Frequently Asked Questions for Current Exhibitors

The information contained in this document is accurate as of 2.25.20 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?
A: **Convention Center Exhibitor Registration Hours** (West Building: Level 1 Lobby A, Lobby D, Westwood Lobby)

NEW REGISTRATION HOURS

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday, March 8</td>
<td>10:00am – 6:00pm</td>
</tr>
<tr>
<td>Monday, March 9</td>
<td>7:00am - 7:00pm</td>
</tr>
<tr>
<td>Tuesday, March 10</td>
<td>7:00am - 6:00pm</td>
</tr>
<tr>
<td>Wednesday, March 11</td>
<td>7:30am - 5:00pm</td>
</tr>
<tr>
<td>Thursday, March 12</td>
<td>7:30am - 5:00pm</td>
</tr>
<tr>
<td>Friday, March 13</td>
<td>7:30am - 11:00am</td>
</tr>
</tbody>
</table>

Subject to Change

Hotel Badge Pickup Hours*

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday, March 8</td>
<td>12:00pm - 8:00pm</td>
</tr>
<tr>
<td>Monday, March 9</td>
<td>7:00am – 7:00pm</td>
</tr>
<tr>
<td>Tuesday, March 10</td>
<td>7:00am - 6:00pm</td>
</tr>
</tbody>
</table>

Subject to Change

*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:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday, March 8</td>
<td>10:00am - 8:00pm</td>
</tr>
<tr>
<td>Monday, March 9</td>
<td>7:00am - 7:00pm</td>
</tr>
<tr>
<td>Tuesday, March 10</td>
<td>7:00am - 1:00pm</td>
</tr>
</tbody>
</table>

Subject to Change

*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: When may exhibitor host events during HIMSS?
A: Dates and times you can host your meeting room during the conference are below:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, March 9</td>
<td>8:00am-5:00pm*</td>
</tr>
<tr>
<td>Monday, March 9</td>
<td>7:00pm-12:00am*</td>
</tr>
<tr>
<td>Tuesday, March 10</td>
<td>Ending prior to 8:00am</td>
</tr>
<tr>
<td>Tuesday, March 10</td>
<td>6:30pm - 12:00am</td>
</tr>
<tr>
<td>Wednesday, March 11</td>
<td>Ending prior to 8:30am</td>
</tr>
<tr>
<td>Wednesday, March 11</td>
<td>6:30pm- 12:00am</td>
</tr>
<tr>
<td>Thursday, March 12</td>
<td>Ending prior to 8:30am</td>
</tr>
</tbody>
</table>
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 HIMSS Opening Reception from 5:00pm-7:00pm.

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 HIMSS20 Global Health Conference and Exhibition.

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 marshalling 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.

Q: How can I find information on venues or attractions in Orlando?  
A: http://www.visitorlando.com/

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**
Eli 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

**HIMSS Exhibit Sales, Marketing and Sponsorships, please contact**
Lisa Currier: 312-915-9249 lcurrier@himss.org  
Deborah Caruso: 312-915-9505 dcaruso@himss.org  
Jim Collins: 312-915-9546 jcollins@himss.org  
Jessica Daley 773-203-8147 jdaley@himss.org

**Corporate Membership Services please contact**
Amenia Amy, 734-477-0864, aarmy@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: himssexhibit@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