

*before event*

*during the event*

*after event*

from your location  
or previous event

to your location  
or next event

event venue

venue  
dock

**your exhibit**

venue  
dock

**advance  
warehouse**

storage for empty containers



*advance warehouse*

where exhibit materials are stored before an event



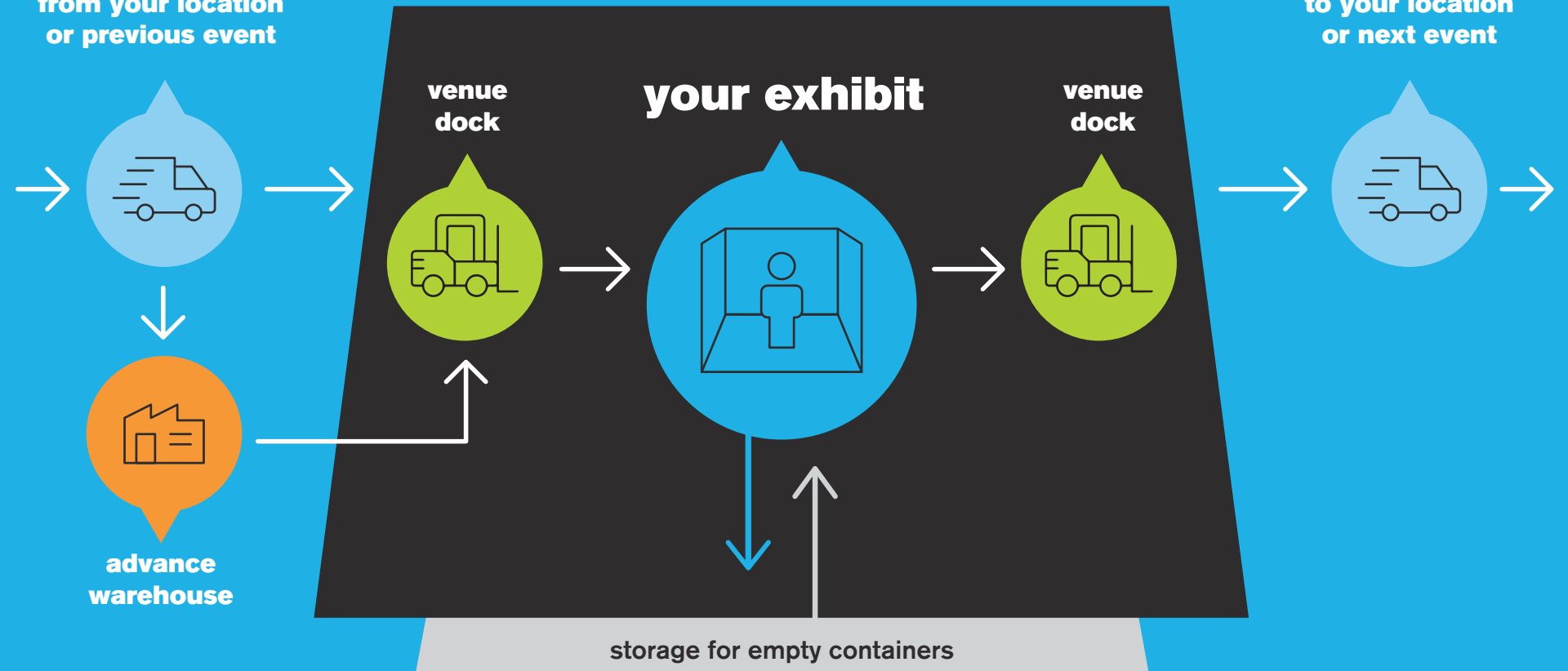
*shipping*

transport to the venue's shipping dock then from the shipping dock to the next event or customer location



*material handling*

move items from the dock, to the exhibit, back to the dock after the show



# WHAT ARE FREIGHT SERVICES?

As the official service contractor, Freeman is the exclusive provider of freight services. Material handling 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. It should not be confused with the cost to transport your exhibit material to and from the convention or event. You have two options for shipping your advance freight — either to the warehouse or directly to show site.

## HOW DO I SHIP TO THE WAREHOUSE?

- We will accept freight beginning 30 days prior to show move-in.
- To check on your freight arrival, call Exhibitor Services at the location listed on the Quick Facts.
- To ensure timely arrival of your materials at show site, freight should arrive by the deadline date listed on the Quick Facts. Your freight will still be received after the deadline date, but additional charges will be incurred.
- The warehouse will receive shipments Monday through Friday, except holidays. Refer to the Quick Facts for warehouse hours. No appointment is necessary.
- The warehouse will accept crates, cartons, skids, trunks/cases and carpets/pads. Loose or pad-wrapped material must be sent directly to show site.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
- Shipments received without receipts or freight bills, such as Federal Express and UPS, will be delivered to the booth without guarantee of piece count or condition.
- Certified weight tickets must accompany all shipments.
- Warehouse freight will be delivered to the booth prior to exhibitor set up.

## HOW DO I SHIP TO SHOW SITE?

- Freight will be accepted only during exhibitor move-in. Please refer to the Quick Facts for the specific exhibitor move-in dates and times.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
- Shipments received without receipts or freight bills, such as Federal Express and UPS, will be delivered to the booth without guarantee of piece count or condition.
- Certified weight tickets must accompany all shipments.

## WHAT ABOUT PREPAID OR COLLECT SHIPPING CHARGES?

- Collect shipments will be returned to the delivery carrier.
- To ensure that your freight does not arrive collect, mark your bill of lading “prepaid.”
- “Prepaid” designates that the transportation charges will be paid by the exhibitor or a third party.

## HOW SHOULD I LABEL MY FREIGHT?

- The label should contain the exhibiting company name, the booth number and the name of the event.
- The specific shipping address for either the warehouse or show site is located on the Quick Facts.

## HOW DO I ESTIMATE MY MATERIAL HANDLING CHARGES?

- Charges will be based on the weight of your shipment. Each shipment received is billed individually and is subject to the applicable show weight minimum. The shipment weight will be rounded to the next 100 pounds. Each 100 pounds is considered one “cwt.” (one hundred weight). All shipments are subject to reweigh.
- On the Material Handling Order Form, select whether the freight will arrive at the warehouse or be sent directly to show site.
- Next, select the rate for the freight category that best describes your shipment. There are four categories of freight:

**Crated:** material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.

**Special Handling:** material delivered by the carrier in such a manner that it requires additional handling, such as ground unloading, stacked and constricted space unloading, designated piece unloading, loads mixed with pad-wrapped material, loads failing to maintain shipping integrity, and shipments that require additional time, equipment or labor to unload. Federal Express and UPS are included in this category due to their delivery procedures.

**Uncrated:** material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting points.

**Carpet and/or Pad Only:** shipments that consist of loose carpet and/or padding only require additional labor and equipment to unload.

- All inbound and outbound shipments are subject to overtime charges if the shipments are received, loaded or unloaded during the overtime hours specified on the Material Handling Order Form. This includes both warehouse and show site shipments.
- Add any late delivery or off-target charges listed on the Material Handling Order Form if the freight will be received after the deadlines listed on the Quick Facts.
- The above services, whether used completely or in part, are offered as a package and the charges will be based on the total inbound weight of the shipment.

## WHAT HAPPENS TO MY EMPTY CONTAINERS DURING THE SHOW?

- Pick up “Empty Labels” at the Freeman Service Center. Once the container is completely empty, place a label on each container individually. Labeled empty containers will be picked up periodically and stored in non-accessible storage during the event.
- At the close of the show, the empty containers will be returned to the booth in random order. Depending on the size of the show, this process may take several hours.

## HOW DO I PROTECT MY MATERIALS AFTER THEY ARE DELIVERED TO THE SHOW OR BEFORE THEY ARE PICKED UP AFTER THE SHOW?

- Consistent with trade show industry practices, there may be a lapse of time between the delivery of your shipment(s) to your booth and your arrival. The same is true for the outbound phase of the show — the time between your departure and the actual pick-up of your materials. During these times, your materials will be left unattended. We recommend that you arrange for a representative to stay with your materials or that you hire security services to safeguard your materials.

## HOW DO I SHIP MY MATERIALS AFTER THE CLOSE OF THE SHOW?

- Each shipment must have a completed Material Handling Agreement in order to ship materials from the show. All pieces must be labeled individually.
- To save time, complete and submit the Outbound Shipping Form in advance, or you may contact the Freeman Service Center at show site for your shipping documents.
- Once we receive your outbound shipping information we will create your Material Handling Agreement and shipping labels. If the shipping information is provided in advance, the Material Handling Agreement will be delivered to your booth with your invoice. Otherwise the Material Handling Agreement and labels will be available for pick up at the Freeman Service Center.

- After materials are packed, labeled, and ready to be shipped, the completed Material Handling Agreement must be turned in at the Freeman Service Center.
- Call your designated carrier with pick-up information. Please refer to the Quick Facts for specific dates, times and address for pick up. In the event your selected carrier fails to show by the final move-out day, your shipment will either be rerouted on Freeman’s carrier choice or delivered back to the warehouse at the exhibitor’s expense.
- For your convenience, approved show carriers will be on site to book outbound transportation if you have not made arrangements in advance.

## WHERE DO I GET A FORKLIFT?

- Forklift orders to install or dismantle your booth after materials are delivered may be ordered in advance or at show site. We recommend that you order in advance to avoid additional charges at show site. Refer to the Rigging Order Form for available equipment.
- Advance and show site orders for equipment and labor will be dispatched once a company representative signs the labor order at the Freeman Service Center.
- Start time is guaranteed only when equipment is requested for the start of the working day.

## DO I NEED INSURANCE?

- Be sure your materials are insured from the time they leave your firm until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can be done by riders to your existing policies.
- All materials handled by Freeman are subject to the Terms and Conditions, which can be found in the exhibit service manual or online at [www.freeman.com](http://www.freeman.com).

## OTHER AVAILABLE FREIGHT SERVICES

(may not be available in all locations)

- Cranes
- Accessible storage at show site
- Exhibit transportation services (see enclosed brochure)
- Security storage at show site
- Short-term and long-term warehouse storage
- Local pick-up and delivery
- Priority empty return

# SPECIAL HANDLING DEFINITIONS

For frequently asked questions and material handling estimator tools, go to [www.freeman.com](http://www.freeman.com)

Special handling applies to shipments that are loaded by cubic space and/or packed in such a manner as to require additional labor/handling, such as ground unloading, constricted space unloading, designated piece unloading, carpet/pad only shipments or stacked shipments. Also included are shipment integrity, alternate delivery locations, mixed shipments and shipments without individual bills of lading. Shipments loaded in this manner require additional time, labor, or equipment to unload, sort, and deliver.

## **What is Ground Loading/Unloading?**

Vehicles that are not dock height, preventing the use of loading docks, such as U-Hauls, flat bed trailers, double drop trailers, company vehicles with trailers that are not at dock level, etc.

## **What is Constricted Space Loading/Unloading?**

Trailer loaded "high and tight" shipments that are not easily accessible. Freight is loaded to full capacity of trailer--top to bottom, side to side. One example of this is freight that is loaded down one side of a trailer that must be by-passed to reach target freight.

## **What is Designated Piece Loading/Unloading?**

Drivers that require the loading crew to bring multiple pieces of the freight to the rear of the trailer to select the next piece, having to remove freight from the trailer then reload to fit or the trailer must be loaded in a sequence to ensure all items fit.

## **What are Stacked Shipments?**

Shipments loaded in such a manner requiring multiple items to be removed to ground level for delivery to booth. Stacked or "cubed out" shipments, loose items place on top of crates and/or pallets constitute special handling.

## **What is Shipment Integrity?**

Shipment integrity involves shipments on a carrier that are intermingled, or delivered in such a manner that additional labor is needed to sort through and separate the various shipments on a truck for delivery to our customers.

## **What is Alternate Delivery Location?**

Alternate Delivery Location refers to shipments that are delivered by a carrier that requires us to deliver some shipments to different levels in the same building or to other buildings in the same facility.

## **What are Mixed Shipments?**

Mixed shipments are defined as shipments of mixed crated and uncrated goods, where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment, but does require special handling. Freeman defines special handling for mixed loads as having less than 50% of the volume as uncrated.

## **What does it mean if I have "No Documentation"?**

Shipments arrive from a small package carrier (including, among others, Federal Express, UPS, & DHL) without an individual Bill of Lading, requiring additional time, labor, and equipment to process.

## **What is the difference between Crated and Uncrated Shipments?**

Crated shipments are those that are packed in any type of shipping container that can be unloaded at the dock with no additional handling required. Such containers include crates, fiber cases, cartons, and properly packed skids. An uncrated shipment is material that is shipped loose or pad wrapped, and/or unskidded without proper lifting points.

## **What about carpet only shipments?**

Shipments that consist of loose carpet and/or padding only require additional labor and equipment to unload.