



**MATERIAL HANDLING Q&A**

**What is material handling (also referred to as drayage)?**

Material handling is the process of unloading your freight from your shipping carrier, either at the warehouse or show site, delivering it to your booth, storing your empty containers (empties) if required, returning of your empties at the close of show, and then reloading your freight back onto your shipping carrier.

**What is the definition of "freight"?**

Any exhibit materials that are shipped or delivered to the advance warehouse or show facility via shipping carrier, POV, or delivery truck.

**What is a "certified weight ticket"?**

A printed weight ticket from a scale certified or inspected by a government authority such as the Dept. of Agriculture, indicating the date weighed, the weight of the shipment and the vehicle ID of the unit being weighed.

**IMPORTANT FACTS ABOUT ADVANCE SHIPMENTS**

**What are advance shipments?**

All shipments that are addressed to the advance warehouse address (please refer to "Advance Warehouse" shipping labels included in this manual).

Shepard will begin accepting your shipments 30 days prior to first show open day (date may vary depending on show schedule).

The warehouse will receive shipments Monday-Friday, 8:00am - 4:00pm, excluding holidays.

Shipments must arrive by advance warehouse deadline date to avoid a late surcharge. (Please refer to the "Show Information" page included with this manual for deadline date.)

Crates, cartons, skids, fibercases, and carpets can be accepted at the warehouse, but DO NOT ship crates weighing over 5,000 lbs., loose/uncrated shipments and/or machinery to warehouse. You must ship those items direct to show site.

All shipments must have a bill of lading or delivery slip indicating number of pieces and weight. **Certified weight tickets required.**

All shipments must be prepaid, no collect on delivery shipments will be accepted.

**MATERIAL HANDLING CHARGES**

**What determines how much I'm charged?**

Charges are based off the weight from your inbound weight ticket included with your shipment.

**How do I calculate material handling charges?**

Material handling services, whether used completely, or in part, are offered as a package. When recording weight, round up to the next 100 lbs. For example: 285 lbs. = 300 lbs./100 lbs. = 3 X RATE = \$ Amount or minimum charge, whichever is greater.

**Will there be any additional charges?**

Additional charges may apply. Please review the Material Handling Authorization and Material Handling Additional Services forms included in the manual for all applicable fees.

**SPECIALIZED CARRIER (SMALL CARTON CARRIER)**

**What are specialized carrier shipments?**

Shipments that arrive via small package carrier such as FedEx Express Service, UPS small package service or DHL small package service **AND** do not have a **certified weight ticket** included with shipment. This applies to packages weighing under 50 lbs.

**How do I calculate my specialized carrier shipment?**

Charges for specialized carrier shipments are based on per carton, per delivery.

Example: I'm shipping 3 packages via FedEx, how much will I be charged?

3 x per carton rate = \$ amount charged (plus any additional fees that may apply)

Please be advised that your whole shipment may not arrive to its destination at one time. Therefore you may be charged per each delivery, and minimum charges may apply.

**CRATED~UNCRATED~SPECIAL HANDLING**

**What are CRATED materials?**

Materials delivered that are skidded or in a container that can easily be unloaded/reloaded with no special handling required.

**What are UNCRATED materials?**

Materials delivered that are loose, pad-wrapped or unskidded without proper lifting bars and/or hooks.

**What is SPECIAL HANDLING?**

Shipments delivered that require extra labor for stacking or unstacking containers on a truck (cubic loading), tarping or untarping freight or containers, or rigging pieces for loading or unloading on a truck or from the ground, or other circumstances requiring the rehandling of materials.

**What is the difference between material handling and shipping?**

**Shipping** is the process of carrying your shipment from your location, pick-up area to it's destination and also the process of returning your shipment back to your location after the close of the show. **Material handling** begins at the time your shipment arrives to the docks (please refer to "What is material handling?" for the full definition.)

**Do I need to order a fork lift to unload or reload my freight?**

No, please do not order a forklift for unloading/reloading of your materials.

**What does CWT mean?**

CWT is an acronym for Century Weight, therefore it means per 100 lbs.

**IMPORTANT FACTS ABOUT DIRECT SHIPMENTS**

**What are direct shipments?**

All shipments that are addressed directly to the exhibit facility (please refer to "Direct to Show" shipping labels included in this manual).

Shipments must arrive during exhibitor move-in times only. Do not ship direct to show site in advance. If delivery cannot be guaranteed to arrive during exhibitor move-in, shipment must go to advance warehouse.

All shipments must have a bill of lading or delivery slip indicating number of pieces and weight. **Certified weight tickets required.**

Crates weighing over 5,000 lbs. or loose/uncrated shipments must be shipped direct to show site to arrive during exhibitor move-in times.

All shipments must be prepaid, no collect on delivery shipments will be accepted.

**SIGNATURE SERIES SHIPPING**

**How can I make shipping my show materials easier?**

Signature Series Shipping will make it easier, and here's why:

- ~ Receive a 10% discount off of material handling rates (restrictions apply).
- ~ Worry-free shipping to and from your show.
- ~ Priority Empty Service - priority of empty return at the close of show
- ~ Volume discounted shipping rates
- ~ Charges will be billed to your show invoice-one less invoice/bill to keep track of.
- ~ No driver wait fees.

**LIABILITY INSURANCE**

**What is and why would I need liability insurance?**

Accidents happen, therefore, most show organizers and facilities require liability insurance. Please refer to your booth contract for exact minimums required.

Please make sure your materials are covered from the moment they leave your company location to the time they return after the close of the show.

If applicable, included in your manual is information and an application for liability insurance and booth coverage can also be purchased to protect your valuable exhibit materials.

**OUTBOUND SHIPMENTS**

You must complete a Shepard Material Handling Agreement (MHA) for all outbound shipments. A MHA will be distributed at show site if all services have been paid in full, or you can request one at the customer service desk.

Upon completion of packing and labeling of your materials, complete the bill of lading with all required information, and return to customer service. If you have questions on how to complete your bill of lading, please ask a Shepard customer service representative located at the customer service desk.

If you are NOT using the designated shipping carrier, you must call your carrier with pick-up information. If your carrier fails to pick up your shipment, Shepard will either reroute your freight through the carrier of our choice or return to the local warehouse (whichever is indicated on your MHA).



Shepard Exposition Services

1531 Carroll Drive, NW

Atlanta, GA 30318

Shepard Logistics Phone: 888-568-8858

Shepard Logistics Fax: 404-720-8733

Shepard Logistics Email: [logistics@shepardes.com](mailto:logistics@shepardes.com)

Event Code: G111110311

# SHEPARD LOGISTICS SERVICES

## SECO 2011

### March 3-5, 2011

### Georgia World Congress Center Atlanta, Georgia

**COMPLETE THIS FORM ONLY IF YOU ARE SHIPPING YOUR EXHIBIT MATERIALS BY SHEPARD LOGISTICS SERVICES**

#### EXHIBIT MATERIALS TRANSPORTATION

#### INBOUND PICK UP LOCATION INFORMATION

• Payment Authorization form must be on file to pick up as charges will be included on your show services invoice.

Requested Pick Up Date: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

(City) (State) (Zip)

#### SHIPPING INFORMATION

Items to be shipped

Number of Pieces	Est. Weight
Crates	
Cartons (cardboard)	
Cases/Trunks (fiber) (color)	
Skids/Pallets	
Carpet (color)	
Other	
<b>Total Pieces</b>	<b>Total Wt.</b>

Declared Value \$ \_\_\_\_\_  
Available at exhibitors' expense at the rate of \$1.00 per \$100.00 of value declared. Minimum charge of \$10.00.

#### SHIP TO

I will be shipping to the **WAREHOUSE**  
(Company Name, Booth #)  
**SECO 2011**  
c/o Shepard Exposition Services  
1531 Carroll Drive  
Atlanta, GA 30318

Size of largest piece: L \_\_\_\_\_ W \_\_\_\_\_ H \_\_\_\_\_  
Loading Dock  Yes  No Lift Gate \_\_\_\_\_  
Residential \_\_\_\_\_ Inside Pick up \_\_\_\_\_ Inside Delivery \_\_\_\_\_  
Special Instructions: \_\_\_\_\_

Warehouse Deadline February 21, 2011  
Date

#### OUTBOUND SHIPPING INFORMATION

I would like to schedule Outbound Transportation. Please provide me with a Material Handling Agreement at show site for my shipping instructions and signature. So we may deliver your Outbound Material Handling Agreement and labels, please complete the following information.

**Ship to Address:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Deliver By Date: \_\_\_\_\_

Number of labels: \_\_\_\_\_

Special Instructions: \_\_\_\_\_

#### TYPE OF SERVICE - Choose One

Next Day Air  2nd Day Air

Service via Air Transportation is charged based on Dimensional weight or Actual weight whichever is greater.

Standard Ground  Other (Truck Load, Specialized)

#### TRANSPORTATION CHARGES

Charges for transportation services provided by Shepard shall be billed to the Credit Card on file.

Type Card \_\_\_\_\_ ending in \_\_\_\_\_ (last 4 digits)

**FAX COMPLETED FORM TO 404-720-8733**

A REPRESENTATIVE FROM SHEPARD LOGISTICS WILL CONFIRM RECEIPT OF YOUR EXHIBIT TRANSPORTATION REQUEST.

Please complete the following:

Exhibiting Co. Name: \_\_\_\_\_ Booth #: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Email: \_\_\_\_\_ Fax #: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Signature indicates you have read and accept the Payment Policy and Terms and Conditions.

# SHIPPING LABELS

SECO 2011

## ADVANCE SHIPPING ADDRESS LABELS

<b>R U S H</b>	
	<b>ADVANCE WAREHOUSE</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____ <b>c/o Shepard Exposition Services</b> <b>1531 Carroll Drive</b> <b>Atlanta, GA 30318</b>
	<b>Delivery Hours: M-F, 8-4:30 PM</b>
	For: <b>SECO 2011</b>  First day freight can arrive w/o a surcharge: <b>February 2, 2011</b> Last day freight can arrive w/o a surcharge: <b>February 21, 2011</b>

<b>R U S H</b>	
	<b>ADVANCE WAREHOUSE</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____ <b>c/o Shepard Exposition Services</b> <b>1531 Carroll Drive</b> <b>Atlanta, GA 30318</b>
	<b>Delivery Hours: M-F, 8-4:30 PM</b>
	For: <b>SECO 2011</b>  First day freight can arrive w/o a surcharge: <b>February 2, 2011</b> Last day freight can arrive w/o a surcharge: <b>February 21, 2011</b>

## DIRECT TO SHOW SITE SHIPPING ADDRESS LABELS

<b>R U S H</b>	
	<b>DIRECT TO SHOW</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____ <b>C/O: SHEPARD EXPOSITION SERVICES</b> <b>Georgia World Congress Center</b> <b>285 Andrew Young International Blvd</b> <b>Atlanta, GA 30313</b>
	For: <b>SECO 2011</b>  <b>MUST NOT BE DELIVERED PRIOR TO:</b> <b>March 1, 2011 @ 8:00 AM</b>

<b>R U S H</b>	
	<b>DIRECT TO SHOW</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____ <b>C/O: SHEPARD EXPOSITION SERVICES</b> <b>Georgia World Congress Center</b> <b>285 Andrew Young International Blvd</b> <b>Atlanta, GA 30313</b>
	For: <b>SECO 2011</b>  <b>MUST NOT BE DELIVERED PRIOR TO:</b> <b>March 1, 2011 @ 8:00 AM</b>

# HANGING SIGN SHIPPING LABELS

SECO 2011

## HANGING SIGN SHIPPING ADDRESS LABELS

**HANGING SIGN:** If you have a sign or anything (truss, etc.) that has been approved to hang from the ceiling, send it to the advance shipping warehouse address. Hanging items must be identified and readily available since they are installed first, before the show floor becomes encumbered by freight.

<b>R U S H</b>	
	<b>ADVANCE WAREHOUSE</b>
	<b>HANGING SIGN</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____ c/o Shepard Exposition Services 1531 Carroll Drive Atlanta, GA 30318
	Delivery Hours: M-F, 8-4:30 PM
	For: SECO 2011 First day freight can arrive w/o a surcharge: February 2, 2011 Last day freight can arrive w/o a surcharge: February 21, 2011

<b>R U S H</b>	
	<b>ADVANCE WAREHOUSE</b>
	<b>HANGING SIGN</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____ SHEPARD EXPOSITION SERVICES 1531 Carroll Drive Atlanta, GA 30318
	Delivery Hours: M-F, 8-4:30 PM
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Shepard Exposition Services  
 1531 Carroll Drive, NW  
 Atlanta, GA 30318

Customer Service Phone: (404) 720-8600  
 Customer Service Fax: (404) 720-8755  
 Customer Service Email: [atlanta@shepardes.com](mailto:atlanta@shepardes.com)  
 Event Code: G111110311

# MATERIAL HANDLING AUTHORIZATION

**SECO 2011**

**March 3-5, 2011**

**Georgia World Congress Center  
 Atlanta, Georgia**

## SHIPMENT INFORMATION

Please complete the following information:

We plan to ship to:  Advance Warehouse  Direct to Show Site

We plan to ship on (date): \_\_\_\_\_

Our materials should arrive on (date): \_\_\_\_\_

Carrier Name: \_\_\_\_\_ Pro #: \_\_\_\_\_

Origin of Shipment (city, state): \_\_\_\_\_

Please provide a contact name and number for any questions Shepard may have in regards to this shipment:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Please indicate number of pieces and the estimated weight:

# of Pieces	Description	Weight
	Crates	
	Cartons	
	Cases	
	Carpet	
	Miscellaneous	
Total Weight		

## MATERIAL HANDLING RATES AND ESTIMATE WORKSHEET

**SHIP WITH SHEPARD LOGISTICS AND RECEIVE A 10% DISCOUNT ON MATERIAL HANDLING WITH *Signature Series Shipping*.**

To set up your *Signature Series Shipping*, please call 888-568-8858, or complete the Shepard Logistics Order Form included in this manual. *Signature Series Shipping* does not apply to shipments considered small package, local or shipments over 10,000 lbs. Roundtrip SLS shipping is required to qualify for *Signature Series Shipping*.

### COMPUTATION OF MATERIAL HANDLING SERVICES

The following services, whether used completely, or in part, are offered as a package. When recording weight, round up to the next 100 lbs. For example: 285 lbs. = 300 lbs./100 lbs. = 3 X RATE = \$ Amount or minimum charge, whichever is greater.

Standard Material Handling				
Weight	Description		Price	Total
<b>Direct Shipments to Showsite</b>				
	\$49.75	\$74.75	\$64.75	
	Crated	Uncrated	Special Handling	
	35030 / 35033	35043	35038	
<b>Advance Shipments to Warehouse</b>				
	\$53.50	\$69.50		
	Crated	Special Handling		
	35010 / 35013	35036		
Pieces	Specialized Carrier Shipment (small packages under 50 lbs.)			
	\$26.75	\$53.50		
	Each carton	Min. per shipment		
	35048	35045		

Signature Series Material Handling				
Weight	Description		Price	Total
<b>Direct Shipments to Showsite</b>				
	\$44.75	\$67.25	\$58.25	
	Crated	Uncrated	Special Handling	
	35390 / 35395	35391 / 35399	35394 / 35402	
<b>Advance Shipments to Warehouse</b>				
	\$48.25	\$62.75		
	Crated	Special Handling		
	35393 / 35397	35392 / 35401		
<b>Overtime</b>				
	Overtime: 30% fee for every overtime application		30%	

**RATES ARE PER 100 LBS. WITH A 200 LB. MINIMUM**

For credit card payments, please complete the payment authorization form. Any additional overtime charges will be invoiced at show site and are subject to change pending move-in/move-out schedule.

Subtotal	\$
N/A Tax	\$
Amount Due	\$

We understand that your calculation is only an estimate. Invoicing will be calculated from actual certified weight ticket or reweigh ticket on inbound material handling receiving report. Adjustments will be made accordingly. Any adjustments to charges must be made at show site.

**Single pieces weighing more than 5000 pounds CANNOT be accepted at the warehouse.** Loose, easily damaged, uncrated, or blanket-wrapped shipments should be shipped directly to the show site.

If you have any questions about material handling, please contact Shepard Customer Service department.

Please complete the following:

**Company Name:** \_\_\_\_\_ **Booth #:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_  
**Authorized Signature:** \_\_\_\_\_

Shepard Exposition Services is authorized to perform material handling services on behalf of the exhibiting company named above. Signature also indicates you have read and accept the Payment Policy and Terms and Conditions, sign and return to Shepard.

Payment Authorization must be completed and returned with Material Handling Worksheet. Other charges may apply, please review Material Handling Information form included in this manual.



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Atlanta, GA 30318

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Customer Service Fax: (404) 720-8755  
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Event Code: G111110311

## MATERIAL HANDLING INFORMATION

**SECO 2011**

**March 3-5, 2011**

**Georgia World Congress Center  
Atlanta, Georgia**

### MATERIAL HANDLING INFORMATION & ADDITIONAL CHARGES

#### **SPECIAL HANDLING**

**Rate as shown on Material Handling Authorization Form**

The standard material handling applies to shipments that can be readily handled off or onto a truck using a conventional forklift or pallet jack equipment without rehandling. A special handling charge applies if your shipment requires extra labor for stacking or unstacking containers on a truck (cubic loading), tarping or untarping freight or containers, or rigging pieces for loading or unloading on a truck or from the ground, or other circumstances requiring the rehandling of materials.

#### **OVERTIME**

**Surcharge: 30%**

**35301**

Based on show move-in/move-out schedule and/or late driver check-in, an overtime surcharge per occurrence applies to shipments handled at show site during overtime hours. Your advance warehouse shipments may be received during straight time, but due to scheduling conflicts beyond Shepard's control may be moved into the exhibit hall on overtime. Any additional overtime charges will be invoiced at show site and are subject to change pending move-in/move-out schedules. Handling times will be documented on shipping documents. Drivers picking up outbound shipments will be sequenced for loading ONLY after a bill of lading is submitted to the Shepard Service Desk AND the driver has checked in.

#### **LATE SHIPMENTS**

**Surcharge: 25%**

**35003**

A surcharge will apply to shipments not arriving within the published dates (refer to Show Information page for dates) for advance warehouse or arriving on show site after show opening.

#### **UNCRATED SHIPMENTS**

**Rate as shown on Material Handling Authorization Form**

An additional charge of 50% (or as stated on Material Handling Authorization page) of the applicable material handling charge at the time of delivery shall be charged for all loose, uncrated, or unprotected shipments received at the show site docks. The charge is a one-time charge that includes both move-in and move-out of the show, and is based on the weight of the shipment handled.

#### **OFF-TARGET DELIVERIES**

**Surcharge: 15%**

**35004**

For targeted shows (exhibitors who received/requested a Targeted Date/Time), a surcharge will apply if shipment is not delivered (or carrier has not checked in) during assigned target date/time.

#### **PADDED VAN DELIVERIES**

**Surcharge: \$8.00/CWT**

**35041**

A padded van surcharge applies to van line carriers that transport freight at cubic displacement rates, operate a non-standard dock height equipment, require freight on the truck to be unloaded in a specific order or orientation, or require that freight on the truck be moved to unload the actual delivery.

#### **MARSHALING YARD**

**Surcharge: Maximum \$25.00**

**35250**

Where Shepard Exposition Services as the show contractor must lease space for marshaling yard operations because no space is provided by the facility, Shepard may charge a fee per shipment processed through the marshaling yard.

#### **REWEIGH OF SHIPMENTS**

**Surcharge: \$25.00 per forklift load**

**35282**

An additional charge per forklift load will be applied to shipments that have to be reweighed at the dock due to the lack of a certified weight ticket, or an incorrect or understated weight on a delivery document.

#### **EMPTY CRATE STORAGE**

**Surcharge: \$10.00 per piece, Minimum \$40.00**

**35105**

A charge per crate, carton or skid applies when Shepard handles the storage and return of empties from a shipment not received by Shepard and therefore not subject to material handling charges.

#### **ENVELOPE DELIVERIES**

**Surcharge: \$10.50 per envelope**

**35007**

During show hours at the show facility, a charge will apply to receiving and delivering envelope packages to your booth.

#### **SECURED STORAGE**

**Surcharge: \$.80/sq. ft., Minimum \$20.00 Min. one-hour labor fee for each trip**

**35400**

Only Shepard personnel have access to secured storage. A minimum one-hour material handler charge at show rates will apply each time material is handle to or from storage. There is no charge to return materials to your booth at the close of the show.

#### **ACCESSIBLE STORAGE**

**Surcharge: Based on applicable Labor rate (refer to labor order form).**

**35166**

Accessible storage will be accessible during the show, but not necessarily by exhibitors. There will be no charge to return material to the booth at the close of the show.

#### **WAREHOUSE STORAGE**

Shipments arriving at the warehouse more than 30 days ahead incur storage fees. Transportation of freight to the warehouse after the show at the exhibitor's request incurs "return to warehouse" (RTW) fees and storage fees.

#### **Return to Warehouse Service Fee**

**Surcharge: \$20.00 per CWT, Minimum \$400.00**

**35005**

(crated materials only, uncrated materials will not be accepted at warehouse)

#### **Storage per month**

**Surcharge: \$10.00 per CWT, Minimum \$100.00**

**35006**

#### **MOBILE SPOTTING FEE**

**Surcharge: \$150.00 round trip**

**35106**

Vehicles operated by exhibitors may be allowed on the exhibit hall floor for loading or unloading, if Shepard determines such activity to be operationally feasible and safe. All vehicles operated on the exhibit hall floor must be escorted by Shepard personnel. In such cases, a MOBILE SPOTTING FEE will be charged. All local fire marshal rules and regulations apply. Please call customer service for details.

If you have any questions about material handling, please contact Shepard Customer Service department.