



EXHIBITOR SERVICE MANUAL

Miami Beach Convention Center
Halls A - D
July 12 - 14, 2024

Online Marketplace

Expo Convention Contractors has been chosen as the Official Service Contractor for the **2024 Florida SuperCon**.

We are prepared to assist you in every way possible to ensure a successful marketing presentation for your company. Expo has an online marketplace that provides an easy way for you to order all of your show services. Our system is user friendly and visually driven, making it easy to navigate.

You still have the option to download the PDF Exhibitor Manual, but you must first log in to the online marketplace. Below are instructions for how you can access our online marketplace or download your PDF Exhibitor Manual.

- Once you have successfully registered for a booth with the show manager, Expo will receive your contact information. We will then email you a unique temporary password, as well as link to our storefront (<https://expocci.boomerecommerce.com/>).
- When you log in for the first time, you will be prompted to update your password, keeping your order and payment information confidential and accessible only to you. If you were an exhibitor last year or have logged into our storefront before, your password will be whatever you changed it to the last time you logged in. You always have the option to reset your password from the login page.
- After you have logged in, you will be directed to your Event Homepage. Here you will find important show dates and times, booth equipment, shipping deadlines and shipping addresses.
- From your Event Homepage, you will also notice a menu on your left hand side. From these menu options you can start shopping to place your order online, print shipping labels, access subcontractor forms and download your PDF Exhibitor Manual.
- Freight shipments will incur a material handling charge. Please see the Shipping Information section of the online marketplace for posted rates. By having a credit card on file prior to move-in, Expo can deliver your shipment to your booth space in a timely manner.
- All remaining balances are to be paid prior to the show. If you have an open balance after the show has closed, a 25% administrative charge will be accessed to your invoice.
- **Please pay special attention to the deadline dates for placing your order and shipping your booth materials. The deadline date to receive Advance Warehouse freight is Friday, July 5, 2024 and Direct to Show shipments will be accepted on Wednesday, July 10, 2024.**
- Please call our Exhibitor Service Department if you need assistance. We're here to help! You can reach us at (305) 751.1234 or by email at info@expocci.com

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ALL ORDERS CAN ALSO BE PLACED THROUGH OUR SECURE
ONLINE PORTAL (<https://expocci.boomerecommerce.com/>)

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check the completed pages

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Payment Policy

NO SERVICES WILL BE RENDERED UNTIL THIS DOCUMENT IS COMPLETED, SIGNED AND RETURNED TO EXPO.

ADVANCE AND/OR FLOOR ORDERS

All Orders require ADVANCE PAYMENT for initial estimate of charges for services AND a VALID CREDIT CARD with proper authorization be provided to ExpoCCI. You may prepay with a check written on your company, but a credit card is required by ExpoCCI to ensure any unexpected charges, such as additional freight, clean-up costs, etc., are paid at the time the Show closes.

THIRD PARTY ORDERS

If you choose to contract work to a Display or Exhibit house/company and/or require services from EXPO, the Payment Policy presented above shall apply. ExpoCCI must be notified, in writing, a non-official contractor form and COI must be submitted, from exhibiting company of any other display or exhibit company involved in the set up or breakdown of exhibits. The exhibiting firm is ultimately responsible for payment of all costs incurred on its behalf. If a third party is to be invoiced for certain items or services, please complete and submit Expo's Third Party Payment Policy prior to placing order.

DRAYAGE TO WAREHOUSE OR SHOW SITE AND/OR LABOR

ExpoCCI's Payment Policy must be adhered to by Exhibitor prior to any freight being shipped to ExpoCCI. All charges for freight, assembling, disassembling, shipping, handling and any other must be prepaid. If adjustments or additional charges are required at Show Close, they will be charged to the enclosed Credit Card provided, unless Exhibitor provides an additional form of payment prior to the charge being processed. ExpoCCI is not responsible for any damage or loss of your freight, **please secure round trip insurance from your company insurance carrier.**

ALL CHARGES

All charges/costs requested by Exhibitor MUST be PAID IN FULL before services are rendered, and any adjustment and/or additional charges must be paid by Show Close. Such costs will be charged to Exhibitor's credit card provided unless prior arrangements have been made. All checks must be drawn on a U.S. bank, and there will be a minimum charge of \$39 for each NSF check written to ExpoCCI.

ADJUSTMENTS/REFUNDS

Exhibitors are responsible for ensuring services are rendered as ordered prior to the Show opening. All requests for adjustments must be made on site prior to the Show's closing. ExpoCCI will not be responsible for adjustments after the Show closes unless prior arrangements have been agreed to in writing by ExpoCCI. **Refunds:** A 6% processing fee will be added to all orders prior to refunding a credit balance of any type.

SALES TAX

Applicable city, county and state sales tax will apply. If any Exhibitor is exempt from paying sales tax, it is the Exhibitor's responsibility to provide ExpoCCI with its tax exempt certificate prior to orders being processed. If not provided and exhibitors requests tax to be removed a 6% processing fee will apply before refund.

CANCELLATION POLICY

On-site exchanges/cancellations of any orders/furnishings will be assessed a 100% pick-up fee. In the event of a natural disaster, acts of God or terrorists, which result in the cancellation of this event, ExpoCCI will be entitled to a fee equal to the percentage of work completed by ExpoCCI. This percentage will be determined solely by ExpoCCI. In the event the deposit received exceeds the percentage of work completed, ExpoCCI will refund the excess deposit.

COLLECTION POLICY

In the event this contract is turned over to an attorney for collection or dispute, ExpoCCI will be entitled to reasonable attorney fees.

Return via fax 305-751-1298 or email info@expocci.com We accept American Express, Visa, MasterCard and Discover for your convenience. No checks will be accepted at show site.

Exhibitor:	Contact name:	Booth #:
Address:		
City:	State:	Zip:
Phone:		Email:
Credit Card Used For Payment: No.:		Expires:
Security Code:	(The 3 numbers on back of card or for Amex the 4 numbers on the front)	
Billing Address for credit card:		
City:	State:	ZIP CODE:
Credit Card Holder (Print Name as it appears on card):		
Card Holder Signature:		

*****Cardholder hereby authorizes EXPO to charge credit card described herein for all charges incurred by Exhibitor and has read, understands, and agrees to all forms in the exhibitor manual and agrees to pay all charges as described in Cardholder Agreement. All estimated charges must be paid in ADVANCE, AND a valid credit card must be on file with EXPO authorizing payment for modified and/or additional charges. All Charges must be paid by end of Show.

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Terms and Conditions

PAYMENT POLICY:

Show Site Orders: Services ordered at show site will require full payment at the time the order is placed. Purchase orders may not be used in lieu of payment.

Regular prices will apply to all show site orders. Floor orders are limited to availability.

Third Party Orders: If you contract your work to a display or exhibit house and require services from ExpoCCI, the payment policy stated above applies. Please pass this information on to them. A Third Party Payment form must be completed and submitted three weeks prior to show opening. Ultimately, the exhibitor is responsible for payment if the third party's payment is declined.

Invoices: Prior to close of show, an Invoice will be prepared and delivered to your booth for your review. Credits will be issued at show site only. If you have any questions, or want to pay your invoice by check or cash, please see our customer service representatives at the service desk on site.

Charges: All charges, regardless of amount, must be paid in full by cash, check or credit card. If credit card method is used, please ensure that the card limits are high enough to cover your expected charges.

Past Due Accounts: The Exhibitor understands that there will be a 10% monthly (120% per year) finance charge on past due accounts and agrees to pay all costs incurred by ExpoCCI, while endeavoring to collect this account.

Outbound Services: All outbound services will be processed on your credit card. A copy of the receipt and invoice will be emailed within 10 days of the close of the show.

International Customers: International customers must pay for all services in U.S. funds. A \$50 service charge will be added for processing checks or wire transfers drawn on foreign banks.

U.S. Wire Transfers: A \$30 service charge will be added for processing U.S. wire transfers. Please complete the wire transfer portion of the Payment Authorization form. The credit card portion of the form must still be completed before your order will be processed.

Tax Exempt Status: If you are tax exempt in the state where the show is held, a copy of the certificate must accompany your order.

Rental Responsibility: All materials are on a rental basis and shall remain the property of ExpoCCI. The customer shall be held financially responsible for any damage to ExpoCCI equipment used by the customer.

Price Quotes: Prices quoted are for the duration of the show and include installation, rental, and removal, except where indicated.

Default Colors: If skirting and carpet colors are not selected, show colors will prevail.

Exchanges and Cancellations: On-site exchanges and cancellations of any orders/furnishings will be assessed a 100% pick-up fee.

Refunds: A 6% processing fee will be added to all orders prior to refunding a credit balance of any type, all credits will be done post show.

ExpoCCI charges a 3% convenience fee for payments using a credit or debit card. This convenience fee is a charge in addition to the original transaction amount for the convenience of being able to use an alternate payment method. The fee will not apply to ACH and Wire payments and the same will be removed once processed. However, wire transfers must include an additional \$30.00 for domestic and \$50.00 for international bank fees.

DEFINITIONS AND EXPO RESPONSIBILITIES:

The name "ExpoCCI" shall be construed within the meaning of this contract as Expo Convention Contractors and its employees, officers, agents, and assigns including any subcontractors ExpoCCI may appoint. The term "exhibitor" refers to any party who contracts for services with ExpoCCI. ExpoCCI shall be responsible only for those services which it directly provides, and hereby agrees to execute its contracted duties in good faith. ExpoCCI assumes no responsibility for any person, parties, or other contracting firms not under ExpoCCI's direct supervision and control. ExpoCCI shall not be responsible for loss, delay or damage due to strikes, lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failures, acts of terrorism or war, or any other causes beyond ExpoCCI's reasonable control; or for ordinary wear and tear in the handling of materials. Due to the security and liability requirements, ExpoCCI personnel will unload all vendor materials from the loading docks to the booths. We do not allow POV's to unload at the docks. POV's may ground load only.

INDEMNIFICATION:

The exhibitor agrees to indemnify, forever hold harmless and defend ExpoCCI and its employees, officers and agents from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgments, and expenses on account of personal injury or death, damage to or loss of property or profits arising out of, or contributed to by any of the following: (1) exhibitor's negligent supervision of any labor secured through ExpoCCI or the negligent supervision of such labor by any of the exhibitor's employees, agents, representative, invitees, and/or exhibitor appointed contractor (EAC); (2) exhibitor's negligence, willful misconduct, or deliberate act, or such actions of exhibitor's employees, agents, invitees, representatives, or EACs at the show to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration or negligent handling of ExpoCCI equipment; or (3) exhibitor's violation of Federal, State or Local ordinance; or violation of show regulations and/or rules as published by the Facility and/or Show Management.

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Terms and Conditions

CLAIM(S) FOR LOSS AND PAYMENT FOR SERVICES:

Exhibitor agrees that any and all claims for loss or damage shall be submitted to ExpoCCI prior to the conclusion of the show when alleged loss or damage occurred prior to that time, and in all cases within 30 days of the conclusion of the show. For claim reporting purposes, the “conclusion” of the show shall be construed as the end of the day on which exhibitor must vacate the show site. All claims reported after the 30-day period will be rejected. In no event shall a suit or action be brought against ExpoCCI more than one year after the date that loss or damage occurred. Payment for services may not be withheld. In the event of any dispute between ExpoCCI and the exhibitor relative to any loss or damage claim, the exhibitor shall not be entitled to, and shall not withhold payment for ExpoCCI services as an offset against the amount of the alleged loss or damage. Any claim against ExpoCCI shall be considered a separate transaction and shall be resolved on its own merit.

EXPO'S LIMITS OF LIABILITY:

If found liable for any loss or damage, ExpoCCI's sole and maximum liability for loss or damage to exhibitor's materials will be limited to the repair or replacement with like kind and quantity, subject to a dollar amount not to exceed \$5.00 (five dollars) per pound based on the weight of the articles for which ExpoCCI specifically acknowledges receipt in writing. ExpoCCI shall in no event be liable for collateral, exemplary, indirect costs or damages, or loss of sales resulting from, or related to, a claim for loss of or damage to material.

INBOUND AND OUTBOUND SHIPMENTS:

Consistent with trade show industry practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of the exhibitor or his representative. During such time, the materials will be left unattended. ExpoCCI is not, and cannot be, responsible for loss, damage, theft, or disappearances of exhibitor's materials after same have been delivered to the exhibitor's booth. Similarly, there may be a lapse of time between the completion of packing and the actual pick up of exhibitor's materials from the booth for loading onto a carrier. During such time, the materials will be left unattended. ExpoCCI shall not be responsible for loss, damage, theft, or disappearance of exhibitor's materials before same have been picked up for loading after the show. All materials will be checked at the booth at the time of loading using document(s) submitted by the exhibitor and notations of exceptions to conditions of materials, or piece counts will be made on said document. ExpoCCI assumes no responsibility for loss, damage, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's appointed carrier or agent for transportation after the show. ExpoCCI loads materials onto the carrier's truck under the supervision of the carrier driver who checks and signs for the materials. ExpoCCI assumes no liability for any materials after the carrier assumes custody of materials. If exhibitor's designated carrier fails to show by the moveout deadline after a show, ExpoCCI shall have the authority to route exhibitor's shipment via an alternate carrier, or return shipment to a local warehouse for disposition at exhibitor's expense.

Based on show move-in/moveout schedule and/or late driver check-in, an overtime surcharge per occurrence applies to shipments handled at show site during overtime hours. Your advance warehouse shipments may be received during straight time, but due to scheduling conflicts beyond ExpoCCI's control may be moved into the exhibit hall on overtime. Drivers picking up outbound shipments will be sequenced for loading ONLY after a bill of lading is submitted to the ExpoCCI Service Desk.

PACKAGING, CRATES AND EMPTY CONTAINERS:

ExpoCCI shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped, or shrink-wrapped materials. ExpoCCI shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. ExpoCCI shall not be responsible for crates and packaging unsuitable for handling, partially assembled, or having prior damage. Affixing “Empty” storage labels to containers is the sole responsibility of the exhibitor or his representative. All previous labels should be removed. ExpoCCI assumes no responsibility for removal or misdelivery of containers with old labels or incorrect information on labels or for loss or damage to materials stored in containers labeled “empty”.

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Discount deadline:
June 28, 2024

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Third Party Payment

THIS FORM IS TO BE FILLED OUT ONLY IF YOU HAVE HIRED A THIRD PARTY TO SET UP YOUR BOOTH.

THIRD PARTY PAYMENT CONDITIONS

This form must be completed and signed by BOTH PARTIES and returned to EXPO prior to placing any orders. If there is any doubt which party is to be invoiced for a service, the exhibiting firm accepts responsibility for payment. The exhibiting firm is ultimately responsible for payment of all charges by show conclusion. If charges have been billed to the wrong party and EXPO was not provided with the completed Third Party Payment Policy prior to the order being placed, any refund must be settled between the exhibiting firm and third party.

PLEASE INDICATE WHICH ITEMS/SERVICES ARE TO BE INVOICED TO THE THIRD PARTY:

All Expo Services	Booth Cleaning	Booth Labor
Freight Handling	Furniture/Carpet	Other (Specify)

We understand and agree that we, the exhibiting firm, are ultimately responsible for payment of charges incurred. In the event the third party named below does not make payment, such charges will be presented to the exhibiting firm, and exhibiting firm will make payment to Expo prior to the close of the show. (Signature required below.)

Authorized Firm Representative Signature:

We accept American Express, Visa, MasterCard and Discover Card for your convenience. A non-official contractor form and COI must accompany the Third Party Payment form.

EXHIBITING COMPANY

Exhibiting Company: _____ Booth #: _____
 Address: _____
 City: _____ State: _____ Country: _____ Zip: _____
 Email: _____ Contact/s: _____
 Credit Card Used For Payment: No.: _____ Expires: _____
 Security Code: _____ [The 3 numbers on back of card or for Amex the 4 numbers on the front]
 Billing Address for credit card: _____
 City: _____ State: _____ ZIP CODE: _____
 Credit Card Holder (Print Name): _____ Card Holder Signature: _____

*****Cardholder hereby authorizes EXPO to charge credit card described herein for all charges incurred by Exhibitor and has read, understands, and agrees to all forms in the exhibitor manual and agrees to pay all charges as described in Cardholder Agreement. All estimated charges must be paid in ADVANCE, AND a valid credit card must be on file with EXPO authorizing payment for modified and/or additional charges. All Charges must be paid by end of Show. **On-site exchanges/cancelations of any orders/furnishings will be assessed a 100% pick-up fee.**

THIRD PARTY

Exhibiting Company: _____ Booth #: _____
 Address: _____
 City: _____ State: _____ Country: _____ Zip: _____
 Email: _____ Contact/s: _____
 Credit Card Used For Payment: No.: _____ Expires: _____
 Security Code: _____ [The 3 numbers on back of card or for Amex the 4 numbers on the front]
 Billing Address for credit card: _____
 City: _____ State: _____ ZIP CODE: _____
 Credit Card Holder (Print Name): _____ Card Holder Signature: _____

*****Cardholder hereby authorizes EXPO to charge credit card described herein for all charges incurred by Exhibitor and has read, understands, and agrees to all forms in the exhibitor manual and agrees to pay all charges as described in Cardholder Agreement. All estimated charges must be paid in ADVANCE, AND a valid credit card must be on file with EXPO authorizing payment for modified and/or additional charges. All Charges must be paid by end of Show. **On-site exchanges/cancelations of any orders/furnishings will be assessed a 100% pick-up fee. A non-official contractor form and COI must accompany the third Party Payment form.**

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Discount deadline:
June 28, 2024

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Material Handling Authorization

Please complete the following information:

We plan to ship to: Advance Warehouse Direct to Show Site
 We plan to ship on (date):
 Our material should arrive on (date):
 Carrier name: Pro#:
 Origin shipment (City, state):
 Please provide a contact name and number for any questions EXPO may have in regards to this shipment.
 Name: Phone:

Please indicate number of pieces and the estimated weight

# of pieces	Description	Weight
	Crates	
	Cartons	
	Cases	
	Carpet	
	Miscellaneous	

Total weight:

100 pound minimum charge per shipment

Computation of Material Handling Services

The following services, whether used completely, or in part, are offered as a package. When recording weight, the actual weight is the number you use unless less than 100lbs For example: 185 lbs = 185 x RATE = \$ Amount or minimum charge, whichever is greater.

Advance Shipment	\$1.35 per pound	Direct Shipment	\$1.40 per pound
Advance Shipping Address: EXPO Convention Contractors. 15959 NW 15th Avenue Miami, Florida 33169		Direct Shipping Address: Miami Beach Convention Center 1901 Convention Center Dr, Miami Beach, FL 33139 c/o EXPO Convention Contractors.	
Deadline Date is: July 5, 2023		Will not be accepted prior to: July 9, 2024	
Shipments received after this date will incur an additional 25% late handling fee.		Shipments received before this date will incur an additional 25% handling fee.	

Advance Shipment Rates Include:
 Unloading crated material.
 Storing at EXPO's warehouse for up to 30 days.
 Unloading materials and delivery to your booth
 Removing of empty shipping containers from your booth, storing during show, returning at close of show.
 Reloading materials onto outbound transportation.

Direct Shipment Rates Include:
 Unloading materials when received and delivery to your booth
 Removing of empty shipping containers from your booth, storing during show, returning at close of show.
 Reloading materials onto outbound transportation.

EXPO Warehouse Hours are
Monday through Friday; 8:30am to 3:30pm.
Holidays excluded.

Straight Time Hours
 Monday through Friday; 8:00am to 4:30pm
Overtime Hours
 Monday through Friday before 8:00am & after 4:30pm - All day Saturday, Sunday & Holidays.

Small Package Fee
(per shipment 1 - 50 pounds) - \$200.00

Additional Surcharges based on inbound weight:
 Warehouse shipment Delivered after the deadline date. Add 25% to above rates. Show Site Shipment Delivered Off Target, not on exhibitor set-up day. Add 25% to above rates. Overtime, inbound and/or outbound. Add 25% to above rates.

For Credit card payments, please complete the payment authorization form. Any additional overtime charges will be invoiced at Showsite and are subject to change pending move-in/move-out schedule.

We understand that your calculation is only an estimate. Invoicing will be calculated from actual certified weight ticket or Reweigh ticket on inbound material handling receiving report. Adjustments will be made accordingly. Any adjustments to Charges must be made at show site.

Single pieces weighing more than 5,000 pounds CANNOT be accepted at the warehouse. Loose, easily damaged, uncrated or blanket-wrapped shipments should be shipped directly to the showsite.
 EXPO is **not responsible** for any damage or loss of your freight. Please secure roundtrip insurance coverage from your company insurance carrier. If you have any questions about material handling, please contact EXPO Convention Contractors' Exhibitor Service department.

Please complete the following and return to EXPO along with the Shipping Instructions form:

Company Name: Booth #
 Contact Name: Email:
 Authorized Signature:

Signature also indicates you read and accept the Payment Policy and Term and Conditions, signed and returned to expo. Payment Authorization must be completed and returned with Material Handling worksheet. Other charges may apply, please review Material Handling Information form INCLUDED in this Manual.

Please return via fax along with payment policy form 305-751-1298 or email to info@expocci.com

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Self-Unload/POV Service Information & Rates

POV SERVICE is a feature for exhibitors using a **Personally Owned Vehicle (POV)** that meets the requirements below.

POV's (Personally Owned Vehicles) are defined as:

Cars, pick-up trucks, vans and other trucks primarily designed for passenger use, not cargo or freight. Vehicles that do not qualify for this service or that have material that requires mechanical assistance to unload, will be directed to the Marshalling Yard and will be charged as material handling by weight

Vehicles that Qualify (Product Only)



Vehicles that DO NOT QUALIFY: (Showcases and Booth Build Items are Material Handling)



Rates:

Straight time - **\$101.00 per one way trip. (Monday - Friday, 8:00am - 4:30pm)**

Overtime - **\$133.50 per one way trip. (Monday - Friday, before 8:00am, after 4:30pm, weekends and holidays)**

One worker equipped with a flat cart will assist those exhibitors who qualify for POV Service with unloading & delivery of goods to your booth.

POV SERVICE is aimed at those exhibitors requiring minimum assistance to facilitate the move-in/ out process for them, skidded or palletized items do not qualify, maximum weight 400 pounds per trip.

Exhibitors who have extensive unloading requirements can use the material handling services. Arrangements for this service can be made in advance, see Material Handling Form, or on-site at the EXPO Service Desk.

Empty storage service will only be available to exhibitors who utilize the complete material handling service.

Exhibitors who do not use these services will be charged on a per carton rate to handle their empties.

EXPO WILL NOT BE RESPONSIBLE FOR ANY DAMAGES. Exhibitors are required to carry all-risk floater insurance covering their product and exhibit materials against damage, loss and other hazards. The coverage should start when the product and exhibit material leaves your place of business and end when it is returned to your facility after the show. POV Service will be available from the loading dock. Please instruct your personnel to identify themselves as exhibitors requiring POV service to security personnel. They will be directed to the specially designated area. This service DOES NOT include rental trucks or company trucks.

Exhibitor:

Booth #

Date and time:

of trips:

Please return via fax along with payment policy form 305-751-1298 or email to info@expocci.com

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Shipping Instructions

ALL SHIPMENTS MUST ARRIVE PRE-PAID

SHIPPING INSTRUCTIONS PRIOR TO SHOW (Payment Must be on file when recieved for Material Handling Charges)

1. Expo Convention Contractors, MUST have a credit card on file or the shipments will be held until one is received. If no payment is on file, this may delay the delivery of your materials to your booth and setup.
2. Shipments must be consigned to Expo Convention Contractors, Inc. The hotel and/or convention site do not have the facilities to receive such shipments and they will be refused.
3. All shipments must be properly labeled and addressed to the warehouse or facility. Exhibits left without a Bill of Lading filled out will be forced through our house carrier eLogistics and will be returned to our warehouse and held for disposition at an additional charge, ExpoCCI is not responsible for condition, count or content until such time exhibits or materials are picked up for removal after the exhibition's close.
4. All materials should be properly insured against fire, theft and all hazards while in transit to and from your booth and for the exhibition's duration and picked up for removal after the exhibition's close.
5. All shipments requiring special handling for reasons including, but not limited to, length, width or height, are handled on a time and material basis.
6. Expo Convention Contractors, as the Official Drayage Contractor, has control over all freight docks, doors, elevators, and crate storage areas. A charge of \$50.00 per crate, box or carton is accessed for any shipment not handled by Expo Convention Contractors, Inc., when Expo is required to handle storage of empty containers.
7. Remove all expired shipping labels before shipping to avoid confusion.
8. Collect shipments are not accepted and will be refused upon delivery.

SHIPPING INSTRUCTIONS AT CLOSE OF CONVENTION (You MUST fill out a BOL at show-site or request a pre-printed BOL)

1. You must fill out a Bill of Lading at the Expo Service Desk at the close of the show or request a pre-printed Bill of Lading at least one week prior to show open. We will not turn over materials to your carrier without a Bill of Lading.
2. Your account must have a zero balance and we must have payment on file for any outbound handling charges or your freight will not be turned over to your carrier. Outbound handling charges, i.e. Overtime move-out, special handling, return to warehouse, reroute shipping charges, etc.
3. If your freight carrier does not check-in on time, your freight will be rerouted through our preferred carrier eLogistics and shipping charges will apply. If available and chosen on the Bill of Lading, freight may be returned to our warehouse at an additional charge for your carrier to pick up at a later date.
4. Exhibitor routing of outbound shipments is honored when possible. However, we reserve the right to reroute as necessary. All outbound shipments must be tendered with a Bill of Lading turned into the service desk at show site. In the event the designated carrier fails to pick up by a specified time, Expo Convention Contractors, will reroute said shipments.

INSURANCE (This Form Must Be Signed and Returned with the Material Handling Authorization)

Expo Convention Contractors is not responsible for the count or content of material after it has been placed in the exhibit areas. Exhibitor agrees to hold harmless Expo Convention Contractors, Inc. from responsibility for concealed and/or apparent damage to uncrated and/or unskidded exhibit material. Please make certain all materials are properly insured against "ALL RISK" from the time your materials leave your facility until they are returned back to your facility after the show.

USE OUR IN-HOUSE PREFERRED CARRIER FOR ALL YOUR SHIPPING NEEDS



MAKE SHIPPING TO AND FROM YOUR TRADESHOW EFFORTLESS

Email info@expocci.com for a preliminary shipping quote, all of the following is needed:
 -Company Name, Contact Name/Phone Number, Show Name/Booth #, Pick-up Address Destination Address, City, State, Zip.
 -Approximate Weight, Number of Pieces, Type of Pieces in Shipment, i.e., skid, carton, crate, dimensions, business Hours
 -Is there a Loading Dock, Does Driver have to go in Building and/or Elevator, Residential Area
 We will respond with a preliminary quote based on estimated weight and above information within 24 hours when requested Sunday-Thursday. Our service is ground 5-7 business day shipping only.

If shipping to a show, we cannot guarantee a specific one day delivery, we recommend only shipping to the ADVANCE WAREHOUSE.

Authority to Handle and Billing instructions. Acceptance of all terms and conditions herein stated

Company name:	Booth #:
Address:	
Attention:	Phone:
City:	State:
Authorized by (please print):	Title:
Signature:	Convention/Tradeshow:
	Fax:
	Zip code:

To ensure orderly processing of material handling requirements, it is absolutely essential that this form be READ, COMPLETED AND SIGNED by an organization officer.

Please return via fax along with payment policy form 305-751-1298 or email to info@expocci.com

NEED

A CUSTOM BOOTH?

click here

NEED

SHIPPING TO AND FROM A TRADESHOW?



click here

NEED ANYTHING?

Phone: 305-751-1234
 | Fax: 305-751-1298

ALL ORDERS CAN ALSO BE PLACED THROUGH OUR SECURE ONLINE PORTAL (<https://expocci.boomerecommerce.com>)

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Material Handling Information

Special Handling

Rate as shown on Material Handling Authorization Form

The standard material handling applies to shipments that can be readily handled off or onto a truck using a conventional forklift or pallet jack equipment without rehandling. A special handling charge applies if your shipment requires extra labor for stacking or unstacking containers on a truck (cubic loading), tarping or untarping freight or containers, or rigging pieces for loading or unloading on a truck or from the ground, or other circumstances requiring the rehandling of materials.

Overtime

Surcharge: 25%

Based on show move-in/move-out schedule and/or late driver check-in, an overtime surcharge per occurrence applies to shipments handled at show site during overtime hours. Your advance warehouse shipments may be received during straight time, but due to scheduling conflicts beyond EXPO's control may be moved into the exhibit hall on overtime. Any additional overtime charges will be invoiced at show site and are subject to change pending move-in/move-out schedules. Handling times will be documented on shipping documents. Drivers picking up outbound shipments will be sequenced for loading ONLY after a bill of lading is submitted to the EXPO Service Desk AND the driver has checked in.

Late shipments

Surcharge: 25%

A surcharge will apply to shipments not arriving within the published dates (refer to Show Information page for dates) for advance warehouse or arriving on show site after show opening.

Uncrated Shipments

Rate as shown on Material Handling Authorization Form

An additional charge of 50% (or as stated on Material Handling Authorization page) of the applicable material handling charge at the time of delivery shall be charged for all loose, uncrated, or unprotected shipments received at the show site docks. The charge is a one-time charge that includes both move-in and move-out of the show and is based on the weight of the shipment handled.

Off Target Deliveries

Surcharge: See Below

For targeted shows (exhibitors who received/requested a Targeted Date/Time), a surcharge will apply if shipment is not delivered (or carrier has not checked in) during assigned target date/time. **(Surcharge: 25%)** Shipments arriving at the warehouse during Expo show move-in days and/or Exhibitor Move-in Days will be charged a Special Handling Fee. This fee will be based on the shipment received and the Delivery Location. The minimum charge will be \$250.00. Please see the Expo Quick Facts for Delivery Days, Times and Location. **(Surcharge: Based on Weight of Materials and Location.)**

Padded Van Deliveries

Surcharge: \$8.50/CWT

A padded van surcharge applies to van line carriers that transport freight at cubic displacement rates, operate a non-standard dock height equipment, require freight on the truck to be unloaded in a specific order or orientation, or require that freight on the truck be moved to unload the actual delivery.

Marshaling Yard

Surcharge: Maximum \$21.50

Where EXPO Convention Contractors, as the show contractor must lease space for marshaling yard operations because no space is provided by the facility, EXPO may charge a fee per shipment processed through the marshaling yard.

Reweigh of shipments

Surcharge: \$26.50 per forklift load

An additional charge per forklift load will be applied to shipments that have to be reweighed at the dock due to the lack of a certified weight ticket, or an incorrect or understated weight on a delivery document.

Envelope Deliveries

Surcharge: \$26.50 per envelope

During show hours at the show facility, a charge will apply for receiving and delivering envelope packages to your booth.

Accessible Storage

Surcharge: Based on applicable Labor rate (refer to labor order form)

Accessible storage will be accessible during the show, but not necessarily by exhibitors. There is a one hour labor rate charge for each time the accessible storage is accessed. There will be no charge to return material to the booth at the close of the show.

Return to Warehouse

Surcharge: \$16.00 per CWT, Minimum \$ 50.00

Crated materials only, uncrated materials will not be accepted at warehouse. Return to warehouse will be charged after Material Handling and Overtime Charges.

Mobile Spotting Fee

Surcharge: \$397.50 round trip ST Charge/ \$690.00 round trip OT charge

Vehicles operated by exhibitors may be allowed on the exhibit hall floor for loading or unloading, if EXPO determines such activity to be operationally feasible and safe. All vehicles operated on the exhibit hall floor must be escorted by EXPO personnel. In such cases, a MOBILE SPOTTING FEE will be charged. All local fire marshal rules and regulations apply. Please call customer service for details.

If you have any questions about material handling, please contact EXPO Customer Service department.

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Material Handling Q & A

Questions and Answers

What is material handling (also referred to as drayage)?

Material handling is the process of unloading your freight from your shipping carrier, either at the warehouse or show site, delivering it to your booth, storing your empty containers (empties) if required, returning of your empties at the close of show, and then reloading your freight back onto your shipping carrier.

What is the definition of "freight"?

Any exhibit materials that are shipped or delivered to the advance warehouse or show facility via shipping carrier, POV, or delivery truck.

What is a "certified weight ticket"?

A printed weight ticket from a scale certified or inspected by a government authority such as the Dept. of Agriculture, indicating the date weighed, the weight of the shipment and the vehicle ID of the unit being weighed.

What is the difference between material handling and shipping?

Shipping is the process of carrying your shipment from your location or pick-up area to its destination and also the process of returning your shipment back to your location after the close of the show. Material handling begins at the time your shipment arrives to the docks (please refer to 'What is material handling?' for the full definition.)

Do I need to order a forklift to unload or reload my freight?

No, please do not order a forklift for unloading/reloading of your materials.

What does CWT mean?

CWT is an acronym for Century Weight, therefore it means 100 lbs.

Important facts about advance shipments

All shipments that are addressed to the advance warehouse address (please refer to "Advance Warehouse" shipping labels included in this manual).

EXPO will begin accepting your shipments 30 days prior to first show open day (date may vary depending on show schedule).

The warehouse will receive shipments Monday-Friday, 8:00am - 3:30pm, excluding holidays.

Shipments must arrive by advance warehouse deadline date to avoid a late surcharge. (Please refer to the "Show Information" page included with this manual for deadline date.)

Crates, cartons, skids, fibercases, and carpets can be accepted at the warehouse, but DO NOT ship crates weighing over 5,000 lbs., loose/uncrated shipments and/or machinery to warehouse. You must ship those items direct to show site.

All shipments must have a bill of lading or delivery slip indicating number of pieces and weight. Certified weight tickets required.

All shipments must be prepaid, no collect on delivery shipments will be accepted.

Material Handling Charges

What determines how much I am charged?

Charges are based off the weight from your inbound weight ticket included with your shipment.

How do I calculate material handling charges?

Material handling services, whether used completely, or in part, are offered as a package. When recording weight, round up to the next 100 lbs. For example: 185 lbs. = 185 lbs X RATE = \$ Amount or minimum charge, whichever is greater.

Will there be any additional charges?

Additional charges may apply. Please review the Material Handling Authorization and Material Handling Additional Services forms included in the manual for all applicable fees.

Material Handling Charges

What are specialized carrier shipments?

Shipments that arrive via small package carrier such as FedEx Express Service, UPS small package service or DHL small package service AND do not have a certified weight ticket included with shipment. This applies to packages weighing under 100 lbs.

How do I calculate my specialized carrier shipment?

Charges for specialized carrier shipments are based on per carton, per delivery. Example: I'm shipping 3 packages via FedEx, how much will I be charged? 3 x per carton rate = \$ amount charged (plus any additional fees that may apply).

Please be advised that your whole shipment may not arrive to its destination at one time. Therefore, you may be charged per each delivery, and minimum charges may apply.

Crated - Uncrated - Special Handling

What are CRATED materials?

Materials delivered that are skidded or in a container that can easily be unloaded/ reloaded with no special handling required.

What are UNCRATED materials?

Materials delivered that are loose, pad-wrapped or unskidded without proper lifting bars and/or hooks.

What is SPECIAL HANDLING?

Shipments delivered that require extra labor for stacking or unstacking containers on a truck (cubic loading), tarping or untarping freight or containers, or rigging pieces for loading or unloading on a truck or from the ground, or other circumstances requiring the rehandling of materials.

Important facts about direct shipments

What are direct shipments?

All shipments that are addressed directly to the exhibit facility (please refer to "Direct to Show" shipping labels included in this manual).

Shipments must arrive during exhibitor move-in times only. Do not ship direct to show site in advance. If delivery cannot be guaranteed to arrive during exhibitor move-in, shipment must go to advance warehouse.

All shipments must have a bill of lading or delivery slip indicating number of pieces and weight. Certified weight tickets required.

Crates weighing over 5,000 lbs. or loose/uncrated shipments must be shipped direct to show site to arrive during exhibitor move-in times.

All shipments must be prepaid, no collect on delivery shipments will be accepted.

Liability Insurance

What is and why would I need liability insurance?

Accidents happen, therefore, most show organizers and facilities require liability insurance. Please refer to your booth contract for exact minimums required.

Please make sure your materials are covered from the moment they leave your company location to the time they return after the close of the show.

Outbound shipments

You must complete an EXPO Material Handling Agreement (MHA) for all outbound shipments. A MHA will be distributed at show site if all services have been paid in full, or you can request one at the customer service desk.

Upon completion of packing and labeling of your materials, complete the bill of lading with all required information, and return to customer service. If you have questions on how to complete your bill of lading, please ask a EXPO customer service representative located at the customer service desk.

If you are NOT using the designated shipping carrier, you must call your carrier with pick-up information.

If your carrier fails to pick up your shipment, EXPO will either reroute your freight through the carrier of our choice or return to the local warehouse (whichever is indicated on your MHA).

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