



Global Health Conference & Exhibition

Frequently Asked Questions for Current Exhibitors

The information contained in this document is accurate as of 9/3/19 All information is subject to change. As new information becomes available, this document will be updated. Please check back for updates.

Q: Where is the Conference located?

A: Orange County Convention Center, 9800 International Drive Orlando, FL 32819 March 9-13, 2020

Q: What are the show dates and times for the exhibition hall?

A:

Tuesday, March 10	10:00am-6:00pm
Wednesday, March 11	9:30am-6:00pm
Thursday, March 12	9:30am-4:00pm

Q: What are the move-in dates and times?

A: Exhibitor [Targeted Move-In](#) Schedule

Each exhibiting company will have a targeted move-in day and time depending on the location of the booth.

Tuesday, March 3	8:00am – 4:30pm
Wednesday, March 4	8:00am – 4:30pm
Thursday, March 5	8:00am – 4:30pm
Friday, March 6	8:00am – 4:30pm
Saturday, March 7	8:00am – 4:30pm
Sunday, March 8	8:00am – 4:30pm
Monday, March 9	8:00am - 4:30pm

**Exhibiting companies may work later than published times, there could be limited staffing from service providers onsite after these times*

****All booths must be set by 4:30pm on Monday, March 9, 2020, Booths will be forced if not set**

Q: What are the move-out dates and times?

- Thursday, March 12 4:00pm – 8:00pm
- Friday, March 13 8:00am – 4:30pm
- Saturday, March 14 8:00am – 4:30pm
- Sunday, March 15 8:00am – 11:00am*
- Packing of equipment or dismantling of exhibits is NOT permitted until the exhibition closes at 4:00pm on Thursday, March 12, 2020
- Early move-out will result in loss of exhibitor points. This will impact space assignment at future HIMSS conferences.

**Material Handling needs to be submitted by 11:00am or subject to Overtime charges*

Q: What are the registration hours?



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A: **Convention Center Exhibitor Registration Hours** (West Building: Lobby A, Lobby D, Westwood Lobby)

NEW REGISTRATION HOURS

Sunday, March 8	8:00am – 6:00pm
Monday, March 9	7:00am – 7:00pm
Tuesday, March 10	7:00am - 6:00pm
Wednesday, March 11	7:30am - 5:00pm
Thursday, March 12	7:30am - 5:00pm
Friday, March 13	7:30am - 11:00am
<i>Subject to Change</i>	

Hotel Badge Pickup Hours*

(Hyatt Regency Orlando, Rosen Centre, Rosen Plaza, Caribe Royale)

Sunday, March 8	12:00pm - 8:00pm
Monday, March 9	7:00am – 7:00pm
Tuesday, March 10	7:00am - 6:00pm
<i>Subject to Change</i>	

**These locations will offer badge pick-up only. Full registration or changes can be completed at the Convention Center locations and at the Hyatt Regency Orlando.*

Airport Badge Pickup Hours*

Badge Pickup is available at the Orlando International Airport (MCO) in the Baggage Claim area at Terminal A & Terminal B during the following dates and times:

Saturday, March 7	12:00pm - 8:00pm
Sunday, March 8	12:00pm - 8:00pm
Monday, March 9	7:00am - 7:00pm
Tuesday, March 10	7:00am - 1:00pm
<i>Subject to Change</i>	

**These locations will offer badge pick-up only. Full registration or changes can be completed at the Convention Center locations and at the Hyatt Regency Orlando.*

****Times for registration are subject to Change***

Q: What is the booth payment schedule?

A: May 31, 2019	50% of exhibit space fees due
September 6, 2019	100% of exhibit space fees due

Q: How do I submit payment?

A: You can use our online payment system. Please login with your company password to make your booth payments

<https://himss20.exh.mapyourshow.com>



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If you need to pay with a check please send to the following lockbox address: *Please allow sufficient time for checks to be received and processed.*

(Non-Overnight) - Check payments should be made out to HIMSS, with reference to your order number on your check remittance and mailed to:

HIMSS
6923 Eagle Way
Chicago, IL 60678-1692

(Overnight) - Check payments should be made out to HIMSS, with reference to your order number on your check remittance and mailed to:

JPMorgan Chase
Attn: HIMSS6923
131 S. Dearborn St., 6th Floor
Chicago, IL 60603

Wire payments should be sent to:

Bank: JPMorgan Chase
Address: 10 S. Dearborn St. Chicago, IL 60603
Swift Code: CHASUS33
ABA Number: (021000021 WIRE) or (071000013 ACH)
Account Number: 5300097217

Please send your check/wire remittance details with reference to your order number to financesupport@himss.org

Please DO NOT MAIL CHECKS to the HIMSS Street address

Q: What are my benefits of exhibiting in a 10 x 10 booth?

A: Each 10'X10' booth comes with the following items:

- Booth drape: 8' high in the back, 3' high on the side
- A 7"x 44" identification sign with your company name and booth number
- Five badges
- Dedicated exhibitor hall hours
- Recognition in the HIMSS Resource Guide*, Pocket Guide* and Mobile App
- *Booths do not come furnished, exhibitors are responsible for furniture and flooring within their booth*

***if contracted by December 11, 2019**

Other items that are needed to operate your exhibit may be ordered directly from the official service contractors. Order forms can be found in the online [Event Service Manual](#).



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Q: What are my benefits of exhibiting in a specialty pavilion?

A: Each Kiosk within the Specialty Pavilion will receive the following:

- Turnkey kiosk with graphics/logo
 - Electrical, Internet, chair, 32" monitor/keyboard and mouse (if applicable)
- (Speaking sessions are available for an additional fee)

Q: What are my benefits of exhibiting in an island booth?

A: This space is a raw space, your company will need to provide flooring and all structure for your booth. Make sure to follow the [island booth rules](#) when constructing your booth.

Q: 2020 HIMSS Sponsorship/Marketing opportunities to maximize my exposure?

A: For all sponsorship and marketing opportunities, please contact

Deborah Caruso: 312-915-9505 dcarus@himss.org

Jim Collins: 312-915-9546 jcollins@himss.org

Lisa Currier: 312-915-9249 lcurrier@himss.org

Jessica Daley: 773-203-8147 jdaley@himss.org

Q: HIMSS20 Digital and Print advertising opportunities, please contact:

A: HIMSS Media, michele.belanger@himssmedia.com

Q: What is the expected attendance for HIMSS20?

A: There were more than 42,500 industry professionals from all over the world at [HIMSS19](#), and 1,328 exhibiting companies. We anticipate 45,000 in industry professionals for 2020 Global Conference and Exhibition.

Q: When will I be able to reserve housing?

A: Exhibitor housing opens in this order*:

- Anchor/ Diamond corporate members in exhibitor priority point order: May 21 - himssdiamond@onpeak.co
- Emerald corporate members in exhibitor priority point order: June 25 – himssemerald@onpeak.co
- Platinum corporate members in exhibitor priority point order: July 30 - himssplatinum@onpeak.co
- Gold corporate members in exhibitor priority point order: September 10 - himssgold@onpeak.co
- All remaining exhibitors beginning October 15 himss@onpeak.co

*Dates are subject to change.

Q: Why must I reserve my housing through onPeak, the HIMSS designated housing bureau?

A: Convention centers allocate exhibit space to shows based on the amount of hotel rooms picked up. Cities may and often will reject or reduce exhibit hall space requests because hotel rooms are not filled proportionately through the housing block. Therefore, to ensure our hotel block is full and that we receive the exhibit floor space needed for all exhibitors, all exhibitors are required to book housing through onPeak, the HIMSS-designated housing bureau. HIMSS contracts with hotels to offer exhibitors the lowest possible rate during the HIMSS show. Per the contract, no hotel within our housing block can offer rates lower than what was contracted with HIMSS. In addition, shuttle buses will transport individual



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from hotels within the HIMSS housing block to and from the convention center, except for hotels within walking distance.

Q: When may exhibitor host events during HIMSS?

A:

Monday, March 9: 8:00am-5:00pm*

Monday, March 9: 7:00pm-12:00am*

Tuesday, March 10: Ending prior to 8:00am

Tuesday, March 10: 6:30pm - 12:00am

Wednesday, March 11: Ending prior to 8:30am

Wednesday, March 11: 6:30pm- 12:00am

Thursday, March 12: Ending prior to 8:30am

Thursday, March 12: 4:00pm – 12:00am

Friday, March 13: Ending prior to 8:30am

*** On Monday, March 9 audience cannot compete with HIMSS symposiums or workshops (only sales and staff meetings can occur); time cannot conflict with the HIMSS Opening Reception from 5:00pm-7:00pm**

Q: When does exhibitor badge registration open?

A: Exhibitor badge registration will open on October 15, 2019

Q: If I ship my booth, materials, product, etc. to the Freeman warehouse in advance will it be in my booth when I arrive at the Convention Center?

A: Yes, all advance freight that is sent to the Freeman warehouse will be in your booth at your targeted move in time. Freeman will accept crated, boxed or skidded materials beginning January 31, 2020 through February 25, 2020. Material arriving after February 25, 2020 will be received at the warehouse with an additional after deadline charge.

Q: If I direct ship my booth to the Convention Center when will it be placed in my booth?

A: Your freight carrier will be placed in a marshaling yard upon their arrival to Orange County Convention Center. You should target your truck to arrive at the marshaling yard at least an hour or so prior to your target check-in time. Your carrier will be placed in the yard according to what your target check-in time is, how early they arrive, IT IS A FIRST COME FIRST SERVE BASIS. Once your target check-in begins each carrier will be placed in a line for unloading. There is never a guaranteed time on when your freight will be in the booth.

Example: Target check-in time is Thursday 8:00 am – There are 40 companies targeted at this time and all of the trucks arrive within one hour of each other, and your truck arrives 35th in line, depending on when your truck is called to the docks and the load of the truck, the travel time to deliver the freight from the dock to the booth, there is a possibility you would not get your freight until 1:00 pm.

You are not required to begin setting your display on this day, and it is suggested that you do not hire your labor for this targeted check-in time if you direct ship to the convention center.

Q: How can I see where my booth is located on the exhibit floor?

A: The [exhibit floorplan](#) is located online and is updated daily.



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Q: What if my company wants to hold an event outside of the convention center?

A: If you wish to hold an event outside of the convention center at a location such as a hotel or other venue, please complete either a hotel suite request form or a meeting space request form.

[Meeting Space Request Form](#)

[Hotel Suite Request Form](#)

Q: How can I find information on venues or attractions in Orlando?

A: <http://www.visitorlando.com/>

Q: How do I become a corporate member?

A: For information on becoming a corporate member, please contact your sales manager, contact information below.

Lisa Currier: 312-915-9249 lcurrier@himss.org

Deborah Caruso: 312-915-9505 dcarus@himss.org

Jim Collins: 312-915-9546 jcollins@himss.org

Jessica Daley 773-203-8147 jdaley@himss.org

Q: How does the point system work and what are the points used for?

A: The point system is used in determining the order in which exhibitors can choose booth space onsite at HIMSS Global Conference & Exhibition for the following year and also is used for HIMSS corporate members in selecting housing for the following annual conference as well. For more information on how you can earn additional points, or if you have questions about the status of your points, please contact Eileen Keating at 312-915-9545 or ekeating@himss.org.

<https://www.himssconference.org/exhibition/priority-points>

Q: What is the dress code for this conference?

A: The attire is business casual.

Q: What are the future show dates for HIMSS Annual Conference?

A:

HIMSS21: March 1-5, Sands Expo, Las Vegas, NV

HIMSS22: March 14-18- Orange County Convention Center, Orlando, FL

HIMSS23: April 17-21- McCormick Place, Chicago, IL

Contact Information

Exhibit Services, Logistics, and Production inquiries, please contact:

Elli Riley, 312-915-9272 eriley@himss.org

Virginia Geoghegan, 734-477-0855 vgeoghegan@himss.org

Moriah Hathaway, 312-915-9262 mhathaway@himss.org

Eileen Keating, 312-915-9545 ekeating@himss.org



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2020 HIMSS Exhibit Sales, Marketing and Sponsorships, please contact:

Lisa Currier: 312-915-9249 lcurrier@himss.org

Deborah Caruso: 312-915-9505 dcarusso@himss.org

Jim Collins: 312-915-9546 jcollins@himss.org

Jessica Daley 773-203-8147 jdaley@himss.org

Corporate Membership Services please contact:

Gail Arnett, 734-477-0852, garnett@himss.org

Amenia Army, 734-477-0864, army@himss.org

Sue Burch, 734-477-0854, sburch@himss.org

Chandra Guha, 734-477-0858, cguha@himss.org

Maggie Van Vossen 312-915-9245 mvanvossen@himss.org

Individual Member Services please contact:

membersupport@himss.org

Digital and Print advertising opportunities, please contact:

HIMSS Media, michele.belanger@himssmedia.com

Housing, please contact:

onPeak, 877-517-3038, himss@onpeakevents.com

Registration, please contact:

CompuSystems,

Phone: 224-563-3123

Toll Free: 855-326-8343

Email: himssexhibitor@compusystems.com

Hours: 9:00am-5:00pm CST Monday-Friday

Payment or account information, please contact:

Finance Support, financesupport@himss.org

Press or Media, please contact:

Karen Groppe, kgroppe@himss.org