

F R E E M A N

FAQs – Global Exhibitor Information

Frequently asked questions and answers for international exhibitors can be found below.

Click on a frequently asked question below for more information:

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 - [How do I make sure my shipment will clear customs?](#)
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How long before the show moves in should I arrange for freight to arrive in the show city?

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Because of increased lead times due to homeland security regulations, plan on having cargo arrive in the final city of destination a minimum of five (5) business days prior to move-in. For ocean freight, ten (10) business days prior to move-in is a good idea. An extended lead time will allow for the increased number of inspections and can prevent delays. It is important to note that freight will not be cleared on Saturdays, Sundays or holidays.

How do I make sure my shipment will clear customs?

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When shipping materials from outside the U.S. or Canada, we recommend enlisting the assistance of a bonded customs broker. The complexities of export/import regulations make it highly advantageous to use a customs broker. The customs broker will act as an agent to file the customs paperwork associated with the importation of merchandise, arrange for the payment of duties and can affect the release of goods from customs.

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What is a Power of Attorney and when is it required for customs clearance?

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The Power of Attorney appoints the customs broker as the client's lawful agent. It gives the customs broker the power to bind the client and sign documents on the client's behalf. A customs broker is required to have Power of Attorney in order to clear a client's goods through customs.

What is a commercial invoice?

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The commercial invoice is the basis for customs identification, classification, duty/tax assessment and final approval of entry of the goods. Accurate descriptions help expedite the clearance process.

After clearing customs, how does my freight get to the show?

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You can arrange with your customs broker and/or freight forwarder for the shipment to be delivered to the Freeman advance warehouse or directly to show site.

What if my goods are not cleared by the show move-in date?

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It is highly suggested that you bring a provisional shipment (partial) with you to show site to ensure that you have something to exhibit at the show.

Who/What is an importer of record?

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The importer of record is an individual or company that takes responsibility for importations into the U.S. This person or entity is primarily liable for the payment of any duties on the merchandise or an agent acting on his behalf. Freeman is NOT the importer of record.

Does the importer of record have to be a U.S. Company?

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No. The importer of record does NOT have to be a U.S. company. The customs broker must complete a customs form 5106 and submit it to customs on behalf of the importer. Customs will assign a Foreign Port Assign Number, which will be the Importer of Record number. If the foreign company already has a Foreign Port Assign Number on file with Customs, the foreign company MUST provide this number to Customs. Since Freeman is NOT the Importer of Record, the Freeman Federal Tax ID number may not be used.

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Will the arrangements I make with the customs broker and/or freight forwarder get my freight to my booth?

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No. Services provided by the customs broker and/or freight forwarder can ensure that your shipment will be delivered either to the Freeman advance warehouse or to the show facility. The service to deliver materials to your booth space is called material handling and is provided by Freeman. This round-trip service includes unloading your exhibit material, storing up to 30 days in advance at the warehouse address, delivering to the booth, the handling of empty containers to and from storage, and removing of material from the booth for reloading onto outbound carriers after the event. Please refer to the Material Handling Services and Rates form in the Exhibitor Service Manual. This should not be confused with the cost to transport your exhibit material to and from the event.

What are the Freeman payment terms? Can I pay by wire transfer? How do I get an invoice?

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For international exhibitors, Freeman requires 100% prepayment of advance orders, and any order for services placed at show site must be paid at the show. All payments must be in U.S. funds and all checks must be drawn on a U.S. bank. Payment may be done via bank transfer as noted on the Method of Payment form in the exhibitor service manual. Please note that customers are responsible for any bank processing fees. (There are normally fees assessed by both the issuing and receiving banks.) If a preliminary invoice is required before the show, please contact the Freeman Exhibitor Services Department to mail, fax or email a PSEUDO invoice. This invoice will only reflect charges incurred up to the time of the request. Invoices will be available at show site after the show is open. Final invoice notification will be emailed to exhibitors within 10 days of show closing.

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.