

# Exhibitor Services Manual Table of Contents

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

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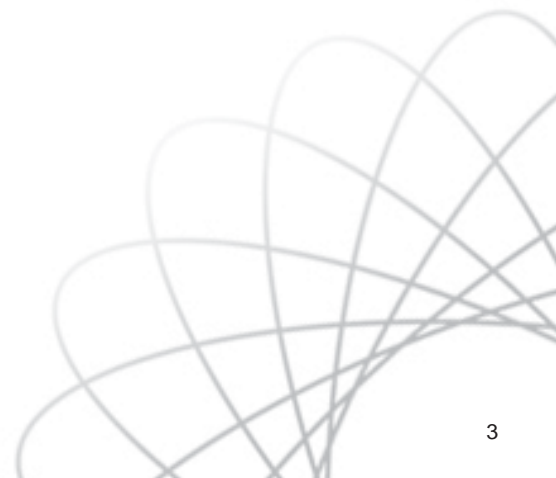
American Society for Quality World Conference on Quality and Improvement  
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# Show Organizer Information and Forms



**ASQ World Conference on Quality and Improvement**  
**Charlotte Convention Center**  
**Charlotte, NC**  
**April 30 - May 2, 2017 (show dates)**  
**May 1-3, 2017 (conference dates)**  
**IMPORTANT INFORMATION REMINDERS**

**Official Show Decorator**

Global Experience Specialists, Inc. (GES) is this year's official show decorator.

**Conference Registration and Lead Retrieval System Passwords**

Exhibit/Sponsor Registration is being handled by Showcare, ASQ Partner and Lead Retrieval Company. Use the registration link below to order your badges and the Lead Retrieval system for your booth.

The Website for both conference registration and ordering your Lead Retrieval System (if applicable) is <https://www.mylibralounge.com/regeng/wcqi0517/exhibitor/en/Register.aspx>

The **password** is **WIC7NC05**.

Additional information can be found on the *Name Badge Registration Information* under the **Show Organizer Information & Forms** tab.

**Exhibitor Set Up Hours**

Friday	April 28	Noon - 4:30p.m.*
Saturday	April 29	Noon - 5:00 p.m.
Sunday	April 30	8:00 a.m. - 4:00 p.m.

\*by appointment only; contact Marjorie Maupuy at [mmaupuy@asq.org](mailto:mmaupuy@asq.org) or 414/274-2197.

**Opening Welcome Reception**

**Sunday – April 30**  
**Exhibit Hall opens at 6:30 p.m. for the Opening Welcome Reception**

**Exhibit Hall Closing**

**Tuesday – May 2**

The Exhibit Hall will close on Tuesday, May 2 at 4:00 p.m. Please be considerate of other exhibitors and note that you CANNOT BREAK DOWN YOUR BOOTH until the hall has closed at 4:00 p.m. Boxes/crates will be delivered between 5:00 p.m. and 6:00 p.m. and all exhibitors must vacate the Exhibit Hall by 8:00 p.m.

Should you require GES labor, we suggest you complete your move out on Wednesday, May 3 when the hall reopens at 8:00 a.m.; this will save you overtime labor on Tuesday night. All Exhibitor teardown must be completed by Noon.

**ASQ World Conference on Quality and Improvement  
Charlotte Convention Center  
Charlotte, NC**

**April 30 - May 2, 2017 (show dates)**

**May 1-3, 2017 (conference dates)**

**SHOW SCHEDULE/GENERAL INFORMATION**

To make your move-in a pleasant experience, please note the following information and instructions.

**LOCATION**

**Charlotte Convention Center**

501 South College Street

Charlotte, NC 28202

Exhibit Hall A

Web: <http://www.charlotteconventionctr.com/>

**OFFICIAL SHOW DECORATOR**

**Global Experience Specialists, Inc. (GES)**

7000 Lindell Road

Las Vegas, NV 89118-4102

**FOR ALL CUSTOMER SERVICE INQUIRIES**

*(shipping, drayage, rental, and misc. show services)*

Phone: (800) 475-2098 Fax: (866) 329-1437

Outside the United States: 001-702-515-5970

Web: [www.ges.com/chat](http://www.ges.com/chat)

**EXHIBIT HALL HOURS**

**Exhibitor Installation**

Day	Date	Time
Friday*	April 28	Noon – 4:30 p.m.
Saturday	April 29	Noon - 5:00 p.m.
Sunday	April 30	8:00 a.m. – 4:00 p.m.

\*By appointment only; contact Marjorie Maupuy at [mmaupuy@asq.org](mailto:mmaupuy@asq.org)

**Show Open**

Day	Date	Time
Sunday	April 30	6:30 p.m. – 8:30 p.m.
Monday	May 1	9:00 a.m. – 5:00 p.m.
Tuesday	May 2	9:00 a.m. – 4:00 p.m.

**Exhibitor Dismantle**

Day	Date	Time
Tuesday*	May 2	4:00 p.m. – 8:00 p.m.
Wednesday	May 3	8:00 a.m. – Noon

\*Please note that boxes/crates will be delivered between 5:00 p.m.-6:00 p.m. In order to avoid overtime labor, we suggest you complete your move out on Wednesday, May 3.

**All Out**

Day	Date	Time
Wednesday	May 3	Noon

**NOTE:** All freight carriers must be checked in with GES by 7:00 p.m. on Tuesday, May 2 or 10:00 a.m. on Wednesday, May 3, 2017.

**SHOW FLOOR DETAILS**

**Show Colors**

Drapes:	Blue , Gold, Blue
Side Rails:	Blue
Aisle Carpet:	Gray

**Each 10'x10' Booth Includes**

1. Draped back wall – 8 ft. high
2. Draped side walls – 3 ft. high
3. One (1) 7"x44" booth sign with company's name (2 line max)
4. General security within the exhibit hall (not individual booths)
5. Carpeting is not included; it needs to be ordered

**Exhibit Hall A Specs**

Floor Surface:	Cement
Ceiling Height:	30'

Utilities Available – Telephone, Internet, Electrical

**DUE DATES**

GES Discount Deadlines:	April 7, 2017
Other Vendor Discount Deadlines:	See <b>Key Due Dates</b> page
Advance Shipments to Warehouse:	March 26 - April 25, 2017 Monday - Friday ONLY 8:00 a.m. - 4:30 p.m.
Direct Shipments to Exhibit Site:	Friday - April 28, 2017 Noon - 4:30 p.m. Saturday - April 28, 2017 Noon - 5:00 p.m. Sunday - April 30, 2017 8:00 a.m. - 4:00 p.m.

**EXHIBITOR BOOTH REGISTRATION INCLUSIONS**

Each 10'x 10' booth – the exhibiting company receives **ONE (1)** complimentary Full Registration Package for the 2017 World Conference on Quality and Improvement.

Full Registration Package: Attend all 3 days of sessions  
Online access to conference presentations  
Lunch (Monday/Tuesday)  
Reception Ticket (Tuesday night)

Additional meal function tickets can be purchased when you register.

Monday Lunch:	\$40
Tuesday Lunch:	\$40
Tuesday Reception:	\$65

**ATTENDEE REGISTRATION HOURS**

Day	Date	Time
Saturday	April 29	Noon – 5:00 p.m.
Sunday	May 30	8:00 a.m. – 8:00 p.m.
Monday	May 1	7:00 a.m. – 5:00 p.m.
Tuesday	May 2	7:30 a.m. – 5:00 p.m.
Wednesday	May 3	7:30 a.m. – 10:00 a.m.

## SHOW SCHEDULE/GENERAL INFORMATION

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### EXHIBITOR REGISTRATION

All individuals staffing the exhibit booth(s) must register for their name badges by: April 7, 2017.

**Exhibit/Sponsor Registration URL:**

<https://www.mylibralounge.com/regeng/wcqi0517/exhibitor/en/Register.aspx>

**Password:** W1C7NC05

Additional information can be found on the *Name Badge Registration Information* under the *Show Organizer Information & Forms* tab.

### SELLING ON THE SHOW FLOOR

If you are intending to sell tangible personal property in the state of North Carolina, you will need to complete a *State of North Carolina - Business Tax Registration form*. See the information and directions under the *Additional Service Order Forms* tab. If you are selling and cannot provide the state tax ID number, you will be asked to cease all sales.

### VEHICLE PERMITS

In the event your exhibit includes a vehicle of any sort, you must complete the *Vehicle Placement Order Form* (due April 7, 2017). For more information please refer to the *Shipping, Drayage and Material Handling* tab.

### ORDERING EXHIBIT SERVICES AND BOOTH UTILITIES ON-SITE

GES, Charlotte Convention Center, Showcare, and AV Network will have service desk representatives onsite accepting orders. Services ordered on-site will be charged at an increased rate. **You will save time and money by using the forms in this kit.**

# SPONSORSHIP AND EXHIBIT RULES AND REGULATIONS

## 2017 ASQ WORLD CONFERENCE ON QUALITY AND IMPROVEMENT

EXHIBIT SHOW DATES | APRIL 30 - MAY 2, 2017 | CHARLOTTE, NC | CHARLOTTE CONVENTION CENTER

- Exhibitors shall not solicit business in aisles, distribute materials, or use other attention-attracting devices other than in their own booth(s). Exhibitor representatives wearing distinctive costumes or uniforms, or carrying banners or signs separately or as part of their apparel, shall not appear at the exhibit other than in their own booth(s). Additionally, no excessively loud audio or mechanical equipment will be permitted.

The decision of show management is final in determining what noise level is excessive.

- All decorative materials must be flameproof in accordance with fire safety rules and regulations. This includes drapes, banners, all decorative fabrics, poster paper, foam core board, as well as all hangings, curtains, and drops.
- Any firm or organization not assigned space will be restricted from soliciting business in any manner within the exhibit hall.
- Exhibitors may not assign, sublet, or apportion all or any part of the space contracted for by them. Products and services exhibited must be those normally manufactured, distributed, and/or sold by the exhibitor. An exhibitor may not display any product or service manufactured and/or provided by another company.
- Each exhibit must be open for the full duration of official show hours designated by ASQ. No exhibitor shall remove any or all parts of said display prior to the official move out/dismantling time. Early dismantling of booths will forfeit priority placement at future World Conference shows. This penalty has been enacted to preserve the duration and quality of the show.
- Each exhibitor must keep an attendant in the display during the hours that the exhibit hall is open. All members of an exhibit staff must be full-time employees of the exhibiting company or a division of that company or must be employed by the company for the duration of the exhibition.
- Although guard service will be furnished for the show, each exhibitor must make provisions for safeguarding its goods, materials, equipment, and displays at all times. ASQ, the show manager, nor the facility, will be responsible for loss or theft of property belonging to any exhibitor, its agents, employees, visitors, or guests. Each exhibitor must carry full insurance for the entire duration of the show, including move-in and move-out.
- Exhibitor agrees to hold show management, ASQ, and the CCC\* owners and/or operators forever harmless from any damages or charges imposed for any violation of any law or ordinance by the negligence of the exhibitor or of those subordinate to the exhibitor.
- Exhibitors desiring to use the services of contractors other than the official service contractor designated by ASQ must notify the show's decorator and send a copy to the show manager at least 30 days prior to the opening of the exhibit hall. The show manager has the right to refuse admittance to said contractors on the exhibit floor if prior notification has not been made.
- Labor for the installation and dismantling of exhibits falls under the jurisdiction of the CCC\* and this labor is supplied by ASQ's official show decorator. Labor jurisdiction includes the overall setup and dismantling of exhibits, including signs and carpet laying. This does not, however, include the unpacking and placement of the exhibitor's merchandise in the booth. Full-time employees of the exhibiting companies may set their own exhibits without the assistance from this union. Any labor services that may be required beyond what exhibiting companies' full-time employees can provide must be rendered by union labor. Labor is required for the operation of all material handling equipment, all unloading and reloading, and handling of empty containers. However, an exhibitor may move material that can be hand-carried by one person in one trip, without the use of dollies, hand trucks, or other mechanical equipment.
- All booths must be kept clean and clear of all combustible materials at all times, and absolutely no storage is allowed in the electrical aisles located between the booths. The storage of the exhibitor's crates, boxes, and so on is included in the price of the exhibit booth. These containers must be properly marked and will be stored and returned to the booth by the show's decorator after the close of the show. The management of ASQ assumes no liability for damage to crates and/or boxes. Electrical fixtures and fittings must be UL listed and so marked. The City reserves the right to withhold electrical power until any violation of the codes is corrected and the correction is approved by a City Electrician. The use of latex cord wire in displays and/or use of duplex or triplex plugs are not permitted. The City reserves the right to inspect and approve or reject all electrical installations. Electrical

Installation: All electrical equipment used for lighting, sound, exhibit equipment, or other effects must meet the applicable National Electrical Code and City requirements.

- Carts, dollies, and other wheeled vehicles other than conveyances for the physically handicapped are not permitted on the exhibit floor during official exhibit hours. The CCC\* does not provide carts, dollies, or other wheeled vehicles. Additionally, crates, trunks, or any type of packing materials may not be brought into or taken out of exhibit areas during official exhibit hours. All event personnel, such as show and service contractor staff, exhibitor-appointed contractors, temporary help, exhibitors and other works affiliated with an event held within the CCC\* must enter and exit the Convention Center by way of the security entrance or by way of the event-designated "show entrance"
- Move-in of materials (including but not limited to equipment, exhibit materials, two-wheelers, etc.) into the exhibit halls and/or meeting rooms through the lobby of the facility is prohibited. Hotel bellman carts are not allowed into the exhibit hall. Public elevators and escalators are not to be used to transport freight and/or equipment. Personally Owned Vehicles (POV's) such as cars, pickup trucks and minivans that are utilized for the uploading/loading of exhibit materials will be monitored by the Official Service Contractor freight personnel. Display houses or full time employees from the Third Party Contractor may not clean exhibit booths.
- Exhibitors may not host or sponsor any event, hospitality suite functions, and so on, off the show floor during official show hours. Invitations to such events and company literature may be distributed only from exhibit booths. ALL hospitality suites must be approved by ASQ.
- Giveaways, magazines, merchandise, and souvenirs may be distributed only within the exhibitor's booth.
- Food and beverages are not permitted on premises unless purchased through the CCC\* Food Service Partners. Food or beverages may not be brought in or delivered to the CCC\* for personal consumption.

### 17. BOOTH RESTRICTIONS:

#### Standard Booth:

- Booths cannot exceed 8 feet in height.
- No booths may obstruct adjacent booths from the line of sight of exhibit attendees at any angle. All display fixtures more than 4 feet in height must be confined to that area of the exhibitor's space and at least 4 feet from the aisle line.
- Multilevel booths are not permitted.
- All signs must be free-standing. No sign may be strung between posts, etc. No sign may be placed outside the booth.
- No pennants may be used unless authorized by show management.

#### Island Booth:

- Exhibit fixtures, components, and identification signs will be permitted to a maximum height of 20 feet.
- Since an island booth is automatically separated by the width of an aisle from all neighboring exhibits, full use of the floor space is permitted. There are no back drapes and/or side rails with these types of booths.
- A sketch of each exhibit plan should be submitted to ASQ for approval.

- Where an exhibitor's display is built beyond the limitations and restrictions as set in these rules and regulations governing exhibits, ASQ reserves the right to correct such display violations by having the exhibitor alter, remove, or rearrange any or all of the display so that it will be in compliance.
- ASQ reserves the right to modify the floor plan if in its sole judgment it is in the best overall interest of the exposition.
- The distribution of promotional gummed or pressured adhesive stickers or decals; confetti; glitter; double-faced tapes; helium filled, lighter-than-air, and/or metallic balloons; and chewing gum are prohibited. Additionally, nothing may be taped, nailed, stapled, tacked, or otherwise affixed to ceilings, painted surfaces, fire sprinklers, columns, fabric, decorative walls, or glass.
- The recording, either audio or video, of any part of the event is not permitted without prior written consent of ASQ.
- Installation must be completed by 3:00 p.m. on Sunday, April 30, 2017 or as printed in the Exhibitor Services Manual.

- All exhibitors, service contracts, decorators, and attendees must wear badges at all times.

- Exhibitors with badges will be allowed to enter the exhibit hall an hour before and may stay a half-hour after official show hours.
- Admission to the exhibit hall is open to the public. Children under 16 years of age are not permitted in the exhibit hall at any time (set up, show hours, and/or tears down).
- Conference exhibit, ASQ, or the CCC\* will not be liable for the fulfillment of this contract as to delivery of space, and further will not be responsible for delays, damage, loss, increased costs, or other unfavorable conditions due to the following: the building being destroyed by fire, act of God, public enemy, national emergency, strikes, the authority of the law, or any other causes beyond their control. They will, however, in the event of not being able to hold an exhibit for any of the aforementioned reasons, reimburse the exhibitor pro-rata for any prepaid rent, less any and all legitimate expenses incurred by the conference exhibit and ASQ for advertising, salaries, fees, and so on.
- Exhibitors violating any one of these rules may be expelled from the conference. The show manager and executive director of ASQ will make determination of such violation.
- Any matters not specifically covered by the rules and regulations of the exhibit shall be subject solely to the decision of ASQ.
- Exhibitors engaged in the business of making retail sales at the CCC\* are required to obtain sales tax permits. Exhibitors are responsible for filing the appropriate form(s) with the North Carolina Department of Revenue. Information for this form or any additional permits will be provided in your Exhibitor Service Manual.
- To place on display any motorized vehicle powered by an internal combustion engine, a permit must be acquired from the Fire Department (information will be available in the Exhibitor's Exhibit Manual). All vehicle batteries must be disconnected while on display. Gasoline is allowed in the tanks of display automobiles, but it should not exceed two gallons (five gallons or less for diesel fuel tanks) and the gas cap must be taped or locked.
- Cartons, packages, or other containers brought in or removed from the CCC\* by show personnel, exhibitors, or service contractors may be subject to inspection.
- The use of alcoholic beverages and illegal drugs is strictly prohibited. Smoking (including electronic and vapor cigarettes inside or on the grounds of the CCC\* is not permitted at any time. This includes exhibit halls, restrooms, lobbies, corridors, exhibit areas, and meeting rooms.
- A "dangerous weapon" is any object or device designed or intended to be used to inflict serious injury upon persons or property. The possession of a dangerous weapon is prohibited in the CCC\*.
- Flooring is required in all exhibit booths without exception. This includes carpeting ordered from the show decorator or tile pieces provided by the exhibitor. In the event flooring is not in place prior to 3:00 p.m. on Sunday, April 30, 2017 exhibitors will not be able to participate in the exhibition.

Exhibitor/sponsor agrees that an application accepted by ASQ with a deposit shall be deemed as valid and binding and the exhibit booth will be reserved. **50% deposits are due with the signed contract. Full payment is due by February 20, 2017.**

Exhibitors/sponsors who have not paid in full by February 20, 2017, **will not** be allowed to participate in the 2017 April *Quality Progress* Exhibitor Guide or the 2017 WCQI On-site Program. For any exhibitors/sponsors that sign up after February 20, 2017, full payment is due with the signed contract.

### CANCELLATION POLICY

The exhibitor is required to give notice of cancellation or withdrawal from the exposition in writing to their Naylor sales contact. Notices received prior to December 9, 2016 will not incur a cancellation fee. Any cancellation/withdrawal by exhibitors or sponsors on December 10, 2016 through February 20, 2017, are responsible for 50% of the total cost of exhibit space contracted. Any exhibitor who submits a cancellation/withdrawal notice after February 20, 2017, will be responsible for 100% of the total cost of exhibit space contracted.

**\*CCC = Charlotte Convention Center**

Contract last revised: 8/31/2016.



**tlASQ World Conference on Quality and Improvement**  
**Charlotte Convention Center**  
**Charlotte, NC**  
**April 30 - May 2, 2017 (show dates)**  
**May 1-3, 2017 (conference dates)**

<b>EXHIBITOR KEY DUE DATES</b>
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<b>DESCRIPTION</b>	<b>DUE OR PAYMENT TO</b>	<b>DUE DATE</b>	<b>TAB LOCATION</b>
<b><u>American Society for Quality (ASQ)</u></b>			
♦ <b>Hotel</b> Deadline for Conference Room Rate (all hotels)	Hotel	04/04/2017	Show Information
♦ Exhibit Hall <b>Badge Registration</b>	ASQ	04/07/2017	Show Information
♦ Pre-and Post-Show <b>Attendee Lists</b>	ASQ	03/10/2017	Additional Service Order Forms
<b><u>AV Network (AVN) - (Audio Visual Equipment)</u></b>			
♦ <b>Audio Visual</b> Equipment Form	AVN	04/07/2017	Additional Service Order Forms
<b><u>GES (GES)</u></b>			
♦ <b>Payment and Credit Card Authorization</b> Form	GES	04/07/2017	Required Forms
♦ Domestic <b>Third Party Billing Request</b> Form	GES	04/07/2017	Required Forms
♦ International <b>Third Party Billing Request</b> Form	GES	04/07/2017	Required Forms
♦ <b>Carpet</b> (Standard and Plush) Rental Order Form	GES	04/07/2017	Booth Furnishings
♦ Standard <b>Furniture and Accessories</b> Order Form	GES	04/07/2017	Booth Furnishings
♦ Specialty <b>Furniture</b> Order Form	GES	04/07/2017	Booth Furnishings
♦ Standard <b>Exhibit System</b> Order Form	GES	04/07/2017	Booth Furnishings
♦ <b>Graphics and Signage</b> Order Form	GES	04/07/2017	Booth Furnishings
♦ <b>Material Handling/Drayage</b> Order Form	GES	04/07/2017	Shipping Drayage and Material Handling
♦ <b>Shipping</b> Information & Freight Handling Form			
→ <b>Advanced Shipping</b>	GES	03/26 - 04/25/2017	Shipping Drayage and Material Handling
→ <b>On-site Shipping</b>	GES	04/28 - 04/30/2017	Shipping Drayage and Material Handling
♦ Pre-Printed <b>Bill of Lading/Outbound Labels</b> Request	GES	04/07/2017	Shipping Drayage and Material Handling
♦ <b>Vehicle Placement</b> Order Form	GES	04/07/2017	Shipping Drayage and Material Handling
♦ <b>Installation and Dismantling</b> Order Form	GES	04/07/2017	Labor and Equipment
♦ In-Booth <b>Fork Lift and Labor</b> Order Form	GES	04/07/2017	Labor and Equipment
♦ <b>Cleaning and Porter Service</b> Order Form	GES	04/07/2017	Labor and Equipment
♦ Notice of Intent to Use <b>EAC</b> - Policies/Procedures	GES	04/07/2017	Exhibitor Appointed Contractors (EACs)
<b><u>Miscellaneous</u></b>			
♦ <b>State of North Carolina</b> - Sales and Use Tax Registration	State of NC	04/07/2017	Additional Service Order Forms
♦ <b>Floral &amp; Plant Rental</b> Form	TLC Floral	No Early Date	Additional Service Order Forms
<b><u>Showcare (Lead System)</u></b>			
♦ <b>Lead Retrieval</b>	Showcare	04/27/2017	Additional Service Order Forms
<b><u>Charlotte Convention Center (CCC)</u></b>			
♦ <b>Rigging and Forklift Information</b> (Banner/Sign Hanging)	CCC	04/07/2017	Additional Service Order Forms
♦ <b>Electrical and Plumbing</b> Order Form	CCC (Smart City)	04/09/2017	Additional Service Order Forms
♦ <b>Telecommunications (Internet /Telephone) Service</b> Order Form	CCC (Smart City)	04/14/2017	Additional Service Order Forms

CCC: Charlotte Convention Center

GES: Show Decorator

AVN: Audio Visual Network



**Conference Location, Hotel, and Transportation Information (as of 1.27.2017)**  
**ASQ's World Conference on Quality and Improvement 2017**  
**May 1-3, 2017**  
**Charlotte, NC**

**Dates:** Sunday, April 30 – Tuesday, May 1, 2017 Exhibit Show Dates  
Monday, May 1 – Wednesday, May 3, 2017 Conference Dates

**Conference Location:** **Charlotte Convention Center**  
501 S. College Street  
Charlotte, NC 28202  
Web Site: <http://www.charlotteconventionctr.com/>

**Hotel Reservations/Cutoff Date:** All reservations are being handled by the Passkey online reservations system and will close at the end of the day on Monday, April 3rd. *The hotels will begin downloading reservations on April 4th. Please do not contact your hotel directly until after April 6th as they will not show your reservation in their system until then.* Reservations are on a first-come basis and you are encouraged to make your reservations early.

**Reservations Web Site:** Go to <http://wcqi.asq.org> and click on the **TRAVEL** tab, and the appropriate hotel.

**Third Party Reservations:** *Passkey* is the only hotel reservation system provider for ASQ World Conference on Quality and Improvement. Should you receive a call from another housing company, note these companies are not affiliated with Passkey, ASQ, or any of the conference hotels. You are strongly discouraged from making reservations with these companies as the reservations may not be honored when you check in.

**Cancellation:** Notification of cancellation of individual reservations must be received by 5:00 p.m. Eastern Standard Time, 72 hours prior to the day of arrival in order to avoid a cancellation charge of one night's room and tax. Cancel on the Passkey reservation system prior to April 3 or contact your hotel after April 6.

**Charlotte Marriott City Center**

100 West Trade Street  
Charlotte, NC 28202

**Phone:** (704) 333-9000

**Hotel Website:** <http://www.marriott.com/hotels/travel/cltcc-charlotte-marriott-city-center/>

**Rates:** \$198 single/double occupancy, plus applicable state and local taxes (currently 15.25% room tax and subject to change). Rooms must be guaranteed with a major credit card.

**Check In:** 3:00 p.m. **Check Out:** Noon

**Internet:** Complimentary internet is included in all rooms booked within the Group room block.

**Hotel Location:** The Charlotte Marriott City Center's fresh, open-design approach to the traditional hotel lobby features a coffee social hub with locally sourced coffee, unique retail and limited-edition food selections. Stoke, a community-inspired dining experience with an immersive kitchen, places guests in the center of the action. We've tailored our guest room designs with inventive solutions, and our new fitness concept goes beyond the ordinary with more than 600 on-demand workouts and state-of-the-art equipment. Located four blocks from the Charlotte Convention Center, the hotel has easy access to dining and entertainment options in the Uptown area. The hotel is located 4 blocks from the Charlotte Convention Center.

**Parking:** On-site parking: Self-parking is \$4 per hour with a maximum of \$18 and Valet parking \$25.00 per day. Pricing subject to change.

**Hampton Inn Charlotte-Uptown**

530 East Martin Luther King Jr. Boulevard  
Charlotte, NC 28202

**Phone:** (704) 373-0917

**Hotel Website:** <http://hamptoninn3.hilton.com/en/hotels/north-carolina/hampton-inn-charlotte-uptown-CLTUTHX/index.html>

**Rates:** \$199 single/double occupancy, plus applicable state and local taxes (currently 15.25% room tax and subject to change). Rooms must be guaranteed with a major credit card. A deluxe continental breakfast is included in the room rate.

**Check In:** 3:00 p.m. **Check Out:** 11:00 a.m.

**Internet:** Complimentary internet is included in all rooms.

**Hotel Location:** Enjoy the beautifully appointed guest rooms and suites that offer a Coffee maker, hair dryer, iron and ironing board. A full 24-hour Fitness Center, Business Center, Indoor Pool and Whirlpool are just a few amenities that we have to offer. Additionally, the hotel's shuttle will take you to your destination within a 3 mile radius of the hotel. The hotel is located 1 ½ blocks from the Charlotte Convention Center.

**Parking:** Self-parking is \$15 and Valet parking is \$20. Pricing subject to change.

### **Hilton Charlotte Center City**

222 East Third Street  
Charlotte, NC 28202

**Phone:** (704) 377-1500

**Hotel Website:** <http://www3.hilton.com/en/hotels/north-carolina/hilton-charlotte-center-city-CLTHHHF/index.html>

**Rates:** \$225 single/double occupancy, plus applicable state and local taxes (currently 15.25% room tax and subject to change). Rooms must be guaranteed with a major credit card.

**Check In:** 4:00 p.m. **Check Out:** 11:00 a.m.

**Internet:** Complimentary internet is included in all rooms booked within the Group room block.

**Hotel Location:** Enjoy our downtown location and superior amenities of the AAA 4-Diamond Hilton Charlotte Center City hotel. Beds so comfortable, we had them copyrighted. A large flat panel TV in every room ready to go with full cable, pay-per-view movies, and this cool little box that lets you connect virtually any electronic device. There's both Wi-Fi and wired Internet, and a fat, comfy, ergonomic desk and chair. Complimentary access to the connected Childress Klein YMCA Health Club is available and offers an Olympic-sized indoor pool and a wide selection of exercise equipment. The hotel is located ½ block from the Charlotte Convention Center.

**Parking:** On-site parking: Self-parking is \$4 per hour with a maximum of \$18 and Valet parking \$25.00 per day. Pricing subject to change.

### **Hilton Garden Inn Charlotte Uptown**

508 East Martin Luther King Jr. Boulevard  
Charlotte, NC 28202

**Phone:** (704) 347-5972

**Hotel Website:** <http://hiltongardeninn3.hilton.com/en/hotels/north-carolina/hilton-garden-inn-charlotte-uptown-CLTUPGI/index.html>

**Rates:** \$199 single/double occupancy, plus applicable state and local taxes (currently 15.25% room tax and subject to change). Rooms must be guaranteed with a major credit card.

**Check In:** 3:00 p.m. **Check Out:** Noon

**Internet:** Complimentary internet is included in all rooms.

**Hotel Location:** The hotel is centrally located in the dining and entertainment Uptown district and offers great amenities including 24-hour business center, workout in the fitness center, swim in the indoor pool, or relax in the whirlpool. Enjoy breakfast, lunch and dinner in the Garden Grille & Bar or a drink at our full-service bar with expanded seating. The hotel is located 1 ½ blocks from the Charlotte Convention Center.

**Parking:** Valet parking is \$20 and self-parking is \$15. Pricing is subject to change.

### **Hyatt House Charlotte/Center City**

435 East Trade Street  
Charlotte, NC 28202

**Phone:** (704) 373-9700

**Hotel Website:** <https://charlottecentercity.house.hyatt.com/en/hotel/home.html>

**Rates:** \$169 single/double occupancy, plus applicable state and local taxes (currently 15.25% room tax and subject to change). Rooms must be guaranteed with a major credit card. Complimentary breakfast is included.

**Check In:** 3:00 p.m. **Check Out:** Noon

**Internet:** Complimentary internet is included in all rooms.

**Hotel Location:** Hyatt House Charlotte Center City, located in central Uptown, offers contemporary downtown accommodations with residential-style amenities. Take advantage of the business center and fitness center, both open 24 hours a day, and then unwind by the pool on the seventh floor rooftop terrace. The hotel is located 4 blocks from the Charlotte Convention Center.

**Parking:** Valet parking is \$26 with in and out privileges. Pricing is subject to change.

### **Hyatt Place Charlotte Downtown**

222 South Caldwell Street  
Charlotte, NC 28202

**Phone:** (704) 227-0500

**Hotel Website:** <https://charlottedowntown.place.hyatt.com/en/hotel/home.html>

**Rates:** \$174 single/double occupancy, plus applicable state and local taxes (currently 15.25% room tax and subject to change). Rooms must be guaranteed with a major credit card. Complimentary breakfast is included.

**Check In:** 3:00 p.m. **Check Out:** Noon

**Internet:** Complimentary internet is included in all rooms.

**Hotel Location:** Located in the heart of Uptown, Hyatt Place is within walking distance to shopping, fascinating museums, restaurants and professional sports arenas. The hotel features casually chic rooms and suites with modern touches and thoughtful lifestyle conveniences, including plush Hyatt Grand Beds™, Cozy Corner Sofa Sleeper, oversized work centers, a swiveling 42" flat screen TV with a Hyatt Plug Panel™ and stylish bathrooms with granite countertops. Surf the web, check Facebook and Twitter updates, catch up with emails, or chat with friends with our free everywhere Wi-Fi access. From the business center, with remote printing, to the StayFit™ Gym to the rooftop pool and sundeck, Hyatt Place has everything you need to feel at relaxed and recharged. Start your day with a free morning Kitchen Skillet™ breakfast served daily in the Gallery Kitchen. The hotel is located 3 blocks from the Charlotte Convention Center.

**Parking:** Valet parking is \$22 with in/out privileges. Pricing is subject to change.

### **Le Meridien Charlotte Hotel**

(Connected to the Sheraton Charlotte Hotel)

555 South McDowell Street, North Tower  
Charlotte, NC 28204

**Phone:** (704) 372-9610

**Hotel Website:** <http://www.lemeridiencharlotte.com/>

**Rates:** \$225 single/double, \$245 triple, and \$265 quad occupancy, plus applicable state and local taxes (currently 15.25% room tax and subject to change). Rooms must be guaranteed with a major credit card.

**Check In:** 3:00 p.m. **Check Out:** 12:00 p.m. (Noon)

**Internet:** Complimentary internet is included in all rooms booked within the Group room block as well as in the meeting space.

**Hotel Location:** The Sheraton Charlotte Hotel is ideally located in Uptown, near many dining, shopping, and entertainment options. Numerous attractions are within walking distance, such as the Charlotte Convention Center, Blumenthal Performing Arts Center, the Panthers' Bank of America Stadium, the NASCAR Hall of Fame, and the Bobcats' Time Warner Arena. Charlotte Douglas International Airport (CLT) can be reached in 15 minutes by car. Amenities include the complimentary 24-hour Sheraton Fitness center. The hotel is located 5 blocks from the Charlotte Convention Center.

**Hotel Shuttle Service:** Le Meridien Charlotte is happy to provide a complimentary shuttle in the mornings and evenings. The shuttle provides transportation to shopping, dining or destinations within the I-277 loop. Fee: Complimentary

Hours: Monday-Friday; 7-9 am & 5-7 pm

**Parking:** On-site parking: Self-parking \$22.00 and Valet parking \$25.00 per day. Pricing subject to change.

### **Omni Charlotte Hotel**

132 East Trade Street  
Charlotte, NC 28202

**Phone:** (704) 377-0400

**Hotel Website:** <https://www.omnihotels.com/hotels/charlotte>

**Rates:** \$209 single/double occupancy, plus applicable state and local taxes (currently 15.25% room tax and subject to change). Rooms must be guaranteed with a major credit card.

**Check In:** 3:00 p.m. **Check Out:** Noon

**Internet:** Internet is available at prevailing rates. If you are a member of the Omni Select Guests® Loyalty Program you will receive complimentary internet. To become a member at no cost, go to <https://www.omnihotels.com/> and select LOYALTY to join.

**Hotel Location:** Centrally located in the heart of Charlotte's financial district and only 15 minutes from Charlotte/Douglas International Airport, the hotel is the perfect destination for convenience to area businesses or to explore countless attractions. Linked to 12 city blocks via a sky bridge, Omni Charlotte Hotel is moments away from the Blumenthal Performing Arts Center, Discovery Place, the Charlotte Convention Center, and the Epicentre entertainment district. Connected to the Hotel are the 24-hour Charlotte Athletic Club and all guests receive complimentary access. The hotel is located 2 ½ blocks from the Charlotte Convention Center.

**Parking:** Valet Parking: Overnight \$24 with in and out privileges. Daily Valet: 4 hours or less \$10 and over 4 hours \$24 with no in and out privileges. Self-service parking is available at nearby city-owned garages at prevailing prices. Pricing subject to change.

**Sheraton Charlotte Hotel**

(Connected to Le Meridien Charlotte Hotel)

555 South McDowell Street, South Tower  
Charlotte, NC 28204

**Phone:** (704) 372-4100

**Hotel Website:** <http://www.sheratoncharlottehotel.com/>

**Rates:** \$203 single/double, \$223 triple, and \$243 quad occupancy, plus applicable state and local taxes (currently 15.25% room tax and subject to change). Rooms must be guaranteed with a major credit card.

**Check In:** 3:00 p.m. **Check Out:** Noon

**Internet:** Complimentary internet is included in all rooms booked within the Group room block as well as in the meeting space.

**Hotel Location:** The Sheraton Charlotte Hotel is ideally located in Uptown, near many dining, shopping, and entertainment options. Numerous attractions are within walking distance, such as the Charlotte Convention Center, Blumenthal Performing Arts Center, the Panthers' Bank of America Stadium, the NASCAR Hall of Fame, and the Bobcats' Time Warner Arena. Charlotte Douglas International Airport (CLT) can be reached in 15 minutes by car. Amenities include the complimentary 24-hour Sheraton Fitness center. The hotel is located 5 blocks from the Charlotte Convention Center.

**Hotel Shuttle Service:** The Sheraton Charlotte is happy to provide a complimentary shuttle in the mornings and evenings. The shuttle provides transportation to shopping, dining or destinations within the I-277 loop.

Fee: Complimentary

Hours: Monday-Friday; 7-9 am & 5-7 pm

**Parking:** On-site parking: Self-parking \$20 and Valet parking \$25 per day. Pricing subject to change

**The Westin Charlotte**

601 South College Street  
Charlotte, NC 28202

**Phone:** (704) 375-2600

**Hotel Website:** <http://www.westincharlottehotel.com/>

**Rates:** \$209 single/double, \$229 triple, and \$239 quad occupancy, plus applicable state and local taxes (currently 15.25% room tax and subject to change). Rooms must be guaranteed with a major credit card.

**Check In:** 3:00 p.m. **Check Out:** Noon

**Internet:** Complimentary internet is included in all rooms booked within the Group room block as well as the meeting space.

**Hotel Location:** Situated in the uptown financial district, The Westin Charlotte is minutes from the Charlotte Convention Center, and Bank of America Stadium as well as the NASCAR® Hall of Fame, Harvey B. Gantt African American Cultural Center, and the Bechtel Museum of Modern Art. Restore body, mind and spirit in Westin's signature Heavenly Bed®, Heavenly Bath® and WestinWORKOUT®. The hotel is located ½ block from the Charlotte Convention Center.

**Parking:** On-site parking: Self-parking \$20 and Valet parking \$25 per day. Pricing subject to change

**Airport and Transportation**

**Charlotte International Airport (CLT)** is approximately 15 minutes from all hotels. Web site: <http://www.airport-charlotte.com/>

**Ground Transportation:** There is no hotel airport shuttle service from the airport to hotels.

**Cabs** are approximately \$25 each way to all hotels.

**Car Services:** Some hotels have preferred car transportation service providers. Contract your hotel's Concierge for suggestions.

**City Transportation (while at the conference)**

[Charlotte City Transportation](#) includes information about light rail, bus service, trolleys, taxis, car services and more.

2017 ASQ World Conference on Quality and Improvement – Exhibitor/Sponsor Registration

Exhibit/Sponsor registration and Lead Retrieval for your organization is handled by ASQ partner, Showcare Event Solutions. Any individuals who will be staffing your exhibit booth must register through the link below. *The purchase of exhibit space does not automatically register you or your staff for your exhibit/sponsor badge.*

*\*(ASQ division, interest group, forum, or community groups – please note: If you have a discounted, paid or complimentary registration through another avenue to attend the conference you **DO NOT** register for the exhibit hall badge – simply pick up your exhibit ribbon at the registration counter. If you need to get in for set-up prior to show start and tear down after, you will also need a “work pass” which you can pick up at the same time as your ribbon).*

Exhibit/Sponsor Registration Options:

- 1. Full Conference “Complimentary” Package Registration - \$0
  - a. For each 10x10 booth purchased, your organization receives one (1) full complimentary conference registration. This badge includes one (1) lunch ticket each for both Monday and Tuesday; as well as one (1) Tuesday evening reception ticket. Your complimentary conference registration also allows you access to all technical sessions of the conference. All individuals that are using their complimentary registration must register for the exhibit hall, No One is “pre-registered”.
- 2. Exhibit Booth Package Registration (Booth Staff) - \$0
  - a. All exhibit booth staff are required to register for access to the exhibit hall. Companies may register as many staff personnel as needed to cover your booth over the course of the exhibit hall hours. These individuals are NOT considered attendees of the conference and are unable to attend the technical sessions and do not receive the lunch or reception tickets. You will have the ability to purchase these tickets as an “add on” product for each individual registering as Exhibit Booth Staff.
    - i. Monday or Tuesday lunch tickets: \$40 each
    - ii. Tuesday reception ticket: \$65 each
- 3. Discounted Exhibit/Sponsor Registration (Full Conference Package) - \$895
  - a. Do you have members in your organization that would like to attend the conference? As an exhibitor/sponsor of the 2017 World Conference on Quality and Improvement, ASQ offers a discounted rate of \$895/person to all companies for the full conference package. This badge registration includes one (1) lunch ticket each for Monday and Tuesday; as well as one (1) Tuesday evening reception ticket.

**Note:** If you are a recent exhibitor (have signed your contract within the past few days); please allow approximately 7-days for Showcare to download and process your information into the system.

\*Badges for each registration option above will be available for pick up at the Exhibit Registration counter during identified Registration hours. **Please do not use the self-check in kiosk, you will not receive your ribbon and work pass for entry at that location.**

**All Exhibit/Sponsor registrations must be completed by Friday, April 7, 2017**

Have registration questions? Contact Daren Miller ([dmiller@asq.org](mailto:dmiller@asq.org)) x2206, or Dan Dougherty ([ddougherty@asq.org](mailto:ddougherty@asq.org)) x2135 at ASQ



2017 ASQ World Conference Exhibitor Registration

EXHIBIT BADGE REGISTRATION - CLICK HERE



You will be required to enter a **password (W1C7NC05)** to complete the exhibit registration process. All exhibiting/sponsoring companies are all using the same password to register, this password is not case sensitive.  
Help with registration steps can be found on the following pages.

Exhibit Set-Up Hours	Exhibit Show Hours	Exhibit Dismantle Hours
Friday, April 28 / Noon - 4:30 p.m. <i>(by appointment only)</i>	Sunday, April 30 / 6:30 p.m. – 8:30 p.m.	Tuesday, May 2 / 4:00 p.m. – 8:00 p.m.
Saturday, April 29 / Noon – 5:00 p.m.	Monday, May 1 / 9:00 a.m. – 5:00 p.m.	Wednesday, May 3 / 8:00 a.m. – Noon
Sunday, April 30 / 8:00 a.m. – 4:00 p.m.	Tuesday, May 2 / 9:00 a.m. – 4:00 p.m.	



## 2017 ASQ World Conference on Quality and Improvement – Exhibitor/Sponsor Registration

Easy steps to register your team!

1. Log in by following the [URL](#) and selecting your company from the drop down list,



### EXHIBITOR REGISTRATION

To Login, please select your company from the dropdown and enter the last name of primary booth contact.

Exhibiting Company Name

Password

insert your password and press the log-in button

2. Your Company Overview page will open up after you Log-In. This page contains the exhibit/sponsor company address (1) – your company exhibit contact person and email (2) – Your current registration summary (showing your badge allotments, any purchased badges, complimentary badges, and staff badges (3) – Financial Information if you added on any extra meal tickets, reception tickets, or a discounted badge order (4). In order to register, press the add/edit registration button to go onto the next page. (ASQ Divisions, Interest Groups, Forums, etc. will only be able to select Exhibit Booth Registration – lunch tickets/reception ticket are not included but can be purchased if need be).

### COMPANY OVERVIEW

**COMPANY PROFILE**  
Company Address

**1**

**MAIN CONTACT INFORMATION**  
Contact Name  
Telephone  
Email

**2**

**GROUP CORRESPONDENCE**  
To send yourself a group confirmation, listing your booth staff, enter your email address and click on the "send correspondence" button.  
Name   
Address

**ADD / EDIT REGISTRATIONS**  
Your company has the following allotments. Please click the "Add/Edit Registrations" button above below to register/modify staff.  
**Exhibit Booth Registration**  
Maximum 20  
Currently Registered 0  
Available 20  
**Full Conference Package - Complimentary**  
Maximum 2  
Currently Registered 0  
Available 2  
**Full Conference Package - Paid**  
Maximum 20  
Currently Registered 0  
Available 20

**3**

**FINANCIAL SUMMARY**  
Total Due (including Individual Balances): \$0.00  
Total Paid by Individuals: \$0.00  
Total Paid by Company: \$0.00  
Balance (including Individual Balances): \$0.00

**4**

**Lead Retrieval**  
showlead  
LEAD RETRIEVAL UNIT RENTALS  
ORDER NOW!  
CLICK HERE  
Order before April 7 2017 to receive Early Bird pricing!

3. When you have reached your company badge registration page, you will notice another view from the previous screen (Registration Summary – (3)) and provides you a glimpse of your company allotments, and what is still left. You'll want to look to the "Add" button in that section under the heading "Add/Edit Booth Registrations" to begin the process of adding staff.

**BADGE ALLOTMENT SUMMARY**  
**Exhibit Booth Registration**  
Maximum 20  
Currently Registered 0  
Available 20  
**Full Conference Package - Complimentary**  
Maximum 2  
Currently Registered 0  
Available 2  
**Full Conference Package - Paid**  
Maximum 20  
Currently Registered 0  
Available 20

**FINANCIAL SUMMARY**  
Total Due (including Individual Balances): \$0.00  
Total Paid by Individuals: \$0.00  
Total Paid by Company: \$0.00  
Balance (including Individual Balances): \$0.00

**ADD/EDIT BOOTH REGISTRATIONS**

**ADD ADDITIONAL MEALS / RECEPTION TICKETS**  
Add additional Meal and Banquet tickets to your registered staff.  
**Note:** Daily Lunch Tickets, and the Reception Ticket are included with the Full Conference Pass

## 2017 ASQ World Conference on Quality and Improvement – Exhibitor/Sponsor Registration

Once the add staff page opens, insert the individual's first/last name, contact email, and select the product from the drop down list. Once all your complimentary badges have been reserved, you will have to select from either **Exhibit Booth Registration or Full Conference Package – paid (at \$895)**. You have the ability to register up to 5 people at a time. When you are done adding your staff in or fill up the slots, you can press the Add button.

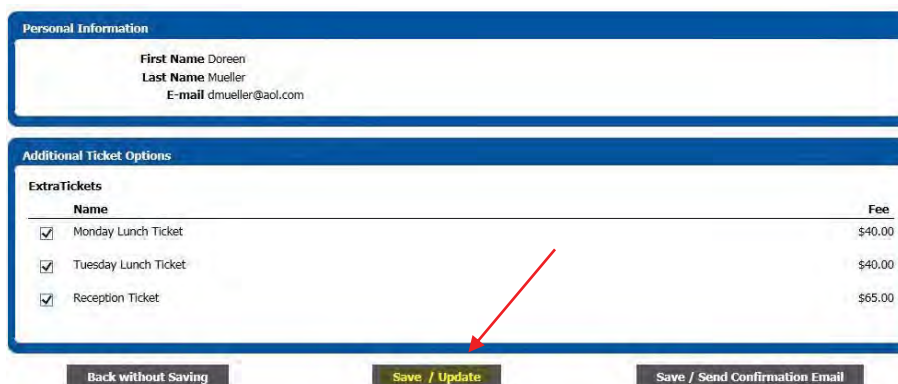


The page will refresh and you can enter more individuals if necessary. **Done entering your staff?** Press the **Submit** button to lock in the individuals then press "Save and Return to Company Overview" at the bottom right of the page. You will be returned to the landing page you were taken to after logging in. Once you have completed this process, you are now considered registered attendees for the conference. You will receive a confirmation letter for each individual registered. At this time, you can close the window out, or shut down your browser unless you would like to add on the extra tickets for lunch and the reception.

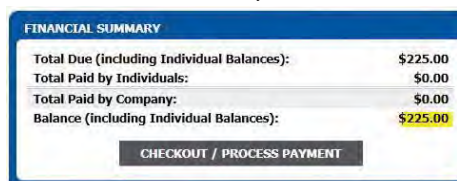
- Do you or your staff (exhibit hall staff only attendees) need to purchase any meal tickets for lunch and the Tuesday evening reception? If you have just completed entering your staff and now need to add tickets, go back to the Registration Summary section; (3) above and click Add/Edit Registration again to be directed back to your company badge registration page. In the section at the bottom you'll see the list of individuals registered. To add tickets to those that will require them, select the **Edit Information/Additional Options** button located to the right of the individual.



- You are then directed to a page to select which options you will require. Monday, Tuesday lunch or Tuesday evening reception. Select those items you would like to add then press the Save/Update button (highlighted below).



When you are finished with this step, you are directed to the summary page. From here press Save and Return to Overview page. You will go to your landing page after you logged in earlier. You will see your staff registered currently and if you selected tickets, there is a financial area which requires your attention. Once you press the checkout button you'll be taken to a secure familiar payment screen. Follow those directions and submit your payment to ASQ.





**ASQ World Conference on Quality and Improvement**  
**Charlotte Convention Center**  
**Charlotte, NC**  
**April 30 - May 2, 2017 (show dates)**  
**May 1-3, 2017 (conference dates)**

**Official Suppliers**

**AUDIO VISUAL/COMPUTERS**

**AV Network**

Steve Jacobson

PH: (888) 584-9631

Email: [sjacob7635@aol.com](mailto:sjacob7635@aol.com)

➔ Refer to: **Additional Service Order Forms**

**BOOTH CLEANING**

**Global Experience Specialists, Inc. (GES)**

PH: (800) 475-2098

(702) 515-5970

Contact Online: [www.ges.com/chat](http://www.ges.com/chat)

➔ Refer to: **Labor and Equipment**

**BOOTH LABOR**

**Global Experience Specialists, Inc. (GES)**

PH: (800) 475-2098

(702) 515-5970

Contact Online: [www.ges.com/chat](http://www.ges.com/chat)

➔ Refer to: **Labor and Equipment**

**CATERING**

**Charlotte Convention Center**

Elizabeth Wehrheim

[Elizabeth.wehrheim@charlotteconventionctr.com](mailto:Elizabeth.wehrheim@charlotteconventionctr.com)

➔ Refer to: **Additional Service Order Forms**

**ELECTRICAL**

**Charlotte Convention Center**

Smart City

PH: (888) 446-6911

Email: [csr@smartcity.com](mailto:csr@smartcity.com)

➔ Refer to: **Additional Service Order Forms**

**IN-BOOTH FORKLIFT**

**Global Experience Specialists, Inc. (GES)**

PH: (800) 475-2098

(702) 515-5970

Contact Online: [www.ges.com/chat](http://www.ges.com/chat)

➔ Refer to: **Labor and Equipment**

**FLORAL & PLANT RENTAL**

**TLC Floral**

PH: (770) 507-6777

➔ Refer to: **Additional Service Order Forms**

**GRAPHICS**

**Global Experience Specialists, Inc. (GES)**

PH: (800) 475-2098

(702) 515-5970

Contact Online: [www.ges.com/chat](http://www.ges.com/chat)

➔ Refer to: **Booth Furnishings**

**GROUND CARRIER**

**Global Experience Specialists, Inc. (GES)**

PH: (800) 475-2098

(702) 515-5970

Contact Online: [www.ges.com/chat](http://www.ges.com/chat)

➔ Refer to: **Shipping, Drayage and Material Handling**

**HOTELS**

**Charlotte Marriott City Center**

PH: (704) 333-9000

**Hampton Inn Charlotte Uptown**

PH: (704) 347-5972

**Hilton Charlotte Center City**

PH: (704) 372-4100

**Hilton Garden Inn Charlotte Uptown**

PH: (704) 373-0917

**Hyatt House Charlotte/City Center**

PH: (704) 373-9700

**Hyatt Place Charlotte Downtown**

PH: (704) 227-0500

**Omni Charlotte Hotel**

PH: (704) 372-4100

**Le Meridien Charlotte Hotel**

PH: (704) 372-9610

**Sheraton Charlotte Hotel**

PH: (704) 372-4100

**The Westin Charlotte**

PH: (704) 374-2600

**Hotel Registration Web site:** click [Travel](#)

**INSIGN AND BANNER HANGING**

**Charlotte Convention Center**

Smart City

PH: (888) 446-6911

Email: [csr@smartcity.com](mailto:csr@smartcity.com)

➔ Refer to: **Additional Service Order Forms**

**INTERNET/TELEPHONE**

**Charlotte Convention Center**

Smart City

PH: (888) 446-6911

Email: [csr@smartcity.com](mailto:csr@smartcity.com)

➔ Refer to: **Additional Service Order Forms**

**LEAD RETRIEVAL**

**Showcare Event Solutions**

PH: (866) 267-2107

Email: [www.leads@showcare.com](http://www.leads@showcare.com)

➔ Refer to: **Additional Service Order Forms**

**MANAGING ORGANIZATION**

**American Society for Quality, Inc.**

600 N. Plankinton Avenue

Milwaukee, WI 53201-3005

PH: (414) 272-8575

(800) 248-1946

Web site: <http://asq.org/wcqi/>

**OFFICIAL CONTRACTOR**

**Global Experience Specialists, Inc. (GES)**

7000 Lindell Road

Las Vegas, NV 89118-4702

PH: (800) 475-2098

(702) 515-5970

**SHOW LOCATION**

**Charlotte Convention Center**

501 South College Street

Charlotte, NC 28202

PH: (704) 993-6000

Web site:

<http://www.charlotteconventionctr.com/>

**SUITE REQUESTS**

**American Society for Quality, Inc.**

Shirley Krentz

PH: (414) 272-8575, ext. 7210

(800) 248-1946

Email: [skrentz@asq.org](mailto:skrentz@asq.org)

**TELEPHONE/INTERNET -**

**Information Technology**

**Charlotte Convention Center**

Smart City

PH: (888) 446-6911

Email: [csr@smartcity.com](mailto:csr@smartcity.com)

➔ Refer to: **Additional Service Order Forms**

## One Place for Exhibit Planning Ordering and Management

Expresso<sup>SM</sup> by GES is a simple to navigate, picture-driven system customized specifically for your show.

It's more than just your exhibitor manual online.

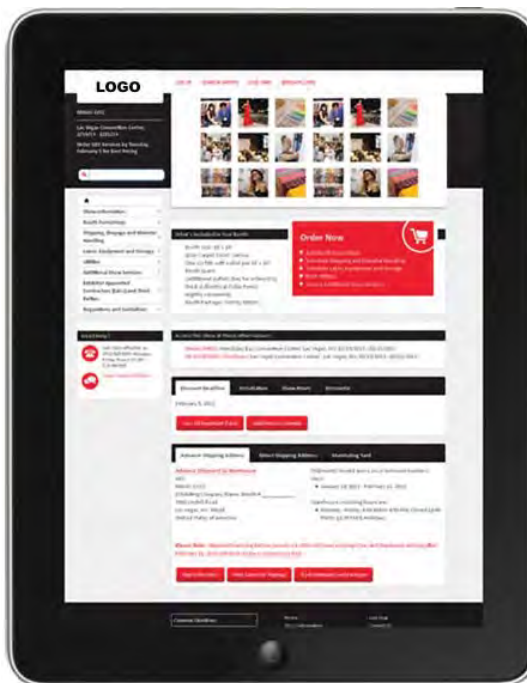
Exhibitors can:

- Order exhibit products and services for multiple booths
- View account order history
- View important show and event information
- Track small packages and inbound shipments
- Download the show schedule into Outlook or iCalendar
- Print shipping labels
- Chat with our award-winning GES National Servicer<sup>SM</sup>

## Order Everything You Need for Your Show



- Go to <https://e.ges.com/051600387/esm>
- Log in or sign up with a new account
- Browse products and services and you will be guided through the ordering process



# Show Information

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

## Questions?



- Chat with us <http://www.ges.com/chat>
- Contact us online: <https://e.ges.com/051600387/contactus/esm>

## Official Service Provider

Global Experience Specialists, Inc. (GES) Phone (in USA): 800.475.2098 International Calls: 702.515.5970  
7000 Lindell Road FAX (in USA): 866.329.1437 International Faxes: 702.263.1520  
Las Vegas, NV 89118-4702

GES will be onsite to assist you in coordinating any last minute services, order additional products, and to answer any questions you may have.

## Show Information

### Standard Booth Package:

Booth Size: 10' x 10'  
Backwall Drape: Blue / Gold / Gold / Blue  
Sidewall Drape: Blue  
Aisle Carpet Color: Gray  
(1) ID Sign

### Discount Deadline Date

Friday, April 7 GES orders must be received with payment by this date.

### Exhibitor Move In

Friday,	April 28	12:00 PM - 4:30 PM	By appointment only
Saturday,	April 29	12:00 PM - 5:00 PM	
Sunday,	April 30	8:00 AM - 4:00 PM	

### Show Hours

Sunday,	April 30	6:30 PM - 8:30 PM
Monday,	May 1	9:00 AM - 5:00 PM
Tuesday,	May 2	9:00 AM - 4:00 PM

### Exhibitor Move Out

Tuesday,	May 2	4:00 PM - 8:00 PM
Wednesday,	May 3	8:00 AM - 12:00 PM

### Carrier Check-in Post-Show

Wednesday, May 3 10:00 AM Carriers post-show must be checked-in by this time.

### Facility Clear

Wednesday, May 3 12:00 PM All exhibitor materials must be removed.

022217 051600387

G-1 012617

**Shipping Addresses:** Use provided Shipping Labels in this Exhibitor Services Manual to expedite handling

**Advance Shipments to Warehouse:**

c/o GES  
 American Society for Quality World Conference on  
 Quality and Improvement  
 (Your Company Name & Booth Number)  
 UPS Freight  
 5204 N Graham St  
 Charlotte, NC 28269  
 USA

**Shipments should arrive on or between:**

March 26 - April 25, 2017  
 Hours for receiving are Monday - Friday, 8:00 AM - 4:30 PM

**Direct Shipments to Show Site:**

c/o GES  
 American Society for Quality World Conference on  
 Quality and Improvement  
 (Your Company Name & Booth Number)  
 Charlotte Convention Center  
 501 S. College Street  
 Charlotte, NC 28202  
 USA

**Shipments should arrive on:**

April 28, 2017, 12:00 PM - 4:30 PM  
 April 29, 2017, 12:00 PM - 5:00 PM  
 April 30, 2017, 8:00 AM - 4:00 PM

# General Information

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

## What is an Official Service Provider?

- GES has been selected as the Official Service Provider by the show organizer to design and produce your show.
- We can save you time and money with our insight and experience of the show process. As the Official Service Provider GES will assist you in your pre-show planning from start to finish.
- We are at your service for all your exhibiting needs.

## GES Show Services

- Carpet
- Booth Furniture and Accessories
- Custom Exhibits and Rental Exhibits
- Graphics
- Installation and Dismantle Services

## Work Zone



- Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present on the show floor at their own risk.

## How Can I Order My Show Services?



**Expresso** is GES' planning, ordering and management system. Order everything you need for your tradeshow exhibits, view account order history, download the show schedule and more.

- Go to <https://e.ges.com/051600387/esm>
- Log in or sign up with a new account
- Browse products and services and you will be guided through the ordering process



**GES National Servicenter®** provides consistency and continuity of customer service for exhibitors at shows:

- Phone: (800) 475-2098 / Fax: (866) 329-1437
- International phone: (702) 515-5970 / Fax: (702) 263-1520
- Contact us online: <https://e.ges.com/051600387/contactus/esm>

**GES Servicenter®** is on-site to place any last-minute orders and provide show information while at showsite.

## Exhibitor Services

- Our Exhibitor Services team is responsible for answering exhibitor questions, processing your orders and handling any special requests.

# Tips for New Exhibitors

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

## First Time Exhibitors

Exhibiting for the first time can be confusing and stressful. GES is here to make your ordering process as simple and stress free as possible. GES will be on-site at the show to assist you in coordinating any last minute services, order additional products and answer any questions you may have. Save money by ordering early! Order by the Discount Deadline of April 7, 2017 for best pricing.

For quick and easy ordering, visit the Espresso online ordering site: <http://e.ges.com/051600387/esm>

## Details Matter When Shipping

Material Handling is the unloading of your exhibit materials. The service includes delivery to your booth, handling of empty containers to and from storage and removal of your materials from your booth for reloading onto your outbound carrier. This is not to be confused with the cost to transport your exhibit material to and from the event.

- Unloading the freight and delivery to your booth is not included. Avoid unexpected costs at show site and estimate the cost for this service. <http://e.ges.com/051600387/item/200500>
- We understand that your calculation is only an estimate. Invoicing will be done from the actual weight. Adjustments will be made accordingly.
- Save by combining shipments. A minimum charge applies for each shipment under 200 lbs.
- Make sure that a Bill of Lading is filled out completely for each shipment.
- Confirm that your driver has the correct dates and times that your shipment needs to be delivered and picked up.
- Use provided shipping labels to make sure show name, booth number and other vital information is provided.

Shipping, Drayage and Material Handling: <http://e.ges.com/051600387/shippinghandling/esm>

## Dot Your I's and Cross Your T's

Please be aware that a valid credit card is required for all forms of payment. We require your credit card charge authorization to be on file with GES even if you are paying by check or wire transfer.

- Make sure your credit card information is complete and correct, including the expiration date.
- Review GES Payment Policy and the Terms and Conditions of Contract
- Clearly indicate when paying by check. All check payments should be returned to:  
Global Experience Specialists, Inc. (GES)  
Bank of America  
P.O. Box 96174  
Chicago, IL 60693

## Bank ACH/wire transfer payment information

Beneficiary: Global Experience Specialists (GES)  
c/o Bank of America  
901 Main Street,  
TX1-492-07-14  
Dallas, TX 75202-3714 USA  
Telephone # 702-263-2795 or  
702-914-5112  
Account #: 7188101819  
Wire ABA Routing #: 026009593  
ACH ABA Routing #: 071000039  
SWIFT Address: BOFAUS3N  
CHIPS Address: 0959

If requested, following is the physical address for routing identifiers:  
Bank of America, Wire Transfer-Customer Services  
2000 Clayton Road  
Concord, CA 94520 USA

For ACH/Wire Transfer send the following information to GES via email to Cash Application Team at [cashapplication@ges.com](mailto:cashapplication@ges.com).

- Exhibiting company name, show name, show facility
- Date and amount of wire transfer
- Bank and country where transfer originated

## No Tipping Required

GES work rules prohibit the solicitation or acceptance of tips in cash, products or gifts of any kind by any employee. Our employees are paid appropriate wages denoting professional status; therefore, tipping of any kind is not allowed.

## Where Did My Crates Go?

After your exhibit is set-up and your products displayed, you must place "empty" stickers on your empty containers for storage during the show. At show site a kiosk with a floor plan and color coded "empty" stickers will be available. Crews will clear the floor of all "empty" stickered containers to clear room for other freight.

- Simply write your booth number, company and show name on the sticker and place the container in the aisle. It will be stored throughout the exposition and then returned to your booth upon show close.
- Place stickers on all 4 sides of the crate.
- Please label your empty containers as soon as possible to keep your area clear and make it easier to prepare your booth.

## Don't Forget to Take Out the Trash

Exhibitors planning on disposing of booth properties and/or floor covering at the end of the show should pre-order this service. In the event that excessive booth properties and/or floor covering are abandoned/left on the floor at the conclusion of a move-out, a dumpster fee will be billed to the exhibiting company.

## Keeping Up Appearances

Pay close attention to your booth size when ordering items based on booth sq. footage or quantity of decorating items. Please do not order more than what will comfortably fit in your space.

- Exhibitors that order two (2) – standard pre-cut carpet pieces should keep in mind that there will be a visible seam where the pieces of carpet are placed together. GES cannot guarantee that carpet colors will be an exact match due to dye lot differences.
- Order just enough carpet to fit your standard booth space. A 10' x 10' booth should not order 10' x 20' carpet.
- We custom cut carpet to fit your needs.

## It's All About the Padding

Ordering carpet for your booth? Think about what kind padding you need if you are going to be on your feet all day. That little extra cushion can make all the difference at the end of the day.

Carpet and Padding: <http://e.ges.com/051600387/carpet/esm>

## What Goes Up Must Come Down

If labor is needed for your booth space at the time of move-in, you will also need labor for move-out. Remember, what you put up must be taken down.

- See Labor Information form for rules specific to the show. Work rules can vary based on show location.
- Gratuities in any form, including cash, gifts, or labor hours for work not actually performed are prohibited by GES.
- All rates are subject to change if necessitated by increased labor and material costs.
- Pre-order labor to save.

Labor Services: <http://e.ges.com/051600387/LaborandEquipment/esm>



# Payment and Credit Card Charge Authorization

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Form Deadline Date:  
April 7, 2017

Exhibiting Firm Company Name		Name of Primary Contact	Booth Number
Street Address	City, State, Zip/Country	Primary Contact Phone	Email
Phone	Fax	Name of Secondary Contact (Optional)	
Name of Contact at Booth/Showsite	Phone	Secondary Contact Phone	Email
Please indicate if you will be using a Third Party for billing of services: <input type="checkbox"/> No <input type="checkbox"/> Yes - Please return Third Party Billing Request form		GES invoice Sent to: <input type="checkbox"/> Primary Contact <input type="checkbox"/> Secondary Contact	

## Payment Information

- Please complete the information and return payment in full with this form and your orders. You may choose to pay by credit card, check or bank wire transfer, however, we require your credit card charge authorization to be on file with GES.  
Only submitting your Credit Card Authorization? Do it online: <http://e.ges.com/051600387/item/2222>
- All balances must be paid at the conclusion of the event. You agree to late fees up to 1.5% per month on any balance not paid at the conclusion of the event, or balance left without appropriate credit card on file.
- For your convenience, we will use this authorization to charge your credit card for any additional amounts ordered by your representative or services rendered to your company for this event.
- GES will charge a convenience fee for each request to reprocess payment to an alternate credit card in order to cover incremental processing costs. An alternate credit card is a credit card different than the one used to process your initial payment in accordance with GES payment policy. The convenience fee will be quoted at the time your request is made to reprocess payment. The convenience fee will be added to your account balance and settled utilizing the new credit card provided.

GES requires the highest standards of integrity from all employees. Please call our confidential Always Honest Hotline at (866) 225-8230 to report fraudulent or unethical behavior.

## Bank ACH/Wire Transfer Payment Information

Beneficiary: c/o Bank of America 901 Main Street, TX1-492-07-14 Dallas, TX 75202-3714 USA Telephone # 702-263-2795 or 702-914-5112	Global Experience Specialists, Inc. (GES) Account #: 7188101819 Wire ABA Routing #: 026009593 ACH ABA Routing #: 071000039 SWIFT Address: BOFAUS3N CHIPS Address: 0959	If requested, following is the physical address for routing identifiers: Bank of America, Wire Transfer-Customer Services 2000 Clayton Road, Concord, CA 94520 USA
--	---	--

For ACH/Wire Transfer send the following information to GES via email to Cash Application Team at [cashapplication@ges.com](mailto:cashapplication@ges.com).

- Exhibiting company name, show name, show facility, and booth number
- Date and amount of wire transfer
- Bank and country where transfer originated

## Credit Card Charge Authorization (Required for All Forms of Payment)

All information must be provided. Your order will not be processed if any information is missing. We require your credit card charge authorization to be on file with GES even if you are paying by check or bank wire transfer.

Cardholder Name - Please Print	
Billing Address	
City	State
Zip/Country	
Account Number	Expiration Date
<input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> American Express	<input type="checkbox"/> Corporate Card <input type="checkbox"/> Personal Card
I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.	
Please Sign	X
Cardholder Signature	
Cardholder Name - Please Print	Date
Check Number	Check Dated
Total Check Payment	\$
Total Credit Card Payment	\$

## Review and Return

Credit Card Payments Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Check Payments Return to Global Experience Specialists, Inc. (GES) • Bank of America P.O. Box 96174, Chicago, IL 60693

# Domestic Third Party Billing Request

**All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.**

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Form Deadline Date:  
April 7, 2017

Company Name	Email	Phone Number	Booth Number
--------------	-------	--------------	--------------

Return this form when a third party (any party other than exhibiting company) ("AGENT") should be billed for services.

## Step 1. Provide the Exhibiting Company contact information and signature

Exhibiting Company Name

Exhibiting Company Address	City	State	Zip/Country
----------------------------	------	-------	-------------

Phone	Fax	Contact's Email Address
-------	-----	-------------------------

**Please  
Sign**

X

Exhibiting Company Authorized Signature

I agree in placing this order that I have accepted  
GES Payment Policy and GES Terms &  
Conditions of Contract, including authorization for  
GES to retain personal information to better serve  
my need for GES services at future events.

Exhibiting Company Authorized Name - Please Print

Date \_\_\_\_\_

## Step 2. Check services below to invoice to the Third Party

☐ **All Services** If the Third Party is not to be invoiced for "All Services" please select specific services below. Exhibitor will need to complete Payment and Credit Card Authorization and submit with this form if third party is not to be invoiced for all services.

☐ Booth Cleaning      ☐ Exhibit Systems      ☐ GES Logistics      ☐ I & D Labor      ☐ Forklift Labor      ☐ Material Handling  
☐ Rental Carpet      ☐ Rental Furniture      ☐ Signs  
☐ Other (*Please Specify*)

### Step 3. Provide the Third Party contact information

Third Party Company Name \_\_\_\_\_

Third Party Company Address	City	State	Zip/Country
-----------------------------	------	-------	-------------

Phone	Fax	Contact's Email Address
-------	-----	-------------------------

#### Step 4. Complete Third Party Credit Card Charge Authorization with signature

Cardholder Name - Please Print

Billing Address	City	State	Zip/Country
-----------------	------	-------	-------------

Account Number

[illegible]

Expiration Date

MM/YY☐ MasterCard☐ VISA☐ American Express☐ Corporate Card☐ Personal Card

Please Sign

X

Third Party Cardholder's Signature

Third Party Cardholder's Name - Please Print

Date \_\_\_\_\_

I agree in placing this order that I have accepted  
GES Payment Policy and GES Terms &  
Conditions of Contract, including authorization for  
GES to retain personal information to better serve  
my need for GES services at future events.

GES reserves the right to deny any Third Party Billing Request that is not complete or received by the deadline date. **It is understood and agreed that the Exhibiting Company is ultimately responsible for payment of charges for services requested by Exhibiting Company or its Agents, and for all acts and/or omissions of its Agents.** If an Agent does not pay the invoice before the last day of the show, charges will revert to the Exhibiting Company. All Invoices are due and payable upon receipt. GES Terms & Conditions of Contract, and GES' Payment Policy apply to both the Exhibiting Company and all Agents. We require your complete credit card information even if you are paying by check or bank wire transfer.

Review and Return: Return to Fax: 866.329.1437 • International Fax: 702.263.1520

# International Third Party Billing Request

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Form Deadline Date:  
April 7, 2017

Company Name Email Phone Number Booth Number

Return this form when a third party (any party other than exhibiting company) ("AGENT") should be billed for services.

## Step 1. Provide the Exhibiting Company contact information and signature

Exhibiting Company Name

Exhibiting Company Address

City

State

Zip/Country

Phone

Fax

Contact's Email Address

Account Number

Expiration Date

☐ MasterCard

☐ Corporate Card

☐ VISA

☐ Personal Card

☐ American Express

Please  
Sign

X

Exhibiting Company Authorized Signature

Exhibiting Company Authorized Name - Please Print

Date

I agree in placing this order that I have accepted  
GES Payment Policy and GES Terms &  
Conditions of Contract, including authorization for  
GES to retain personal information to better serve  
my need for GES services at future events and  
have advised all of my AGENTS of the same.

## Step 2. Check services below to invoice to the Third Party

☐ All Services

If the Third Party is not to be invoiced for "All Services" please select specific services below. Exhibitor will need to complete Payment and Credit Card Authorization and submit with this form if third party is not to be invoiced for all services.

☐ Booth Cleaning

☐ Exhibit Systems

☐ GES Logistics

☐ I & D Labor

☐ Forklift Labor

☐ Material Handling

☐ Rental Carpet

☐ Rental Furniture

☐ Signs

☐ Other (Please Specify)

## Step 3. Provide the Third Party contact information

Third Party Company Name

Third Party Company Address

City

State

Zip/Country

Phone

Fax

Contact's Email Address

## Step 4. Complete Third Party Credit Card Charge Authorization with signature

Cardholder Name - Please Print

Billing Address

City

State

Zip/Country

Account Number

Expiration Date

☐ MasterCard

☐ Corporate Card

☐ VISA

☐ Personal Card

☐ American Express

Please  
Sign

X

Third Party Cardholder's Signature

Third Party Cardholder's Name - Please Print

Date

I agree in placing this order that I have accepted  
GES Payment Policy and GES Terms &  
Conditions of Contract, including authorization for  
GES to retain personal information to better serve  
my need for GES services at future events and  
have advised all of my AGENTS of the same.

GES reserves the right to deny any Third Party Billing Request that is not complete or received by the deadline date. It is understood and agreed that the Exhibiting Company is ultimately responsible for payment of charges for services requested by Exhibiting Company or its Agents, and for all acts and/or omissions of its Agents. If an Agent does not pay the invoice before the last day of the show, charges will revert to the Exhibiting Company. All Invoices are due and payable upon receipt. GES Terms & Conditions of Contract, and GES' Payment Policy apply to both the Exhibiting Company and all Agents. We require your complete credit card information even if you are paying by check or bank wire transfer.


Review and Return: Return to Fax: 866.329.1437 • International Fax: 702.263.1520

# Carpet

## Standard

13 oz. is conventional filament nylon carpet that is re-used for pre-cut sizes and new for custom-cut orders.

Includes:

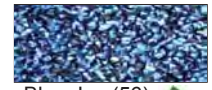
- 13 oz. 100% recyclable color options include  Blue Jay, Pepper, and Black.
- Custom Cut includes 4 mil poly covering
- Available in pre-cut sizes
- Installation and pick-up at the close of the show
- Front edge taping




Black (41) 



Blue (42)



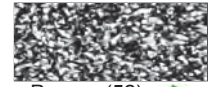
Blue Jay (56) 




Gray (40)



Green (45)



Pepper (52) 




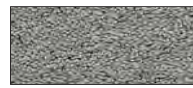
Red (49)

## Plush

26 oz. premium carpet is 100% recyclable. Same industry tradeshow performance standards as conventional carpet, but helps to reduce the volume of excess materials from entering landfills.

Includes:

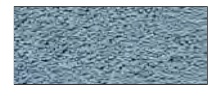
- 26 oz. 100% recyclable carpet 
- 4 mil poly covering for protection
- Anti-static treatment
- 3M Scotchgard™ protection
- Installation and pick-up at the close of the show
- Front edge taping



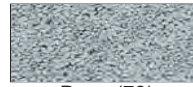
Cement (70)



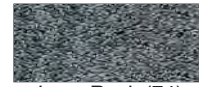
Charcoal (71)



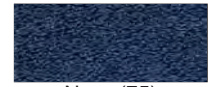
Cobalt (72)



Dove (73)



Lava Rock (74)



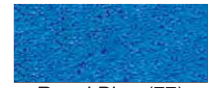
Navy (75)



Onyx (76)



Red (49)



Royal Blue (77)



Silky Beige (78)



Silver (79)




Snow (80)

## Ultra Plush

50 oz. premium carpet is 100% recyclable. Same industry tradeshow performance standards as conventional carpet, but helps to reduce the volume of excess materials from entering landfills.

Includes:

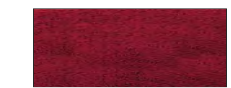
- 50 oz. 100% recyclable carpet 
- 4 mil poly covering for protection
- Anti-static treatment
- 3M Scotchgard™ protection
- Installation and pick-up at the close of the show
- Front edge taping



Bisque (81)



Black (41)



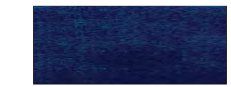
Cabernet (82)



Graphite (83)



Iceberg (84)



Midnight (85)



Seascape (86)



Sterling (87)



Teal (55)

 The leaf symbol indicates recyclable or eco-friendly materials, per manufacturer's specifications.

Colors may vary due to facility lighting, printing limitations and dye lot differences. Some items may not be available at all locations. See order form for details. Styles of items portrayed on this brochure may vary in some locations.

# Carpet Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_



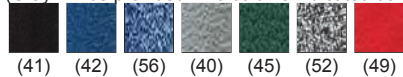
## Easy Ordering Tips:

- All prices include delivery, rental, and removal.
- Return your orders three (3) weeks before show move-in to ensure availability. At show site color options and grades may not be available and substitutions might be necessary.
- Do you have a booth larger than 300 sq. ft., an island or peninsula? Order Custom-Cut carpet! (Minimum 100 sq. ft. order required.)

## Carpet

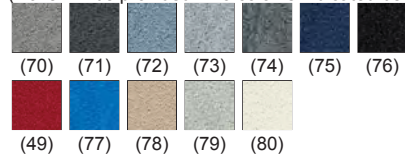
### 13 oz. Color Options

(Gray will be provided if no color is indicated below)



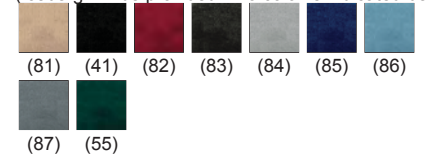
### 26 oz. Plush Color Options

(Dove will be provided if no color is indicated below)



### 50 oz. Ultra Plush Color Options

(Iceberg will be provided if no color is indicated below)



Item Code	Description	Color Code	Discount (\$)	Regular (\$)	Qty	Tax %	Total
5001	Pre-Cut 13 oz. Standard Carpet 10'x10'		193.75	290.50		7.25	\$
5002	Pre-Cut 13 oz. Standard Carpet 10'x20'		378.50	567.50		7.25	\$
5003	Pre-Cut 13 oz. Standard Carpet 10'x30'		585.50	878.25		7.25	\$

Calculate Sq. Ft. = Width \_\_\_\_\_ X Length \_\_\_\_\_ = \_\_\_\_\_ Total Sq. Ft.

Item Code	Description	Color Code	Discount (\$)	Regular (\$)	Sq. Ft.	Tax %	Total
5000	13 oz. Carpet Custom-Cut, Per Sq.Ft.		3.47	5.20		7.25	\$
5006	26 oz. Plush Carpet Custom-Cut, Per Sq.Ft.		4.76	7.15		7.25	\$
5007	50 oz. Ultra Plush Carpet Custom-Cut, Per Sq.Ft.		5.70	8.60		7.25	\$

Item Code	Description	Discount (\$)	Regular (\$)	Sq. Ft.	Tax %	Total
500400	Carpet Padding, 1/2" Thick, Per Sq.Ft.	1.74	2.63		7.25	\$

Item Code	Description	Discount (\$)	Regular (\$)	Sq. Ft.	Tax %	Total
500410	Carpet Plastic Covering, Per Sq.Ft.	0.70	1.05		7.25	\$

### Electrical or Utilities Under Carpet?

☐ Yes ☐ No

## Total and Sign: Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please  
Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

Total Payment  
Enclosed

\$

**Cancellation Policy:** Custom Size Booth Carpet cancelled after being cut will be charged **100%**. All other carpet cancelled will be charged 50% of original price after move-in begins and **100%** of original price after installation.



# Carpet Package Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_



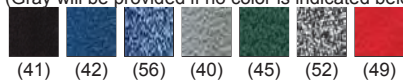
## Easy Ordering Tips:

- All prices include delivery, rental, and removal.
- Return your orders three (3) weeks before show move-in to ensure availability. At show site some colors and grades may not be available and substitutions might be necessary.
- A minimum of 100 sq. ft. is required for all custom-cut carpet package orders.

## Carpet Packages

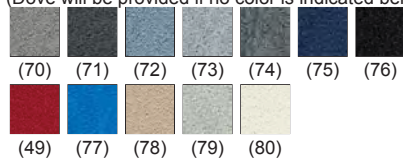
### 13 oz. Color Options

(Gray will be provided if no color is indicated below)



### 26 oz. Plush Color Options

(Dove will be provided if no color is indicated below)



### 50 oz. Ultra Plush Color Options

(Iceberg will be provided if no color is indicated below)



Item Code	Description	Color Code	Discount (\$)	Regular (\$)	Sq. Ft.	Tax %	Total
400021	13 oz. Carpet Package, Per Sq.Ft.		5.99	8.99		7.25	\$
	Includes 10% Off: 13 oz. Standard Custom-Cut Carpet, Padding, Visqueen and 3 Day(s) Cleaning.						
400022	26 oz. Plush Carpet Package, Per Sq.Ft.		7.15	10.75		7.25	\$
	Includes 10% Off: 26 oz. Plush Custom-Cut Carpet, Padding, Visqueen, and 3 Day(s) Cleaning.						
400023	50 oz. Ultra Plush Carpet Package, Per Sq.Ft.		7.99	12.05		7.25	\$
	Includes 10% Off: 50 oz. Ultra Plush Custom-Cut Carpet, Padding, Visqueen, and 3 Day(s) of Cleaning.						

### Electrical or Utilities Under Carpet?

☐ Yes ☐ No



- Save money by pre-ordering labor for installation for stairs, platforms, risers or meeting rooms.
- Return your orders before the discount deadline to receive the best price.

## Total and Sign: Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please  
Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

Total Payment  
Enclosed

\$

**Cancellation Policy:** Custom Size Booth Carpet cancelled after being cut will be charged **100%**. All other carpet cancelled will be charged **50%** of original price after move-in begins and **100%** of original price after installation.

# Furniture and Accessories

## Chairs



300051 - Chair, Contemporary Arm, 23"W 18"D 31"H



300052 - Chair, Contemporary Side, 19.5"W 18"D 31"H



300050 - Chair, Plastic Contour, 18"W 18.5"D 32"H



300053 - Stool, Contemporary, 17"W 18"D 48"H

## Tables



300059 - Table, Starbase, 30" Diameter x 40" High



300058 - Table, Starbase, 40" Diameter x 30" High

## Skirted Tables



3004 - Table 4', Skirted 4 Sides, 24" x 30" High



3006 - Table 6', Skirted 3 Sides, 24" x 30" High



3008 - Table 8', Skirted 3 Sides, 24" x 30" High

## Table Skirt Colors

Beige (54)

Black (41)

Blue (42)

Burgundy (43)

Gold (46)

Gray (40)

Green (45)

Purple (48)

Red (49)

Teal (55)

White (50)

Colors may vary due to facility lighting, printing limitations and dye lot differences. Some items may not be available at all locations. See order form for details. Styles of items portrayed on this brochure may vary in some locations.



# Furniture and Accessories

## Accessories



300124 - Aisle Stanchion Chain, Plastic, Per Foot



300123 - Aisle Stanchion, without Chain



300103 - Aluminum Easel



300111 - Bag Stand



300102 - Coat Rack



300104 - Garment Rack



300106 - Literature Rack



300201 - Pegboard, White, 4'x8'



305182 - Refrigerator, White, 20"L 22"D 33"H



300120 - Sign Holder, Bell Base



300108 - Sign Holder, Chrome, 22"x28"



300211 - Tackboard, 4'x8'



300112 - Ticket Tumbler, Small, Table Top



300113 - Wastebasket



300118 - Waterfall Stand

Colors may vary due to facility lighting, printing limitations and dye lot differences. Some items may not be available at all locations. See order form for details. Styles of items portrayed on this brochure may vary in some locations.

# Furniture and Accessories Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_



## Easy Ordering Tips:

- All prices include delivery, rental, and removal.
- Return your orders three (3) weeks before show move-in to ensure availability. At show site some items may not be available and substitutions might be necessary.
- Enjoy a fast and easy ordering experience online with Espresso:  
<http://e.ges.com/051600387/furnishings/esm>

## Furniture and Accessories

### Skirt and Drape Color Options

(Gray will be provided if no color is indicated below)



### Chairs

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
300051	Chair, Contemporary Arm, 23"W 18"D 31"H	113.75	170.75		7.25	\$
300052	Chair, Contemporary Side, 19.5"W 18"D 31"H	102.50	153.50		7.25	\$
300050	Chair, Plastic Contour, 18"W 18.5"D 32"H	70.00	105.25		7.25	\$
300053	Stool, Contemporary, 17"W 18"D 48"H	123.50	185.00		7.25	\$

### Tables

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
300059	Table, Starbase, 30" Diameter x 40" High	235.25	352.75		7.25	\$
300058	Table, Starbase, 40" Diameter x 30" High	235.25	352.75		7.25	\$

### Skirted Tables

Item Code	Description	Color Code	Discount (\$)	Regular (\$)	Qty	Tax %	Total
3004	Table 4', Skirted 4 Sides, 24" x 30" High		133.50	200.25		7.25	\$
3006	Table 6', Skirted 3 Sides, 24" x 30" High		160.25	240.50		7.25	\$
3008	Table 8', Skirted 3 Sides, 24" x 30" High		187.00	280.50		7.25	\$
3007	Table, Skirt 4th Side		41.75	62.75		7.25	\$



Select size: 6' Table \_\_\_\_\_ 8' Table \_\_\_\_\_

### Unskirted Tables

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
300400	Table 4', Unskirted, 24" x 30" High	104.00	156.25		7.25	\$
300600	Table 6', Unskirted, 24" x 30" High	123.50	185.50		7.25	\$
300800	Table 8', Unskirted, 24" x 30" High	146.25	219.50		7.25	\$

### Skirted Counters

Item Code	Description	Color Code	Discount (\$)	Regular (\$)	Qty	Tax %	Total
3014	Counter 4', Skirted 4 Sides, 24" x 42" High		169.25	253.75		7.25	\$
3016	Counter 6', Skirted 3 Sides, 24" x 42" High		204.75	307.25		7.25	\$
3018	Counter 8', Skirted 3 Sides, 24" x 42" High		231.50	347.25		7.25	\$
3017	Counter, Skirt 4th Side		51.50	77.00		7.25	\$



Select size: 6' Counter \_\_\_\_\_ 8' Counter \_\_\_\_\_

Form Continues on Next Page

# Furniture and Accessories Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_

## Unskirted Counter

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
301400	Counter 4', Unskirted, 24" x 42" High	133.25	199.75		7.25	\$
301600	Counter 6', Unskirted, 24" x 42" High	160.75	241.25		7.25	\$
301800	Counter 8', Unskirted, 24" x 42" High	181.50	272.00		7.25	\$

## Risers

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
300193	Riser 4', Double Tier, 48"x8"x16" High	60.50	90.50		7.25	\$
300191	Riser 4', Single Tier, 48"x8"x8" High	41.75	62.75		7.25	\$
300194	Riser 6', Double Tier, 72"x8"x16" High	77.50	116.75		7.25	\$
300192	Riser 6', Single Tier, 72"x8"x8" High	60.50	90.50		7.25	\$

## Custom Booth Drape

Item Code	Description	Color Code	Discount (\$)	Regular (\$)	Qty	Tax %	Total
3001	Drape, 3' High, Per Foot, 4' Minimum		17.65	26.50		7.25	\$
3002	Drape, 8' High, Per Foot, 4' Minimum		21.30	32.00		7.25	\$

## Accessories

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
300124	Aisle Stanchion Chain, Plastic, Per Foot	5.10	7.65		7.25	\$
300123	Aisle Stanchion, without Chain	53.50	80.00		7.25	\$
300103	Aluminum Easel	70.25	105.25		7.25	\$
300111	Bag Stand	96.50	145.00		7.25	\$
300102	Coat Rack	94.25	141.00		7.25	\$
300104	Garment Rack	94.25	141.00		7.25	\$
300106	Literature Rack	135.75	203.75		7.25	\$
300201	Pegboard, White, 4'x8'	164.75	247.75		7.25	\$

↳ Select alignment: Horizontal \_\_\_\_\_ Vertical \_\_\_\_\_

305182	Refrigerator, White, 20"L 22"D 33"H	380.25	570.50		7.25	\$
300131	Security Cage, Large, without Lock	525.25	788.50		7.25	\$
300132	Security Cage, Small, without Lock	349.50	524.25		7.25	\$
300120	Sign Holder, Bell Base	86.25	130.00		7.25	\$
300108	Sign Holder, Chrome, 22"x28"	88.25	132.25		7.25	\$
300211	Tackboard, 4'x8'	169.25	253.75		7.25	\$

↳ Select alignment: Horizontal \_\_\_\_\_ Vertical \_\_\_\_\_

300112	Ticket Tumbler, Small, Table Top	147.50	221.50		7.25	\$
300113	Wastebasket	21.00	31.50		7.25	\$
300118	Waterfall Stand	94.25	141.00		7.25	\$

## Electrical Outlets Not Included

Need power for that lamp or refrigerator in your booth? Order electrical outlets separately for your booth space through the electrical service provider.

# Furniture and Accessories Order Form

Page 3 of 3

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_

**Total and Sign:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please  
Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

**Total Payment  
Enclosed**

\$

**Cancellation Policy:** Items cancelled will be charged **50%** of original price after move-in begins and **100%** of original price after installation.

A-1 010317 022217 051600387

# Furniture Package Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name Email Phone Number Booth Number



## Easy Ordering Tips:

- Furniture Packages offer significant savings and convenience.
- All prices include delivery, rental, and removal.
- Return your orders three (3) weeks before show move-in to ensure availability. At show site some items may not be available and substitutions might be necessary.

## Furniture Package

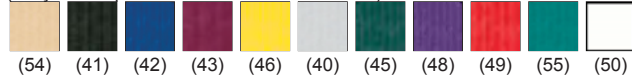


### Furniture Package 1

Item Code	Description	Color Code	Discount (\$)	Regular (\$)	Qty	Tax %	Total
4906	Furniture Package 1		<b>289.13</b>	434.25		7.25	\$
Includes 10% Off: (2) Plastic Contour Chairs, (1) 6' Skirted Table 24"X30", (1) Wastebasket.							

### Skirt Color Options

(Gray will be provided if no color is indicated.)



### Furniture Package 2

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
490012	Furniture Package 2	<b>640.13</b>	960.53		7.25	\$
Includes 10% Off: (4) Contemporary Arm Chairs, (1) Starbase Table 40"X30", (1) Wastebasket.						

**Total and Sign:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

**Total Payment Enclosed**

\$

**Cancellation Policy:** Items cancelled will be charged **50%** of original price after move-in begins and **100%** of original price after installation.

# Specialty Furniture

## Seating - Sofas and Loveseats



305321 - Key Largo Loveseat, Black Fabric, 57"L 35"D 34"H



305322 - Key Largo Sofa, Black Fabric, 79"L 35"D 34"H



305262 - Loveseat, Naples, Black Vinyl, 62"L 30"D 28"H



305364 - Naples Loveseat, Powered Black Vinyl, 62"L 30"D 28"H



305362 - Naples Sofa, Powered Black Vinyl, 87"L 30"D 28"H



305217 - Roma Sofa, Powered White Vinyl, 78"L 31"D 33"H



305264 - Sectional, Heathrow, Black Vinyl, 72"L 48"D 28"H



305120 - Sectional, South Beach, 3 pc., Platinum, 152"L 40"D 33"H



305236 - Sofa, Allegro, Blue Fabric, 73"L 34.5"D 29.5"H



305265 - Sofa, Heathrow, Black Vinyl, 48"L 24"D 28"H



305261 - Sofa, Naples, Black Vinyl, 87"L 30"D 28"H



305221 - Sofa, Roma, White Vinyl, 78"L 31"D 33"H



305119 - Sofa, South Beach, Platinum Suede, 69"L 29"D 33"H



305268 - Sofa, Tangiers, 78"L 37"D 36"H

Colors may vary due to facility lighting, printing limitations and dye lot differences. Some items may not be available at all locations. See order form for details. Styles of items portrayed on this brochure may vary in some locations.



# Specialty Furniture

## Seating - Club Chairs



305235 - Chair, Allegro, Blue Fabric, 36"L 34.5"D 29.5"H



305072 - Chair, Barcelona, Black, 30"L 31"D 35"H



305073 - Chair, Barcelona, White, 30"L 30"D 31"H



305266 - Chair, Heathrow, Black Vinyl, 24"L 24"D 28"H



305263 - Chair, Naples, Black Vinyl, 36"L 30"D 28"H



305220 - Chair, Roma, White Vinyl, 37"L 31"D 33"H



305269 - Chair, Tangiers, 34"L 37"D 36"H



305070 - Chair, Tub, Key West, Black, 31"L 31"D 31"H



305267 - Corner, Heathrow, Black Vinyl, 24"L 24"D 28"H



305320 - Key Largo Chair, Black Fabric, 35"L 35"D 34"H



305363 - Naples Chair, Powered Black Vinyl, 36"L 30"D 28"H



305222 - Roma Chair, Powered White Vinyl, 37"L 31"D 33"H

## Seating - Chairs



305152 - Chair, Altura, Guest, 25"L 20"D 34"H



305041 - Chair, Berlin, Black/White, 18"L 22"D 32"H



305042 - Chair, Berlin, Red/White, 18"L 22"D 32"H



305110 - Chair, Brewer, Black, 20"L 20"D 32"H



305260 - Chair, Christopher, White Vinyl w/Chrome, 17"L 19"D 35"H



305285 - Chair, Duet Stack, Black/Chrome, 23"L 18.5"D 16"H



305231 - Chair, Fusion, Clear/White, 19"L 21"D 32"H  
\*Discontinued 1/2017\*



305230 - Chair, Fusion, Green/White, 19"L 21"D 32"H  
\*Discontinued 1/2017\*



305232 - Chair, Fusion, Red/White, 19"L 21"D 32"H



305079 - Chair, Ice Transparent/Chrome, 17.25"L 20"D 32"H



305034 - Chair, Iso Mesh Black, 36"L 24"D 38"H  
\*Discontinued 1/2017\*



305111 - Chair, Jetson, 19"L 18"D 31"H  
\*Discontinued 1/2017\*



305271 - Chair, La Brea Swivel, Charcoal Gray Fabric, 35"L 27"D 40"D



305149 - Chair, Luxor, Guest, 27"L 28"D 40"H



305270 - Chair, Madden Arm, Lt. Gray Vinyl, 27"L 32"D 33"H



305108 - Chair, New York, 23"L 32"D 33"H  
\*Discontinued 1/2017\*



305284 - Chair, Rustique Arm, Gunmetal, 20"L 18"D 31"H



305272 - Chair, Swanson Swivel, White Vinyl, 28"L 25"D 18"H



305250 - Chair, Wendy, Clear Acrylic, 15"L 20"D 36"H



305442 - Laguna Chair, 18"L 19"D 34"H



305420 - Malba Chair, Gray, 20"L 20"D 32"H

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# Specialty Furniture



305421 - Malba  
Chair, Green,  
20"L 20"D 32"H



305441 - Zenith  
Chair, 19"L 22"D  
32"H

## Seating - Ottomans



305096 - Endless  
Curved Ottoman,  
Black, 60.5"L 37.5"D  
15"H



305097 - Endless  
Curved Ottoman,  
White, 60.5"L 37.5"D  
15"H



305277 - Ottoman,  
Bench, Black Vinyl,  
60"L 20"D 18"H



305278 - Ottoman,  
Bench, White Vinyl,  
60"L 20"D 18"H



305085 - Ottoman,  
Cube, Black, 17"L  
17"D 18"H  
\*Discontinued  
1/2017\*



305093 - Ottoman,  
Cube, White  
Leather, 17"L 17"D  
18"H \*Discontinued  
1/2017\*



305092 - Ottoman,  
South Beach,  
Wedge, Platinum,  
25"L 31"D 18"H



305280 - Ottoman,  
Square Seat, Black,  
34"L 34"D 15"H



305279 - Ottoman,  
Square Seat, White,  
34"L 34"D 15"H



305251 - Ottoman,  
Vibe Cube, Black,  
18"L 18"D 18"H



305246 - Ottoman,  
Vibe Cube, Blue,  
Vinyl, 18"L 18"D  
18"H



305242 - Ottoman,  
Vibe Cube,  
Champagne, Vinyl,  
18"L 18"D 18"H



305243 - Ottoman,  
Vibe Cube, Gold/  
Bronze, Vinyl, 18"L  
18"D 18"H



305241 - Ottoman,  
Vibe Cube, Green,  
Vinyl, 18"L 18"D  
18"H



305244 - Ottoman,  
Vibe Cube, Pink,  
Vinyl, 18"L 18"D  
18"H



305245 - Ottoman,  
Vibe Cube, Red,  
Vinyl, 18"L 18"D  
18"H



305247 - Ottoman,  
Vibe Cube, Yellow,  
Vinyl, 18"L 18"D  
18"H

## Seating - Office and Utility Seating



305126 - Chair,  
Altura Task, 25"L  
26"D 21"H



305150 - Chair,  
Altura, High Back,  
25"L 25"D 43"H Adj.  
\*Discontinued  
1/2017\*



305151 - Chair,  
Altura, Med. Back,  
25"L 25"D 37"H Adj.  
\*Discontinued  
1/2017\*



305305 - Chair,  
Executive, Pro,  
White, 27.5"L 27.5"D  
45.7"H



305147 - Chair,  
Luxor, High Back,  
27"L 28"D 47"H Adj.



305148 - Chair,  
Luxor, Med. Back,  
27"L 28"D 41"H Adj.

Colors may vary due to facility lighting, printing limitations and dye lot differences. Some items may not be available at all locations. See order form for details. Styles of items portrayed on this brochure may vary in some locations.

# Specialty Furniture



305309 - Meeting Chair, White Vinyl, 25.5"L 23.5"D 34"H



305307 - Pro Executive Mid Back Chair, Black Vinyl, 24"L 22"D 40"H



305308 - Pro Executive Mid Back Chair, White, 24"L 22"D 40"H



305043 - Stool, Drafting, 25"L 26"D 34"H \*Discontinued 1/2017\*

## Seating - Barstools



305370 - Apex Barstool, Black Vinyl, 21"L 21"D 33"H



305371 - Apex Barstool, Blue Ultra Suede, 21"L 21"D 33"H



305372 - Apex Barstool, Red Vinyl, 21"L 21"D 33"H



305373 - Apex Barstool, White Vinyl, 21"L 21"D 33"H



305012 - Barstool, Banana, Black, 21"L 22"D 30"H



305013 - Barstool, Banana, White, 21"L 22"D 30"H



305010 - Barstool, Gin, Maple, 16"L 16"D 29"H



305023 - Barstool, Ice, Transparent/Chrome, 16.75"L 16"D 32"H



305011 - Barstool, Jetson, Black, 18"L 19"D 29"H  
\*Discontinued 1/2017\*



305289 - Barstool, Lift, Chrome/Black Seat, 15" Round 23-33.5"H



305292 - Barstool, Lift, Chrome/Gray Seat, 15" Round 23-33.5"H



305291 - Barstool, Lift, Chrome/Red Seat, 15" Round 23-33.5"H



305290 - Barstool, Lift, Chrome/White Seat, 15" Round 23-33.5"H



305009 - Barstool, Oslo, Blue, 17"L 20"D 30"H



305008 - Barstool, Oslo, White, 17"L 20"D 30"H



305288 - Barstool, Rustique, Gunmetal, 13"L 13"D 30"D



305206 - Barstool, Shark Swivel, White/Chrome Base, 22"L 19"D 34"-44"H



305207 - Barstool, Zooey Swivel, White/Chrome Base, 15"Lx17"Dx31"-35"H



305259 - Christopher Barstool, 19"L 15"D 41"H



305440 - Zenith Barstool, 19"L 20"D 44"H

## Table Surface Colors



Maple



Graphite Nebula



Brushed Red



Brushed Blue

Colors may vary due to facility lighting, printing limitations and dye lot differences. Some items may not be available at all locations. See order form for details. Styles of items portrayed on this brochure may vary in some locations.

# Specialty Furniture

## Tables - Cafe



305426 - Cafe Table/Hydraulic Chrome Base, Liquid Steel Blue, 30\"RND 29\"



305428 - Café Table/Black Base, Liquid Steel Blue, 30\"RND 29\"H



305067 - G30 Cafe Table, Powered White Top, 72\"L 26\"D 30\"H



305429 - Madison Cafe Table/Hydraulic Base, 30\"RND 29\"H



305162 - Table, Cafe, Blue/Black, 30\"Round 29\"H  
\*Discontinued 1/2017\*



305154 - Table, Cafe, Brushed Blue/Hydraulic Chrome Base, 30\"Round 29\"H  
\*Discontinued 1/2017\*



305153 - Table, Cafe, Brushed Red/Hydraulic Chrome Base, 30\"Round 29\"H



305164 - Table, Cafe, Graphite/Black, 30\"Round 29\"H



305167 - Table, Cafe, Graphite/Black, 36\"Round 29\"H



305156 - Table, Cafe, Graphite/Hydraulic Chrome Base, 30\"Round 29\"H



305159 - Table, Cafe, Graphite/Hydraulic Chrome Base, 36\"Round 29\"H



305165 - Table, Cafe, Maple/Black, 30\"Round 29\"H



305168 - Table, Cafe, Maple/Black, 36\"Round 29\"H



305157 - Table, Cafe, Maple/Hydraulic Chrome Base, 30\"Round 29\"H



305160 - Table, Cafe, Maple/Hydraulic Chrome Base, 36\"Round 29\"H



305161 - Table, Cafe, Red/Black, 30\"Round 29\"H



305282 - Table, Cafe, Silver Texture/Black Base, 30\"Round 29\"H



305299 - Table, Cafe, Silver Textured Grain/Hydraulic Chrome Base, 30\"Round 29\"H



305283 - Table, Cafe, White Laminate/Black Base, 36\"Round 29\"H



305301 - Table, Cafe, White Laminate/Hydraulic Chrome Base, 36\"Round 29\"H

## Tables - Bar



305425 - Bar Table/Hydraulic Chrome Base, Steel Blue, 30\"RND 45\"H



305071 - G30 Bar Table, Powered White Top, 72\"L 26\"D 42\"H



305405 - Madison Bar Table/Black Base, 30\"RND 42\"H



305131 - Table, Bar, Blue/Black, 30\"Round 42\"H  
\*Discontinued 1/2017\*



305140 - Table, Bar, Brushed Blue/Hydraulic Chrome Base, 30\"Round 45\"H  
\*Discontinued 1/2017\*



305139 - Table, Bar, Brushed Red/Hydraulic Chrome Base, 30\"Round 45\"H



305133 - Table, Bar, Graphite/Black, 30\"Round 42\"H

Colors may vary due to facility lighting, printing limitations and dye lot differences. Some items may not be available at all locations. See order form for details. Styles of items portrayed on this brochure may vary in some locations.

# Specialty Furniture



305136 - Table, Bar, Graphite/Black, 36" Round 42"H



305142 - Table, Bar, Graphite/Hydraulic Chrome Base, 30" Round 45"H



305145 - Table, Bar, Graphite/Hydraulic Chrome Base, 36" Round 45"H



305134 - Table, Bar, Maple/Black, 30" Round 42"H



305137 - Table, Bar, Maple/Black, 36" Round 42"H



305143 - Table, Bar, Maple/Hydraulic Chrome Base, 30" Round 45"H



305146 - Table, Bar, Maple/Hydraulic Chrome Base, 36" Round 45"H



305130 - Table, Bar, Red/Black, 30" Round 42"H



305286 - Table, Bar, Silver Textured Grain/Black Base, 30" Round 42"H



305302 - Table, Bar, Silver Textured Grain/Hydraulic Chrome Base, 30" Round 45"H



305287 - Table, Bar, White Laminate/Black Base, 36" Round 42"H



305303 - Table, Bar, White Laminate/Hydraulic Chrome Base, 36" Round 45"H

## Tables - Cocktail



305430 - Alondra Cocktail Table, Glass, 47"L 24"D 16"H



305189 - G30 Cocktail Table, Powered White Top, 72"L 26"D 18"H



305435 - Geo Cocktail Table, Wood, 47"L 24"D 17"H



305188 - Sydney Powered Cocktail Table, Black, 48"L 26"D 18"H



305187 - Sydney Powered Cocktail Table, White, 48"L 26"D 18"H



305017 - Table, Cocktail, Geo, Black, 50"L 22"D 16"H  
\*Discontinued 1/2017\*



305014 - Table, Cocktail, Geo, Chrome, 50"L 22"D 16"H



305020 - Table, Cocktail, Inspiration, 42"L 28"D 18"H  
\*Discontinued 1/2017\*



305210 - Table, Cocktail, Oliver, 47"L 27"D 19"H



305016 - Table, Cocktail, Silverado, 36" Round 17"H



305025 - Table, Cocktail, Sydney Black, 48"L 26"D 18"H



305024 - Table, Cocktail, Sydney White, 48"L 26"D 18"H

Colors may vary due to facility lighting, printing limitations and dye lot differences. Some items may not be available at all locations. See order form for details. Styles of items portrayed on this brochure may vary in some locations.

# Specialty Furniture

## Tables - End Tables



305431 - Alondra End Table, Glass, 20"L 20"D 20"H



305436 - Geo End Table, Wood, 20"L 20"D 21"H



305112 - Regis End Table, 16"L 15.5"D 16.5"H



305273 - Table, Aura, White Metal, 15" Round 22"H



305274 - Table, E, Wood, 21"L 15.5"D 27.5"H



305047 - Table, End, Geo, Black, 26"L 26"D 20"H \*Discontinued 1/2017\*



305044 - Table, End, Geo, Chrome, 26"L 26"D 20"H



305049 - Table, End, Inspiration, 24"L 28"D 22"H \*Discontinued 1/2017\*



305211 - Table, End, Oliver, 22" Round 22"H



305046 - Table, End, Silverado, 24" Round 22"H



305050 - Table, End, Sydney, Black, 27"L 23"D 22"H



305048 - Table, End, Sydney, White, 27"L 23"D 22"H



305276 - Table, Mosaic, Set of 3



305275 - Table, Timber, Wood, 16" Round 17"H

## Conference Tables



305402 - 10' Madison Table, 120"L 48"D 29"H



305400 - 5' Madison Table, 60"L 48"D 29"H



305401 - 8' Madison Table, 96"L 60"D 29"H



305410 - Madison Conference Table, 42"RND 29"H

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# Specialty Furniture



305190 - Powered Conference Table Module, Black, 5"L 2.25"D 2"H



305175 - Table, Conf., Geo, Black, 42"L 42"D 29"H



305176 - Table, Conf., Geo, Black, 60"L 36"D 29"H



305173 - Table, Conf., Geo, Chrome, 42"L 42"D 29"H



305174 - Table, Conf., Geo, Chrome, 60"L 36"D 29"H



305027 - Table, Conf., Graphite, 42" Round 29"H



305028 - Table, Conf., Graphite, 72"L 42"D 29"H



305029 - Table, Conf., Graphite, 96"L 48"D 29"H



305033 - Table, Conf., Mahogany, 120"L 42"W 29"H \*Discontinued 1/2017\*



305030 - Table, Conf., Mahogany, 42" Round, 42"L 42"W 29"H \*Discontinued 1/2017\*



305031 - Table, Conf., Mahogany, 72"L 42"W 29"H \*Discontinued 1/2017\*



305032 - Table, Conf., Mahogany, 96"L 42"W 29"H \*Discontinued 1/2017\*



305177 - Table, Conf., Manhattan, 42" Round 29"H



305293 - Table, Conf., Merlin, Gray Laminate/Black, 46"L 29"D 30"H



305281 - Table, Conf., White Laminate, 42" Round 29"H



305208 - Table, Nova, Oval, White/Silver Legs, 71"L 35.5"D 29"H \*Discontinued 1/2017\*

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# Specialty Furniture

## Tables - Martini Bar



305004 - Table, Bar, Martini 3 pc., 100"L 100"D 47"H



305003 - Table, Bar, Martini, 50"L 50"D 47"H

## Product Display



305001 - Bookcase, Mahogany, 36"L 13"D 71"H \*Discontinued 1/2017\*



305053 - Etagere, Black, 30"L 16"D 70"H



305052 - Etagere, Pewter, 30"L 16"D 70"H



305415 - Madison Bookcase, 36"L 12"D 72"H



305103 - Pedestal, Locking Door, Black, 24"L 24"D 42"H \*Discontinued 1/2017\*



305297 - Pedestal, Powered Locking, Black, 24"L 24"D 30"H



305295 - Pedestal, Powered Locking, Black, 24"L 24"D 42"H



305298 - Pedestal, Powered Locking, White, 24"L 24"D 30"H



305296 - Pedestal, Powered Locking, White, 24"L 24"D 42"H

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# Specialty Furniture

## Office and Utility Furniture



305039 - Credenza, Mahogany,  
72"L 24"D 29"H \*Discontinued  
1/2017\*



305056 - Desk, Executive,  
Mahogany, 60"L 30"D 29"H  
\*Discontinued 1/2017\*



305294 - Desk, Writing/Work  
Table, White Laminate/White,  
48"L 24"D 30"H



305058 - File, Lateral,  
Mahogany, 36"L 20"D 29"H  
\*Discontinued 1/2017\*



305416 - Madison Credenza,  
60"L 20"D 29"H



305417 - Madison Executive  
Desk, 60"L 30"D 29"H

## Lamps



305204 - Lamp, Floor,  
Mason, Silver, 18" Round  
55"H



305205 - Lamp, Table,  
Mason, Silver, 16" Round  
26"H

## Accessories



305380 - Charging  
Adapter, Black, 33"L



305381 - Charging  
Adapter, White, 33"L

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# Specialty Furniture Order Form

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American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name Email Phone Number Booth Number



## Easy Ordering Tips:

- All prices include delivery, rental, and removal.
- Return your orders three (3) weeks before show move-in to ensure availability. At show site some items may not be available and substitutions might be necessary.
- Enjoy a fast and easy ordering experience online with Espresso:  
<http://e.ges.com/051600387/furnishings/esm>

## Specialty Furniture

Link to view images: <http://ges.com/ecommerce/info/B1-Brochure-CORE.pdf>

### Seating - Sofas and Loveseats

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305321	Key Largo Loveseat, Black Fabric, 57"L 35"D 34"H	701.50	974.50		7.25	\$
305322	Key Largo Sofa, Black Fabric, 79"L 35"D 34"H	755.00	1,050.00		7.25	\$
305262	Loveseat, Naples, Black Vinyl, 62"L 30"D 28"H	418.00	626.75		7.25	\$
305364	Naples Loveseat, Powered Black Vinyl, 62"L 30"D 28"H	1,270.50	1,764.00		7.25	\$
305362	Naples Sofa, Powered Black Vinyl, 87"L 30"D 28"H	1,438.50	2,005.50		7.25	\$
305217	Roma Sofa, Powered White Vinyl, 78"L 31"D 33"H	1,438.50	2,005.50		7.25	\$
305264	Sectional, Heathrow, Black Vinyl, 72"L 48"D 28"H	1,186.50	1,785.00		7.25	\$
305120	Sectional, South Beach, 3 pc., Platinum, 152"L 40"D 33"H	1,517.75	2,282.25		7.25	\$
305236	Sofa, Allegro, Blue Fabric, 73"L 34.5"D 29.5"H	708.75	1,063.75		7.25	\$
305265	Sofa, Heathrow, Black Vinyl, 48"L 24"D 28"H	486.25	729.75		7.25	\$
305261	Sofa, Naples, Black Vinyl, 87"L 30"D 28"H	525.00	787.50		7.25	\$
305221	Sofa, Roma, White Vinyl, 78"L 31"D 33"H	980.75	1,474.25		7.25	\$
305119	Sofa, South Beach, Platinum Suede, 69"L 29"D 33"H	689.00	1,034.25		7.25	\$
305268	Sofa, Tangiers, 78"L 37"D 36"H	448.25	673.00		7.25	\$

### Seating - Club Chairs

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305235	Chair, Allegro, Blue Fabric, 36"L 34.5"D 29.5"H	554.75	832.25		7.25	\$
305072	Chair, Barcelona, Black, 30"L 31"D 35"H	839.75	1,255.75		7.25	\$
305073	Chair, Barcelona, White, 30"L 30"D 31"H	918.50	1,376.00		7.25	\$
305266	Chair, Heathrow, Black Vinyl, 24"L 24"D 28"H	265.75	399.00		7.25	\$
305263	Chair, Naples, Black Vinyl, 36"L 30"D 28"H	343.25	515.50		7.25	\$
305220	Chair, Roma, White Vinyl, 37"L 31"D 33"H	600.50	901.00		7.25	\$
305269	Chair, Tangiers, 34"L 37"D 36"H	308.75	463.00		7.25	\$
305070	Chair, Tub, Key West, Black, 31"L 31"D 31"H	406.25	609.25		7.25	\$
305267	Corner, Heathrow, Black Vinyl, 24"L 24"D 28"H	330.75	496.75		7.25	\$
305320	Key Largo Chair, Black Fabric, 35"L 35"D 34"H	607.00	844.25		7.25	\$
305363	Naples Chair, Powered Black Vinyl, 36"L 30"D 28"H	929.25	1,291.50		7.25	\$
305222	Roma Chair, Powered White Vinyl, 37"L 31"D 33"H	929.25	1,291.50		7.25	\$

### Seating - Chairs

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305152	Chair, Altura, Guest, 25"L 20"D 34"H	319.00	478.25		7.25	\$

# Specialty Furniture Order Form

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Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_

## Seating - Chairs

305041	Chair, Berlin, Black/White, 18"L 22"D 32"H	129.00	193.25		7.25	\$
305042	Chair, Berlin, Red/White, 18"L 22"D 32"H	129.00	193.25		7.25	\$
305110	Chair, Brewer, Black, 20"L 20"D 32"H	159.25	239.25		7.25	\$
305260	Chair, Christopher, White Vinyl w/Chrome, 17"L 19"D 35"H	110.25	166.00		7.25	\$
305285	Chair, Duet Stack, Black/Chrome, 23"L 18.5"D 16"H	73.50	110.25		7.25	\$
305231	Chair, Fusion, Clear/White, 19"L 21"D 32"H *Discontinued 1/2017	164.75	247.75		7.25	\$
305230	Chair, Fusion, Green/White, 19"L 21"D 32"H *Discontinued 1/201	164.75	247.75		7.25	\$
305232	Chair, Fusion, Red/White, 19"L 21"D 32"H	164.75	247.75		7.25	\$
305079	Chair, Ice Transparent/Chrome, 17.25"L 20"D 32"H	232.50	349.50		7.25	\$
305034	Chair, Iso Mesh Black, 36"L 24"D 38"H *Discontinued 1/2017*	334.25	501.00		7.25	\$
305111	Chair, Jetson, 19"L 18"D 31"H *Discontinued 1/2017*	210.75	316.50		7.25	\$
305271	Chair, La Brea Swivel, Charcoal Gray Fabric, 35"L 27"D 40"D	362.25	544.00		7.25	\$
305149	Chair, Luxor, Guest, 27"L 28"D 40"H	351.75	527.25		7.25	\$
305270	Chair, Madden Arm, Lt. Gray Vinyl, 27"L 32"D 33"H	374.75	562.75		7.25	\$
305108	Chair, New York, 23"L 32"D 33"H *Discontinued 1/2017*	212.00	318.25		7.25	\$
305284	Chair, Rustique Arm, Gunmetal, 20"L 18"D 31"H	153.25	230.00		7.25	\$
305272	Chair, Swanson Swivel, White Vinyl, 28"L 25"D 18"H	230.00	345.50		7.25	\$
305250	Chair, Wendy, Clear Acrylic, 15"L 20"D 36"H	110.25	166.00		7.25	\$
305442	Laguna Chair, 18"L 19"D 34"H	294.00	408.50		7.25	\$
305420	Malba Chair, Gray, 20"L 20"D 32"H	224.75	313.00		7.25	\$
305421	Malba Chair, Green, 20"L 20"D 32"H	224.75	313.00		7.25	\$
305441	Zenith Chair, 19"L 22"D 32"H	285.50	397.00		7.25	\$

## Seating - Ottomans

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305096	Endless Curved Ottoman, Black, 60.5"L 37.5"D 15"H	512.50	712.00		7.25	\$
305097	Endless Curved Ottoman, White, 60.5"L 37.5"D 15"H	512.50	712.00		7.25	\$
305277	Ottoman, Bench, Black Vinyl, 60"L 20"D 18"H	274.00	411.50		7.25	\$
305278	Ottoman, Bench, White Vinyl, 60"L 20"D 18"H	274.00	411.50		7.25	\$
305085	Ottoman, Cube, Black, 17"L 17"D 18"H *Discontinued 1/2017*	115.75	173.50		7.25	\$
305093	Ottoman, Cube, White Leather, 17"L 17"D 18"H *Discontinued 1/2	112.25	169.25		7.25	\$
305092	Ottoman, South Beach, Wedge, Platinum, 25"L 31"D 18"H	264.25	396.50		7.25	\$
305280	Ottoman, Square Seat, Black, 34"L 34"D 15"H	91.25	137.50		7.25	\$
305279	Ottoman, Square Seat, White, 34"L 34"D 15"H	91.25	137.50		7.25	\$
305251	Ottoman, Vibe Cube, Black, 18"L 18"D 18"H	132.25	183.75		7.25	\$
305246	Ottoman, Vibe Cube, Blue, Vinyl, 18"L 18"D 18"H	122.25	183.50		7.25	\$
305242	Ottoman, Vibe Cube, Champagne, Vinyl, 18"L 18"D 18"H	122.25	183.50		7.25	\$
305243	Ottoman, Vibe Cube, Gold/Bronze, Vinyl, 18"L 18"D 18"H	122.25	183.50		7.25	\$
305241	Ottoman, Vibe Cube, Green, Vinyl, 18"L 18"D 18"H	122.25	183.50		7.25	\$
305244	Ottoman, Vibe Cube, Pink, Vinyl, 18"L 18"D 18"H	122.25	183.50		7.25	\$
305245	Ottoman, Vibe Cube, Red, Vinyl, 18"L 18"D 18"H	122.25	183.50		7.25	\$
305247	Ottoman, Vibe Cube, Yellow, Vinyl, 18"L 18"D 18"H	122.25	183.50		7.25	\$

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# Specialty Furniture Order Form

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Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_

## Seating - Office and Utility Seating

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305126	Chair, Altura Task, 25"L 26"D 21"H	157.25	236.00		7.25	\$
305150	Chair, Altura, High Back, 25"L 25"D 43"H Adj. *Discontinued 1/20	385.25	578.75		7.25	\$
305151	Chair, Altura, Med. Back, 25"L 25"D 37"H Adj. *Discontinued 1/20	368.00	552.50		7.25	\$
305305	Chair, Executive, Pro, White, 27.5"L 27.5"D 45.7"H	240.50	361.25		7.25	\$
305147	Chair, Luxor, High Back, 27"L 28"D 47"H Adj.	434.75	652.00		7.25	\$
305148	Chair, Luxor, Med. Back, 27"L 28"D 41"H Adj.	395.25	593.00		7.25	\$
305309	Meeting Chair, White Vinyl, 25.5"L 23.5"D 34"H	350.75	487.25		7.25	\$
305307	Pro Executive Mid Back Chair, Black Vinyl, 24"L 22"D 40"H	681.50	947.00		7.25	\$
305308	Pro Executive Mid Back Chair, White, 24"L 22"D 40"H	507.25	704.50		7.25	\$
305043	Stool, Drafting, 25"L 26"D 34"H *Discontinued 1/2017*	227.00	340.75		7.25	\$

## Seating - Barstools

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305370	Apex Barstool, Black Vinyl, 21"L 21"D 33"H	367.50	511.25		7.25	\$
305371	Apex Barstool, Blue Ultra Suede, 21"L 21"D 33"H	367.50	511.25		7.25	\$
305372	Apex Barstool, Red Vinyl, 21"L 21"D 33"H	367.50	511.25		7.25	\$
305373	Apex Barstool, White Vinyl, 21"L 21"D 33"H	367.50	511.25		7.25	\$
305012	Barstool, Banana, Black, 21"L 22"D 30"H	170.25	255.50		7.25	\$
305013	Barstool, Banana, White, 21"L 22"D 30"H	170.25	255.50		7.25	\$
305010	Barstool, Gin, Maple, 16"L 16"D 29"H	219.50	329.75		7.25	\$
305023	Barstool, Ice, Transparent/Chrome, 16.75"L 16"D 32"H	232.50	349.50		7.25	\$
305011	Barstool, Jetson, Black, 18"L 19"D 29"H *Discontinued 1/2017*	281.75	422.75		7.25	\$
305289	Barstool, Lift, Chrome/Black Seat, 15" Round 23-33.5"H	106.00	159.50		7.25	\$
305292	Barstool, Lift, Chrome/Gray Seat, 15" Round 23-33.5"H	106.00	159.50		7.25	\$
305291	Barstool, Lift, Chrome/Red Seat, 15" Round 23-33.5"H	106.00	159.50		7.25	\$
305290	Barstool, Lift, Chrome/White Seat, 15" Round 23-33.5"H	106.00	159.50		7.25	\$
305009	Barstool, Oslo, Blue, 17"L 20"D 30"H	313.50	470.75		7.25	\$
305008	Barstool, Oslo, White, 17"L 20"D 30"H	313.50	470.75		7.25	\$
305288	Barstool, Rustique, Gunmetal, 13"L 13"D 30"D	134.50	201.50		7.25	\$
305206	Barstool, Shark Swivel, White/Chrome Base, 22"L 19"D 34"- 44"H	435.75	654.25		7.25	\$
305207	Barstool, Zooey Swivel, White/Chrome Base, 15"Lx17"Dx31"-35"H	398.50	598.50		7.25	\$
305259	Christopher Barstool, 19"L 15"D 41"H	367.50	511.25		7.25	\$
305440	Zenith Barstool, 19"L 20"D 44"H	384.25	534.50		7.25	\$

## Tables - Cafe

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305426	Cafe Table/Hydraulic Chrome Base, Liquid Steel Blue, 30"RND 29"	445.25	619.50		7.25	\$
305428	Café Table/Black Base, Liquid Steel Blue, 30"RND 29"H	334.00	464.00		7.25	\$
305067	G30 Cafe Table, Powered White Top, 72"L 26"D 30"H	1,375.50	1,911.00		7.25	\$
305429	Madison Cafe Table/Hydraulic Base, 30"RND 29"H	519.75	722.50		7.25	\$
305162	Table, Cafe, Blue/Black, 30" Round 29"H *Discontinued 1/2017*	239.25	359.25		7.25	\$
305154	Table, Cafe, Brushed Blue/Hydraulic Chrome Base, 30" Round 29"	319.00	478.25		7.25	\$



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Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_

Tables - Cafe						
305153	Table, Cafe, Brushed Red/Hydraulic Chrome Base, 30" Round 29"	319.00	478.25		7.25	\$
305164	Table, Cafe, Graphite/Black, 30" Round 29"H	239.25	359.25		7.25	\$
305167	Table, Cafe, Graphite/Black, 36" Round 29"H	279.50	419.25		7.25	\$
305156	Table, Cafe, Graphite/Hydraulic Chrome Base, 30" Round 29"H	319.00	478.25		7.25	\$
305159	Table, Cafe, Graphite/Hydraulic Chrome Base, 36" Round 29"H	379.00	568.75		7.25	\$
305165	Table, Cafe, Maple/Black, 30" Round 29"H	239.25	359.25		7.25	\$
305168	Table, Cafe, Maple/Black, 36" Round 29"H	279.50	419.25		7.25	\$
305157	Table, Cafe, Maple/Hydraulic Chrome Base, 30" Round 29"H	319.00	478.25		7.25	\$
305160	Table, Cafe, Maple/Hydraulic Chrome Base, 36" Round 29"H	379.00	568.75		7.25	\$
305161	Table, Cafe, Red/Black, 30" Round 29"H	238.50	359.25		7.25	\$
305282	Table, Cafe, Silver Texture/Black Base, 30" Round 29"H	139.75	210.00		7.25	\$
305299	Table, Cafe, Silver Textured Grain/Hydraulic Chrome Base, 30" R	176.50	264.50		7.25	\$
305283	Table, Cafe, White Laminate/Black Base, 36" Round 29"H	127.00	191.00		7.25	\$
305301	Table, Cafe, White Laminate/Hydraulic Chrome Base, 36" Round	173.25	260.50		7.25	\$

## Tables - Bar

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305425	Bar Table/Hydraulic Chrome Base, Steel Blue, 30"RND 45"H	445.25	618.50		7.25	\$
305071	G30 Bar Table, Powered White Top, 72"L 26"D 42"H	1,806.00	2,509.50		7.25	\$
305405	Madison Bar Table/Black Base, 30"RND 42"H	524.00	727.75		7.25	\$
305131	Table, Bar, Blue/Black, 30" Round 42"H *Discontinued 1/2017*	250.25	375.75		7.25	\$
305140	Table, Bar, Brushed Blue/Hydraulic Chrome Base, 30" Round 45"	325.50	488.25		7.25	\$
305139	Table, Bar, Brushed Red/Hydraulic Chrome Base, 30" Round 45"	325.50	488.25		7.25	\$
305133	Table, Bar, Graphite/Black, 30" Round 42"H	250.25	375.75		7.25	\$
305136	Table, Bar, Graphite/Black, 36" Round 42"H	308.00	462.00		7.25	\$
305142	Table, Bar, Graphite/Hydraulic Chrome Base, 30" Round 45"H	325.50	488.25		7.25	\$
305145	Table, Bar, Graphite/Hydraulic Chrome Base, 36" Round 45"H	383.25	575.50		7.25	\$
305134	Table, Bar, Maple/Black, 30" Round 42"H	250.25	375.75		7.25	\$
305137	Table, Bar, Maple/Black, 36" Round 42"H	308.00	462.00		7.25	\$
305143	Table, Bar, Maple/Hydraulic Chrome Base, 30" Round 45"H	325.50	488.25		7.25	\$
305146	Table, Bar, Maple/Hydraulic Chrome Base, 36" Round 45"H	383.25	575.50		7.25	\$
305130	Table, Bar, Red/Black, 30" Round 42"H	250.25	375.75		7.25	\$
305286	Table, Bar, Silver Textured Grain/Black Base, 30" Round 42"H	153.25	230.00		7.25	\$
305302	Table, Bar, Silver Textured Grain/Hydraulic Chrome Base, 30" Ro	189.00	283.50		7.25	\$
305287	Table, Bar, White Laminate/Black Base, 36" Round 42"H	143.75	216.25		7.25	\$
305303	Table, Bar, White Laminate/Hydraulic Chrome Base, 36" Round 4	181.75	273.00		7.25	\$

## Tables - Cocktail

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305430	Alondra Cocktail Table, Glass, 47"L 24"D 16"H	482.00	670.00		7.25	\$
305189	G30 Cocktail Table, Powered White Top, 72"L 26"D 18"H	989.00	1,375.50		7.25	\$
305435	Geo Cocktail Table, Wood, 47"L 24"D 17"H	367.50	510.25		7.25	\$
305188	Sydney Powered Cocktail Table, Black, 48"L 26"D 18"H	567.00	787.50		7.25	\$



# Specialty Furniture Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_

## Tables - Cocktail

305187	Sydney Powered Cocktail Table, White, 48"L 26"D 18"H	567.00	787.50		7.25	\$
305017	Table, Cocktail, Geo, Black, 50"L 22"D 16"H *Discontinued 1/2017	255.50	383.25		7.25	\$
305014	Table, Cocktail, Geo, Chrome, 50"L 22"D 16"H	261.00	392.00		7.25	\$
305020	Table, Cocktail, Inspiration, 42"L 28"D 18"H *Discontinued 1/2017	342.75	514.25		7.25	\$
305210	Table, Cocktail, Oliver, 47"L 27"D 19"H	246.75	370.25		7.25	\$
305016	Table, Cocktail, Silverado, 36" Round 17"H	299.25	449.00		7.25	\$
305025	Table, Cocktail, Sydney Black, 48"L 26"D 18"H	357.00	536.25		7.25	\$
305024	Table, Cocktail, Sydney White, 48"L 26"D 18"H	357.00	536.25		7.25	\$

## Tables - End Tables

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305431	Alondra End Table, Glass, 20"L 20"D 20"H	442.00	614.25		7.25	\$
305436	Geo End Table, Wood, 20"L 20"D 21"H	318.25	442.00		7.25	\$
305112	Regis End Table, 16"L 15.5"D 16.5"H	450.50	625.75		7.25	\$
305273	Table, Aura, White Metal, 15" Round 22"H	103.00	154.25		7.25	\$
305274	Table, E, Wood, 21"L 15.5"D 27.5"H	97.75	147.00		7.25	\$
305047	Table, End, Geo, Black, 26"L 26"D 20"H *Discontinued 1/2017*	229.50	344.00		7.25	\$
305044	Table, End, Geo, Chrome, 26"L 26"D 20"H	237.00	356.00		7.25	\$
305049	Table, End, Inspiration, 24"L 28"D 22"H *Discontinued 1/2017*	323.25	484.75		7.25	\$
305211	Table, End, Oliver, 22" Round 22"H	213.00	320.00		7.25	\$
305046	Table, End, Silverado, 24" Round 22"H	281.75	422.75		7.25	\$
305050	Table, End, Sydney, Black, 27"L 23"D 22"H	261.00	392.00		7.25	\$
305048	Table, End, Sydney, White, 27"L 23"D 22"H	261.00	392.00		7.25	\$
305276	Table, Mosaic, Set of 3	192.25	288.75		7.25	\$
305275	Table, Timber, Wood, 16" Round 17"H	119.75	179.50		7.25	\$

## Tables - Conference

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305402	10' Madison Table, 120"L 48"D 29"H	989.00	1,375.50		7.25	\$
305400	5' Madison Table, 60"L 48"D 29"H	667.75	928.25		7.25	\$
305401	8' Madison Table, 96"L 60"D 29"H	815.75	1,134.00		7.25	\$
305410	Madison Conference Table, 42"RND 29"H	607.00	844.25		7.25	\$
305190	Powered Conference Table Module, Black, 5"L 2.25"D 2"H	119.75	166.00		7.25	\$
305175	Table, Conf., Geo, Black, 42"L 42"D 29"H	289.25	434.75		7.25	\$
305176	Table, Conf., Geo, Black, 60"L 36"D 29"H	465.25	697.75		7.25	\$
305173	Table, Conf., Geo, Chrome, 42"L 42"D 29"H	306.75	461.00		7.25	\$
305174	Table, Conf., Geo, Chrome, 60"L 36"D 29"H	465.25	697.75		7.25	\$
305027	Table, Conf., Graphite, 42" Round 29"H	383.25	575.50		7.25	\$
305028	Table, Conf., Graphite, 72"L 42"D 29"H	518.75	778.50		7.25	\$
305029	Table, Conf., Graphite, 96"L 48"D 29"H	635.50	953.50		7.25	\$
305033	Table, Conf., Mahogany, 120"L 42"W 29"H *Discontinued 1/2017*	707.75	1,061.50		7.25	\$
305030	Table, Conf., Mahogany, 42" Round, 42"L 42"W 29"H *Discontin	402.00	602.75		7.25	\$
305031	Table, Conf., Mahogany, 72"L 42"W 29"H *Discontinued 1/2017*	473.75	710.75		7.25	\$

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# Specialty Furniture Order Form

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Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_

## Tables - Conference

305032	Table, Conf., Mahogany, 96"L 42"W 29"H *Discontinued 1/2017*	579.75	870.50		7.25	\$
305177	Table, Conf., Manhattan, 42" Round 29"H	349.50	524.25		7.25	\$
305293	Table, Conf., Merlin, Gray Laminate/Black, 46"L 29"D 30"H	314.00	471.50		7.25	\$
305281	Table, Conf., White Laminate, 42" Round 29"H	255.25	383.25		7.25	\$
305208	Table, Nova, Oval, White/Silver Legs, 71"L 35.5"D 29"H *Disconti	655.25	982.75		7.25	\$

## Tables - Martini Bar

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305004	Table, Bar, Martini 3 pc., 100"L 100"D 47"H	3,352.50	5,034.25		7.25	\$
305003	Table, Bar, Martini, 50"L 50"D 47"H	1,244.75	1,867.50		7.25	\$

## Product Display

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305001	Bookcase, Mahogany, 36"L 13"D 71"H *Discontinued 1/2017*	371.25	557.00		7.25	\$
305053	Etagere, Black, 30"L 16"D 70"H	336.25	504.50		7.25	\$
305052	Etagere, Pewter, 30"L 16"D 70"H	336.25	504.50		7.25	\$
305415	Madison Bookcase, 36"L 12"D 72"H	507.25	704.50		7.25	\$
305103	Pedestal, Locking Door, Black, 24"L 24"D 42"H *Discontinued 1/2	499.00	749.25		7.25	\$
305297	Pedestal, Powered Locking, Black, 24"L 24"D 30"H	411.50	617.50		7.25	\$
305295	Pedestal, Powered Locking, Black, 24"L 24"D 42"H	490.25	736.00		7.25	\$
305298	Pedestal, Powered Locking, White, 24"L 24"D 30"H	411.50	617.50		7.25	\$
305296	Pedestal, Powered Locking, White, 24"L 24"D 42"H	490.25	736.00		7.25	\$

## Office and Utility Furniture

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305039	Credenza, Mahogany, 72"L 24"D 29"H *Discontinued 1/2017*	610.25	916.25		7.25	\$
305056	Desk, Executive, Mahogany, 60"L 30"D 29"H *Discontinued 1/201	566.75	850.75		7.25	\$
305294	Desk, Writing/Work Table, White Laminate/White, 48"L 24"D 30"H	296.00	444.25		7.25	\$
305058	File, Lateral, Mahogany, 36"L 20"D 29"H *Discontinued 1/2017*	473.75	710.75		7.25	\$
305416	Madison Credenza, 60"L 20"D 29"H	839.00	1,165.50		7.25	\$
305417	Madison Executive Desk, 60"L 30"D 29"H	763.25	1,060.50		7.25	\$

## Lamps

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305204	Lamp, Floor, Mason, Silver, 18" Round 55"H	297.25	445.50		7.25	\$
305205	Lamp, Table, Mason, Silver, 16" Round 26"H	215.25	323.25		7.25	\$

## Accessories

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
305380	Charging Adapter, Black, 33"L	33.00	46.00		7.25	\$
305381	Charging Adapter, White, 33"L	33.00	46.00		7.25	\$

## Electrical Outlets Not Included



**Reminder**

Need power for that lamp or powered pedestal in your booth? Order electrical outlets separately for your booth space through the electrical service provider.

# Specialty Furniture Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

Discount Deadline Date:  
April 7, 2017

Company Name

Email

Phone Number

**Total and Sign:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please  
Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

Total Payment  
Enclosed

\$

**Cancellation Policy:** Items cancelled will be charged **100%** of original price after move-in begins.

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# Convenience Package Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_



## Easy Ordering Tips:

- All prices include delivery, rental, and removal.
- Return your orders three (3) weeks before show move-in to ensure availability. At show site some items may not be available and substitutions might be necessary.
- Enjoy a fast and easy ordering experience online with Expresso:  
<http://e.ges.com/051600387/packages/esm>



Barcelona Club Package



Deluxe Chair Package



Stool Package A



Chair Package A

## Standard Furniture Package

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
404301	Chair Package A	483.75	725.75		7.25	\$
	↳ Includes: (2) Contemporary Arm Chairs, (1) Starbase Table 40"X30", (1) Wastebasket.					
404322	Meeting Package	711.25	725.75		7.25	\$
	↳ Includes: (4) Contemporary Arm Chairs, (1) Starbase Table 40"X30", (1) Wastebasket.					
404311	Stool Package A	503.25	754.25		7.25	\$
	↳ Includes: (2) Contemporary Stools, (1) Starbase Table 30"X40", (1) Wastebasket.					

## Standard Skirted Furniture Package

Item Code	Description	Color Code	Discount (\$)	Regular (\$)	Qty	Tax %	Total
4046	Chair Package B		408.75	613.50		7.25	\$
	↳ Includes: (2) Contemporary Arm Chairs, (1) 6' Skirted Table 24"X30", (1) Wastebasket.						
4146	Stool Package B		472.75	708.75		7.25	\$
	↳ Includes: (2) Contemporary Stools, (1) 6' Skirted Counter 24"X42", (1) Wastebasket.						

## Skirt Color Options

(Gray will be provided if no color is indicated.)



## Specialty Furniture Package

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
404504	Bar Package	1,871.75	2,809.00		7.25	\$
	↳ Includes: (2) White Oslo Barstools, (1) Martini Bar.					
404501	Barcelona Club Package	2,002.75	2,996.25		7.25	\$
	↳ Includes: (2) Black Barcelona Chairs, (1) Inspiration End Table.					

Form Continues on Next Page

# Convenience Package Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

Company Name

Email

Phone Number

## Specialty Furniture Package

404503	Deluxe Chair Package	803.00	1,205.25		7.25	\$
	↳ Includes: (2) New York Chairs, (1) Cafe Table 36"X29".					
404505	Premium Pedestal Package	839.50	1,260.25		7.25	\$
	↳ Includes: (2) Black Banana Barstools, (1) Locking Pedestal.					
404506	Premium Stool Package	666.00	999.25		7.25	\$
	↳ Includes: (2) White Banana Barstools, (1) Bar Table 30"X42".					

**Total and Sign:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please  
Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

**Total Payment  
Enclosed**

\$

**Cancellation Policy:** Package items cancelled will be charged **50%** of original price after move-in begins and **100%** of original price after installation.

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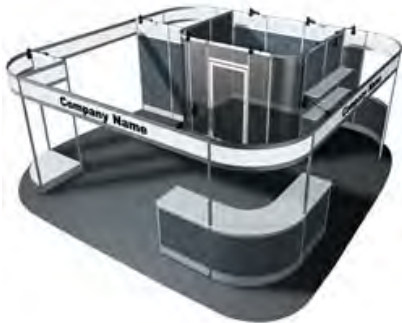
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# Standard Exhibit Systems

With the following GES® standard exhibits to choose from, selecting the size and configuration that meets your tradeshow needs is easy. Our modular exhibits are hassle-free because you pay no design fees, no shipping fees, and no repair or refurbishing fees. Plus, you may customize the trim and panels, and choose from a wide variety of accessories to create a unique exhibit that reinforces your brand and marketing efforts.

All packages include rental, delivery, installation, and dismantling. For other custom furnishings, hanging signs, or graphics, chat with your GES National Servicer® representative at [www.ges.com/chat](http://www.ges.com/chat).

## 20x20 Exhibits



600005 - Exhibit System GEM #5, 20'x20' Island Includes:

- three digitally printed signs
- one locking office
- four shelves
- one curved counter
- two 1m counters
- ten arm lights
- one standard 20' x 20' carpet
- no padding

## 10x20 Exhibits



600004 - Exhibit System GEM #4, 10'x20' Inline Includes:

- one 117" x 12" digitally printed sign
- one 57-7/8" x 12" digitally printed sign
- one 2m counter
- six arm lights
- five shelves
- one standard 10' x 20' carpet
- no padding

## 10x10 Exhibits



600002 - Exhibit System GEM #2, 10'x10' Inline Includes:

- one custom ID sign
- two arm lights
- one standard 10' x 10' carpet
- no padding



600003 - Exhibit System GEM #3, 10'x10' Inline Includes:

- one custom ID sign
- three arm lights
- five shelves
- one 1m counter
- one standard 10' x 10' carpet
- no padding

## 6ft Table Display



600001 - Exhibit System GEM #1, 6' Tabletop Display Includes:

- one custom ID sign
- three arm lights
- two shelves
- one 6' skirted table
- no carpet and padding

Please note that although arm lights may be included in your package, electrical power must be ordered separately through the electrical services provider in your exhibitor service manual. Colors may vary due to facility lighting, printing limitations and dye lot differences.



# Standard Exhibit Systems

## Accessories



600410 - Exhibit, Ad Board, 1M x 8'



600110 - Exhibit, Armlight Black



600103 - Exhibit, Counter, 1M Curved



600101 - Exhibit, Counter, 1M x 1/2M x 40"H



600102 - Exhibit, Counter, 2M x 1/2M x 40"H



600221 - Exhibit, Light Box, Large 37"x85"



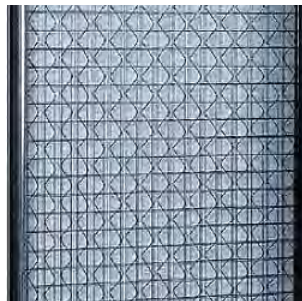
600222 - Exhibit, Light Box, Medium 37"x56"



600223 - Exhibit, Light Box, Small 37"x28"



661931 - Exhibit, Panel, Slatwall, 1M x 8'



600291 - Exhibit, Panel, Wirewall, 1M



600243 - Exhibit, Shelf, 1M x 10" Deep

## Trim and Panel Choices

### Panel Type & Color



Coated: Black (C41)



Coated: Oxford White (C50)



Coated: Prism Blue (C42)



Coated: Silver Gray (C79)



Fabric: Black (F41)



Fabric: Blue (F42)



Fabric: Gray (F40)

### Trim Color



Black (41)

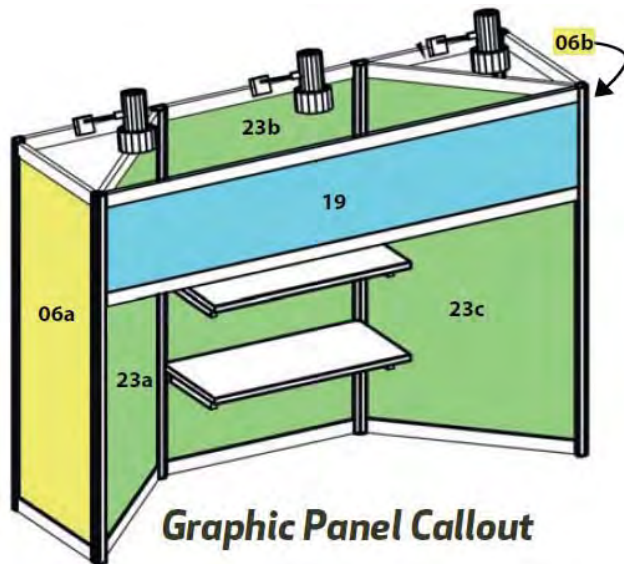


Silver (79)

Please note that although arm lights may be included in your package, electrical power must be ordered separately through the electrical services provider in your exhibitor service manual. Colors may vary due to facility lighting, printing limitations and dye lot differences.

# Standard Exhibits Graphics

## Exhibit #1, 6' Tabletop (600001)



**23** 608323 26 9/16" wide x 45" tall  
Discount Price - \$166.00 /Regular Price - \$248.75  
Produced on 3/16" Thick White Foamcore

**06** 608306 18 7/16" wide x 45" tall  
Discount Price - \$68.50 /Regular Price - \$103.00  
Produced on 3/16" Thick White Foamcore

**19** 608319 65 15/16" wide x 12" tall  
Discount Price - \$110.25 /Regular Price - \$166.00  
Produced on 3/16" Thick White Foamcore

All Prices listed above are Per Panel.

Please note that pricing listed is for Graphic Panels only. GEM units are rented separately.

GES requires a form of payment for booth graphics in order to produce signage. Please see Payment and Credit Card Authorization (G-2) for required information.

Please contact GES National Service Center at 800-475-2098 or 702-515-5970 with any questions or concerns.

Link: <https://e.ges.com/051600387/exhibit1/esm>

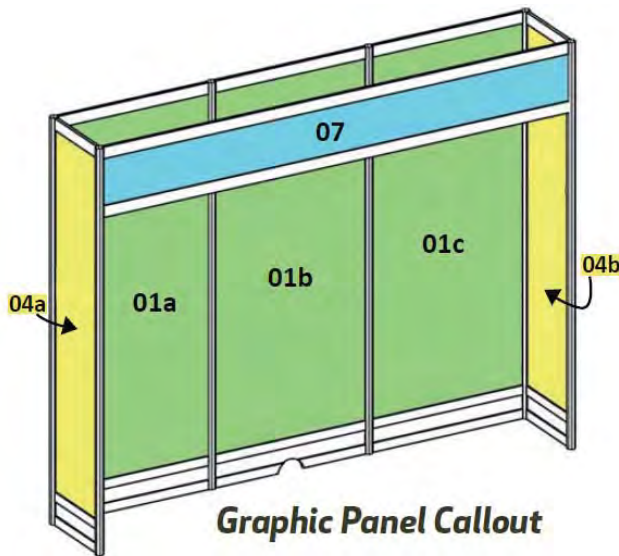


**Booth Rendering**

Please note that although arm lights may be included in your package, electrical power must be ordered separately through the electrical services provider in your exhibitor service manual. Colors may vary due to facility lighting, printing limitations and dye lot differences.

# Standard Exhibits Graphics

## Exhibit #2, 10 x 10 (600002)



- 01** 608301 38 1/8" wide x 86 1/4" tall  
Discount Price - \$456.50 /Regular Price - \$684.50  
Produced on 3/16" Thick White Foamcore
- 04** 608304 18 7/16" wide x 86 1/4" tall  
Discount Price - \$229.50 /Regular Price - \$344.00  
Produced on 3/16" Thick White Foamcore
- 07** 608307 117" wide x 12" tall  
Discount Price - \$195.50 /Regular Price - \$293.75  
Produced on 3/16" Thick White Foamcore

All Prices listed above are Per Panel.

Please note that pricing listed is for Graphic Panels only. GEM units are rented separately.

GES requires a form of payment for booth graphics in order to produce signage. Please see Payment and Credit Card Authorization (G-2) for required information.

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Link: <https://e.ges.com/051600387/exhibit2/esm>



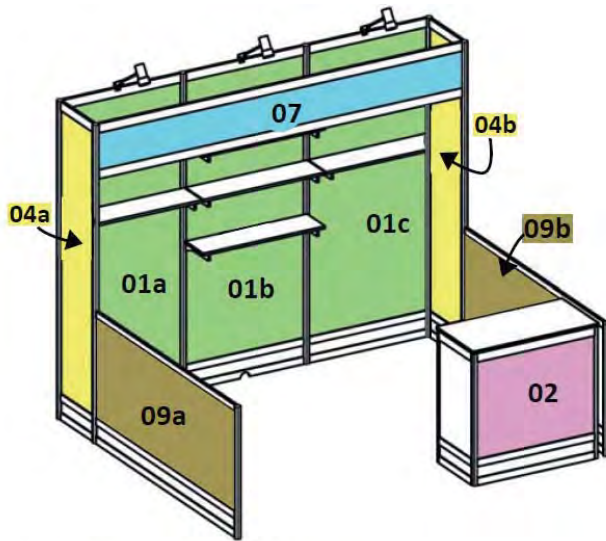
## Booth Rendering

Please note that although arm lights may be included in your package, electrical power must be ordered separately through the electrical services provider in your exhibitor service manual. Colors may vary due to facility lighting, printing limitations and dye lot differences.



# Standard Exhibits Graphics

## Exhibit #3, 10 x 10 (600003)



**Graphic Panel Callout**

- 01** 608301 38 1/8" wide x 86 1/4" tall  
 Discount Price - \$456.50 /Regular Price - \$684.50  
 Produced on 3/16" Thick White Foamcore
- 04** 608304 18 7/16" wide x 86 1/4" tall  
 Discount Price - \$229.50 /Regular Price - \$344.00  
 Produced on 3/16" Thick White Foamcore
- 07** 608307 117" wide x 12" tall  
 Discount Price - \$195.50 /Regular Price - \$293.75  
 Produced on 3/16" Thick White Foamcore
- 02** 608302 38 1/8" wide x 30 1/4" tall  
 Discount Price - \$160.75 /Regular Price - \$241.25  
 Produced on 3/16" Thick White Foamcore
- 09** 608309 77 1/2" wide x 30 1/4" tall  
 Discount Price - \$325.50 /Regular Price - \$488.25  
 Produced on 3/16" Thick White Foamcore

All Prices listed above are Per Panel.

Please note that pricing listed is for Graphic Panels only. GEM units are rented separately.

GES requires a form of payment for booth graphics in order to produce signage. Please see Payment and Credit Card Authorization (G-2) for required information.

Please contact GES National Service Center at 800-475-2098 or 702-515-5970 with any questions or concerns.

Link: <https://e.ges.com/051600387/exhibit3/esm>

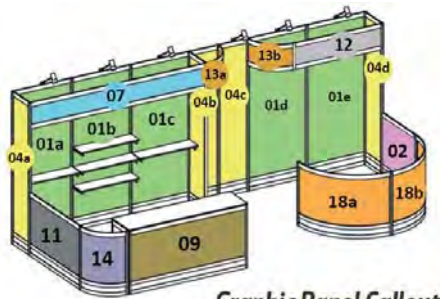


**Booth Rendering**

Please note that although arm lights may be included in your package, electrical power must be ordered separately through the electrical services provider in your exhibitor service manual. Colors may vary due to facility lighting, printing limitations and dye lot differences.

# Standard Exhibits Graphics

## Exhibit #4, 10 x 20 (600004)



**Graphic Panel Callout**

- 12** 608312 57 7/8" wide x 12" tall  
Discount Price - \$100.50 /Regular Price - \$150.75  
Produced on 3/16" Thick White Foamcore
- 13** 608313 29 3/4" wide x 12" tall  
Discount Price - \$50.00 /Regular Price - \$75.00  
Produced on 1/8" Thick White Foamacell
- 18** 608318 60 3/4" wide x 30 1/4" tall  
Discount Price - \$255.50 /Regular Price - \$383.25  
Produced on 1/8" Thick White Foamacell
- 09** 608309 77 1/2" wide x 30 1/4" tall  
Discount Price - \$325.50 /Regular Price - \$488.25  
Produced on 3/16" Thick White Foamcore
- 14** 608314 29 3/4" wide x 30 1/4" tall  
Discount Price - \$123.50 /Regular Price - \$185.50  
Produced on 1/8" Thick White Foamacell

- 01** 608301 38 1/8" wide x 86 1/4" tall  
Discount Price - \$456.50 /Regular Price - \$684.50  
Produced on 3/16" Thick White Foamcore

- 04** 608304 18 7/16" wide x 86 1/4" tall  
Discount Price - \$229.50 /Regular Price - \$344.00  
Produced on 3/16" Thick White Foamcore

- 11** 608311 57 7/8" wide x 30 1/4" tall  
Discount Price - \$96.00 /Regular Price - \$144.00  
Produced on 3/16" Thick White Foamcore

- 02** 608302 38 1/8" wide x 30 1/4" tall  
Discount Price - \$160.75 /Regular Price - \$241.25  
Produced on 3/16" Thick White Foamcore

- 07** 608307 117" wide x 12" tall  
Discount Price - \$195.50 /Regular Price - \$293.75  
Produced on 3/16" Thick White Foamcore



**Booth Rendering**

All Prices listed above are Per Panel.

Please note that pricing listed is for Graphic Panels only. GEM units are rented separately.

GES requires a form of payment for booth graphics in order to produce signage. Please see Payment and Credit Card Authorization (G-2) for required information.

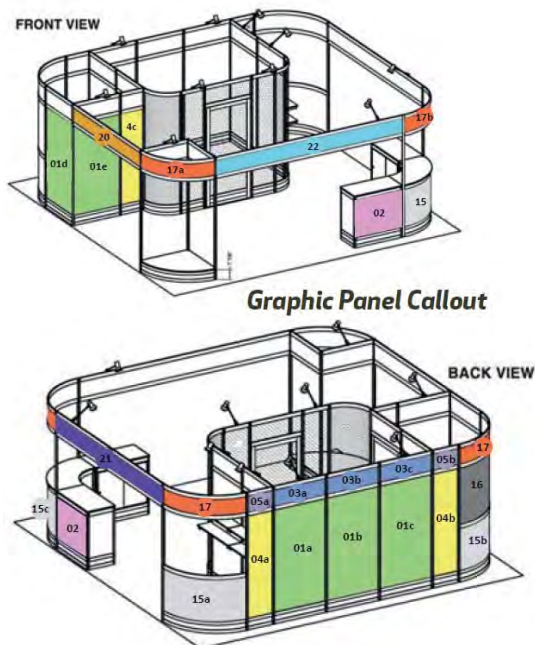
Please contact GES National Service Center at 800-475-2098 or 702-515-5970 with any questions or concerns.

Link: <https://e.ges.com/051600387/exhibit4/esm>

Please note that although arm lights may be included in your package, electrical power must be ordered separately through the electrical services provider in your exhibitor service manual. Colors may vary due to facility lighting, printing limitations and dye lot differences.

# Standard Exhibits Graphics

## Exhibit #5, 20 x 20 (600005)



**21** 608321 136 9/16" wide x 12" tall  
Discount Price - \$150.75 /Regular Price - \$226.00  
Produced on 3/16" Thick White Foamcore

**20** 608320 97 3/16" wide x 12" tall  
Discount Price - \$161.75 /Regular Price - \$242.50  
Produced on 1/8" Thick White Foamcore

**17** 608317 60 11/16" wide x 12" tall  
Discount Price - \$186.75 /Regular Price - \$280.50  
Produced on 1/8" Thick White Foamacell

**02** 608302 38 1/8" wide x 30 1/4" tall  
Discount Price - \$160.75 /Regular Price - \$241.25  
Produced on 3/16" Thick White Foamcore

**03** 608303 38 1/8" wide x 12" tall  
Discount Price - \$63.75 /Regular Price - \$95.75  
Produced on 3/16" Thick White Foamcore

**05** 608305 18 7/16" wide x 12" tall  
Discount Price - \$50.00 /Regular Price - \$75.00  
Produced on 3/16" Thick White Foamcore

**01** 608301 18 7/16" wide x 86 1/4" tall  
Discount Price - \$456.50 /Regular Price - \$684.50  
Produced on 3/16" Thick White Foamcore

**04** 608304 18 7/16" wide x 86 1/4" tall  
Discount Price - \$229.50 /Regular Price - \$344.00  
Produced on 3/16" Thick White Foamcore

**16** 608316 60 11/16" wide x 40 1/4" tall  
Discount Price - \$305.75 /Regular Price - \$458.50  
Produced on 1/8" Thick White Foamacell

**15** 608315 60 11/16" wide x 30 1/4" tall  
Discount Price - \$255.50 /Regular Price - \$383.25  
Produced on 1/8" Thick White Foamacell

**22** 608322 156 1/4" wide x 12" tall  
Discount Price - \$258.75 /Regular Price - \$388.75  
Produced on 3/16" Thick White Foamcore



**Booth Rendering**

All Prices listed above are Per Panel.

Please note that pricing listed is for Graphic Panels only. GEM units are rented separately.

GES requires a form of payment for booth graphics in order to produce signage. Please see Payment and Credit Card Authorization (G-2) for required information.

Please contact GES National Service Center at 800-475-2098 or 702-515-5970 with any questions or concerns.

Link: <https://e.ges.com/051600387/exhibit5/esm>

Please note that although arm lights may be included in your package, electrical power must be ordered separately through the electrical services provider in your exhibitor service manual. Colors may vary due to facility lighting, printing limitations and dye lot differences.



# Exhibit Systems Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_

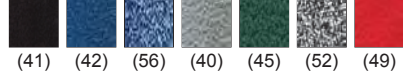


## Easy Ordering Tips:

- All prices include delivery, rental, and removal.
- Return your orders three (3) weeks before show move-in to ensure availability. At show site some items may not be available and substitutions might be necessary.
- Arm lights and shelves cannot be placed on pipe and drape.

### 13 oz. Carpet Color Options

(Gray will be provided if no color is indicated below)



### Exhibit Panel Color Options

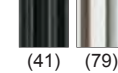
(Gray Fabric Panel will be provided if no color is indicated below)



C Color Codes are Coated Panels  
F Color Codes are Fabric

### Trim Color Options

(Silver will be provided if no color is indicated below)



## Standard Exhibits

### 10x10 Exhibits

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
600002	Exhibit System GEM #2, 10'x10' Inline	1,856.50	2,784.50		7.25	\$
	↳ Carpet Color Code: _____ Trim Color: _____ Panel Color: _____					
600003	Exhibit System GEM #3, 10'x10' Inline	3,494.50	5,241.50		7.25	\$
	↳ Carpet Color Code: _____ Trim Color: _____ Panel Color: _____					

### 10x20 Exhibits

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
600004	Exhibit System GEM #4, 10'x20' Inline	7,687.50	11,531.75		7.25	\$
	↳ Carpet Color Code: _____ Trim Color: _____ Panel Color: _____					

### 20x20 Exhibits

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
600005	Exhibit System GEM #5, 20'x20' Island	11,422.50	17,133.50		7.25	\$
	↳ Carpet Color Code: _____ Trim Color: _____ Panel Color: _____					

### Accessories

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
600410	Exhibit, Ad Board, 1M x 8'	603.75	906.50		7.25	\$
600110	Exhibit, Armlight Black	89.50	134.50		7.25	\$
600103	Exhibit, Counter, 1M Curved	834.25	1,255.75		7.25	\$
	↳ Trim Color: _____ Panel Color: _____					
600101	Exhibit, Counter, 1M x 1/2M x 40"H	421.50	632.25		7.25	\$
	↳ Trim Color: _____ Panel Color: _____					
600102	Exhibit, Counter, 2M x 1/2M x 40"H	577.75	867.00		7.25	\$
	↳ Trim Color: _____ Panel Color: _____					
600221	Exhibit, Light Box, Large 37"x85"	768.75	1,157.75		7.25	\$
600222	Exhibit, Light Box, Medium 37"x56"	605.00	907.50		7.25	\$
600223	Exhibit, Light Box, Small 37"x28"	373.50	560.25		7.25	\$
661931	Exhibit, Panel, Slatwall, 1M x 8'	527.25	791.75		7.25	\$
600291	Exhibit, Panel, Wirewall, 1M	516.50	775.50		7.25	\$
600243	Exhibit, Shelf, 1M x 10" Deep	70.00	105.25		7.25	\$

# Exhibit Systems Order Form

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Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_

## Electrical or Utilities Under Carpet?

☐ Yes

☐ No

**Total and Sign:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please  
Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

Total Payment  
Enclosed

\$

**Cancellation Policy:** Items cancelled will be charged **50%** of original price after move-in begins and **100%** of original price after installation.

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# Digital File Preparation

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
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## Graphic File Solutions

We are committed to partnering with you to provide comprehensive and effective graphic solutions for your event. The graphics print and production industry continuously evolves, and we want your graphics and images to look their absolute best.

To ensure the highest quality output from your digital files, and to make file transfers as seamless as possible, please review and follow these guidelines when submitting artwork to GES. We also offer layout and design services for a fee. Please contact GES for details.

Suitable Programs for images or logos	
Program	Preferred Format
Adobe Illustrator CS6, CC 2014	.ai, .eps
Adobe Photoshop CS6, CC 2014	.tif (LZW), .jpg (High Quality), .psd
Adobe InDesign CS6, CC 2014	.indd (include all links)
Adobe Acrobat	.pdf (Press Quality Setting)

Suitable Media for images or logos	
Media	Preferred Format
CD-ROM	Hard copy color proofs
DVD-ROM	Hard copy color proofs
Email Attachments	Limited to maximum size of 5MB
FTP	Mandatory ZIP or SIT compression



- Save money by providing your artwork/graphic files in the recommended formats.
- Send your graphics early with client name, show name, and booth number to avoid costly delays.
- Do not copy graphics from web pages as they will be low resolution and not suitable for your exhibit/sign.

## Avoiding Additional Costs

Files obtained from the internet (.jpg or .gif) or artwork created in MS Office applications (Word, Excel, PowerPoint) are often not suitable for high quality output, and often require additional hourly charges. Artwork should be created at actual size, however, for larger files i.e., banner artwork, 10% or 25% of actual size is acceptable. Scans should be no smaller than 300dpi at quarter size. To avoid additional costs associated with these file types, please supply files in accordance as defined herein.

### Vector Artwork

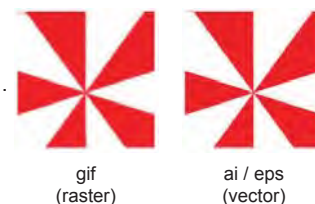
For the best quality, create in vector format (ai or vector eps).

Logos taken from websites are generally GIF files. GIF files are not acceptable as they will not print clearly. See Visual.

Artwork produced in vinyl, for example, solid company logos or text must be supplied in a vector format (ai or vector eps). Artwork created in a pixel format i.e., TIFF and JPEG is not suitable. See Visual.

**Vectors**  
Editable Text

**Vectors**  
Outlined Text

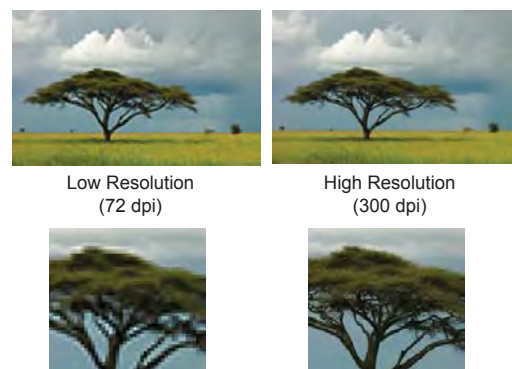


### Bitmap/Raster Artwork

**TIFF and PSD** - These are the preferred file formats for raster images. Files should be supplied at 100dpi at full size, or they should re-scale to those dimensions. If the resolution is lower than 100dpi, images can look blurry or pixelated when printed. If there is a lot of small text in the raster image, the file can be provided at higher resolutions to ensure print quality. See Visual.

**JPEG** - We can use JPEG files, but because JPEGs use file compression this can sometimes affect image quality. Therefore, this file type should only be used if the files are being emailed.

**PDF** - These are print files only and cannot be altered to fit different sizes, artwork must be set up at the correct proportion and at print-ready quality. Ensure images are saved at high resolution (100dpi at final size).



Order graphics and **upload artwork files** directly online, click here: <https://e.ges.com/051600387/signs>

# Digital File Preparation

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American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

## Front and Backlit Graphics

When producing artwork for front lit graphics or transparencies keep these points in mind:

- Avoid setting type in Photoshop — instead use a vector-based program (such as Adobe Illustrator) for your type. If you do use vector smart objects, save the file as an .eps or .psd to retain vector properties.
- If you plan to add effects to your type (such as drop shadows or glows), follow these steps:
  - a. Import the Illustrator type into Photoshop
  - b. Add effects to the type
  - c. Separate the effects onto a layer
  - d. Delete the type layer
  - e. Assemble the type and photo in a vector program.
- Always provide logos in a vector format.
- If you have critical PMS colors to match, provide us with a layered Photoshop file to allow for color editing.
- Always add at least 1" of bleed to your images.
- Use gradients carefully and sparingly. Gradients often "band," and little can be done to correct the problem. Look at your high res file at 100% — if you can see the banding, it WILL appear in the print. Adding 1 pt. of noise to the file may resolve the problem.

## File Sizes

Please build Photoshop (raster) graphics to at least 100dpi at final size. Any combination of size/resolution that produces this result is acceptable.

(e.g. 1/4 size file @400dpi)

Here is an easy way to determine how much digital information is needed for your graphic:

- Open a new document in Photoshop
- Enter the final width and height of your graphic.
- Enter a resolution of 100 dpi

*The resulting megabyte size is the approximate amount of digital information we need for best quality output.*

## Adobe Illustrator, InDesign, Photoshop

- Work with .eps files as much as possible. .eps files are a better quality file format than .tif files and are accepted more easily by Adobe Illustrator.
- Save a Low Res files version of your files for proofing and a Hi Res file for production. Illustrator allows for seamless swapping of LR and HR files provided the images are the same dimensions.
- When saving your HR file, use the settings shown in *figure a*. This will compress the information in the file without degrading the quality. High resolution files saved with this setting present no issues for our output devices.
- If you must work with a .tif file because you are colorizing it in Illustrator, save the HR file with the LZW compression option.
- Keep all color-critical elements of your design vector whenever possible. Don't send the layered Photoshop unless you need critical color corrections. If you want to add a Photoshop effect to a logo or color critical text: set the text in Illustrator or keep the logo vector, create the desired effect in Photoshop, then link the Photoshop file into Illustrator under the color critical vector art or text.
- Photoshop files with text or vector smart objects need to be saved out as .eps or .psd to retain vector properties.

## Placed Images

Provide placed images at 100dpi at 100% of final size as a .tif (LZW compression) or .psd. Embedding images in Illustrator is preferred and need to be 100dpi at final size.

## Fonts

Turn all fonts to outlines or convert to paths before sending the files. If you are using a program where this is not an option, **YOU MUST INCLUDE ALL FONTS** with your files. OTF (open type fonts). are preferred.

## Vinyl

We can only produce vinyl for type or logos from VECTOR based artwork. DO NOT send PowerPoint files, .gifs, .jpgs, .pdfs or raster-based images output to vinyl.

## Remember

- You **MUST** add bleed to your photographic images.
- Backlit graphics are held in place with velcro or with a frame—place type and critical images at least 1" from all edges to avoid this dead space (see diagram below).
- You **MUST** provide PMS colors. We are not responsible for accurate reproduction of your logo or corporate colors if PMS matches are not provided.
- Please make certain that your scans are clean (free of dust, dirt, and scratches) **BEFORE** you send them for production. Deadlines and time constraints do not allow us to check all your images for quality. We must assume the images you provide are the highest quality available to you. To check for quality, look at your Photoshop files at 100% enlargement. If you can see dirt and scratches, they will appear on your final output. Use the rubber stamp tool (clone stamp tool) to eliminate these imperfections.

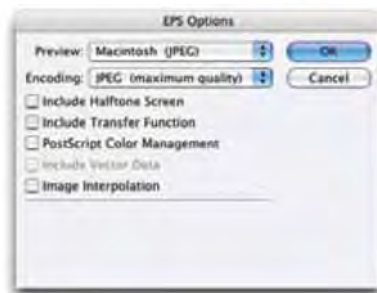
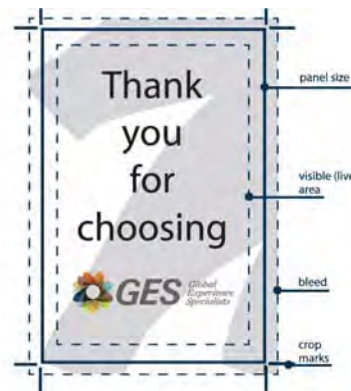


figure a.

# Graphics and Signage Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name Email Phone Number Booth Number

Order graphics and **upload artwork files** directly online, click here: <https://e.ges.com/051600387/signs/esm>

## Graphics and Signage

Item Code	Description	Discount (\$)	Regular (\$)	Qty	Tax %	Total
600534	22"W x 28"H Vertical Sign w/ Sign Holder, Double Sided	274.00	411.50		7.25	\$
600533	22"W x 28"H Vertical Sign w/ Sign Holder, Single Sided	211.75	318.00		7.25	\$
600535	72"W x 36"H Vinyl Banner (horizontal or vertical) w/ Silver Grommets, Single Sided	225.00	337.25		7.25	\$
600852	Freestanding 24"W x 84"H Vertical Ad Board w/ Cardboard Base, Double Sided	407.50	611.75		7.25	\$
600850	Freestanding 24"W x 84"H Vertical Ad Board w/ White Cardboard Base, Single Sided	250.25	375.75		7.25	\$
600853	Freestanding 38"W x 84"H Vertical Ad Board w/ White Cardboard Base, Double Sided	530.75	796.25		7.25	\$
600851	Freestanding 38"W x 84"H Vertical Ad Board w/ White Cardboard Base, Single Sided	374.50	562.25		7.25	\$
601099	Printed Cardboard Base for Freestanding Boards	24.45	36.50		7.25	\$

**Total and Sign:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please  
Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

Total Payment  
Enclosed

\$

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# Standard Graphics

## 38" Ad Board



600851 Freestanding 38"W x 84"H Vertical Ad Board w/ White Cardboard Base, Single Sided (includes cardboard base, graphic & delivery)

600853 Freestanding 38"W x 84"H Vertical Ad Board w/ White Cardboard Base, Double Sided

*Includes cardboard base, graphic and delivery.  
Printed base available at additional cost.*

## 24" Ad Board



600850 Freestanding 24"W x 84"H Vertical Ad Board w/ White Cardboard Base, Single Sided (includes cardboard base, graphic & delivery)

600852 Freestanding 24"W x 84"H Vertical Ad Board w/ Cardboard Base, Double Sided

*Includes cardboard base, graphic and delivery.  
Printed base available at additional cost.*

## 22" x 28" with Sign Holder



600533 22"W x 28"H Vertical Sign w/ Sign Holder, Single Sided

600534 22"W x 28"H Vertical Sign w/ Sign Holder, Double Sided

*Includes sign holder rental, graphic and delivery.*

## 6' x 3' Banner



600535 72"W x 36"H Vinyl Banner (horizontal or vertical) w/ Silver Grommets, Single Sided

*Banner is available horizontal or vertical.  
Includes silver grommets.*



# Material Handling/Drayage Information

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
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## Benefits of Advance Shipping to the GES Warehouse

- Storage of materials for up to 30 days prior to your show.
- Delivery of shipments to your booth by your published set-up time.
- Some convention centers and hotels do not have facilities for receiving or storing freight.
- Saves valuable set-up time.

## How to Ship in Advance to the GES Warehouse

- Remove all old shipping and empty storage labels.
- Fill out and attach enclosed Advance Shipping labels.
- Complete the enclosed Material Handling/Drayage Order Form.
- Remember to confirm receipt of your shipment prior to leaving for the show.
- All shipments must have a bill of lading or delivery slip showing the number of pieces, weight, and type of merchandise.
- Certified weight tickets must accompany all shipments.
- Take the time to ensure that your display and products are packed neatly and securely.
- Do not ship uncrated materials to warehouse.

## How to Ship to Exhibit Site

- Consign all domestic shipments c/o GES.
- Remove all old shipping and empty storage labels.
- Fill out and attach enclosed Direct Shipping labels.
- Complete the enclosed Material Handling Information Sheet.
- All shipments must have a bill of lading or delivery slip showing the number of pieces, weight, and type of merchandise.
- Certified weight tickets must accompany all shipments.
- Take the time to ensure that your display and products are packed neatly and securely.
- If you are shipping your carpet and/or lighting truss, make sure it is loaded last so it can be unloaded first.

## Freight Carriers

Select a carrier with experience in handling exhibition materials. Make sure to give your carrier explicit information as to where and when to check in. Delivery and pick up times are often out of the range of normal delivery hours, make sure your carrier is committed to meeting your target dates and times. While making shipping plans to the show, also plan for the return shipment.

## Tracking Shipments

Confirm your delivery date and time with your carrier, and have all pertinent shipping information in the hands of your representative at show site. You may also want to review the return of your goods at the end of the show. GES Logistics domestic shipments can be tracked online by going to:

[www.ges.com/us/services/exhibition-transportation-tools](http://www.ges.com/us/services/exhibition-transportation-tools).

Get an instant quote today at [https://e.ges.com/051600387/logistics\\_Quote](https://e.ges.com/051600387/logistics_Quote)

## Estimating Material Handling Charges

Handling charges are based on the weight of the freight. Shipments are billed by the hundred weight and rounded up to the nearest hundred. Minimum per shipment may apply, see enclosed Material Handling/Drayage Order Form for details. Please prepay all shipping charges - GES cannot accept or be responsible for collect shipments. Crated and uncrated shipments must be separated and clearly identified on separate bills of lading with separate weight tickets - otherwise GES will invoice the entire load at the Uncrated rate.

- 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.
- Uncrated - Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.
- Special Handling - Defined as shipments that are loaded by cubic space and/or packed in such a manner as to require special handling, such as ground loading, side door loading, constricted space loading and designated piece loading or stacked shipments. Also included are mixed shipments and shipments without proper delivery receipts.
- Overtime Surcharges - Shows that move-in or move-out on weekends or after 4:30 PM during the weekday, may be subject to additional overtime surcharges. See enclosed Material Handling/Drayage Order Form for details.

## Late Surcharges - May be charged an additional overtime surcharge

- If advance freight is received before or after the published deadline date for shipments to arrive at the warehouse. See enclosed Material Handling/Drayage Order Form for details.
- Freight shipments sent to the show after it has opened.
- Freight shipments that are received at showsite that do not meet their published date and time.
- Shipment Surcharges - A surcharge will be incurred per shipment for those that are received with incomplete information on shipping labels identifying company name and booth number and/or shipments that are left on the show floor at the end of the show with no labels and no bill of lading turned in.

## Machinery Labor and Equipment

Labor and equipment for uncrating, unskidding, positioning, leveling, dismantling, rekrating, and reskidding machinery and/or equipment must be ordered separately. Place your order for this labor using the Forklift Labor Order Form. If your material requires specialized rigging equipment, please notify us promptly so that we can make arrangements. When possible, supply your own rigging equipment with shipments and pre-rig your material.

## Storing Empty Containers

Properly labeled empty shipping cartons will be picked up, stored, and returned after the show. Labels are available at the GES Servicenter® or from your GES Service Executive and are for empty storage only. Depending on the size of the show, it can take from two to twelve hours to return empty crates. Do not store any items in crates marked "empty." GES has no liability for damage to crates or items sent to empty storage in crates.

## Outgoing Shipments

An OMHF (Outbound Material Handling Form / Bill of Lading) must accompany all outgoing shipments. Shipping information, outbound forms and labels will be available at the GES Servicenter®. Exhibitors selecting non-official carriers will need to make their own arrangements for pickup. Make sure that someone from your company will be on-site to oversee the outbound shipment of your display and product.

## Measure of Damage

- Liability - GES is liable for loss or damage to your goods only if the loss or damage is caused by GES negligence.
- Sole Relief - If found liable for any loss, GES' sole and exclusive maximum liability for loss or damage to Customer's goods is limited to \$.50 (USD) per pound with a maximum liability of \$100 (USD) per container, or \$1,500.00 (USD) per shipment, whichever is less.

## Insurance

All of your goods should be insured by your own insurance policy. Although we do our best to handle your goods as our own, there are many variables in shipping and handling that can affect your exhibit and products. GES has published GES Terms and Conditions of Contract that are in this exhibitor service manual. Please read them carefully. It is recommended that your goods be insured.

## Work Zone

Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present at their own risk.



Save 10% on Material Handling with GES Transportation Plus.

GES is your one stop shop for event and trade show transportation. As the Official Services Provider, we can offer you competitive pricing and a seamless shipping experience along with these Transportation Plus benefits:



10% off material handling



GES on-site support professionals



24/7 online shipment tracking: <http://www.ges.com/us/logistics/tools>



Consolidated show invoice



Fully integrated storage and shipping solutions



Order your round-trip shipping today to qualify for 10% off material handling fees.

Get an instant quote today at: [https://e.ges.com/051600387/logistics\\_quote](https://e.ges.com/051600387/logistics_quote)

Discount does not apply to shipments that are considered small packages, local or shipments over 5,000 lbs.

# Material Handling/Drayage Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name Email Phone Number Booth Number



## Easy Ordering Tips:

- Material Handling is the unloading and delivery of exhibit freight to the exhibitor's booth on the show floor. Material handling charges will be invoiced to you at show site for any freight unloaded and delivered. Use this form to plan, estimate costs and pre-order this service.
- Straight Time is Monday through Friday 8:00 AM to 4:30 PM. Trucks signing in after 2:00 PM may be charged at the overtime rate.
- Overtime is all other times, Saturdays, Sundays and Holidays.
- Crated Material is skidded, or is in any type of shipping container that can be unloaded at the dock with no additional handling required.
- Special Handling is defined as shipments that are loaded by cubic space and/or packed in such a manner as to require special handling, such as ground loading, side door loading, constricted space loading and designated piece loading or stacked shipments. Also included are mixed shipments and shipments without proper delivery receipts.
- Uncrated Material is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks. The advance receiving warehouse cannot receive uncrated shipments.

## Step 1. Review Freight Material Handling Rates and Information

### Advance Shipment to Warehouse (200 lbs. minimum per shipment)

	Crated	Special Handling
Straight Time In / Straight Time Out	\$84.75 cwt	\$105.94 cwt
Straight Time In / Overtime Out	\$110.00 cwt	\$137.50 cwt
Overtime In / Overtime Out	\$135.50 cwt	\$169.38 cwt

#### Advance Shipments to Warehouse Dates:

**Sun, Mar 26, 2017:** Advance shipments may begin arriving at warehouse.  
**Tue, Apr 25, 2017:** Last day for shipments to arrive at warehouse.

### Direct Shipment to Show Site (200 lbs. minimum per shipment)

	Crated	Special Handling	Uncrated
Straight Time In / Straight Time Out	\$79.00 cwt	\$98.75 cwt	\$118.50 cwt
Straight Time In / Overtime Out	\$102.75 cwt	\$128.44 cwt	\$154.13 cwt
Overtime In / Overtime Out	\$126.50 cwt	\$158.13 cwt	\$189.75 cwt

#### Direct Shipments to Show site Dates:

**Fri, Apr 28, 2017:** Direct shipments may begin arriving at exhibit site after 12:00 PM.  
**Sun, Apr 30, 2017:** Last day for shipments to arrive at exhibit site by 4:00 PM.

## Small Package

Cartons and envelopes received without documentation will be delivered without guarantee of piece count or condition. Maximum weight is 50 lbs. for the first shipment, per delivery. This includes UPS and Federal Express shipments. All shipments received via air carrier that do not fall under the small package category may be subject to special handling charges. First shipment of small packages will be charged \$51.25. Each additional package will be charged \$25.50.

## Step 2. Estimate Order

### Small Packages

1 1st Small Package Shipment x \$51.25 = \_\_\_\_\_ Total

\_\_\_\_\_ # of additional packages (each) x \$25.50 = \_\_\_\_\_ Total

Form Continues on Next Page

# Material Handling/Drayage Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

Company Name

Email

Phone Number

## Material Handling/Drayage

Calculate Total CWT (Enter in increments of 100's only; round up to the next 100 mark if your weight is more than 8 lbs. over the previous 100 mark. 200 pound minimum per shipment.). We understand that your calculation is only an estimate. Invoicing will be done from the actual weight. Adjustments will be made accordingly.

\_\_\_\_\_ pounds of freight ÷ 100 = \_\_\_\_\_ Total CWT x \_\_\_\_\_ Rate = \_\_\_\_\_ Total  
\_\_\_\_\_ Grand Total

On Date: \_\_\_\_\_

By Carrier: \_\_\_\_\_

Total Number of Pieces: \_\_\_\_\_

### Shipment Will Be Sent To:

☐ Exhibit Site

☐ Warehouse

**Total and Sign:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please  
Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

Total Payment  
Enclosed

\$

## Surcharges

### Late/Early to Warehouse Shipment Surcharges:

A 30% (\$50.00 minimum) surcharge will apply to all shipments received after the published timeline. Monthly storage fee of \$7.30 per cwt will apply before published timeline.

### Special Handling/Mixed Shipments:

A 25% surcharge will apply to items requiring special handling or mixed shipments.

### Uncrated Shipments:

A 50% surcharge will apply to loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.

### Measure of Damage:

If found liable for any loss, GES' sole and exclusive maximum liability for loss or damage to Customer's goods is limited to \$.50 (USD) per pound with a maximum liability of \$100 (USD) per container, or \$1,500.00 (USD) per shipment, whichever is less.

### Certified Weight Tickets Are Required For All Shipments:

Drivers with inbound shipments must check in at the GES warehouse or exhibit site by 2:00 PM to be guaranteed same day unloading. Warehouse receiving hours are Monday - Friday, 8:00 AM - 4:30 PM; Closed 12:00 PM - 1:00 PM and Holidays.

SSC

022217 051600387

R-2 122816



# What is "Special" Handling?

Special Handling applies to shipments that are loaded in such a manner as to require additional labor and handling to unload or load out. An additional fee beyond the standard crated rate will apply.

## Special Handling Includes:

### Ground Loading

- Vehicles that are not dock height, preventing the use of loading docks.
- When docks are not readily available.
- When convention facility has no dock space

### Side Door Loading

- Shipments tendered for delivery in such a manner as to prevent access from the rear of the trailer.

### Constricted Space Loading

- Freight loaded "high and tight" or down one side as to make shipments not readily available.

### Designated Piece Loading

- When a trailer must be loaded in a particular sequence to ensure fit.

### Stacked, Cubed-out, or Loose Shipments

- Shipments loaded in such a manner requiring items to be removed to ground level for delivery to booth.
- Items that would need to be unstacked/stacked, unstrapped/strapped, or loadbars to be removed/installed during the unload or load out process.

### Multiple Shipments

- Shipments that are loaded mixed on the truck, failing to maintain shipment integrity and/or have multiple delivery areas.

### Mixed Shipments

- Pieces for separate shipments that are loaded mixed throughout the delivery vehicle, or shipments of crated and uncrated goods where the percentage of uncrated is minimal and does not warrant full uncrated rate for shipment.

### Improper Delivery Receipts

- Shipments that arrive without individual Bill of Lading. Possible examples might include: UPS, FedEx, company trucks, privately-owned vehicles.

### Uncrated Shipments

- Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.

## Special Handling Examples:



Side Door Loading



Constricted Space Loading



Stacked Shipments



Uncrated Shipment



Multiple Shipments

Use these shipping labels as they will expedite handling. Copies of these labels are acceptable if additional labels are needed.



FROM:

ADVANCE SHIPMENT

TO:

Full Exhibiting Company Name at Show

**American Society for Quality World Conference on Quality and Improvement**


Name of Exhibition 051600387

BOOTH NUMBER

C/O **GES**  
**UPS Freight**  
**5204 N Graham St**  
**Charlotte, NC 28269 USA**

***Shipment Should Arrive on or Between:***  
***Sunday, March 26, 2017 - Tuesday, April 25, 2017***

Certified Weight Tickets are required for all Shipments. Drivers must check in by 2:00 PM to be guaranteed same day unloading. Warehouse receiving hours are Monday - Friday, 8:00 AM - 4:30 PM; Closed 12:00 PM - 1:00 PM & Holidays.

Carrier \_\_\_\_\_ of \_\_\_\_\_ pieces  Global Experience Specialists



FROM:

ADVANCE SHIPMENT

TO:

Full Exhibiting Company Name at Show

**American Society for Quality World Conference on Quality and Improvement**


Name of Exhibition 051600387

BOOTH NUMBER

C/O **GES**  
**UPS Freight**  
**5204 N Graham St**  
**Charlotte, NC 28269 USA**

***Shipment Should Arrive on or Between:***  
***Sunday, March 26, 2017 - Tuesday, April 25, 2017***

Certified Weight Tickets are required for all Shipments. Drivers must check in by 2:00 PM to be guaranteed same day unloading. Warehouse receiving hours are Monday - Friday, 8:00 AM - 4:30 PM; Closed 12:00 PM - 1:00 PM & Holidays.

Carrier \_\_\_\_\_ of \_\_\_\_\_ pieces  Global Experience Specialists

Please print this label on a color printer if possible

Please print this label on a color printer if possible

Use these shipping labels as they will expedite handling. Copies of these labels are acceptable if additional labels are needed.

<b>D</b>	<b>RUSH!</b>
	EXHIBITION FREIGHT

FROM:

<b>DIRECT SHIPMENT</b>
------------------------

TO:

Full Exhibiting Company Name at Show

**American Society for Quality World Conference on Quality and Improvement**

Name of Exhibition 051600387


BOOTH NUMBER

**C/O GES**  
**Charlotte Convention Center**  
**501 S. College Street**  
**Charlotte, NC 28202 USA**

**Shipment Should Arrive on or Between:**

**Friday, April 28, 2017 after 12:00 PM - Sunday, April 30, 2017 by 4:00 PM**

**Certified Weight Tickets are Required for all shipments.** Drivers must check in by 2:00 PM to be guaranteed same day unloading.

Carrier \_\_\_\_\_ of \_\_\_\_\_ pieces 

<b>D</b>	<b>RUSH!</b>
	EXHIBITION FREIGHT

FROM:

<b>DIRECT SHIPMENT</b>
------------------------

TO:

Full Exhibiting Company Name at Show

**American Society for Quality World Conference on Quality and Improvement**

Name of Exhibition 051600387


BOOTH NUMBER

**C/O GES**  
**Charlotte Convention Center**  
**501 S. College Street**  
**Charlotte, NC 28202 USA**

**Shipment Should Arrive on or Between:**

**Friday, April 28, 2017 after 12:00 PM - Sunday, April 30, 2017 by 4:00 PM**

**Certified Weight Tickets are Required for all shipments.** Drivers must check in by 2:00 PM to be guaranteed same day unloading.

Carrier \_\_\_\_\_ of \_\_\_\_\_ pieces 

Please print this label on a color printer if possible

Please print this label on a color printer if possible

# Request for Pre-Printed Outbound Material Handling Release/Labels

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Form Deadline Date:  
April 7, 2017



## Form Tips:

- This form is used to gather your shipping information for the destination of your freight after the show closes. This document is not a Bill of Lading (BOL).
- Save time checking out by completing this form for pre-printed outbound Material Handling documents and outbound address labels.
- In order to provide this service, please submit this form by April 7, 2017.
- Want an easier way? Fill out this information online and submit:  
<https://e.ges.com/051600387/prePrint/esm>

## Step 1. Tell us the location of materials for pickup (show site address)

Company/Consignee	Attention			
501 S. College Street	Charlotte	NC	28202	USA
Street Address	City	State	Zip/Postal Code	Country
Phone	Fax	Booth Number		

## Step 2. Tell us the location where freight should be sent

### Shipping Destination 1:

Number of Labels Needed:

Company/Consignee	Attention			
Street Address	City	State	Zip/Postal Code	Country
Phone	Fax	Booth Number		

### Shipping Destination 2:

Number of Labels Needed:

Company/Consignee	Attention			
Street Address	City	State	Zip/Postal Code	Country
Phone	Fax	Booth Number		

Showsite Instructions: Once your shipment is packed and ready to be picked up, please return the outbound material handling release form to the GES Servicer®. Verify the piece count, weight, and that the signature is on the outbound material handling release form prior to shipping out. Shipments without paperwork turned in will be returned to GES Warehouse or forced onto another carrier at Exhibitor's expense.

GES does not accept responsibility for any exhibitor property left on the show floor unattended at any time for any reason.

Measure of Damage: If found liable for any loss, GES' sole and exclusive maximum liability for loss or damage to Customer's Goods is limited to \$.50 (USD) per pound with a maximum liability of \$100.00 (USD) per container, or \$1,500.00 (USD) per shipment, whichever is less.

**Review and Return:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

# Freight Service Questionnaire

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Form Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_



## Required Information For Exhibitors with Freight Shipments:

- This form should be returned by all exhibitors shipping freight.
- By returning this form we can better plan and prepare for incoming freight.
- Want an easier way? Fill out this information online and submit:  
<http://e.ges.com/051600387/freightQuestionnaire/esm>

1. Estimate total number of pieces being shipped:

\_\_\_\_\_ Crated  
\_\_\_\_\_ Uncrated  
\_\_\_\_\_ Machinery  
\_\_\_\_\_ Total

2. Indicate total number of trucks in each category that you will use:

\_\_\_\_\_ Van Line  
\_\_\_\_\_ Common Carrier  
\_\_\_\_\_ Flatbed  
\_\_\_\_\_ Co. Truck  
\_\_\_\_\_ Overseas Container

3. List carrier name(s):

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

4. If using a Customs Broker, please print name:

\_\_\_\_\_

Phone Number:

\_\_\_\_\_

5. Print the name of person in charge of your move-in:

\_\_\_\_\_

Phone Number:

\_\_\_\_\_

6. What is the minimum number of days to set your display?

\_\_\_\_\_

7. What is the weight of the single heaviest piece that must be lifted?

\_\_\_\_\_ lbs.

8. What is the total weight of your exhibit or equipment being shipped?

\_\_\_\_\_ lbs.

9. Is there any special handling equipment required to unload your exhibit materials, i.e. extended forklift blades, special slings, lifting bars. etc.?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

It is the responsibility of the exhibitor to provide proper special handling instructions, and to ensure goods are packaged appropriately for shipment and movement by heavy equipment. Failure to provide special handling instructions will result in the elimination of any liability for loss or damage by GES.

### Direct Shipments Only

1. What date and time are you scheduling your shipment(s) to arrive on-site?

\_\_\_\_\_

\_\_\_\_\_

**Review and Return:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

# Vehicle Placement Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Form Deadline Date:  
April 7, 2017

Company Name

Email

Phone Number

Booth Number



## Easy Ordering Tips:

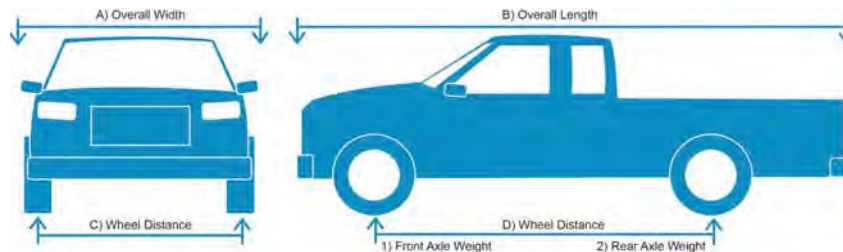
- Displaying a vehicle at the show? Please be as detailed as possible with the information you provide.
- GES charges a round-trip fee, per vehicle, to place a vehicle on the trade show floor. This will apply to rolling stock, self-propelled, towed and/or pushed vehicles/machinery. GES will receive equipment at show site and deliver to the Exhibitor booth. We will also handle the outbound as an inclusive service
- For dual axle vehicles measure the distance from the front wheel to between the back wheels.

## Important Rules and Regulations



- The City Fire Marshal requires that battery cables must be disconnected, place a protective covering under the vehicle, gas tank must either be taped shut or have a lockable gas cap and may contain no more than a quarter (1/4) tank of fuel. Exhibitor is responsible for checking local Fire Marshal rules and regulations for additional requirements.
- Your presence is Required! Vehicle Placement must be Exhibitor supervised. GES assumes no liability for loss, damage or bodily injury arising out of the placement of Exhibitor's vehicle. Exhibitor assumes the responsibility and an liability arising therefrom, for the work performed by union labor under Exhibitor's supervision.
- Watch your toes! Exhibitor(s) must stay clear during movement of vehicle.

## Step 1. Provide Vehicle Information



Vehicle Description*	A) Overall Width	B) Overall Length	Total Sq. Ft.	C) Wheel Distance	D) Wheel Distance	1) Front Axle Weight	2) Rear Axle Weight	Total Weight
1.								
2.								
3.								

Exhibitor will be at show site on \_\_\_\_\_, 20\_\_\_\_\_, between \_\_\_\_\_ and \_\_\_\_\_ AM/PM to assist in the movement of the vehicle.

\* Please attach separate sheet for more than 3 vehicles.

## Step 2. Vehicle Placement Services (Round Trip)

Item Code	Description	Rate (\$)	# of vehicles	Total
200507	Vehicle Placement Round-Trip, per vehicle	353.75		\$

**Total and Sign:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please  
Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

**Total Payment  
Enclosed**

\$



# Installation and Dismantling Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name	Email	Phone Number	Booth Number
Show Site Contact	Show Site Email	Show Site Phone Number	



## Easy Ordering Tips:

- Please complete this form for all display labor needed. To determine if you need display labor, please read the show site work rules carefully.
- Straight Time (ST): Monday through Friday from 8:00 AM to 4:30 PM.
- Overtime (OT): All other times Monday through Friday. All day Saturday & Sunday.
- Double Time (DT): All day Holidays.

## Step 1. Order Labor

Item Code	Description	Discount (\$)	Regular (\$)	Show Site (\$)	X # Workers	X # Hours	= Total
705000	Install & Dismantle, ST Move In	80.00	100.25	120.25			\$
705000	Install & Dismantle, ST Move Out	80.00	100.25	120.25			\$
705000	Install & Dismantle, OT Move In	120.25	150.25	180.25			\$
705000	Install & Dismantle, OT Move Out	120.25	150.25	180.25			\$
705000	Install & Dismantle, DT Move In	160.25	200.25	240.25			\$
705000	Install & Dismantle, DT Move Out	160.25	200.25	240.25			\$

Hate math? Let Espresso calculate your rates: <https://e.ges.com/051600387/labor/esm>

## Step 2. Please Indicate Service



**What is GES Supervision?** An exhibitor chooses GES Supervised when they do not want to be present when the work is completed. On most shows and services, there is a minimum surcharge for the professional supervision. Remember, when an exhibitor chooses this option, they do not need to schedule a date and time for services to be completed.

### Option 1 (A 25% ( \$ 50.00 minimum) surcharge will be added)

- ☐ GES Supervised (OK to proceed without exhibitor.)

Please complete Key Information form,  
click here: <https://e.ges.com/051600387/laborchecklist/esm>

GES will supervise labor to:

- Unpack and install display before Exhibitor arrival at show site.
- Dismantle and pack the display after show closing.

- Subject to terms and conditions of all GES policies, including terms and conditions of contract, including but not limited to sub-paragraph VII, b., Labor.
- A 25% ( \$ 50.00 minimum) surcharge will be added to the labor rates above for this professional supervision.

Location of Booth/Dimension of Booth: Use the Booth Layout Form to represent your booth, indicate from each boundary how you would like your booth placed.

L-1 011117 022217 051600387

Form Continues on Next Page

# Installation and Dismantling Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

Company Name

Email

Phone Number

Booth Number



**What is Exhibitor Supervision?** An exhibitor chooses Exhibitor Supervised so they are able to instruct the laborer. The exhibitor is required to be in the booth and there are no supervision fees. Scheduling a date and time is necessary for this choice.

## Option 2

- ☐ Exhibitor Supervised
- Indicate workers needed for installation and dismantling
  - GES assumes no liability for loss, damage or bodily injury arising out of the installation and/or dismantling of Exhibitor's property by GES provided union labor. Exhibitor assumes the responsibility and any liability arising therefrom, for the work performed by union labor under Exhibitor's supervision. Exhibitors must stay clear during movement of freight.

GES is responsible for the following type of booth:

- ☐ Pop-Up      ☐ Two Story      ☐ Custom  
☐ Other: \_\_\_\_\_

Please estimate the number of workers and hours per worker needed for installation. Invoice will be calculated according to actual hours worked, relative to the original estimate and based upon the date received. Additional labor required will be calculated and invoiced at the show site rate.

## Move In

Schedule Dates	Schedule Start Time	Schedule End Time	Number of Workers
MM/DD/YR	AM PM	AM PM	
MM/DD/YR	AM PM	AM PM	
MM/DD/YR	AM PM	AM PM	

## Move Out

Schedule Dates	Schedule Start Time	Schedule End Time	Number of Workers
MM/DD/YR	AM PM	AM PM	
MM/DD/YR	AM PM	AM PM	
MM/DD/YR	AM PM	AM PM	

## Important Information

Starting time can be guaranteed only when labor is requested for the start of the working day. All exhibit labor scheduled at the start of the working day will be dispatched to booth space. For all other starting times, check in at the labor desk one-half (½) hour before time requested. Labor cancelled without a 24 hour notice shall be charged a one (1) hour cancellation fee per worker. If Exhibitor fails to use the workers at the time confirmed, a one (1) hour "No-Show" charge per worker will apply.

The minimum charge for labor is one (1) hour per worker. Labor thereafter is charged in half (½) hour increments. Gratuities in any form, including cash, gifts, or labor hours for work not actually performed are prohibited by GES. GES requires the highest standards of integrity from all employees. Please call our confidential Always Honest hotline at 866.225.8230 to report fraudulent or unethical behavior. All rates are subject to change if necessitated by increased labor and material costs.

**Total and Sign:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please  
Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

Total Payment  
Enclosed

\$

051600387  
022217

L-1 110416

# Forklift Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name	Email	Phone Number	Booth Number
Show Site Contact	Show Site Email	Show Site Phone Number	



## Easy Ordering Tips:

- In-booth forklift and labor may be required to assemble displays or when uncrating, positioning, and reskidding equipment and machinery.
- A forklift is required for moving equipment and materials weighing 200 pounds or more.
- If you require a forklift, a crew will be assigned consisting of a forklift with an operator.
- Please see Labor Information form for additional requirements regarding labor.
- Don't forget to order labor for Move In and Move Out.
- Straight Time (ST): Monday through Friday from 8:00 AM to 4:30 PM.
- Overtime (OT): All other times Monday through Friday. All day Saturday & Sunday.
- Double Time (DT): All day Holidays.

## Step 1. Order Labor

Forklift with Operator, Per Hour

Item Code	Description	Discount (\$)	Regular (\$)	Show Site (\$)	X # Crews	X # Hours	= Total
705200	5,000#, ST Move In	236.00	294.75	353.75			\$
705200	5,000#, ST Move Out	236.00	294.75	353.75			\$
705200	5,000#, OT Move In	329.75	412.75	494.50			\$
705200	5,000#, OT Move Out	329.75	412.75	494.50			\$
705200	5,000#, DT Move In	425.75	533.00	639.00			\$
705200	5,000#, DT Move Out	425.75	533.00	639.00			\$

Hate math? Let Espresso calculate your rates: <https://e.ges.com/051600387/labor/esm>

## Step 2. Labor Information



**What is Exhibitor Supervision?** An exhibitor chooses Exhibitor Supervised so they are able to instruct the laborer. The exhibitor is required to be in the booth and there are no supervision fees. Scheduling a date and time is necessary for this choice.

☐ Exhibitor Supervised (Do Not Proceed)

Exhibitor will supervise.

- Indicate workers needed for installation and dismantling
- GES assumes no liability for loss, damage or bodily injury arising out of the installation and/or dismantling of Exhibitor's property by GES provided union labor. Exhibitor assumes the responsibility and any liability arising therefrom, for the work performed by union labor under Exhibitor's supervision. Exhibitors must stay clear during movement of freight.

GES is responsible for the following type(s) of work:

- ☐ Uncrating      ☐ Unskidding      ☐ Positioning  
☐ Leveling      ☐ Dismantling      ☐ Replacing  
☐ Reskidding

Additional labor will be assigned if necessary.

T-1 020817 022217 051600387

# Forklift Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_

## Step 3. Schedule In Booth Forklift Labor

Starting time can be guaranteed only when labor is requested for the start of the working day. All exhibit labor scheduled at the start of the working day will be dispatched to booth space. Confirm labor and forklifts by 2:30 PM the day before date requested. Please have a representative pick up the crew at the labor desk and supervise the work to be done. Upon completion, the Exhibitor's representative will return the crew to the labor desk and approve the work order. Equipment and labor cancelled without a 24 hour notice shall be charged a one (1) hour cancellation fee per worker and forklift. If Exhibitor fails to use the workers and equipment at the time confirmed, a one (1) hour cancellation fee per worker and forklift will apply.

The minimum charge for labor is one (1) hour per worker and equipment. Labor thereafter is charged in half (½) hour increments per worker and equipment. Gratuities in any form, including cash, gifts, or labor hours for work not actually performed are prohibited by GES. GES requires the highest standards of integrity from all employees. Please call our confidential Always Honest hotline at 866.225.8230 to report fraudulent or unethical behavior. All rates are subject to change if necessitated by increased labor and material costs.

Please estimate the number of workers and hours per worker needed for installation. Invoice will be calculated according to actual hours worked, relative to the original estimate and based upon the date received. Additional labor required will be calculated and invoiced at the show site rate.

### Move In

Schedule Dates	Schedule Start Time	Schedule End Time	Number of Lifts/Workers
MM/DD/YR	AM PM	AM PM	
MM/DD/YR	AM PM	AM PM	

Schedule Dates	Schedule Start Time	Schedule End Time	Number of Lifts/Workers
MM/DD/YR	AM PM	AM PM	
MM/DD/YR	AM PM	AM PM	

### Move Out

Schedule Dates	Schedule Start Time	Schedule End Time	Number of Lifts/Workers
MM/DD/YR	AM PM	AM PM	
MM/DD/YR	AM PM	AM PM	

Schedule Dates	Schedule Start Time	Schedule End Time	Number of Lifts/Workers
MM/DD/YR	AM PM	AM PM	
MM/DD/YR	AM PM	AM PM	

**Total and Sign:** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

Total Payment Enclosed

\$

022217 051600387

T-1 020817

# Cleaning and Porter Service Order Form

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Discount Deadline Date:  
April 7, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_



## Easy Ordering Tips:

- Vacuuming includes emptying your wastebasket nightly.
- If ordering Porter Service, GES will empty wastebaskets and wipe down counters at two hour intervals during show hours only. (Vacuuming is not included. Calculate by your booth size.)
- Cost of services will be invoiced based on the total area of your booth.

## Step 1. Calculate Booth Square Footage

Width 10 X Length 10 = 100 Total Sq. Ft.

## Step 2. Order Cleaning Services

### Vacuuming

Item Code	Description	Discount (\$)	Regular (\$)	Sq. Ft.	# of Days / Qty	Total
500601	Before Show Open Only (per sq. ft.)	0.66	1.01		1	\$
500600	Duration of Show (per sq. ft. per day)	0.48	0.72		3	\$
500602	Per Day (per sq. ft. per day)	0.74	1.10			\$

### Shampooing

Item Code	Description	Discount (\$)	Regular (\$)	Sq. Ft.	Total
501004	Cleaning, Carpet Shampoo Before Show Open	0.79	1.18		\$

### Mopping and Waxing

Item Code	Description	Discount (\$)	Regular (\$)	Sq. Ft.	# of Days / Qty	Total
501002	Cleaning, Damp Mop & Wax	1.05	1.58			\$

### Porter Service - Emptying Wastebaskets

Item Code	Description	Discount (\$)	Regular (\$)	Sq. Ft.	# of Days / Qty	Total
501010	Porter Service, 0-500 sq.ft., Per Day	139.75	209.75			\$
501010	Porter Service, 501-1500 sq.ft., Per Day	173.50	261.00			\$
501010	Porter Service, 1501-3000 sq.ft., Per Day	208.75	313.50			\$
501010	Porter Service, 3001 sq.ft. & Up, Per Day	244.75	367.00			\$

## Step 3. List dates and times Vacuuming Per Day/Periodic Porter service is needed:

Schedule Dates	Schedule Start Time	Schedule End Time	Schedule Dates	Schedule Start Time	Schedule End Time	Schedule Dates	Schedule Start Time	Schedule End Time
MM/DD/YR	AM PM	AM PM	MM/DD/YR	AM PM	AM PM	MM/DD/YR	AM PM	AM PM
MM/DD/YR	AM PM	AM PM	MM/DD/YR	AM PM	AM PM	MM/DD/YR	AM PM	AM PM

## Total and Sign: Return to Fax: 866.329.1437 • International Fax: 702.263.1520

Please Sign

X

Authorized Signature

Authorized Name - Please Print

Date

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract, including authorization for GES to retain personal information to better serve my need for GES services at future events.

Total Payment Enclosed

\$

**Cancellation Policy:** Due to material and labor costs, orders cancelled before move-in begins will be charged 50% of original price. Similarly, orders cancelled after move-in will be charged 100%.



# Notice of Intent to Use EAC and Policies and Procedures

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
Charlotte Convention Center  
April 30 - May 2, 2017

Form Deadline Date:  
March 29, 2017

Company Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_ Booth Number \_\_\_\_\_



## Attention:

- This form is to be completed by the Exhibitor

An Exhibitor Appointed Contractor (EAC) is a company other than the "general or official" service provider on the show that requires access to your booth during installation and dismantling. The EAC may only provide services in the facility that are not designated by the facility as "exclusive" to a designated provider, or by the show organizer in a contract as an exclusive service for the "general or official" service provider or other third party.

No EAC will be allowed to work in an exhibitor's booth if this Notice of Intent to Use EAC and Policies and Procedures form, a valid Certificate of Insurance and the Agreement, and Rules and Regulations between GES and the EAC form is not completed by an authorized representative and received by GES by the deadline indicated above. This Notice of Intent to Use EAC and Policies and Procedures form must be completed for every third party (as well as any other third party ordering or requesting services from GES on behalf of exhibitor) at the above show. Multiple booths are not to be listed on one form.

Exhibitor Appointed Contractor: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Street Address: \_\_\_\_\_ Email: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Office Phone: (area code ) \_\_\_\_\_ Fax: (area code ) \_\_\_\_\_

Description of proposed service for Exhibitor: \_\_\_\_\_

This form will only be accepted if it is executed by an authorized representative of the exhibiting company, and must include:

- An executed Agreement and Rules and Regulations between GES and EAC.
- A valid certificate of insurance prepared by the EAC's insurance agent with the minimum coverages as set forth in the Agreement and Rules and Regulations between GES and EAC.

Please  
Sign

X

Authorized Cardholder's Signature

Authorized Cardholder's Name - Please Print

Date

**Review and Return** Return to Fax: 866.329.1437 • International Fax: 702.263.1520

GES shall have no liability to any party for damage or injuries caused by exhibitor or its third party agents. It is the exhibitor's responsibility to provide its EACs with all show rules and regulations as set forth in the exhibitor space lease and the Exhibitor Services Manual. Exhibitor agrees to indemnify and defend GES for the actions of its agents and exhibitor appointed contractors. The exhibitor agrees that it is ultimately responsible for all services in connection with the exhibit, including freight, rentals and labor. Exhibitor agrees to be responsible for any losses, damages or injuries that are caused by or attributed to EACs that are not covered or provided by EAC's insurance.

# Agreement and Rules and Regulations between GES and EAC

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

American Society for Quality World Conference on Quality and Improvement  
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## Attention:

- This form is to be completed by the EAC

The undersigned Exhibitor Appointed Contractor (EAC) has been designated by an exhibitor to perform certain services for the exhibitor at the above referenced show. In consideration of the show organizer and GES permitting the EAC to perform such services at the show, the EAC and GES hereby agree as follows:

## Rules and Regulations

1. EAC agrees to comply with all rules and regulations of the show as outlined in this agreement, the Exhibitor Services Manual, including all union rules and regulations, and accept liability for any negligent actions.
2. EAC agrees that it must ascertain and comply with all rules and regulations of the venue, Show Management, and/or the Official Service Provider in order to create a safe work environment. A failure to do so can result in a delay or termination of your right to continue work if the condition cannot be corrected.
3. EAC agrees that the show site, dock and surrounding areas are active work zones and the EAC, its agents, employees and representatives are present at their own risk. Entry into the dock area is prohibited.
4. EAC must have all business licenses and permits required by the State and City governments and the convention facility management prior to commencing work. A certificate of insurance naming GES as an additional insured with appropriate insurance limits prepared by the EAC's insurance agent must be submitted to GES at least 30 days prior to the first date of move-in.
5. This Agreement and Rules and Regulations between GES and EAC must be completed by an authorized representative of EAC and returned to GES before the deadline noted above.
6. If the EAC fails to provide the documentation required in paragraphs 4 and 5 above, the exhibitor will be required to use GES for such services at the prevailing rates set forth in the Exhibitor Services Manual.
7. EAC shall provide, if requested, evidence to Global Experience Specialists, Inc. (GES) that it possesses applicable and current labor contracts and must comply with all labor agreements and practices. The EAC must not commit or allow to be committed by persons in its employment any acts that could lead to work stoppages, strikes or labor problems.
8. EAC will be responsible for all reasonable costs related to its operation, including overtime pay for stewards, restoration of exhibit space to its initial condition, etc. Where applicable a one hour minimum labor charge will be charged at the appropriate steward rate of pay per day/per union to either the EAC/exhibitor depending upon the billing arrangement set up with GES (based upon EAC not number of booths).
9. The show aisles and public spaces are not part of the exhibitor's booth. Therefore, EAC is required to confine all activities to the exhibit space of the exhibitor who has given a valid order for services. Exhibitors may be charged for costs related to movement of its property if the EAC does not contain its operations within the confines of the booth. No service desks, storage areas or other work facilities will be located anywhere in the building. The show aisles and public space are not a part of the exhibitor's booth space and must be kept clear at all times.
10. During show hours, only EACs with exhibit badges will be permitted on the exhibit floor. No EAC will be permitted on the exhibit floor during show hours without the proper Convention name badge supplied by the exhibiting company. EAC must furnish Show Management and GES with the names of all on-site employees who will be working on the show floor and ensure that they have and wear identification badges at all times necessary as determined by Show Management.
11. EAC has attached herewith certificates of insurance confirming the following required insurance:
  - Commercial General Liability, including contractual liability, with limits of not less than \$1,000,000 each occurrence, \$2,000,000 general aggregate and \$2,000,000 products & completed operations aggregate.
  - Automobile Liability with a limit of not less than \$1,000,000 combined single limit - each accident.
  - Workers Compensation, as required by law, with Employers Liability Limits of not less than \$1,000,000 each accident, \$1,000,000 disease - each employee and \$1,000,000 disease - policy limit.
  - Umbrella/Excess Liability with a limit of not less than \$1,000,000 each occurrence/aggregate.
  - All Policies (except Worker's Compensation) shall name Global Experience Specialists, Inc. (GES) (Official Service Provider), AmAmerican Society for Quality (Show Management), American Society for Quality World Conference on Quality and Improvement (Show) and Charlotte Convention Center (Facility) as additional insureds on a primary and non-contributory basis per the attached sample certificate of insurance.
12. EAC agrees to indemnify, defend and hold the Show Management, the Facility and Global Experience Specialists, Inc. (GES) harmless from and against any and all claims, lawsuits, demands, liability, costs and expenses, including reasonable attorney's fees and court costs, arising out of EAC's operations, including supervision of GES provided labor. EAC also agrees to reimburse GES for all attorney's fees and costs incurred in connection with any and all claims, lawsuits and counterclaims that should arise out of EAC's failure to adhere to the terms of this agreement.
13. Solicitation of business on the show floor is strictly prohibited. If EAC attempts to provide services designated to another party as "exclusive" or is discovered soliciting on the show floor including the distribution of official company literature, or otherwise does not comply with the rules, the company may be removed from the show floor, and the exhibitor will not be able to use that company for the remainder of the event.
14. EAC/ exhibitor may not move freight from one booth to another booth, or to meeting rooms. GES must provide labor.
15. EAC must coordinate all of its activities with Global Experience Specialists, Inc. (GES).
16. The exhibitor or its EAC should order services required from GES and the Exhibit Hall in advance. Ordering labor or services onsite (which contractors may not be prepared to provide immediately) may delay the set-up of your booth or force your set-up into overtime.

# Agreement and Rules and Regulations between GES and EAC

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## Rules and Regulations (continued)

17. The exhibitor or its EAC should take steps to protect the exhibitor and the EAC's product in the booth by arranging for booth security and/or cages. GES is not responsible for items left unattended on the show floor.
18. EAC agrees GES is not responsible for any items stored in empty containers. Do not store empty cartons inside of empty crates. Cartons are returned from storage before crates so exhibitors may begin packing their product.
19. EAC/exhibitor agrees to keep "No Freight Aisles" clear at all times. If GES is required to rearrange any material situated in a clearly identified "No Freight Aisle," the exhibitor or the EAC depending upon the billing arrangements with GES will be charged a one hour minimum for forklift rental and labor.
20. EAC/exhibitor agrees that all outbound freight bills should be turned into the service desk on a timely basis. Holding freight bills until late in the day or turning in large amounts of freight bills to the GES Servicer at one time may delay outbound truck scheduling and subsequently force your loading out into overtime.
21. During tear down, pull all manageable structures back from aisle carpet lines. Electronics, mannequins, etc. should be placed in the center of the booth.
22. Be aware of vehicle traffic inside and outside of the facility. All attendees should be aware of their surroundings and all individuals are solely responsible for their own safety in parking lots, driveways, access roads and non-exhibit hall areas.
23. Label empty cartons and crates for storage as soon as they are ready. Holding back on "empties" only adds congestion to the aisles.
24. For services such as electrical, plumbing, telephone, cleaning and drayage, no service provider other than the Official Service Provider will be approved. This regulation is necessary due to licensing, insurance and work done on equipment and facilities owned by parties other than the exhibitor. Exhibitors shall provide only the material and equipment they own and those materials are to be used only in their exhibit space.
25. Smoking is prohibited in most facilities. Smoking shall only be allowed in designated areas.
26. This agreement is to be interpreted under the laws of the State of Nevada.
27. A faxed signature will serve as an original signature and will stand as a fully executed agreement once faxed to and received by GES.

## Authorized Signature of EAC:

Please  
Sign

X

Authorized Cardholder's Signature

Authorized Cardholder's Name - Please Print

Date

## Review and Return

Return with Certificate of Insurance to: Global Experience Specialists, Inc. (GES), Exhibitor Services, 750 Maxham Road, Suite 300, Lithia Springs, GA 30122

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Contact Name at Show Site: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Cell Phone at Show Site: \_\_\_\_\_

### Official Use Only

Accepted by GES Authorized Representative:

X

Authorized Signature

Authorized Name - Please Print

Date

L-3/L-4 101216 022217 051600387

<b>ACORD</b> <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">1.</span>		<b>CERTIFICATE OF LIABILITY INSURANCE</b>			DATE (MM/DD/YY) 01/01/17	
PRODUCER <b>ABC Insurance Agency</b> <b>1234 Broker Lane</b> <b>New York, NY 10895</b> <b>Attn: Joe Agent (212) 555-6102 ext. 1234</b> <b>Fax: (212) 555-6100</b>				THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER, THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.  <div style="text-align: center;">INSUREERS AFFORDING COVERAGE</div>		
INSURED <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">2.</span> <b>Big Boom Company, Inc.</b> <b>1234 Corporate Lane</b> <b>New York, NY 10895</b> <b>Attn: Joe Smith</b> <b>Phone: (212) 555-5349 Fax: (212) 555-9819</b>				INSURER A: <b>Hartford Insurance Company of Illinois</b> INSURER B: <b>Aetna Casualty &amp; Surety Company</b> INSURER C: <b>Travelers Insurance Company</b> INSURER D: <b>Royal Insurance Company</b> INSURER E:		
COVERAGES						
<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">3.</span> THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OF CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR LTR	<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">4.</span> TYPE OF INSURANCE	POLICY NUMBER	<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">7.</span> POLICY EFFECTIVE DATE (MM/DD/YY)	<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">8.</span> POLICY EXPIRATION DATE (MM/DD/YY)	<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">9.</span> LIMITS	
<b>A</b>	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> _____ GENERAL AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC	<b>000P98298-A11</b>	<b>01/01/17</b>	<b>01/01/18</b>	EACH OCCURRENCE <b>\$1,000,000</b>	
					FIRE DAMAGE (Any one fire) <b>\$ 50,000</b>	
					MED EXP (Any one person) <b>\$ 5,000</b>	
					PERSONAL & ADV INJURY <b>\$1,000,000</b>	
					GENERAL AGGREGATE <b>\$2,000,000</b>	
	PRODUCTS-COMP/OP AGG <b>\$2,000,000</b>					
<b>B</b>	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> _____ <input type="checkbox"/> _____	<b>SKLS-029499S</b>	<b>01/01/17</b>	<b>01/01/18</b>	COMBINED SINGLE LIMIT <b>\$1,000,000</b>	
					(Ea accident)	
					BODILY INJURY <b>\$</b>	
					(Per person)	
					BODILY INJURY <b>\$</b>	
	(Per accident)					
	PROPERTY DAMAGE <b>\$</b>					
	(Per accident)					
	AUTO ONLY-EA ACCIDENT					
	OTHER THAN <b>\$</b>					
	AUTO ONLY: <b>\$</b>					
<b>A</b>	UMBRELLA/EXCESS LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$	<b>XL1234567</b>	<b>01/01/17</b>	<b>01/01/18</b>	EACH OCCURRENCE <b>\$1,000,000</b>	
					AGGREGATE <b>\$1,000,000</b>	
					<b>\$</b>	
					<b>\$</b>	
					<b>\$</b>	
<b>C</b>	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	<b>A4145-SS-PJ37</b>	<b>01/01/17</b>	<b>01/01/18</b>	<input checked="" type="checkbox"/> WC STATU- ORY LIMITS	OTHER
	E.L. EACH ACCIDENT <b>\$1,000,000</b>					
	E.L. DISEASE-EA EMPLOYEE <b>\$1,000,000</b>					
	E.L. DISEASE -POLICY LIMIT <b>\$1,000,000</b>					
<b>D</b>	OTHER				Each Occurrence & Aggregate	
DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS						
<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">5.</span> Global Experience Specialists, Inc. (GES) (Official Service Provider), AmAmerican Society for Quality (Show Management), Charlotte Convention Center (Facility), and American Society for Quality World Conference on Quality and Improvement (Show) are hereby named as additional insured, except for Workers' Compensation. Global Experience Specialists, Inc. (GES) and/or the consignor are included as Loss Payee. The insurance provided for the benefit of Global Experience Specialists, Inc. (GES), shall be primary insurance as respects any claim, loss, or liability, arising out of the Named Insured's operations for which the Named Insured is liable. Any other insurance maintained by GES shall be excess and non-contributory. Show date(s) are: April 30 - May 2, 2017 at city of Charlotte.						
CERTIFICATE HOLDER		<input checked="" type="checkbox"/>	ADDITIONAL INSURED; INSURER LETTER: <input checked="" type="checkbox"/>		CANCELLATION	
<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">6.</span> Global Experience Specialists, Inc. (GES) Exhibitor Services 750 Maxham Road, Suite 300 Lithia Springs, GA 30122				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OF REPRESENTATIONS  AUTHORIZED REPRESENTATIVE <span style="float: right;"><i>John Amato</i></span>		

1. **Producer:** Insurance Agent / Broker who issues certificate.
2. **Name of Insured:** Must be the legal name of contracting party.
3. **Types of Insurance:** Must include types required by contract. See General Information form in this Exhibitor Services Manual.
4. **Form of Coverage:** Must be "occurrence" form of coverage.
5. **Name of Additional Insureds:** Global Experience Specialists, Inc. (GES) (Official Service Provider), AmAmerican Society for Quality (Show Management), American Society for Quality World Conference on Quality and Improvement (Show) and Charlotte Convention Center (Facility) as additional insureds on a primary and non-contributory basis.
6. **Certificate Holder:** Must be Global Experience Specialists, Inc. (GES)

7. **Policy Effective Date:** Must be prior to or coincidental with the first day of Exhibitor Move-In.
8. **Policy Expiration Date:** Must be on or after the last day of Exhibitor Move-Out.
9. **Limits of Insurance:** Must be the same or greater than required by contract. See #11 on Agreement and Rules and Regulations between GES and EAC.
10. **Authorized Representative:** Must be signed (not stamped) by an authorized representative of Producer.

# Show Site Work Rules

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

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## Union Information

To assist you in planning your participation in your show, we are certain you will appreciate knowing in advance that union labor will be required for certain aspects of your exhibit handling.

### Important Information Regarding the Official Service Contractor

North Carolina's Right-To-Work Law

Although North Carolina is a Non-Union State, please note that union labor will be required for certain aspects of the exhibit handling. Please read show site work rules carefully.

## Loading and Unloading Display Material and Equipment

The unloading and delivery of all display material and equipment from the convention site docks to the exhibitors' booths and loading out from the exhibitors' booths to trucks at the docks must be performed by the Official Service Contractor who has jurisdiction to deliver such service at the convention site. Please refer to SHIPPING INFORMATION for FURTHER information.

Personally Owned Vehicles (POV's) such as cars, pick up trucks and minivans that are utilized for the unloading/loading of exhibit materials will be monitored by GES Freight Personnel. This will allow exhibitors the opportunity to unload quickly and safely into the exhibit area. All box trucks, straight trucks, personal trucks over one ton, trailers and bobtails or other larger vehicles not classified as a Personally Owned Vehicle, will be directed to the marshalling yard area for GES freight handling services.

## Installation and Dismantle

NC is a "right-to-work" state. Exhibitors have the option of utilizing the Official Service Contractor, who provides quality union labor from the Stagehands Union, qualified display houses or personnel from their own companies to install and dismantle displays. Please refer to the EXHIBIT INSTALLATION & DISMANTLING LABOR ORDER FORM for further information. All cleaning is properly the jurisdiction of the Official Service Contractor operating in the building. Display houses or full time employees from the I & D companies, may not clean exhibit booths. All rigging and sign hanging must be performed by the Official Service Contractor.

## Gratuities

Our work rules prohibit the solicitation or acceptance of tips in cash, product or gifts in kind by any employee (union or non-union). Our employees are paid appropriate wages denoting professional status, therefore tipping of any kind is not allowed.

## Work Zone

Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present at their own risk.

## Always Honest Hotline

GES requires the highest standards of integrity from all employees. Please call our confidential Always Honest Hotline at (866) 225-8230 to report fraudulent or unethical behavior.



# Stop. Think. Safety.

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

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## Safety is very important for everyone working in the Exhibit Hall.

GES values safety throughout our organization and demonstrates it in the work we perform. By following the safety guidelines below you will be doing your part in creating a safe work environment.

### Safety Guidelines:

- Only authorized personnel and employees allowed, all others are prohibited.
- This is an active work zone.
- All exhibitors and attendees enter at their own risk. Do not enter the dock/yard areas.
- Only authorized personnel and employees allowed, all others are prohibited.
- This is an active work zone.
- Stay clear of heavy machinery.
- Never stand on furniture.
- Wear closed toe shoes.
- Clean up or report spills.
- Keep aisles free and clear of any and all debris.
- Practice good housekeeping.
- Check electrical cords for damage.
- Protect valuables at show site.
- Report any fires immediately.

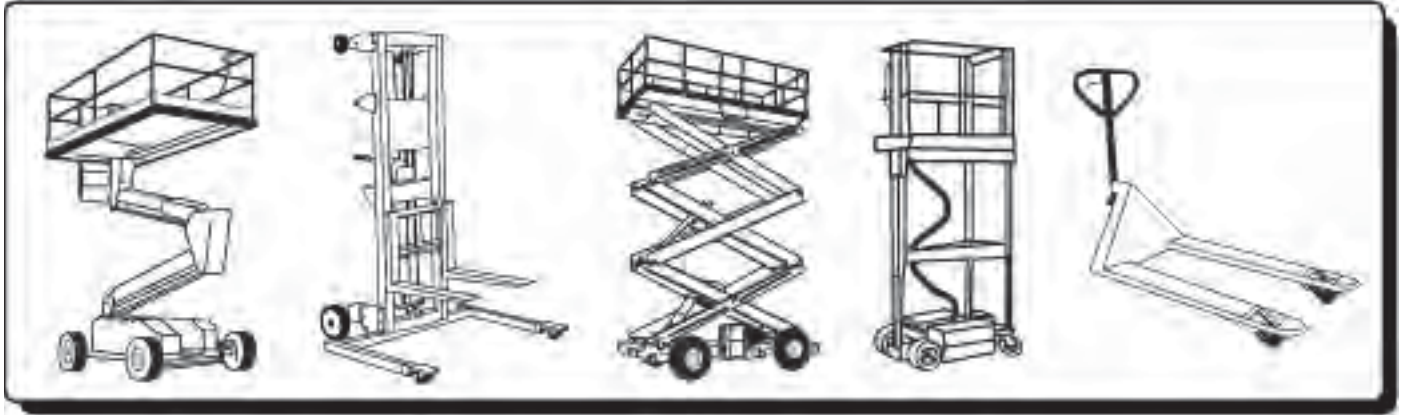
If you notice anything unsafe please contact a GES employee immediately.

No individuals under the age of 18 are permitted on the show floor at any time. Show sites during these times are similar to a construction zone and considered to be hazardous. OSHA regulations prohibit minors from being present in a hazardous work environment.

# Operation of All Mechanical Lifts

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

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## Attention all exhibitors:

- The operation or use of all motorized equipment for installation of booth structures or signs is not permitted by exhibitors or their appointed contractors.
- The operation or use of motorized or mechanical equipment, including mechanical scooters and carts, is not permitted by exhibitors or their appointed contractors for material handling. The use or prohibition of motorized scooters is controlled by and subject to the facility's rules, regulations and guidelines.
- All lifts, scooters, pallet jacks, dollies and manpower must be provided by the official service provider.
- Scooters and carts may only be used by the individuals to whom the scooters and carts are issued. GES equipment is for use by GES employees only. Please do not take it for your use.

## Work Zone



- Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present on the show floor at their own risk.

Thank you for your complete cooperation.

# GES Payment Policy

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## Payment for Services

GES requires payment in full at the time services are ordered. Further, GES requires that you provide a credit card authorization with your initial order. For your convenience, we will use this authorization to charge your account for services, which may include labor, material handling, or any applicable fuel or energy surcharges.

## Discount Prices

To qualify for discount pricing, orders must be received with payment on or before the discount price deadline(s).

## Method of Payment

GES accepts MasterCard, Visa, American Express, check and bank ACH/Wire transfer.

Purchase orders are not considered payment. All payments must be made in U.S. funds drawn on a U.S. Bank. Exhibitors will be charged a \$50.00 fee for returned NSF checks.

## Third Party Billing

Each exhibiting firm is ultimately responsible for all charges incurred on its behalf. GES reserves the right to institute collection action against the exhibitor if the authorized third party does not pay. See Third Party Billing Request form.

## Tax Exempt

If you are tax exempt in the state in which you will be exhibiting, you must provide a Sales Tax Exemption Certificate for that state. Please send the above information to the GES office for this show.

Taxes vary by location and will be added to your invoice if you do not submit your tax exempt certificate prior to the deadline.

## Adjustments and Cancellations

No adjustments to invoices will be made after the close of the show.

Please refer to the individual forms for labor and furnishings for cancellation fees. All orders cancelled by the Exhibitor or due to the cancellation of an event or their non-participation may be subject to cancellation fees equal to 50% - 100% of the total order, based upon the status of move-in, work performed and/or GES set-up costs or expenses.

A minimum non-refundable deposit of \$25.00 will be applied towards the invoice, unless there is a cancellation of your order. Additionally, GES retains the right to implement/assess a fuel or energy surcharge on all services as necessary based upon market conditions.

# GES Terms and Conditions of Contract

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

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GES Terms & Conditions are subject to change at GES' sole discretion without notice to any parties.

## I. Definitions

GES: Global Experience Specialists, Inc., is hereinafter referred to as GES and/or GES Logistics, and/or Trade Show Electrical (a/k/a TSE) and/or Trade Show Rigging (a/k/a TSR) and their employees; Agents: GES' agents, sub-contractors, carriers, and the agents of each; Customer: Exhibitor or other party requesting Services from GES; Goods: Exhibits, property, and commodities of any type for which GES is requested to perform Services; Carrier: Motor carrier, van line, air carrier, or air or surface freight forwarder; Shipper: Party who tenders Goods to Carrier for transportation; Cold Storage: Holding of Goods in a climate controlled area; Accessible Storage: Holding of Goods in an area from which Goods may be removed during shows; Services: Warehousing, transportation, drayage, un-supervised labor, supervised labor and/or related services; Show Site: The venue or place where an exposition or event takes place; Supervised Labor (OK To Proceed): Union labor that is provided to a Customer to install or dismantle a booth or exhibit space, and is supervised and/or directed by GES; Un-Supervised Labor (Do Not Proceed): Union labor that is provided to a Customer to install or dismantle a booth or exhibit space and pursuant to Customer's election is not supervised and/or directed by GES. Customer assumes the responsibility and any liability arising therefrom, for the work of union labor when Customer elects to use un-supervised labor.

## II. Scope

These Terms and Conditions shall be binding upon Customer, GES, and their respective Agents and representatives, including but not limited to Customer contracted labor such as Customer Appointed Contractors and Installation and Dismantle Companies, and any other party with an interest in the Goods. Each shall have the benefit of and be bound by all provisions stated herein, including but not limited to time limits and limitations of liability.

## III. Customer Obligations

- a. Payment for services. Customer shall be liable for all unpaid charges for services performed by GES or Agents. Customer authorizes GES to charge its credit card directly for services rendered on Customer's behalf after departure, by placing an order on-line, via fax, phone or through a work order on site.
- b. Credit Terms. All charges are due before Services are performed unless other arrangements have been made in advance. GES has the right to require prepayment or guarantee of the charges at the time of request for Services. A failure to pay timely will result in Customer having to pay in cash in advance for future services. GES retains its right to hold Customer Goods for non-payment. If a credit card is provided to GES, GES is authorized to bill to such credit card any unpaid charges for services provided to Customer, including charges for return shipping. Any charges not paid within 30 days of delivery will be subject to interest at 1 ½% per month until paid.

## IV. Mutual Obligation Indemnification

- a. Customer to GES: Customer shall defend, hold harmless and indemnify GES from and against any claims, lawsuits, demands, liability, costs and expenses, including reasonable attorney's fees and court costs, resulting from any injury to or death of persons, or damage to property other than Goods, relating to or arising from performance of Services herein. Customer agrees to indemnify and hold GES harmless for any and all acts of its representatives and agents, including but not limited to Customer Appointed Contractors and Installation and Dismantle Companies, any subtenant or other user of its space or any agents or employees engaged in business on behalf of Customer or present at Customer's invitation, including supervision of labor secured through GES. Customer's obligations under this provision shall not apply to GES' own negligence and/or willful misconduct. Customer acknowledges that the show site is an active work zone and customer, its agents, employees and representatives are present at their own risk.
- b. GES to Customer: To the extent of GES' own negligence and/or willful misconduct, and subject to the limitations of liability below, GES shall defend, hold harmless and indemnify Customer from and against any claims, lawsuits, demands, liability, costs and expenses, including reasonable attorney's fees and court costs, resulting from any injury to or death of persons, or damage to property other than Goods. GES' obligations under this provision shall not apply to claims for bodily injury arising a) from Customer's presence in areas which have been marked as "off limits to exhibitors"; and b) when exhibitors are present in the facility prior or subsequent to the effective dates or hours of Exhibitor's space lease with show management.

## V. Disclaimer and Limitation of Liability

Under no circumstances will any party be liable for special, incidental, consequential indirect or punitive damages, including but not limited to loss of profits or income. GES shall be liable, subject to the limitations contained herein, for loss or damage to goods only if such loss or damage is caused by the direct negligence or willful misconduct of GES. Claims presented for loss or damage arising out of incidents referenced in section VI herein will be denied.

## VI. No Liability for Loss or Damage to Goods

- a. Condition of Goods: GES shall not be liable for damage, loss, or delay to uncrated freight, freight improperly packed, glass breakage or concealed damage. GES shall not be liable for ordinary wear and tear in handling of Goods or for damage to shrink wrapped Goods. All Goods shall be able to withstand handling by heavy equipment, including but not limited to forklifts, cranes, or dollies. It is the Customer's responsibility to ensure that Goods are packaged correctly prior to shipment or movement on or off the Show floor.
- b. Receipt of Goods: GES shall not be liable for Goods received without receipts, freight bills, or specified piece count on receipts or freight bills, or for bulk shipments (i.e., UPS, air freight, or van lines). Such Goods shall be delivered to booth without the guarantee of piece count or condition.
- c. Force Majeure: GES shall not be liable for loss or damage that results from Acts of God, weather conditions, act or default of Customer, shipper, or the owner of the Goods, inherent nature of the Goods, public enemy, public authority, labor disputes, and acts of terrorism or war.
- d. Cold Storage: Goods requiring cold storage are stored at Customer's own risk. GES assumes no liability or responsibility for Cold Storage.
- e. Accessible Storage: GES assumes no liability for loss or damage to Goods while in Accessible Storage. Storage charges are for the use of space and are not a form of insurance, or a guarantee of security.
- f. Unattended Goods: GES assumes no liability for loss or damage to unattended Goods received at Show Site at any time from the point of receipt of inbound Goods until the loading of the outbound Goods, including the entire term of the respective show or exhibition. Customer is responsible for insuring its own Goods for any and all risk of loss.
- g. Empty Storage: GES assumes no liability for loss or damage to Goods or crates, or the contents therein, while containers are in Empty Storage. It is Customer's sole responsibility to affix the appropriate labels available at the GES Service Desk for empty container storage, and ensures that any pre-existing empty labels are removed.
- h. Forced Freight: GES is not liable for Customer Goods left on the show floor after the show closing deadline, with or without a Material Handling Services/Straight Bill of Lading signed by Customer. It is Customer's responsibility to complete accurate paperwork for shipping and to ensure Customer Goods are properly labeled. If Customer Goods remain on the floor after the show closing deadline, GES has the right to remove the Customer Goods. GES is authorized by Customer to proceed in the manner chosen by Customer on the Order of Material Handling Services/Straight Bill of Lading, if one has been completed, or otherwise to ship Customer Goods at the discretion of GES and at Customer's expense. GES shall incur no liability for such shipment. GES retains the right to dispose of Customer Goods without liability if left on the show floor unattended, without labels or not correctly labeled.
- i. Concealed Damage: GES shall not be liable for concealed loss or damage including but not limited to; glass, electronic equipment, prototypes, original art, uncrated Goods, or improperly packaged or labeled Goods.
- j. Unattended Booth: GES shall not be liable for any loss or damage occurring while the Goods are unattended in Customer's booth at any time, including, but not limited to, the time the Goods are delivered to the dock until the time the Goods are received by Customer's chosen carrier. All Material Handling Forms and/or Straight Bills of Lading covering outgoing Goods submitted to GES will be checked at the time of pickup from the booth and corrections to the count or condition will be documented where discrepancies exist.
- k. Hanging items from Booth: Customer shall not hang any articles, merchandise, product, advertisements, or other similar items from GES supplied booth materials (this includes but is not limited to GES panels or pipe and drape), utilized in Customer's own booth set up or in areas occupied by the show organizer or third parties. If Customer does hang any prohibited items, Customer alone shall be held liable for any damages, costs, actions or injuries resulting from the hanging of such item(s). GES shall have no liability for any damages, costs, actions or injuries arising out of Customer's failure to comply with this provision.

## VII. Measure of Damage

- a. Sole Relief: If found liable for any loss, GES' sole and exclusive maximum liability for loss or damage to Customer's Goods is limited to \$.50 (USD) per pound with a maximum liability of \$100.00 (USD) per container, or \$1,500.00 (USD) per shipment whichever is less.
- b. Labor: GES assumes no liability for loss, damage, or bodily injury arising out of Customer's supervision of GES provided union labor. If GES supervises labor for a fee, GES shall be liable only for actions or claims arising out of its negligent supervision. Such liability shall be limited to the cost to Customer of the supervised labor or the depreciated value of the Goods, whichever is less. If Customer elects to use unsupervised labor, then Customer assumes all liability for the actions or claims that arise out of such work, including but not limited to loss, damage or bodily injury and shall provide GES and show management with an indemnity, including defense costs, for any claims that result from Customers' supervision or failure to supervise assigned labor.

## VIII. Miscellaneous

- a. Insurance: GES is not an insurance company and does not offer or provide insurance. It is the obligation of Customer to ensure Goods are insured at all times. Loss or theft of the Goods in storage or in transit to and from the show and or while on the show floor is the sole responsibility of Customer. GES recommends Customer arrange for all Risk Coverage.
- b. Notice of Loss or Damage: In order to have a valid claim, notice of loss or damage to Goods must be given to GES or its agent within 24 hours of occurrence (as evidenced in an Incident Report completed at Show Site by GES) or delivery of outbound Goods.
- c. Filing of Claim: Any claim for loss or damage to Goods must be in writing, containing facts sufficient to identify the Goods, asserting liability for alleged loss or damage, and making claim for the payment of a specified or determinable amount of money. Such claim must be filed with the appropriate party within the time limits specified herein. Damage reports, incident reports, inspection reports, notations of shortage or damage on freight bills or other documents, do not constitute filing of a claim.  
Claims for Goods alleged to be lost, stolen or damaged at the Show Site must be received in writing by GES within thirty (30) days after the close of the show. Claims for Goods alleged to be lost or damaged during transit must be received by the responsible party within nine (9) months of date of delivery of Goods. GES Logistics subcontracts the movement of Goods to third party carriers. Claims for damage in transit should be made directly with your carrier as shown on the Material Handling form/ Bill of Lading.  
In the event of a dispute with GES, Customer will not withhold payment or any amount due GES for Services as an offset against the amount of the alleged loss or damage. Customer agrees to pay GES prior to the close of the show for all such charges and further agrees that any claim Customer may have against GES shall be pursued independently by Customer as a separate action to be resolved on its own merits. GES retains the right to pursue collection on amounts owed after show close, without regard to any amount alleged to be owed for damage, or loss.
- d. Filing of Suit: Any action at law regarding loss or damage to Goods must be filed within one (1) year of the date of declination of any part of a claim (logistics claims excluded).



## IX. Jurisdiction, Choice of Forum

These Terms and Conditions of Contract shall be governed by and construed in accordance with the applicable laws of the United States or, alternatively, and depending on jurisdiction, the laws of the State of Nevada. The parties hereby submit to jurisdiction and venue in the United States Federal District Court of Nevada, or as applicable depending upon jurisdiction, the County Circuit Court in Clark County, Nevada.

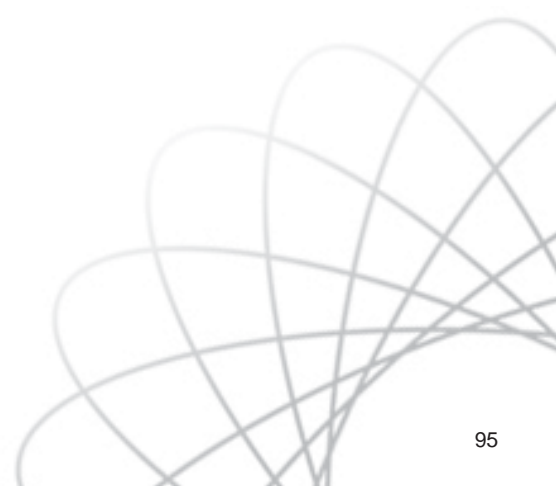
## X. Advanced Warehousing/Temporary Storage/Long Term Storage

All terms and conditions relative to Advanced Warehousing/Temporary Storage/Long Term Storage are contained in separate agreements titled "Storage Agreement." In the event that a Storage Agreement is not executed between the parties, the following shall apply with respect to GES' liability for Customer Goods. The responsibility of GES with respect to Customer Goods is limited to the exercise of ordinary care and diligence in handling and storing of Customer Goods. GES shall be liable only for loss or damage to Goods caused by GES' sole negligence. GES' liability is limited to \$.60 (USD) per pound with a maximum liability of \$100.00 (USD) per container, or \$1,500.00 (USD) per shipment whichever is less. In case of partial loss or damage, the maximum liability shall be prorated based on weight. GES is not responsible for any loss or damage to Goods caused by, but not limited to fire, theft, the elements, vandalism, moisture, vermin, mechanical breakdown or failure, freezing or changes in temperature, as well as any other causes beyond GES' immediate control. GES is not responsible for the marring, scratching or breakage of glass or other fragile items. GES is not liable for the mechanical functions of instruments or appliances even if such articles are packed or unpacked by GES. In no event shall GES be liable for special, incidental, indirect or consequential damages, including business loss of any kind, resulting from any damage to or loss of the Goods or from any act or failure to act. Customer pays storage fees or costs for advance warehousing for use of the space only. There is no guarantee of security or representations made by GES as to appropriateness of the conditions for Customer Goods. The risk of loss remains Customer's alone and GES recommends the Customer carry and maintain insurance in amounts sufficient to cover its risk.

## XI. Personal Data

Customer authorizes GES to use personal information ("PI") submitted to GES in connection with the Show as follows: (a) GES stores, processes and transmits credit card information only in compliance with Payment Card Industry Data Security Standards security requirements; (b) GES stores credit card information through its expiration date to better serve Customer's future event needs, unless Customer instructs GES to delete it earlier; (c) GES uses PI only as necessary to administer orders for the Show but otherwise does not disclose PI without either Customer's express authorization or a mandatory legal requirement; (d) GES retains PI of Customer's primary contacts (including name and email) on an ongoing basis to better serve Customer's future event needs until either GES' Privacy Policy requires or Customer instructs GES to delete it; and (e) GES securely stores PI including credit card information on servers located in the United States. GES protects PI with technical, organizational and other safeguards in conformity with applicable data protection laws including, without limitation, privacy laws of European Union countries. If Customer provides GES with PI of a European Union resident, then Customer warrants that it is authorized to do so for the above purposes and the parties agree to cooperate by executing further agreements as required by applicable law. Data subjects have the right to access, amend and oppose the use of their PI. GES may be contacted as provided in its Privacy Policy published at <http://www.ges.com/us/legal/privacy-policy>.

# Additional Service Order Forms





# ASQ World Conference on Quality and Improvement Pre- and Post-show Attendee List Order Form

**Show Dates:** April 30 - May 2, 2017  
**Conference Dates:** May 1 - 3, 2017  
**Location:** Charlotte, NC

**LIST PROFILE:** USPS mailing address information from registration forms of current attendees to the ASQ World Conference on Quality and Improvement (phone, fax numbers, and email addresses ARE NOT available).

**PRICE (US DOLLARS):** Pre-show list only - \$250  
Post-show list only - \$250  
Both Pre- and Post-show lists - \$500

**ORDER DEADLINE:** All orders must be placed by - March 10, 2017

**FILE TYPE:** Microsoft Excel File (.xlsx)

**FORMAT:** Email

**DISTRIBUTION:** Pre-show list will be available for distribution the week of: March 13, 2017  
Post-show list will be available for distribution the week of: June 12, 2017

## CONTACT INFORMATION

**NAME:** \_\_\_\_\_  
**TITLE:** \_\_\_\_\_  
**COMPANY:** \_\_\_\_\_  
**ADDRESS:** \_\_\_\_\_  
\_\_\_\_\_  
**CITY:** \_\_\_\_\_  
**STATE/PROVINCE:** \_\_\_\_\_  
**ZIP/POSTAL CODE:** \_\_\_\_\_  
**PHONE:** \_\_\_\_\_  
**EMAIL:** \_\_\_\_\_

## NAYLOR SALES CONTACT

☐ Lou Brandow ☐ Kryz D'Antonio  
☐ Norbert Musial ☐ Rob Shafer

## PURCHASE OPTIONS

☐ \$250 PRE-SHOW Attendee List  
☐ \$250 POST-SHOW Attendee List

## PAYMENT OPTIONS

**MAIL** a check to: ASQ, Event Management,  
600 N. Plankinton Ave., Milwaukee, WI 53203

**FAX** this completed form to: ASQ Event Management  
414-765-8664

**ACH** - Pay by Electronic Funds Transfer (*instructions provided upon request*)

## PAYMENT INSTRUCTIONS

☐ VISA ☐ MASTERCARD ☐ AMEX

**Credit Card Number** \_\_\_\_\_

**Expiration Date** \_\_\_\_\_

**CVV Number** \_\_\_\_\_

**Name of Card Holder** \_\_\_\_\_

By placing my name above (my signature), I am authorizing ASQ to process my credit card in the amount shown below. The credit card zip/postal code must match the billing address. If it doesn't match, ASQ will contact you for additional information. This may delay the receipt of your order.

**ORDER TOTAL \$** 0.00

### \*Terms and Conditions:

By returning this form I acknowledge and agree that I will use or disclose the attendee mailing list solely for marketing my booth at ASQ's 2017 World Conference on Quality and Improvement. I agree that my booth marketing mailings shall be: (1) pre-show to let attendees know the location of my booth and the products and/or services that I will be displaying, and/or (2) post-show to let attendees know about my products and/or services if they missed stopping by my booth. I agree not to use the attendee mailing list or allow the list to be used by others for any other purpose except those noted above, and that all mail sent using this list must be post marked on or before August 8, 2017. I agree not to sell, give, or otherwise provide the lists to anyone, with the exception of vendors whom I may hire to write, design, print, or mail my pre- and/or post-show marketing materials. I understand and shall inform these vendors that they shall also be obligated to not sell, give or otherwise provide the list to others or to use the list for any other purpose or to retain a copy of the lists.

# ASQ 2017

Charlotte, NC  
May 1-3, 2017



## AV Network

Official AV Supplier  
Phone: 888/854-9631

FAX: 888/653-5520

AUDIOVISUAL ORDER FORM Orders or Questions can be sent to [Orders@AVN-Inc.com](mailto:Orders@AVN-Inc.com)

FLAT SCREEN MONITORS					VIDEO										
	Advance	Onsite	QTY	Total		Advance	Onsite	QTY	Total						
	04/07/16				Standard DVD Player	\$80	\$110								
32" Flat Screen Monitor	\$350	\$550			PAL DVD Player	\$100	\$150								
40" Flat Screen Monitor	\$600	\$750			Blu Ray DVD Player	\$125	\$180								
45" Flat Screen Monitor	\$650	\$950													
55" Flat Screen Monitor	\$900	\$1,300													
60" Flat Screen Monitor	\$1,300	\$1,800													
65" Flat Screen Monitor	\$1,800	\$2,500													
Please call for larger monitor sizes.															
					<b>AUDIO</b>										
<b>Specify Stand</b>					CD Player	\$85	\$100								
Sitting on table	n/c	n/c			Wired Mic (handheld or lav)	\$60	\$75								
Wall Mount	\$25	\$35			Wireless Mic (handheld or lav)	\$300	\$375								
Dual Pole Stand w/monitor	\$125	\$175			Wireless Headset Mic	\$400	\$475								
Shelf for Dual Pole Stand	\$25	\$35			Small Powered Speaker	\$160	\$200								
<b>Stand cannot be rented without monitor</b>					Large Powered Speaker	\$300	\$400								
					4 ch. Mixer	\$75	\$100								
					<table border="1"> <tr> <td>Equipment Total</td> <td></td> </tr> <tr> <td>Del/PU 20% of equipment/\$100 minimum</td> <td></td> </tr> <tr> <td>Addtl Union labor if needed</td> <td></td> </tr> </table>					Equipment Total		Del/PU 20% of equipment/\$100 minimum		Addtl Union labor if needed	
Equipment Total															
Del/PU 20% of equipment/\$100 minimum															
Addtl Union labor if needed															
<b>Booth #</b>					<b>Requested Delivery Date:</b>	<table border="1"> <tr> <td><b>Subtotal</b></td> <td></td> </tr> <tr> <td><b>Grand Total</b></td> <td></td> </tr> </table>				<b>Subtotal</b>		<b>Grand Total</b>			
<b>Subtotal</b>															
<b>Grand Total</b>															
<b>Company</b>					Advance deadline 4/7/17										
<b>Billing Address</b>															
<b>City/State</b>					<b>Payment Information</b>										
<b>Zip</b>					All orders must be prepaid and have a credit card on file VISA MASTERCARD AMEX										
<b>Email</b>					<b>Cardholder</b>										
<b>Telephone</b>					<b>Card #</b>										
<b>Ordered By</b>					<b>Exp Date</b>										
					<b>CCID #</b> (3 or 4 digit security code)										
					<b>Billing Zip</b>										
					<b>Signature</b>										

If you have not received confirmation 1 week prior please call.  
Equipment is subject to availability.  
NO REFUNDS within 2 business days of delivery date.  
Exhibitor is responsible for loss or damage once delivered and until equipment is picked up by AVN staff.  
Orders after the Order Deadline are subject to a 20% surcharge.  
If required any Union labor cost is additional.  
Electrical service must be installed prior to delivery.  
Repeat delivery attempts may result in additional charges.  
Certain equipment may require Union operators.  
Charge disputes must be received in writing within 7 business days of teardown.

Submit your order by fax or email to:

AV Network, Inc.

Fax: 888/653-5520

Email: [Orders@AVN-Inc.com](mailto:Orders@AVN-Inc.com)





# Charlotte Convention Center, Charlotte, NC

## Booth Service Order Form (Please submit at least 30 days prior to event)

COMPANY NAME:		PHONE of person placing order:
EVENT NAME & DATE		BOOTH #:
STREET ADDRESS:		
CITY, STATE, ZIP CODE		EMAIL for return catering confirmation:
NAME of person placing order:		ON-SITE CONTACT and ON-SITE'S CELL NUMBER:

No	HOT BEVERAGES Includes cups, stirrers, sweeteners/sugar, napkins, creamer	PRICE
	<b>COFFEE</b>	
1	5 gallon urn (80 cups) - Regular	\$210.00
2	5 gallon urn (80 cups) - Decaf	\$210.00
3	10 gallon urn (160 cups) - Regular	\$420.00
4	10 gallon urn (160 cups) - Decaf	\$420.00
	<b>DECAF &amp; HOT TEA</b>	
5	1 gal Hot water with 10 Sanka and 10 tea bags	\$42.00
6	<b>STARBUCKS COFFEE (reg or decaf)</b> (please specify) <b>* 3 gallon minimum per type; Coffee must be discarded every 1 ½ hours</b>	\$147.00 (per 3 gal) (see pg 2)
7	<b>KEURIG COFFEE KIT</b> This "by the cup" kit comes complete with 5 gal spring water, 30 asstd. individual coffee pods, 10 decaf and 10 tea pods.	\$175.00
8	Keurig Replenishment Kit – 25 pods	\$100.00
	<b>COLD BEVERAGES</b>	
9	Pepsi, Diet Pepsi, Sierra Mist, each	\$3.25
10	Bottled Water, each	\$3.25
11	Sparkling Water, each	\$4.00
12	Individual Bottled Asst Fruit Juice, each	\$3.50
13	Energy Drinks, each	\$4.50
14	5 Gallon Jug with Cooler , includes cups	\$50.00
15	5 Gallon Jug Refresh	\$35.00
	<b>ICED TEA</b> (Unsweetened with sweeteners provided. Includes Cups, Napkins, Stirrers & Ice)	
16	5 gal urn	\$190.00
17	10 gal urn	\$380.00
	<b>PASTRIES &amp; BAKED GOODS</b>	
18	Assorted Muffins & Breakfast Pastries, per dozen	\$38.00
19	Bagels & Cream Cheese, per dozen	\$36.00
20	Egg & Cheese Croissant with Sausage or Ham (please specify), per dozen	\$48.00
21	Spicy Chicken Biscuit, per dozen	\$48.00
	<b>COLD DISPLAYS</b> (50 person minimum)	
22	Vegetable Crudités with Dip (per person)	\$300.00
23	Cheese Display (per person)	\$400.00
24	Sliced Fresh Fruit with Yogurt Dipping Sauce (per person)	\$345.00

Service Personnel are available at a rate of \$25 per hour with a 4 hour minimum.

	BOXED MEAL OPTIONS (Minimum 5 per selection)	
25	Roast Beef, Ham, Turkey or Veggie, Lettuce, Tomato, Cheese on Kaiser Roll with Chips, Cookie & Bottled Water	\$18.95
26	Grilled Herb Breast of Chicken, Lettuce, Tomato, Cheese, Focaccia Roll, with Chips, Cookie & Bottled Water	\$18.95
27	Mixed Seasonal Greens Garnished with Fresh Vegetables, with Vinaigrette or Ranch Dressing, Cookie & Bottled Water.	\$20.95
28	Caesar Salad with Crisp Romaine, Garlic Croutons, Shredded Parmesan & Creamy Caesar Dressing. Cookie & Bottled Water.	\$20.95
29	Add chicken to either Salad	\$3.00
	<b>ASSORTED SNACKS</b>	
30	Cookies, per dozen	\$35.00
31	Brownies, per dozen	\$35.00
32	Individual Trail Mix, each	\$4.00
33	Bar Mix, per pound	\$18.00
34	Pretzels, per pound	\$18.00
35	Potato or Tortilla Chips, per pound	\$18.00
36	Dip or Salsa, per quart	\$19.95
37	Fancy Mixed Nuts, per pound	\$28.00
38	Granola or Cereal Bars, per doz	\$36.00
39	Power Bars, per doz.	\$48.00
40	Assorted Fruit Yogurt, each	\$3.00
41	Whole Fresh Fruit, per piece	\$2.75
42	Ice Cream Novelties, per dozen	\$48.00
43	Popcorn Kit (includes all necessary containers and supplies to provide approx. 500 sample sized portions)	\$156.00
44	Popcorn Machine Rental. (per day) Power included provided an outlet is easily accessible.	\$175.00
	<b>Reception Options per 100 pieces</b>	
45	Spanakopita with Cucumber Dip	\$450.00
46	Italian Meatballs	\$450.00
47	Buttermilk Fried Chicken Tenders	\$450.00
48	Vegetable Egg Rolls	\$450.00
49	Teriyaki Beef Brochette	\$450.00
50	Mini Chicken Wellingtons	\$450.00

Please contact your Catering Manager for Specialty Carts, Party Platters & Reception options.

**NO OUTSIDE FOOD OR BEVERAGE.** Includes bottled water, beverages or other F&B items intended for distribution or consumption in/from booth.

All services are designed and packaged to be placed on your counters or booth tables. We are unable to provide tables on the exhibit floor. Contact the show decorator for additional tables.



# BOOTH SERVICE ORDER REQUEST FORM

DELIVERY DATE	DELIVERY TIME	REMOVAL TIME	ITEM #	QUANTITY		PRICE		\$ AMOUNT
					X		=	
					X		=	
					X		=	
					X		=	
					X		=	
					X		=	
					X		=	

\* Starbuck's requires their coffee to be discarded after 1 ½ hours. Replacement coffee must be purchased if replenishment is needed. If multiple deliveries are required throughout the day, please list each time separately. Additional delivery fee may apply.

Sub Total		\$
8.25% Sales Tax on Sub Total		\$
20% Gratuity on Sub Total		\$
7.25% Tax on Gratuity		\$
Delivery Fee		\$ 30.00
Please pay this amount		\$

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

Printed Name: \_\_\_\_\_

**Please email or fax completed form to Elizabeth Wehrheim, Catering Manager. Phone: 704-339-6042. Email: [elizabeth.wehrheim@crva.com](mailto:elizabeth.wehrheim@crva.com) or Fax: 704-339-6051.** If emailing, please leave Credit Card Number, Exp & Code blank and we will contact you for that information.

Billing Information: (Please print)

Name on Card:		
Card Number:	Exp:	Security Code:
Authorized Signature:	Printed Name:	

Billing & Contact Information if different from front page:

Address: \_\_\_\_\_

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

## PAYMENT POLICY

All Booth Service Orders require full payment when order is placed. Orders will not be processed without accompanying payment and/or credit card information. A catering order(s) will be created and sent to you by your Catering Manager for final review and signature. Questions please contact your Catering Manager or call the Catering Sales Line 704-339-6050.

**ASQ World Conference on Quality and Improvement**  
**Charlotte Convention Center**  
**Charlotte, NC**  
**April 30 - May 2, 2017 (show dates)**  
**May 1-3, 2017 (conference dates)**

**Rigging and Forklift Ordering**

PSAV is the exclusive provider for rigging and forklift operations at the Charlotte Convention Center.

The link to the ***On Line Rigging Services Request*** is: <http://www.psav.com/riggingform/>

Exhibitors must complete and return the form with a scaled rigging plot by April 7. Orders received after April 7 will be charged at double time rates.

PSAV does allow groups to hang signs that are 50 pounds or less. However, all hanging points must be pre-approved by a PSAV representative prior to hanging the signs as there are specific limitations.

If you have any questions, please contact Stephanie Harris at PSAV [slharris@psav.com](mailto:slharris@psav.com)



## World Conference on Quality and Improvement 2017

May 1<sup>st</sup> – 3<sup>rd</sup>, 2017

Order 21 days prior to the 1st day of the event for Electrical/Plumbing incentive rate.

**Electrical/Plumbing incentive deadline for the above event is April 9<sup>th</sup>, 2017**

Order 14 days prior to the 1<sup>st</sup> day of the event move-in for Internet/Telephone incentive rate.

**Internet/Telephone incentive deadline for the above event is April 14<sup>th</sup>, 2017**

Smart City is the exclusive telecommunications, electrical and plumbing service provider for the Charlotte Convention Center.



### Hardwired Internet Service

- Shared or Dedicated Bandwidth Services



To review and order our services visit

<https://orders.smartcitynetworks.com>



### Wireless Internet Service

- Custom Hot Spot
- On-Site / On-Demand Services



### Telephone Service

- Single-Line
- Multi-Line
- Conference Telephone Services



### Electrical Services

- Duplex Outlets
- Flood Lights
- 120/208/480 Services



### Plumbing Service

- Compressed Air
- Water fill and drain
- Natural Gas Services

Questions? Contact us at (888) 446•6911 or [csr@smartcity.com](mailto:csr@smartcity.com).

## OPTION Showlead Mobile™

### App for iOS + Android smartphones / tablet devices

- Simply scan the QR Code using a smartphone or tablet with rear facing camera.
- Complete with 10 standard sales qualifiers, ability to add notes, email, follow-up and store contacts within seconds.
- Application can be used anywhere – both on and off the show floor.
- Real time lead access; by email or at [www.showlead.com](http://www.showlead.com).
- Devices with no internet or data service will capture; Badge ID, First and last name. Leads will sync once internet service is restored.
- Requires internet connectivity to sync data.

**Note: Limited mini iPads available for rent Onsite or use your own Smartphone/Tablet Device.**



## OPTION Showlead Desktop Application

Use your own Windows PC, automatically assign reps to your leads. 1 license per computer application is required.  
(requires the use of Symbol scanner)

- Showlead Desktop Software Application includes regional sales rep reporting and tracking functionality.
- The application operates on the exhibiting company's computer and utilizes a Symbol DS6608 or DS6708 handheld tethered barcode scanner included with order.
- Showlead.com access is available when internet service is available to sync leads to the web portal.

### Minimum System Requirements:

- Latest Microsoft operating systems (supported by Microsoft) with the latest servicepack, security update and net 3.5 frame works.
- Local Administrative rights to install Desktop Application required with a t least 1 available USB port.
- Minimum 1 GB of available hard disk space. Minimum of 2 GB of RAM + 1 available USB port.



## OPTION Showlead Touch™

- Compact, portable barcode scanner allows simple badge scanning to capture contact details and demographic profile with the ability to add notes.
- Colour graphic touch LCD display to verify scanned data.
- Ability to add notes to your lead data.
- Connects wirelessly to available Bluetooth portable printer.
- All scans are date and time stamped.
- Scanner includes 10 standard sales qualifiers with the option to add custom sales qualifiers.
- Lead data will be available for download post show at [www.showlead.com](http://www.showlead.com)

**Note: This device does not require power.**



## OPTION Showlead™ - Badge Reader

- Compact, portable barcode scanner allows simple badge scanning to capture contact details and demographic profile.
- Graphic LCD display to verify scanned data.
- Connects wirelessly to available Bluetooth portable printer.
- All scans are date and time stamped.
- Scanner includes 10 standard sales qualifiers with the option to add custom sales qualifiers.
- Lead data will be available for download post show at [www.showlead.com](http://www.showlead.com)

**Note: This device does not require power.**



FEATURES	SHOWLEAD MOBILE	SHOWLEAD	SHOWLEAD TOUCH	SHOWLEAD DESKTOP
Requires Laptop/Computer,				●
Auto Assign Reps, SMS Service				●
Requires Tethered Scanner				●
Real time lead data	●		●	●
Add Notes	●		●	●
Includes Standard Sales Qualifiers	●	●	●	●
Add Custom Sales Qualifiers		●	●	●
Handheld/Wireless	●	●	●	
Optional Bluetooth Printer		●	●	
Add Lead data to Contacts	●			

## OPTIONAL SERVICES + ACCESSORIES

### Mini Ipad Rental (for use with the purchase of a Showlead Mobile License for the length of the event)

- Do you want to experience the "Showlead Mobile App" but don't want to use your personal device?
- Rent an Ipad Mini and experience the easy use of the Showlead Mobile App.
- Take it to breakfast and sessions, add notes about future clients.
- Complete lead data will be sent to our secure web portal real time with wi-fi connectivity or at the end of the show.

### Showlead Print™

(for use with the Showlead & Showlead Touch Badge Reader)

- Wireless printer.
- Compact, portable thermal printer provides paper receipts.
- Extremely quiet and fast printing.
- Connects directly to the Showlead unit via Bluetooth technology.

### SMS - Instant Messaging

(for use with Showlead Desktop Application)

- Notify your reps when an attendee enters the booth, simply scan the buyer and an instant SMS message notification will be sent to the Rep(s) assigned to that territory including; Company, Name, Date and Time of scanned attendee. This service is not available for International cellular services.
- Reps will no longer miss the opportunity to meet with prospective customers. SMS notification is delivered within seconds after an attendee is scanned into the Showlead Desktop Application.
- SMS Messaging is an outbound only service only to Sales rep(s) through the Showlead Desktop Application.
- Internet connectivity required.

### Handheld Barcode Scanner

(for use with Showlead Desktop Application)

- This easy to use Symbol DS6608 or DS6708 tethered barcode scanner is plug n play with the Showlead Desktop Application.

### USB Flash Drive

(available for Showlead, Showlead Touch Badge Readers)

- Leads downloaded on USB flash drive at the end of the event
- Leads will also be available post-show online at [www.showlead.com](http://www.showlead.com).

### Real Time Direct Access

Direct access transfers the Lead data wirelessly to your secured password protected web portal allowing you to track manage and follow-up you're Leads anytime (available for Showlead and Showlead Touch).

### E-blast Email Service

Don't struggle trying to send out an email to your valuable leads. Simply select one of our standard html Designs and provide us with the verbiage and links you would like to send with an email campaign to your Lead contacts.

### Custom Sales Qualifiers (for use with Showlead & Showlead Touch Badge Reader)

- Add up to 30 custom sales action codes to better qualify prospects (max. 21 characters per line including spaces).



The Global Voice of Quality™

World Conference on Quality and Improvement  
Charlotte Convention Center  
Charlotte, NC May 1 - 3, 2017



ORDER ONLINE: [www.showlead.com/orders](http://www.showlead.com/orders)

EVENT CODE: WCQI1705S

EMAIL: [leads@showcare.com](mailto:leads@showcare.com)

FAX: (905) 479-9743

PHONE: 1 (866) 267-2107

Complete Package Best Value Options	Specifications	EARLY thru 04/07/17	STANDARD from 04/08/17	QUANTITY	TOTAL
Showlead Essential (no electricity req'd)	- Showlead hand-held badge reader - Wireless printer - Custom sales qualifiers	\$400	\$600	<input type="text"/>	<input type="text"/>
Showlead Optimum (no electricity req'd)	- Showlead Touch badge reader - Custom sales qualifiers - USB Flash drive & e-blast email service	\$585	\$665	<input type="text"/>	<input type="text"/>
Showlead Mobile Essential	- 1 License for Single Device - 3 Licenses for Multiple Devices - 5 Licenses for Multiple Devices - 10 Licenses for Multiple Devices	\$265 \$600 \$750 \$990	\$290 \$675 \$875 \$1090	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Showlead Desktop	- 1 Software License activation per terminal - Symbol scanner included	\$375	\$450	<input type="text"/>	<input type="text"/>

• Mobile app for your IOS or Android • Real Time lead data with data or wi-fi service

• Scan attendees badge directly to your Windows 8,7, or Vista computer or laptop • Requires Symbol scanner • SMS Text Messaging (Optional)

### A la carte Lead Management Solutions

Showlead Touch	Wireless colour touch badge reader	\$500	\$550	<input type="text"/>	<input type="text"/>
Showlead	Wireless badge reader	\$325	\$520	<input type="text"/>	<input type="text"/>

### Optional Services & Accessories

Showlead Print	For Showlead, Showlead Touch	\$100	\$160	<input type="text"/>	<input type="text"/>
Custom Sales	For Showlead, Showlead Touch	\$75	\$100	<input type="text"/>	<input type="text"/>
Qualifiers				<input type="text"/>	<input type="text"/>
USB Flash Drive	For Showlead, Showlead Touch	\$50	\$80	<input type="text"/>	<input type="text"/>
Delivery & Pick-Up Service	For Showlead, Showlead Touch	\$105	\$130	<input type="text"/>	<input type="text"/>
Real Time Direct Access to Lead Data	For Showlead, Showlead Touch	\$150	\$175	<input type="text"/>	<input type="text"/>
E-blast email service	For Showlead, Showlead Touch	\$150	\$175	<input type="text"/>	<input type="text"/>
200 Text Messages	For Showlead Desktop	\$50	\$55	<input type="text"/>	<input type="text"/>
Mini Ipad Rental	For Showlead Mobile App (for use with purchase of Showlead Mobile license)	\$75	\$100	<input type="text"/>	<input type="text"/>

Company Name:

Processing Fee

\$10

ORDER TOTAL (Payable in US Funds)



## • Contact Information

Contact Name

Exhibiting Company

Phone  Address

Email

City  State & Country

Zip  Booth #

## • Payment Information

☐ MC ☐ VISA ☐ AMEX

☐ Check

Card No.

Name on Card

Expiration Date

Signature

Authorization (your signature denotes acceptance of all the Terms & Conditions).

Online orders will receive instant confirmation via email. All other orders submitted will receive confirmation immediately after successful processing. NO REFUNDS ON ORDER 30 DAYS PRIOR TO SHOW OPENING. CANCELLATION REQUESTED 30 DAYS PRIOR TO SHOW ARE SUBJECT TO \$50 CANCELLATION FEE.

## • Terms & Conditions

All orders and usage of Showlead equipment provided by Showcare are/is subject to the following terms and conditions:

### A) Orders and Order Deadlines

1. All orders must be paid for in full prior to unit pick-up. 2. Orders received after the stated deadline will be charged at AFTER DEADLINE RATES without exception. The date payment is received shall determine the applicable rate. 3. All items ordered after the order deadlines are subject to availability.

### B) Payment Terms and Cancellations

1. Service will be rendered after receipt of full payment by credit card or check. 2. Showcare will correct any miscalculations in the "Order Total" column if different than total amount on the order form. 3. All cancellations made more than 30 days prior to the event will be subject to a \$50 processing fee per unit. No refunds will be considered for cancellations made beginning 3 days prior to the event start date. 4. Unclaimed units or unused orders are not refundable once paid for.

### C) On-Site Services and Terms

1. All orders which include rental hardware must be picked up from the Showcare counter on-site. It is highly recommended that your company representative(s) pick up your ordered units to avoid delays. 2. A minimum of one hour for processing time will be required to fulfill on-site orders, subject to availability. 3. On-site modification(s) or addition of existing Custom Sales Qualifiers will be subject to a \$50.00 processing fee.

### D) User Terms

1. At all times Showcare remains sole owner of each Showlead unit including all the software and hardware. 2. If the rented unit(s) are not returned to the Lead Retrieval Desk at the on-site Exhibitor Service The Renter agrees to pay an additional late fee of \$150.00 (one hundred fifty U.S dollars) per day, up to a maximum of the unit cost as well

as any additional fees incurred by Showcare to retrieve said unit (i.e shipping charges). Replacement Costs: Showlead \$1750.00 USD, Showlead Touch \$2350 USD, Showlead Print \$550.00 USD, Mini Ipad \$400.00 USD and Tethered Symbol Barcode Scanner is \$280. 3. If any Showlead unit is misplaced, stolen or damaged while in the user's care, the user shall be responsible for said repair costs or replacement fees as indicated in item 2.

### Increased visibility

1. Showcare does not guarantee and shall not be held liable should the user not achieve overall success of the exhibit with respect to the expected revenue, expected number of leads, booth traffic, return on investment (ROI), profits and attendance by using Showcare's equipment, software or know how. 2. The user and Showcare each agree to indemnify, defend and hold harmless the other party and its respective successors and permitted assigns, and its officers, directors, members, agents, employees and/or representatives from and against any claim, action, cause of action, and liabilities including damages and expenses (including court costs and attorney fees and other fees of professionals) which may be asserted by third parties arising out of the performance of either party's obligations pursuant to the services rendered by Showcare to the user, except for the willful misconduct or gross negligence of the other party. 3. "Force Majeure" shall refer to any cause or event(s) that is beyond the reasonable control of Showcare or the organizer of the meeting, that could not have been reasonably foreseen and prevented by means reasonably available to it, and that causes the Event(s) to be either canceled or postponed "sine die" and this term shall include but shall not be restricted to acts of God, civil unrest or of the public enemy, acts of the Government, fires, flood, epidemics, strikes, lockouts, curtailment of transportation facilities or service. In any such event of Force Majeure, the obligations of Showcare for services not yet rendered shall become automatically terminated and Showcare shall be entitled to retain all the payments already received.

**Your order and usage implies that you have read, understood and agreed to be subject to the terms and conditions stipulated herein.**

## Custom Sales Qualifiers

Currently not available for Showlead Mobile  
Smartphone devices.

Please fax this form to: **905-479-9743** | or email to: **leads@showcare.com**

Standard Sales Qualifier Codes:  
Showlead Badge Readers and Showlead Desktop

### Application comes with the following standard codes:

- |                         |                             |
|-------------------------|-----------------------------|
| 1. Send information     | 6. Send quote               |
| 2. Needs technical data | 7. Have rep call            |
| 3. Add to mailing list  | 8. Ready to purchase        |
| 4. Decision maker       | 9. Fax information          |
| 5. Just investigating   | 10. Requires special action |

☐ Please use the same Custom Sales Qualifiers for all units.

Showlead customers please indicated desired  
custom action code option.

Please select only one checkbox below if Custom  
Sales Qualifiers were ordered.

- ☐ A) – 30 Custom Sales Qualifier codes  
as per below
- ☐ B) – 20 Custom Sales Qualifier codes  
as per below + 10 Standard Sales Qualifiers

\*If no selection is requested above the Standard  
codes only will be applied.

Please fill in the custom sales qualifier codes that you  
would like programmed into your unit. (Maximum of  
21 characters including spaces per code)

## Important: Please complete the following

Company Name

Show Name #  Booth #

1.	<input type="text"/>	16.	<input type="text"/>
2.	<input type="text"/>	17.	<input type="text"/>
3.	<input type="text"/>	18.	<input type="text"/>
4.	<input type="text"/>	19.	<input type="text"/>
5.	<input type="text"/>	20.	<input type="text"/>
6.	<input type="text"/>	21.	<input type="text"/>
7.	<input type="text"/>	22.	<input type="text"/>
8.	<input type="text"/>	23.	<input type="text"/>
9.	<input type="text"/>	24.	<input type="text"/>
10.	<input type="text"/>	25.	<input type="text"/>
11.	<input type="text"/>	26.	<input type="text"/>
12.	<input type="text"/>	27.	<input type="text"/>
13.	<input type="text"/>	28.	<input type="text"/>
14.	<input type="text"/>	29.	<input type="text"/>
15.	<input type="text"/>	30.	<input type="text"/>

**ASQ World Conference on Quality and Improvement**  
**Charlotte Convention Center**  
**Charlotte, NC**  
**April 30 - May 2, 2017 (show dates)**  
**May 1-3, 2017 (conference dates)**

<b>State of North Carolina Sales and Use Tax Information</b>
--

Anyone who is an out-of-state seller (and referred to as a vendor, exhibitor, or booth owner) at a temporary event in the State of North Carolina is required to complete a ***Business Registration Application for Income Tax Withholding, Sales and Use Tax, and Machinery and Equipment Tax*** (form NC-BR - Web-fill).

**Application for North Carolina Sales and Use Tax Registration**

The form is located at: [http://www.dornc.com/downloads/fillin/NCBR\\_webfill.pdf](http://www.dornc.com/downloads/fillin/NCBR_webfill.pdf) and should be completed no later than 30 days prior to the show. There is no cost for the application and you will need to display the Certificate within your booth.

Show Name: \_\_\_\_\_

Show Dates: \_\_\_\_\_

Show Location: \_\_\_\_\_



(770) 507-6777  
FAX (770) 474-4676  
plant@tlc-florist.com  
www.tlc-florist.com

N•A•T•I•O•N•A•L

convention • plant • services

Exhibitor Name: \_\_\_\_\_ Booth Representative: \_\_\_\_\_

Firm, Billing Name: \_\_\_\_\_ Purchase Order or Reference Number: \_\_\_\_\_

Booth Number: \_\_\_\_\_ Credit Card #: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ (CVV #) \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Name of Credit Card Holder as shown on card \_\_\_\_\_

Show Decorator: GES \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Authorized Signature: \_\_\_\_\_

Cell: \_\_\_\_\_ Email Address: \_\_\_\_\_

Please return completed form with payment to: P.O. Box 538, Rex, GA 30273 (770) 507-6777 (770) 474-4676 FAX  
Please return overnight shipment with payments to: 121 Pine Dr., Stockbridge, GA 30281

**\* PRICES IN BOLD PRINT ARE DISCOUNT PRICES FOR ORDERS RECEIVED 2 WEEKS PRIOR TO EXHIBITOR MOVE-IN**

**FROM SIMPLE AND ELEGANT TO WILD AND COLORFUL!  
LET A TLC DESIGNER CREATE THE PERFECT LOOK JUST FOR YOU!**

If you would like to specify color, size, type flowers, please do so below—**prices start at \$70.00.**

Qty \_\_\_\_\_ tropical flowers—Price \$ \_\_\_\_\_ each

Qty \_\_\_\_\_ Spring flowers—Price \$ \_\_\_\_\_ each

Color \_\_\_\_\_

Width \_\_\_\_\_ Height \_\_\_\_\_

Additional Request: \_\_\_\_\_

*Don't know what you want? Just want a splash of color?  
Let TLC designers choose your fresh seasonal flowers!*

Qty \_\_\_\_\_ TLC pick my colors, size, type flowers \$60.00 ea

Visit [www.tlc-florist.com](http://www.tlc-florist.com) for additional sample pictures.  
For free design assistance, please call 770-507-6777 or  
email [plant@tlc-florist.com](mailto:plant@tlc-florist.com) with any questions.



**TLC Designers can provide the following:**

- **Water Features**
  - **Fountains**
  - **Ponds**
  - **Water falls**
  - **Swamps**
  - **Garden Areas**
    - Tropical :**  
(beach scenes;  
rain forests)
    - Seasonal:**  
(Spring, Fall, Holiday)
    - Formal :**  
(serenity garden,  
English garden)
  - **Border Areas:**
    - Hedges**  
(control flow)
    - Lawn or Golf**  
(promotional)
    - Trees**  
(privacy)
- Special services are Available for hospitality Suites, award banquets, And VIP room deliveries.**

**COLORFUL POTS OF VIBRANT FLOWERS!**



Mums—12"-18"H  
**\$27.00/\$30.00**  
each

Qty \_\_\_\_\_

White \_\_\_\_\_

Yellow \_\_\_\_\_

Lavender \_\_\_\_\_



Azaleas—12"H  
**\$40.00/\$45.00** each

Qty \_\_\_\_\_

White \_\_\_\_\_

Pink \_\_\_\_\_

Red \_\_\_\_\_



Bromeliads—12"-18"H  
**\$40.00/\$45.00** each

Qty \_\_\_\_\_

Purple \_\_\_\_\_ Red \_\_\_\_\_

Yellow \_\_\_\_\_ Orange \_\_\_\_\_

*See next  
page for  
green plants.*

FLORAL ORDER FORM



## Ferns



Ferns  
\$40.00/\$45.00 each

Qty \_\_\_\_

## Ivy



Ivy—10"H x 10"W  
\$40.00/\$45.00 each

Qty \_\_\_\_

## Pothos



Pothos—12"H x 12"W  
\$40.00/\$45.00 each

Qty \_\_\_\_



770) 507-6777  
plant@tlc-florist.com  
www.tlc-florist.com

## 3' Green Plants



\$46.50/\$48.00 each Qty \_\_\_\_

## Standard 4' to 6' Green Plants



4' @ \$56.50/\$64 each Qty \_\_\_\_

5' @ \$65.50/\$80 each Qty \_\_\_\_

6' @ \$76.50/\$96 each Qty \_\_\_\_

7' H & Taller plants & Planters  
are available  
Call 770-507-6777 for price/  
availability

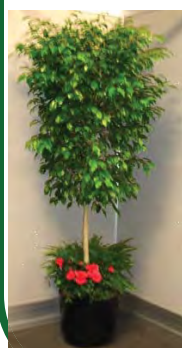


Planters are 2 1/2' long.

Top-dressed with azalea (pictured)  
Also available with mum  
Choose flower color for flower choice.

For Top-dressing with fern & azalea  
\_\_ white, \_\_ pink, \_\_ red

For Top-dressing with fern & mum  
\_\_ white, \_\_ yellow, \_\_ lavender

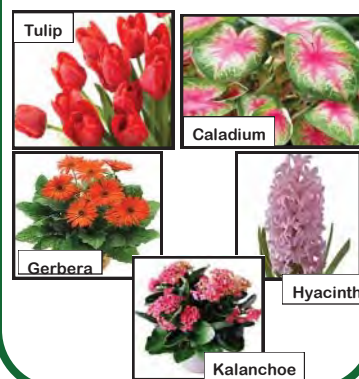


4' @ \$135/\$155 each, Qty \_\_\_\_

5' @ \$145/\$170 each, Qty \_\_\_\_

6' @ \$155/\$185 each, Qty \_\_\_\_

Seasonal Flowering Plants  
Call for Price & Availability



Rental price includes: Decorative container, top dressing, professional maintenance, installation and pick up. There is a one-time \$10.00 charge for **daily** floral delivery. **ALL ORDERS MUST BE PAID - IN - FULL PRIOR TO SHOW CLOSING.** We accept cash, company check, VISA, MASTERCARD, AMERICAN EXPRESS. Adjustments cannot be made after the close of the show. All rental items remain property of TLC Atlanta Convention Plant Services, Inc.

**There is a restocking fee for orders cancelled less than 2 weeks prior to show opening.**

**Orders placed after the open of an event may be subject to a delivery fee.**

**Prices subject to change 2 weeks prior to move in.**

## Order Cost Summary

Select Container (Included in rental cost)

\_\_ Black \_\_ White \_\_ Wicker

Subtotal \_\_\_\_

% Sales Tax \_\_\_\_

Total \_\_\_\_

Chrome, Brass, Terra Cotta, & Other  
Containers are available.  
Please call 770-507-6777 for pricing.

FLORAL ORDER FORM

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All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

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