

MATERIAL HANDLING

Q: What is Material Handling and how much does it cost?

A: Material Handling includes unloading your exhibit materials at the advance warehouse (with storage for up to 30 days prior to show move-in) or direct to show site, delivery to your booth, handling of empty containers to and from storage, and loading onto your outbound carrier. **Material Handling is charged at a 200lb minimum per shipment.**

Q: Is Material Handling different than the cost to transport materials to and from the event?

A: Yes, Material Handling should not be confused with this cost. You have two options for shipping your freight – either to the advance warehouse or directly to show site.

Q: How can Material Handling costs be minimized?

A: There are several ways to keep Material Handling charges low, including:

- **Consolidate Shipment:** Each shipment that arrives separately incurs the 200lb minimum charge. Keep your charges low by skidding items or pack multiple smaller shipments in one large box so they arrive together
- **Cartload Service:** Flat rate when you bring materials yourself and use our staff/equipment to transport
- **Small Shipments (under 30lbs):** Ship direct, not advance, to avoid the 200lb minimum charge
- **Material Handling Waived:** When you order your graphics & displays from AGS Expo, the event's service contractor

Q: How to estimate your Material Handling charges?

A: Follow these guidelines and steps:

1. Charges based on shipment weight. Each shipment received is billed individually with a 200lb minimum. Shipment weight is rounded up to the next 100lbs. All shipments are subject to reweigh.
2. On the Material Handling Order Form, indicate if freight will be delivered to the advance warehouse or show site.
3. Select rate for the freight category for your shipment. There are two 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 that needs additional handling: ground unloading, stacked and constricted space unloading, designated piece unloading, loads mixed with pad-wrapped material, loads failing to maintain shipping integrity, and shipments that require additional time, equipment or labor to unload. *FedEx and UPS packages are included in this category.*

SHIPPING YOUR EXHIBIT MATERIAL

Q: What is shipping?

A: Shipping is the process of a carrier physically transporting your items from your office, or an alternate location, and delivering them to the dock of the advance warehouse or event facility.

Q: What are the options for shipping?

A: You have two options for shipping your freight — either to the advance warehouse or directly to show site.

Q: Why is shipping to the advance warehouse often the best option?

A: There are many reasons why exhibitors prefer this option versus direct shipping:

Advance Warehouse

- Save exponentially by shipping standard instead of overnight
- Broader date range for advance receiving allows for on-time delivery
- Broader range of dates to prevent additional off-target fees
- AGS delivers from warehouse to booth before exhibitor move-in begins

Direct to Show Site

- Very limited delivery window without incurring additional charges
- Risks an additional fee of 30-35% for being delivered off-target
- Delivered during move-in, less time for exhibitor set-up
- Last minute subject to carriers' delays

Q: When is it better to ship directly to show site?

A: Shipping small packages under 30lbs directly to show site allows you to avoid the 200lb minimum charge for Material Handling.

Q: How to ship materials to the advance warehouse?

A: Follow these steps:

1. Freight accepted up to 30 days prior to show move-in date.
2. Check on your freight arrival by calling AGS Event Services at the number listed in the Exhibitor Service Manual.
3. To ensure timely arrival of your materials at show site, freight should arrive by the deadline date listed in the manual. Your freight will still be received after the deadline date, however, additional off-target charges will apply.
4. The warehouse will receive shipments Monday through Friday, except holidays. Consult your Exhibitor Service Manual for warehouse hours.
5. The warehouse will accept crates, cartons, skids, trunks/cases and carpets/pads. Loose or pad wrapped materials will be subject to the special handling rates.
6. All shipments must have a bill of lading or delivery slip noting the number of pieces, type of merchandise, and certified weight.
7. Shipments received without receipts or freight bill (e.g., FedEx and UPS) will be delivered to the booth without any guarantee of condition.
8. Warehouse freight will be delivered to the booth before exhibitor move-in begins.

Q: How to ship materials direct to show site?

A: Follow these steps:

1. Freight will be accepted only during exhibitor move-in. Please refer to the Exhibitor Service Manual for the specific exhibitor move-in dates and times. On large events, specific target dates may be assigned for each exhibitor.
2. All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise, and certified weight.

Q: How to handle prepaid or collect shipping charges?

A: Follow these guidelines:

1. Collect shipments will be returned to the carrier.
2. Mark "prepaid" on bill of lading to ensure your freight does not arrive collect.
3. "Prepaid" designates that the transportation charges will be paid by the exhibitor or a third party.

Q: How to label your freight?

A: Follow these steps:

1. The label should contain the company name, booth number, and the name of event.
2. The specific shipping addresses for both the advance warehouse/and the event's venue is located in the Exhibitor Service Manual.

Q: How to handle your empty containers during the event?

A: Follow these steps:

1. Pick up "Empty Labels" at the AGS Exhibitor Service Center, and place a label on each container. Labeled containers will be picked up and stored in secure, non-accessible storage during the event.
2. At the end of the event, empty containers are returned to the booth.

Q: Is there a way to expedite the move-out process and leave earlier once the event ends?

A: To avoid long wait times, order Premium Return service for a fee and store up to (3) priority pieces during the show for a faster return of your empty containers.