

FAQs: Material Handling & Shipping

What is material handling?

Your items arrive at the venue’s loading docks—either from your location or the advance warehouse—and are delivered to your exhibit. Empty containers are removed and stored, then returned to your exhibit after the show. Finally, your items are moved from your exhibit to the venue’s loading docks.

What is shipping?

Before the show, your items are transported from your location to either the venue’s loading docks or the advance warehouse. After the show, your items are transported from the venue’s loading docks to either your location or your next event.



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How do I estimate my material handling charges?

Charges will be based on the weight of your shipment. Each shipment received is considered separately. The shipment weight will be rounded up to the next 100 pounds. Each 100 pounds is considered a “hundredweight,” which is abbreviated as “cwt.” There is a minimum charge for each shipment weighing less than 200 pounds. All shipments are subject to reweigh.

On the Material Handling Order Form, select whether the freight will arrive at the warehouse or be sent directly to show site. Then, select the category that best describes your shipment (see “Freight Categories” box, below).

- *If* material is delivered to the booth during the overtime period stated on Quick Facts, add overtime charges for inbound shipping. This includes both warehouse and show-site shipments.
- *If* material is loaded onto the outbound carrier during the overtime period stated on Quick Facts, add overtime charges for outbound shipping.
- *If* the shipment is accepted at the warehouse or at show site after the deadline listed on Quick Facts, add the late delivery charge listed on the order form.

The above services, whether used completely or in part, are offered as a package and the charges will be based on the total inbound weight of the shipment.

Shipments received without receipts or freight bills, such as UPS and Federal Express, will be delivered to the booth without guarantee of piece count or condition.

FREIGHT CATEGORIES

CRATED

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

SPECIAL HANDLING

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

UNCRATED

Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.

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How do I ship to the warehouse?

We will accept freight beginning 30 days prior to show move-in. The warehouse will receive shipments Monday through Friday, except holidays. Refer to Quick Facts for warehouse hours. No appointment is necessary. The warehouse will accept crates, cartons, skids, trunks/cases, and carpets. Loose or pad-wrapped material must be sent directly to show site.

To ensure timely arrival of your materials at show site, freight should arrive at the warehouse by the deadline listed on Quick Facts. Your freight will still be received after the deadline, but additional charges will be incurred.

All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise, and weight. Certified weight tickets must accompany all shipments.

Please call the number located on Quick Facts if you want to ship to the warehouse any oversized material that requires special equipment.

Warehouse freight will be delivered to the booth prior to exhibitor set-up.

How do I ship to show site?

Freight will be accepted only during exhibitor move-in. Please refer to Quick Facts for the specific exhibitor move-in dates and times. On large events, specific target dates may be assigned for each exhibitor.

All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise, and weight. Certified weight tickets must accompany all shipments.

What about prepaid or collect shipping charges?

Collect shipments will be returned to the delivery carrier. To ensure that your freight does not arrive collect, mark your bill of lading "Pre-Paid," which designates that the transportation charges will be paid by the exhibitor or third party.

How should I label my freight?

The label should contain your exhibiting company name, the booth number, and the name of the event. The shipping addresses for both the warehouse and show site are located on Quick Facts.

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What happens to my empty containers during the show?

“EMPTY” stickers should be picked up at the Freeman Exhibitor Service Center or from Freeman employees on the show floor. Each empty container should have an EMPTY sticker that includes your company name and booth number. These containers are picked up throughout move-in. NOTE: Empty containers are stored off-site during the show and are not accessible during the show.

How do I protect my materials after they are delivered to the show or before they are picked up after the show?

Consistent with trade show industry practices, there may be a span of time between the delivery of your shipment(s) to your booth and your arrival. The same is true for the outbound phase of the show (i.e., a span of time between your departure and the pick-up of your materials). During these times, your materials will be left unattended. We recommend that you arrange for a representative to stay with your materials or that you hire security services to safeguard your materials. You should also insure your valuables from the time they are shipped from your facility until they are returned after the event. Please see the Rain Protection link on the APHA website and in the Exhibitor Service Kit.

Do I need insurance?

Ensure that your materials are insured from the time they leave your location until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can be done by adding riders to your existing policies.

How do I ship my materials after the close of the show?

If you are shipping anything from the show, you must have a Material Handling Agreement (MHA). The MHA is the “permission slip” that allows your carrier or Freeman Exhibit Transportation to remove freight from your booth. You must have an MHA for each destination to which you are shipping. If you haven’t received an MHA in your booth, or you need additional MHAs, please visit the Freeman Exhibitor Service Center before the close of the show. When completing the MHA, you’ll need the destination address and your carrier’s information.

Then, once the show has closed, get your freight ready.

- Pack your freight, then place your shipping labels on the freight. Don’t forget to remove any old labels.
- Leave your freight in your booth.
- When your freight is ready, return your completed MHAs to the Freeman Exhibitor Service Center.