

## FIRST-TIME EXHIBITOR FAST FACTS:

1. Read your exhibitor manual and action bulletins. The information they contain will help you save time, money and needless aggravation.
2. Helpful reminders about ordering:
  - A. Order your essential services in advance:
    1. Electrical labor and service
    2. Carpet and furniture
    3. Telephone and internet
    4. Booth set-up and dismantling labor
    5. Booth security
  - B. Place your orders early and include payment to qualify for the discounts and to ensure that your orders will be filled. Try not to place orders on-site. **ON-SITE ORDERS ARE EXPENSIVE.**
  - C. Confirm with GES and other contractors that your advance orders have been received before leaving for IWCE.
  - D. Bring copies of your advance order forms to the show.
  - E. Take a company credit card to pay all balances due on show site and for deposits on rental equipment.
3. Helpful reminders on shipping:
  - A. Ship in advance to the warehouse or to the facility directly. Ship prepaid and keep an inventory and the tracing numbers of all your shipments.
  - B. Place a rider on your insurance policy covering the time your exhibit and product leaves your possession until it is returned. Your company is responsible for your exhibit and product.
  - C. Ship your freight and product via common carrier or van line to arrive on your target move-in date and time. Use two-day air freight if you are on a tight schedule and do not send anything via overnight carrier as they may not deliver it directly to your booth.
  - D. Advise your shipper that all pieces of your shipment should be loaded on the truck together – not mixed in w/other freight. This could cause you to incur special handling charges when unloading at the warehouse or on site.
  - E. Remove all old shipping labels before you send anything. Attach labels provided in GES Section of this Service Manual with your company name and booth number clearly marked.
  - F. When making your shipping plans to the show, also plan for shipping home after the show. Make sure that someone from your company will be on-site to oversee the outbound shipment of your display and product.
  - G. Take the extra time to ensure that your display and product are packed neatly and securely.
4. Helpful Tips:
  - A. Consider renting a standard or custom display from GES. They could provide the exhibit you need and save you time, money and stress designing, building, shipping, setting up, dismantling and storing your booth.

- B. Review the show rules in your contract.
- 5. Gratuities are not permitted for move-in, set-up, or any other service. If you are pressured to give tips for service, please contact your IWCE Floor Manager immediately.

### SHIPPING TO/ FROM IWCE

- 1. Shrink-wrap all your cartons onto a skid to avoid any special handling charges.
- 2. Ship early to avoid airfreight charges.
- 3. Alert GES if you are shipping out less than you shipped in.
- 4. Ship in advance to GES warehouse.

### ON-SITE

- 1. Set up your booth on straight time.
- 2. Consider having GES supervise the set-up of your booth. Please include set-up plans, and assembly instructions. Supervisory charges will be 25% of the total labor costs. Having GES set up your booth can save your staff time and they'll be fresh for show opening.
- 3. Check in early at the Service Desk to reserve labor.
- 4. Try not to change or cancel your orders on-site.

### COMMON SHIPPING MISTAKES

- 1. Selecting a carrier that does not service trade shows on a regular basis. Unlike other shipments, exhibit material is time-sensitive.
- 2. Old labels on crates and cartons that cause confusion.
- 3. Not specifying what type of air freight service is desired, i.e., A.M., P.M., second day, etc.
- 4. Not requesting insurance for valuable equipment and/or products.
- 5. Not giving clear instructions on how the freight is to be shipped:
  - A. Not advising your carrier about your target date and time.
  - B. Not including an accurate description or piece count.
  - C. Not informing GES of the mode of transportation, whether it is common carrier, air freight, or van line.
  - D. Not reading the Exhibitor Service Manual and shipping instructions.
  - E. Not filling out the forms properly.

If a shipment is not marked "insured", it is basically covered for only a **\$ 50 minimum or 50 Cents for each pound.**

The best way to solve this problem is to have a blanket policy to cover your freight.

## DRAYAGE QUESTIONS AND ANSWERS

1. **Q. How do I label my freight?**  
A. Use the labels in the **GES Exposition Section** of this Exhibitor Service Manual and copy them if you need more. Remove all old labels from your crates and cartons.
2. **Q. Will tipping get my truck unloaded sooner?**  
A. GES work rules prohibit the solicitation and/or acceptance of tips by any employees. Labor has been instructed by Show Management to unload any exhibitor last who has offered a gratuity. Please alert your Floor or Facility Manager of any attempt to solicit gratuities.
3. **Q. Do I have to wait for a crew to unload or load my freight?**  
A. You can hand-carry your own materials in the exhibit hall provided you do not use material handling equipment to assist you. Two-wheel luggage carts are acceptable; hand carts and any four-wheel cart or dolly is prohibited. Hand-carry materials may only be brought in through the glass doors of the exhibit hall. You will not be permitted access to the loading dock or freight areas. You may not leave your car unattended at any time at the curb.
4. **Q. How do I file a claim for missing or damaged inbound freight?**  
A. Go to the GES Service Desk on-site.
5. **Q. If I keep my empties until the last minute, will I get them back first?**  
A. NO. If you hold your empties, the Floor Manager will warn you at first and then have your empties removed.
6. **Q. When will I get my empty crate(s) back? Other exhibitors have already received their “empties”?**  
A. Cartons will be returned first so you can start packing and crates will be next. Crate return is random.
7. **Q. How do I trace my shipment?**  
A. If you have not received your return shipment in a week to 10 days, call your carrier for tracking information.
8. **Q. How do I file a claim for damage or missing outbound freight?**  
A. Call the GES at 800-475-2098.
9. **Q. What are the hours for straight time and overtime labor?**  
A. All labor before 8:00 am and after 4:30 pm Monday thru Friday, and all hours Saturday, Sunday and holidays will be overtime. Straight time rates are for hours worked between 8:00 am and 4:30 pm Monday thru Friday, excluding holidays.

### **Other helpful tips:**

- ◆ Read the General Information section of the Service Manual. It contains information that may answer some of the common questions that you may have.