



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 shipped or delivered to the advance warehouse or show facility via shipping carrier, POV, or delivery truck.

What is the difference between material handling and shipping?

Shipping is the process of carrying your shipment from your location, pick-up area to its 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.) These are 2 different items and are billed differently.

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. Your crated shipment is billed per 100 lbs.

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. 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.

What are Light Weight shipments?

All shipments regardless of carrier that weigh 40 pounds or less. Shipments need to have certified weight tickets or other verifiable weight noted upon delivery. Shipments without certified weight tickets may be subject to special handling or reweigh fees. Packages that arrive separately at different times or days will be billed separately.

All shipments, regardless of carrier, weighing 41 lbs and up will be billed using the standard material handling rates listed in the kit and billed at a 200 lb minimum as usual

How do I calculate my Light Weight shipment? Charges for Light Weight shipments are total shipment weight, per delivery. Any shipment above 40lbs will not qualify for this rate. Please be advised that your whole shipment may not arrive to its destination at one time. Therefore you may be charged per each delivery.

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, 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. Cannot be completed solely with one forklift and operator.

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, fiber cases, 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.

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 published 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.

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 Shipping

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).