

Frequently Asked Questions for Current Exhibitors

The information contained in this document is accurate as of 11.08.2023. 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, Orlando, FL
9800 International Drive Orlando, FL 32819
March 11-15, 2024

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

A:

Tuesday, March 12	10:00 am – 6:00 pm
Wednesday, March 13	9:30 am – 6:00 pm
Thursday, March 14	9:30 am – 4:00 pm

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

A: Each exhibiting company will have a **targeted move-in day/time** (coming in the fall) depending on the location of the booth.

Wednesday, March 6	8:00 am – 4:30 pm
Thursday, March 7	8:00 am – 4:30 pm
Friday, March 8	8:00 am – 4:30 pm
Saturday, March 9	8:00 am – 4:30 pm
Sunday, March 10	8:00 am – 4:30 pm
Monday, March 11	8:00 am – 4:30 pm

**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 11. Booths will be forced if not set by this time.*

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

A:

Thursday, March 14	4:00 pm – 8:00 pm
Friday, March 15	8:00 am – 4:30 pm
Saturday, March 16	8:00 am – 4:30 pm
Sunday, March 17	8:00 am – 10:00 am

- Packing of equipment or dismantling of exhibits is **NOT** permitted until the exhibition closes at **4:00 pm on Thursday, March 14**
- All carriers must check-in by Sunday, March 17, 2024, at 8:00am
- Early move-out will result in loss of exhibitor points. This will impact space assignment at future HIMSS conferences.
- For detailed move out information please reference the Freeman Quick Fact

Q: What are the registration hours and locations?

A: Exhibitor Registration Hours*

Location: Orange County Convention Center

West Building | Level 1 | Lobby A

West Building | Level 2 | Lobby D

West Building | Westwood Lobby

Sunday, March 10	10:00 am – 6:00 pm
Monday, March 11	6:45 am – 7:00 pm
Tuesday, March 12	7:00 am – 6:00 pm
Wednesday, March 13	7:30 am – 5:00 pm
Thursday, March 14	7:30 am – 5:00 pm
Friday, March 15	7:30 am – 11:00 am

Satellite Registration Locations and Hours:

Location: Hyatt Regency Orlando, Rosen Plaza, Rosen Shingle, Rosen Center and Hilton

Sunday, March 10	12:00 pm – 8:00 pm
Monday, March 11	6:45 am – 7:00 pm
Tuesday, March 12	7:00 am – 12:00 pm

Location: Airport

Sunday, March 10	10:00 am – 8:00 pm
Monday, March 11	8:00 am – 7:00 pm
Tuesday, March 12	7:00 am – 12:00 pm

Bulk Badge Pick Up:

West Building | Level 1 | Lobby A

West Building | Level 2 | Lobby D

Q: What is the booth payment schedule?

A:

- **Contracts signed between April 21 – August 31, 2023:** 50% of total exhibit space due at signing of the contract. 100% due September 1, 2023
- **Contracts signed between September 1, 2023 – March 15, 2024:** 100% due at signing of contract.

HIMSS charges a 3% fee for any payments of \$5,000 or more paid via credit card; the fee will be added to the invoice at the time payment is processed. If any payment deadlines are missed, additional financial penalties may apply as set forth in exhibit space contract agreement.

Q: How do I submit payment?

A:

- Pay by credit card by using the online payment system. Please login with your company exhibitor ID and password to make your booth/sponsorship payments.
https://himss24.exh.mapyourshow.com/6_0/login.cfm
- Pay by wire of check made payable to HIMSS c/o Informa (Checks payable to HIMSS c/o Informa, 6923 Eagle Way, Chicago, IL 60678-1692) Please DO NOT MAIL CHECKS to the HIMSS Street address.
- Pay by credit card using **HIMSS Credit Card Authorization Form** and email to eventsbilling@informa.com
- ACH/Wire Instructions:
Bank: JPMorgan Chase



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Address: 10 S. Dearborn Chicago, IL 60603

Phone: 866-954-3718

Swift Code: CHASUS33

ABA Number: (071000013 ACH) or (021000021 WIRE)

Account Number: 5300097195

Account Name: Healthcare Information and Management Systems Society

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 Pocket Guide* and Mobile App
- *Booths do not come furnished, exhibitors are responsible for furniture and flooring within their booth*
- Carpet/Flooring is REQUIRED for all booths

***if contracted by January 24, 2024**

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.

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, Hard-line Internet, chair, 32" monitor/keyboard and mouse (if applicable)
(Speaking sessions are available for an additional fee)

10x10 Turnkey booth includes:

- Choice of pre-designed layout, no modifications
 - Countertop(s) with lockable storage and provided exhibitor.
 - Graphics due by HIMSS determined due date (late and rush print fees may be applied)
 - Respective furnishings from rendering, black carpet, and padding
 - Labor to install & dismantle turnkey booth package.
 - Cleaning & vacuum service
 - Electrical (5amps) + multi-strip with 4 - 5 outlets installed at monitor location.
 - Package monitor with keyboard/mouse and HDMI cables
 - Shared Hardwired Internet connection – installed at monitor location.
 - laptop computer type device required (Ethernet input)
 - Lead scanning through CompuLead App
 - Exhibitor / Client Badges - 10

20 x 20 Turnkey booth includes:

- Choice of pre-designed layout, no modifications
 - Countertop(s) with lockable storage and provided exhibitor graphics.
 - Graphics due by HIMSS determined due date (late and rush print fees may be applied)
 - Respective furnishings from rendering, black carpet, and padding
 - Labor to install and dismantle turnkey booth package.

- Cleaning & vacuum service
- Electrical (5 amps) + multi-strip with 4-5 outlets installed at monitor location
- Package monitor(s) with keyboard/mouse and HDMI cables
- Shared Hardwired Internet connection – installed at monitor location.
 - laptop computer type device required (Ethernet input)
- Lead scanning through CompuLead App
- Exhibitor / Client Badges – 20

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: HIMSS [Sponsorship/Marketing](#) opportunities to maximize my exposure?

A: For all sponsorship and marketing opportunities, please contact

- **Jessica Daley:** 312-305-4309, Jessica.Daley@informa.com
- **Deborah Caruso:** 312-305-1734, Deborah.Caruso@informa.com
- **Jim Collins:** 312-848-1067, Jim.Collins@informa.com
- **Lisa Currier:** 312-520-5077, Lisa.Currier@informa.com
- **Erica Thomas:** 312-305-4355, Erica.Thomas@informa.com

Q: What is the expected attendance for HIMSS24?

A: more information to follow after registration opens.

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: June 15
himssdiamond@onpeak.co
- Emerald corporate members in exhibitor priority point order: July 13
himssemerald@onpeak.co
- Platinum corporate members in exhibitor priority point order: August 3
himssplatinum@onpeak.co
- Gold corporate members in exhibitor priority point order: August 24
himssgold@onpeak.co
- *All remaining exhibitors beginning September 28 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 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:



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Sunday, March 10: All day

Monday, March 11: 8:00am-5:00pm*

Monday, March 11: 7:00pm-12:00am

Tuesday, March 12: Ending prior to 8:00am

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

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

Wednesday, March 13: 6:30pm- 12:00am

Thursday, March 14 Ending prior to 8:30am

Friday, March 15: Ending prior to 8:30am

* On Monday, March 11, event audience cannot compete with HIMSS Forums or Summits. Exhibitor sales and staff meetings can occur. Times 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 Fall 2023

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/date. Freeman will accept crated, boxed, or skidded materials beginning February 5 – February 28, 2024. Material arriving February 28, 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 McCormick Place. 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, and 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.

It is suggested that you do not hire your labor for your targeted move-in time/date if you direct ship to the convention center.

Q: Do I have to start setting my booth on my targeted move-in time/date?

A: No, as long as your booth is completely set by Monday, March 11 at 4:30pm

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: 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](#).

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.

- **Jessica Daley:** 773-203-8147; Jessica.Daley@informa.com
- **Deborah Caruso:** 312-915-9505; Deborah.Caruso@informa.com
- **Jim Collins:** 312-915-9546; Jim.Collins@informa.com
- **Lisa Currier:** 312-915-9249; Lisa.Currier@informa.com
- **Erica Thomas:** 312-802-5932; Erica.Thomas@informa.com

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 is used for HIMSS corporate members in selecting housing for the following global conference.

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:

HIMSS25: March 3-7, 2025, Las Vegas, NV

HIMSS26: March 9-13, 2026, Las Vegas, NV

HIMSS27: April 5-9, 2027, Chicago, IL

Contact Information

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

- **Virginia Geoghegan:** 630-335-3728, Virginia.Geoghegan@informa.com
- **Melissa Householder:** Melissa.Householder@informa.com
- **Allison Hill:** Allison.Hill@informa.com

HIMSS Exhibit Sales, Marketing and Sponsorships, please contact:

- **Jessica Daley:** 312-305-4309, Jessica.Daley@informa.com
- **Deborah Caruso:** 312-305-1734, Deborah.Caruso@informa.com
- **Jim Collins:** 312-848-1067, Jim.Collins@informa.com
- **Lisa Currier:** 312-520-5077, Lisa.Currier@informa.com
- **Erica Thomas:** 312-305-4355, Erica.Thomas@informa.com

Corporate Membership Services please contact:

- **Kevin Cleary:** 312-915-9243; Kevin.Cleary@himss.org
- **Chandra Guha:** 734-477-0858 ; Chandra.Guha@himss.org
- **Daniel Trampas :** 312-915-9221 ; Daniel.Trampas@himss.org
- **Brooke Burnette:** 312-912-6743; brooke.burnette@himss.org
- **Madison Harbin:** 312-638-9468; madison.harbin@himss.org

Individual Member Services please contact:

- membersupport@himss.org

Housing, please contact:

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



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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, eventsbilling@informa.com

Press or Media, please contact:

- Corporate Communications, press@himss.org