

5931 Campus Circle Drive West, Irving, Texas 75063
Phone: 972.580.9000
Email: ExhibitorService@theexpogroup.com
Order Services online at theexpogroup.com

InsureTech Connect 2022
September 20 - 22, 2022
Mandalay Bay Resort and Convention Center
Las Vegas, NV

WHAT ARE FREIGHT SERVICES?

As the official Service Contractor, The Expo Group is exclusive service provider for freight services. Material Handling is the unloading of your materials, up to 30 days of advance storage at the advance warehouse address, 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. There are two options for shipping your advance freight - either to the advance warehouse or directly to the show site. It should not be confused with Shipping which is the cost to transport your exhibit material to and from the convention or event.

HOW DO I SHIP TO THE ADVANCE WAREHOUSE?

- We will begin to accept freight 30 days prior to show move-in.
- To ensure timely arrival of your materials at show site, freight should arrive by the deadline date noted on the Quick Facts. Freight will be accepted after the deadline date, however additional charges will apply.
- The warehouse will receive shipments Monday through Friday, except holidays. Refer to the Quick Facts for warehouse hours. No appointment is necessary.
- The warehouse will accept crates, cartons, skids, trunks/cases and carpets/pads. Loose or pad-wrapped material must be sent directly to show site.
- 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.**
- Shipments received without receipts or freight bills, such as Federal Express and UPS, will be delivered to the booth without guarantee of piece count or condition.
- Warehouse freight is typically delivered to the booth prior to exhibitor set up.

HOW DO I SHIP DIRECT TO SHOW SITE?

- Freight will be accepted only during exhibitor move-in.
- Please refer to the Quick Facts for the specific exhibitor move-in dates and times.
- 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.**
- Shipments received without receipts or freight bills, such as Federal Express and UPS, will be delivered to the booth without guarantee of piece count or condition.

WHAT ABOUT PREPAID OR COLLECT SHIPPING CHARGES?

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

HOW SHOULD I LABEL MY FREIGHT?

- The label should contain the exhibiting company name, booth number and the name of the event.
- The specific shipping address for either the warehouse or show site can be found on the Quick Facts.

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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 billed individually. All shipments are subject to reweigh.

- Locate the rate that applies to your shipment(s) on the Material Handling Form then multiply the rate by the weight of your shipment in pounds.
- 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.

WHAT HAPPENS TO MY EMPTY CONTAINERS DURING THE SHOW?

- Pick up "Empty Labels" at The Expo Group's on-site Service Center.
- Once your container is completely empty, fill out and place a label on each container. Our team will pick up labeled empty containers periodically to be placed in non-accessible storage during the event.
- At the close of the event, empty containers are returned to booths in random order. Depending on the size of the event, this process may take several hours.

ARE MY MATERIALS PROTECTED AFTER THEY ARE DELIVERED TO THE SHOW OR BEFORE THEY ARE PICKED UP AFTER THE SHOW?

Refer to The Expo Group's Terms & Conditions sections 1 and 2 for additional representation and warranties on your property in the segments shown below.

Consistent with trade show industry practices, there may be a period between the delivery of your shipment(s) to your booth and your arrival. This is also true at the end of the show during the move-out or outbound phase of the show — the time between your departure and the actual pick-up of your materials. During these times, your materials will be left unattended. We recommend you arrange for a representative to stay with your materials or that you hire security services to safeguard your materials.

DO I NEED INSURANCE?

- Be sure 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 riders to your existing policies.
- All materials handled by The Expo Group are subject to the Terms and Conditions, which can be found in the exhibitor service manual or online at www.theexpogroup.com.

HOW DO I SHIP MY MATERIALS AFTER THE CLOSE OF THE SHOW?

A completed Material Handling Agreement (MHA) **is required for each shipment being shipped out from the show.**
All pieces must be labeled individually.

- Save time by completing the Outbound Material Handling Agreement form online and in advance or, you may contact The Expo Group's Service Center once on-site for assistance with shipping documents.
- Once received, we will create your Material Handling Agreement and shipping labels if requested. If the shipping information is provided in advance, the Material Handling Agreement will be delivered to your booth on-site. Otherwise, the Material Handling Agreement and labels will be available for pick up at The Expo Group's on-site service center.

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- After materials are packed, labeled, and ready to be shipped, the completed Material Handling Agreement must be submitted to The Expo Group's service center. A minimum additional charge of one ½ hour TEG supervised labor fee will apply for any shipment left on the floor without a completed Material Handling Agreement submitted to The Expo Group service center and done so before the exhibitor move out deadline.
- Schedule pick up with your designated carrier. This must be done by the exhibitor or their representative and can be done at any point prior to the carrier check-in deadline noted on the Quick Facts.
- Please refer to the Quick Facts for specific dates, times and address for pick up. **In the event your selected carrier fails to show by the final move-out day, your shipment will either be rerouted on The Expo Group's carrier choice or delivered back to the warehouse at the exhibitor's expense.**
 - ◊ For your convenience, approved show carriers will be on-site to assist you with arranging outbound transportation if arrangements were not made in advance.

WHERE DO I GET A FORKLIFT?

- Forklift service to install or dismantle your booth after materials are delivered may be ordered in advance or on-site. We recommend that you order in advance to avoid additional charges at show site. For fast easy ordering go to www.theexpogroup.com, and click "Order Services," then "Lift Equipment and Labor." You may also contact us by email, Chat, text or by visiting The Expo Group's Service Center on-site. Refer to the Lift Equipment and Labor Form for available equipment.
- Orders for equipment and labor will be dispatched once a company representative signs the labor order at The Expo Group's Service Center.
- Start time is guaranteed only when equipment is requested for the start of the working day.

OTHER AVAILABLE FREIGHT SERVICES (may not be available in all locations)

For fast easy ordering go to www.theexpogroup.com, and click "Order Services." You may also contact us by email, Chat, text or by visiting The Expo Group's Service Center on-site.

- Cranes (*Only available by advance request prior to exhibitor move-in.*)
- Accessible storage on-site
- Security storage at show site
- Short-term and long-term warehouse storage
- Local pick-up and delivery
- Empty Express