

## Freight Handling FAQ's

**Q:** What is material handling?

**A:** Material Handling includes the delivery of your exhibit materials to and from your booth space at the show. It is an automatic process whether you ship directly to the show or to the advance warehouse. It also includes the removal of empty crates, boxes, containers, etc. prior to the show, throughout the show, and their return for reloading onto outbound carriers when the show closes. This process should not be confused with the cost to transport your exhibit materials to and from the convention or event.

**Q:** How do I estimate my material handling costs?

**A:** Refer to the "Estimated Material Handling Costs" form in this manual for pricing and details. There are essentially four different pricing categories your shipment(s) could fall into:

- 1) Advance Shipment - Crated
- 2) Advance Shipment - Additional Handling
- 3) Direct Shipment - Crated
- 4) Direct Shipment - Additional Handling

There may be a "Small Package" rate for shipments weighing less than 50lbs.

**Q:** How do I determine if my shipment will be billed as additional handling or the crated rate?

**A:** Use the Crated rate for shipments that arrive via common carrier (YRC, ABF, Roadway, etc.) and can be unloaded at the dock with no additional handling requirements.

Use the Additional Handling rate for shipments that arrive loaded in such a manner that may require additional labor to load and/or unload. Van line shipments that are charged by space used (per cubic foot), stacked and/or cubed shipments, Air Freight Carriers, Federal Express, UPS, Privately Owned Vehicles (POVs) and company owned trucks are included in this category due to the manner in which they are loaded and/or their delivery procedures.

**Q:** How do I ship to the advance warehouse?

**A:** We will accept freight beginning 30 days prior to the first day of show move-in.

To ensure timely arrival of your materials at show site, freight should arrive by the deadline date listed on the Estimated Material Handling Costs page. Your freight will be accepted after the deadline date, but additional charges will be incurred.

The warehouse will receive shipments Monday through Friday 8:00 a.m. - 4:30 p.m. 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.

Make sure to properly label your freight with the show name, company name, and booth number.

All shipments must have a bill of lading or delivery slip showing the number of pieces, type of merchandise and weight.

Certified weight tickets must accompany all shipments.

**Q:** How do I ship to showsite?

**A:** Freight will be accepted only during exhibitor move-in. Please refer to the Critical Show Information page for specific exhibitor move-in dates and times.

All shipments must have a bill of lading or delivery slip showing the number of pieces, type of merchandise and weight.

Certified weight tickets must accompany all shipments. Be sure to check the Targeted Floor Plan if you are targeted for a specific date or time.

**Q:** How should I label my freight?

**A:** The label should contain the exhibiting company name, the booth number and the name of the event. There are pre-printed shipping labels in this manual for advance or direct freight.

The address for the advance warehouse and showsite are on the Shipping Addresses & Information page within this manual.

Try to label every carton that is skidded with at least your name and booth number.

**Q:** What are overtime inbound and overtime outbound charges?

**A:** Overtime is Monday - Friday prior to 8:00 a.m. and after 4:30 p.m. Also, all day Saturday, Sunday and observed union holidays.

Advance shipments are subject to overtime if moved into showsite during overtime hours due to scheduling conflicts beyond Champion's control.

Shipments during "move-in" or "move-out" are subject to overtime charges if handled during overtime hours due to scheduling conflicts beyond Champion's control.

**Q:** What is a targeted move-in?

**A:** To ease the progress of exhibitor move-in, exhibitors are appointed specific days to have their freight delivered and to install their exhibits. If the show has a targeted move-in, there will be a color coded floor plan in the service manual instructing you as to which day to move-in.

**Q:** What is a Marshalling Yard?

**A:** When the convention facility has limited dock space, a marshalling yard is used to ease congestion at the loading docks by having drivers check in and wait to be dispatched to the convention center or hotel to unload.

**Q:** What happens to my empty containers during the show?

**A:** Pick up "Empty" labels at the Service Desk and place a label on each container. Labeled containers will be picked up periodically and stored during the show.

At the close of the show, the empty containers will be returned to the booths. Depending upon the size of the show, this process may take several hours.

**Q:** How do I protect my materials after they are delivered to the show?

**A:** Consistent with trade show industry practices, there may be a lapse 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 - the time between your departure and the actual 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.

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

**A:** Each shipment must have a completed Material Handling Form in order to ship materials from the show. All pieces must be labeled individually. (Material Handling Forms are available at the Service Desk or a Champion floor representative will assist you.)

After materials are packed, labeled, and ready to be shipped, the completed Material Handling Form must be turned in at the Champion Service Desk.

Provide your designated carrier with pick-up information. Please refer to the Critical Show Information page for carrier check in date and time. In the event your selected carrier fails to show on the appointed day and time, your shipment will be forced onto one of the show carriers or delivered back to the warehouse at your expense.

For your convenience, show-recommended carriers (air and ground freight carriers) will be on site to handle outbound transportation.

You must notify your carrier of the date and time of pick up.

**Q:** What is an Outbound Material Handling form?

**A:** Once the show has closed these forms are used to move your freight to the loading dock for your carrier to pick up. Outbound Material Handling forms and shipping labels are available at the Champion Service Desk or at the Self Service Kiosks. One form is needed per destination. In addition to your company and billing information, you are also required to indicate the piece count, estimated weight and carrier you are consigning your shipments to.

Once your freight is packed, labeled and ready to ship, return the completed Outbound Material Handling form to the Champion Service Desk (do NOT leave it in your booth). We will pick the freight up from your booth and bring it to the dock. Once your carrier is checked in, your freight will be loaded.

Please note, you are responsible for scheduling your carrier to pick up your shipment. If your carrier fails to show up, your freight will be forced onto one of the show carriers.

**Q:** When should I have my carrier check in?

**A:** Please refer to the Critical Show Information form in this manual to obtain the time your driver must check in. Please note, your freight will be forced onto one of the show carriers if your carrier fails to show by the appointed check in day and time.

**Q:** What about prepaid or collect shipping charges?

**A:** We do not accepted collect shipments. Collect shipments will be 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.

**Q:** Do I need insurance?

**A:** Be sure your materials are insured from the time they leave your firm 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.

**Q:** What is forced freight?

**A:** Forced freight is a term used to indicate that your appointed carrier neglected to check in and pick up your freight at the assigned date and time and we are "forcing" it to one of the show carriers.

## Carpet FAQ's

**Q:** Will a 9x10 carpet cover the floor of a 10x10 booth space?

**A:** Yes, carpet is placed leaving an exposed area at the back of your booth. Back drape, along with booth furnishings and displays, will cover the remaining exposed area.

**Q:** What is Visqueen?

**A:** Visqueen is a plastic protective covering for your carpet, it is highly recommended due to debris and high volume of traffic in your booth during set up. Removal is automatically done prior to show opening.

**Q:** What is the difference between Prestige and Standard carpet?

**A:** Prestige is a 30 oz. plush heavy-cut polyester pile with built in ScotchGuard and anti-static controls and standard carpet is a 16 oz. standard-cut average carpet.

**Q:** What happens if I forget to choose a carpet color?

**A:** We will attempt to reach you to obtain your color preference. If we have not been able to do so by the time of move-in, you will receive either the show colors or a neutral color depending on availability.

**Q:** Is carpet required for my booth space?

**A:** Yes, you are required to carpet your booth. You also have the option to ship your own carpet vs. renting a carpet from Champion. If the conference is being held in a hotel, there may be pre-existing facility carpet. Please refer to the Critical Show Information page to find out.

**Q:** What color is the aisle carpet?

**A:** This information is listed on the Critical Show Information form in the service manual.

**Q:** When will the carpet be delivered and laid in my booth?

**A:** Prior to the first day of exhibitor installation, unless otherwise requested (due to electrical labor, for example).

## Electrical FAQ's

**Q:** How many connections to each outlet?

**A:** There is one connection per outlet (which means you can plug only one item into the outlet) per the Electrical Code.

**Q:** Where will the outlet be placed in my booth?

**A:** If not specified, the outlet is placed in back of the booth.

**Q:** Can I use a power strip or extension cords?

**A:** Yes, you may use power strips or extension cords, but you will need to rent them on the Electrical Services form. They may also be ordered onsite at the Champion Service Desk.

**Q:** What items can I plug into a strip together?

**A:** Only similar items can be plugged into a plug strip together. For example, two lamps can be plugged in, but a lamp and a computer cannot be plugged into the same plug strip.

**Q:** How much power do I need?

**A:** You can determine the watts an item uses by the manufacturer's tag that is usually located on the power cord of the item. If you have multiple items, add the watts together.

**Q:** How do I know if I need labor?

**A:** You will require electrical labor if you intend to run cords under your carpet or if you would like to move the location of the outlets.

**Q:** If I have electrical installation labor, do I require dismantle labor?

**A:** Yes, if you request installation labor, you will automatically have dismantle labor (whether ordered or not). It is against Union Guidelines for exhibitors to perform any electrical work.

## Labor FAQ's

**Q:** When would I need Installation and Dismantle labor?

**A:** Labor is hired help used if you need assistance and/or if you will not be onsite to setup or take down your actual booth.

Also, please refer to the Union Guidelines page in the Exhibitor Service Manual to see if labor is mandatory. All shows and rules are different and labor may be required for all setup.

**Q:** How do I determine the number of laborers and hours needed?

**A:** Usually one laborer for one hour is a sufficient amount of time. However if additional time is needed, the laborer(s) will continue until the job is complete.

**Q:** When would I need Rigging & Hanging Sign labor?

**A:** This is required for any and all signs that are to be hung from the ceiling within the booth space.

**Q:** When would I need Forklift labor?

**A:** This is for in-booth work only, not moving your freight to and from the dock. If you need a machine removed from a crate, a header installed, or large items repositioned, a forklift is required.

## Service FAQ's

**Q:** When will my booth be cleaned?

**A:** Your booth will be vacuumed prior to the scheduled show opening.

**Q:** What is porter service?

**A:** Porter service includes trash removal from your booth every two hours.

## Champion Exhibits FAQ's

### Signage FAQ's

**Q:** How should I send my artwork file?

**A:** If the file is small enough (less than 5MB), we will be happy to accept it via email at [help@championexpo.com](mailto:help@championexpo.com). You may also send a floppy, zip disk, CD or use the FTP. Please remember to indicate the show name and your booth number with your artwork

**Q:** Can you work with graphics from my web site?

**A:** We recommend against it as internet images are optimized to be viewed on a computer screen, not on a large graphic. Your webmaster can help you locate the files you need.

**Q:** What do I need to send?

**A:** In most cases we require the following:

- Layout File
- Fonts
- Images or Links
- A printed color sample
- Pantone (PMS) colors

**Q:** What are PMS or Pantone colors?

**A:** It is a reference for selecting, specifying, matching and controlling ink colors. It consists of a booklet of color samples with a code assigned to each one. The colors you see in your booklet are the colors we see in ours. It helps us to understand what color you would like to see on your graphics.

**Q:** What resolution or DPI do my images have to be?

**A:** Any resolution you like as long as the file size is not larger than 5 megabytes.

**Q:** Should I send Macintosh or PC files?

**A:** Both are OK.

**Q:** What formats do you prefer?

**A:** Adobe Illustrator, but we will gladly work with any other.

**Q:** Can I compress files to make them smaller?

**A:** Yes.

**Q:** Can I send Quark files?

**A:** We recommend against it. If Quark is all you have, please export the file as .eps and include the images and fonts.

**Q:** What programs will you accept electronic files from?

**A:** Accepted programs are Adobe Illustrator CS2, Adobe Photoshop CS2, Quark 6.0, Freehand 10, and Adobe Acrobat 7.0 (high resolution only).

**Q:** What programs will you NOT accept electronic files from?

**A:** We do not accept or use artwork/logos/graphics that come in any word processing or database software such as Microsoft Word, Excel, PowerPoint, WordPerfect, ACT or File Maker Pro.

**Q:** What formats can I use to send my files/artwork?

**A:** You may send your files/artwork in the following formats: .AI, .EPS, .QXD, .TIF, .JPG (compressed) or .PSD. Please note the difference between a photographic image (.TIF, .JPG, .PSD) and a vector or line art file (.AI, .EPS).

**Q:** How should I send my page layout file?

**A:** We prefer that you send your page layout files as native applications, rather than exported .EPS files.

**Q:** How many PPI's should I send my images as?

**A:** To ensure a good quality print of any photographic image (i.e.: Photoshop files, etc.), please send them either at least 300ppi at 8.5" x 11" or as close as possible to 100ppi at final output size.

**Q:** How should I send large files?

**A:** We can accept large files on DVDs and CDs. We also have an FTP site for uploading of files. Please contact [help@championexpo.com](mailto:help@championexpo.com) for FTP information.

**Q:** What is a Vector File?

**A:** An electronic file that describes geometric shapes and dimensions in terms of coordinates or other symbols. In other words...an outline file (line art) that we can enlarge to any size and not have it become distorted. Usually the file extensions will be an .AI or .EPS but please make sure that an .EPS file is not a low resolution image saved in .EPS format.

**Q:** What other important information should I be aware of?

**A:** Please be sure to include fonts, placed images and a color proof printout of your electronic file.

If you have any PMS colors, include those as well, but bear in mind that the CMYK printing cannot always match PMS spot colors exactly - we will always color correct to get as close as possible.

"Press Ready Images" (Ad Agencies & Graphic Designers): Please set your color settings to "North American Prepress 2". This will set your working space to "Adobe RGB 1998" for RGB and "U.S. Web Coated (SWOP) v2" for CMYK Working Spaces. The Color Management Policy will also preserve Embedded RGB and CMYK Profiles. This will assure that the color intent of final print will come very close to your test print. Please send a color test print for comparison.