does not allow children on the show floor during installation and dismantle. Additionally, children are not permitted on the show floor during show hours.

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 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 (407) 816-7900 with any questions or needs you may have.

**CONTACT INFORMATION FOR THE SAP AND ASUG TEAMS**

**Exhibitor Program Manager**

Barb Kavetski            b.kavetski@sap.com            610.518.6291

**Exhibitor Program Sales and  
Exhibit Manager-Sapphire Exhibitors**

Ellen Stangroom        e.stangroom@sap.com        508.461.7683

**Exhibit Manager-Onyx Exhibitors**

Jim Boyle                ja.boyle@sap.com                484.416.3067

**Exhibit Manager-Diamond Exhibitors**

Sandy Lorenz            sandra.lorenz@sap.com        508.461.7421

**Exhibit Manager-Emerald Plus and Ruby Exhibitors**

Ana Napolitano        ana.napolitano@asug.com    312.673.5607

**Exhibit Manager-Emerald and Pod Exhibitors**

Kim Cansler            k.cansler@sap.com            919.488.4397

**Marketing Manager**

Kerri Czopek            kerri.czopek@asug.com        312.673.5434