



## SAP CX Forum

Westin Dallas Park Central, Dallas, TX  
November 7 - 8, 2018

### BOOTH PACKAGE

Hardwall Structure with Graphics  
Furnishings Vary per Sponsorship

Event Code: T195441118

**Connect With Us!** email [houston@shepardes.com](mailto:houston@shepardes.com)  
phone (832) 799-5700  
fax (832) 415-0517  
mail 10001 Fannin St,  
Houston, TX 77045

Show Information

Aisle carpet color: Facility is carpeted

## EXHIBIT SHOW SCHEDULE

General Exhibitor Move-in:	Tuesday, November 6, 2018	5:00 PM	to	6:00 PM
Exhibit Hours:	Wednesday, November 7, 2018	7:00 AM	to	5:00 PM
	Thursday, November 8, 2018	7:00 AM	to	5:00 PM
Exhibitor Move-out:	Thursday, November 8, 2018	5:00 PM	to	8:00 PM
Freight Reroute Begins*	Thursday, November 8, 2018	8:00 PM		

All outbound carriers must be checked in by this time

## SHIPPING ADDRESSES

### Advance Shipments Address

[Exhibiting Co. Name & Booth Number]  
SAP CX Forum  
Shepard Exposition c/o UPSF  
4666 Duncanville Rd  
Dallas, TX 75236

### Direct Shipments Address

c/o Shepard Exposition Services  
[Exhibiting Co. Name & Booth Number]  
SAP CX Forum  
Westin Dallas Park Central  
12720 Merit Drive  
Dallas, TX 75251

See Material Handling Rate sheet for all MH

## IMPORTANT DEADLINES

Exhibitor appointed contractor notification deadline: Wednesday, October 10, 2018  
 First day for warehouse deliveries without a surcharge: Wednesday, October 10, 2018  
 Discount price deadline for standard Shepard orders: Wednesday, October 17, 2018  
 Last day for warehouse deliveries without a surcharge: Tuesday, October 30, 2018  
 Last day for warehouse deliveries\*: Friday, November 2, 2018  
 Date indicated is last day freight can arrive to advanced warehouse with guarantee of delivery to booth for exhibitor move-in.  
 First day freight can arrive at show facility: Tuesday, November 6, 2018 at 8:00 AM



## SAP CX Forum

Westin Dallas Park Central, Dallas, TX

November 7 - 8, 2018

Discount Deadline **Wednesday, October 17, 2018**

Event Code: T195441118

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Houston, TX 77045

Quick Facts

## Exhibitor Move Out

Thursday, November 8, 2018 5:00 PM to 8:00 PM

## Dismantle & Move out Information

Shepard will begin returning empty containers and skids as soon as the aisle carpet is removed from the floor.

All exhibitor materials must be removed from the facility by Thursday, November 8, 2018 8:00 PM

Any materials remaining in the hall will be rerouted or returned to Shepard's warehouse to await disposition at the exhibitor's expense.

To ensure all exhibitor materials are removed from the facility during the exhibitor move out, please have all carriers checked in with Shepard no later than Thursday, November 8, 2018 8:00 PM

## Post Show Paperwork & Labels

Our Customer Service Representatives will gladly assist you in preparing your outbound shipping labels, outbound Material Handling Authorization paperwork, and outbound shipping in advance. You may find these forms included in this exhibitor services catalog. An email with links to an online portal will also be sent to the exhibitor contact on record for the booth. Labels and paperwork will also be available onsite. Make sure your carrier knows your company name, booth number, and the carrier check in deadline.

## Outbound Shipping

It is the responsibility of each exhibitor to arrange for transportation of booth materials after the event. Our Customer Service Representatives are available pre show, during the show, and during move out to assist you in arranging shipping through our official carrier Shepard Logistics. For peace of mind and easy set up, contact Shepard Logistics before the event for transportation services to and from the event.

Shepard does not provide UPS, FED-EX, or other carrier specific labels. Exhibitors must schedule pick ups directly with all carriers.

Move Out times and procedures may change due to show site and operational conditions. Move out information will be provided on site during the event.



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mail 10001 Fannin St, Houston, TX 77045

Payment Authorization

Please complete the information and return this form with your orders. You may choose to pay by credit card, check payable to Shepard Exposition Services, or bank wire transfer, however, we require your credit card authorization to be on file before we process your order(s) for service. For your convenience, we will use this authorization to charge your credit card account for any additional amounts incurred as a result of show site orders placed by your representative including material handling charges for shipments received on your company's behalf and any unpaid balance due for Shepard services. Credits for services will be issued at show site only.

Please complete the following information:

EXHIBITING COMPANY INFORMATION

Company Name: Booth #
Street Address: Phone:
City, St, Zip: Fax:
Contact Name:
Email:

CREDIT CARD INFORMATION

(Required for all forms of payment) Pay by Check Pay by Wire



You may choose to pay by Check or Wire Transfer, however a credit card is required on file to process all orders.

Credit Card #:
Expiration Date:
Billing Address:
City, ST, Zip:
Name on Card: (Please Print)
Please Sign
Card Holder Signature

By signing the above I acknowledge and understand that ALL services rendered, including Material Handling, will be billed to this credit card.

WIRE TRANSFER

In order to accurately process the transfer of funds from your account, please complete the following information and fax it along with a copy of the wire receipt to the fax number printed on the header of this page. A \$50 service charge will be added for processing checks drawn on foreign banks. A \$25 service charge will be added for processing U.S. wire transfers. \$50 service charge for international wire transfers.

The following information must be included on the bank copy of the wire transfer confirmation:

Name of show that you are attending SAP CX Forum
Exhibiting Company Name
Booth Number

Account Name: Shepard Exposition Services, Inc. Bank Name: PNC Bank N.A., Pittsburgh, PA 15219 USA
Routing Number: 041000124 Account Number: 42-6061-9772
SWIFT CODE (US): PNCCUS33 SWIFT CODE (INTL) PNCCUS33

Please include the show name, event code and your booth # as well as the wire fee if you are sending a wire transfer, ACH payment, or check.

TAX EXEMPT? Please submit tax exemption certificate to: houston@shepardes.com

If you are tax exempt, you must provide a tax exemption certificate for the state in which the event is being held.



## SAP CX Forum



You are entering a contract which limits your possible recovery in case of loss or damage.

The terms and conditions set forth below become a part of the contract between Shepard Exposition Services, and you, the Exhibitor. Exhibitor is deemed to accepted these terms and conditions when any of the following conditions are met:

Exhibitor materials are delivered to the Shepard warehouse or to a show or exposition site for which Shepard is the Official Show Contractor, or an order for labor and/or rental equipment is placed by the exhibitor with Shepard.

**Definitions and Shepard Responsibilities:** The name "Shepard" shall be construed within the meaning of this contract as Shepard Exposition Services, Inc. and its employees, officers, agents, and assigns including any subcontractors Shepard may appoint. The term "EXHIBITOR" refers to any party who contracts for services with Shepard. Shepard shall be responsible only for those services which it directly provides, and hereby agrees to execute its contracted duties in good faith. Shepard assumes no responsibility for any person, parties, or other contracting firms not under Shepard's direct supervision and control. Shepard 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 Shepard's reasonable control; or for ordinary wear and tear in the handling of materials. Due to the security and liability requirements, Shepard personnel will unload all vendor materials from the loading docks to the booths.

**Indemnification:** The exhibitor agrees to indemnify, forever hold harmless, and defend Shepard 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 Shepard 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 Shepard 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.

**Payments** are due prior to delivery of services or equipment to EXHIBITOR unless other credit arrangements have been made. All payments shall be in U.S. currency, MasterCard, VISA, or American Express, debit cards, or check, provided there is sufficient customer credit in EXHIBITOR's form of payment to completely satisfy the amount owed by EXHIBITOR to Shepard. Undersigned authorizer acknowledges and agrees that all applicable charges for services rendered to the EXHIBITOR will be applied to the credit card on file in the event other form of payment is not tendered prior to the close of the trade show. In no instance shall any Exhibitor be extended credit beyond 30 days after the close of the Show. If there are any outstanding balances owed by EXHIBITOR to Shepard which have not been paid after 30 days following the close of the Show, then these unpaid balances shall bear interest at the rate of 1-1/2% per month (18% per annum). Exhibitor will be responsible for all charges incurred by Shepard while endeavoring to collect this account.

**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 Shepard, 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.

**Equipment Audits:** EXHIBITOR should be advised that routine audits of Exhibitor booths for service usage are conducted during the Convention. Should the result of such an audit indicate that equipment or services is in fact being used that has not been paid for, the Exhibitor will be charged for the equipment or service at the applicable rate.

**Exchanges and Cancellations:** Onsite exchanges and cancellations in orders will be assessed a 100% pick-up fee. Custom products: All orders cancelled by the exhibitor within 30 days of first day of exhibitor move in day may be subject to cancellation fees up to 100% of the total order, based upon the status of move-in, work performed and/or Shepard set-up costs or expenses. Standard Furnishings: There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing within 14 days prior to first exhibitor move in day. Labor: Cancellations must be received in writing before 48 hours of 1st day of exhibitor move in, otherwise a 1 hour per man ordered will apply.

**Invoices:** Prior to close of show, an invoice will be prepared and emailed to the booth contact on file 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.

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

**Rental Responsibility:** All materials are on a rental basis and shall remain the property of Shepard. The customer shall be held financially responsible for any damage to Shepard equipment used by the customer. Prices quoted are for the duration of the show and include installation, rental, and removal except where indicated. If skirting and carpet colors are not selected, show colors will prevail.

**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 \$25 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.

**Exhibitor Information:** Exhibitor permits all contact information provided to Shepard to be used by Shepard and shared with other entities assisting in the production of the event in question. Facsimiles and email communications may include show information, promotional materials, advertising statements and other commercial notices. Permission may be revoked by the EXHIBITOR in writing.

**Cancellation or Event Postponement:** In the event the exposition or event is cancelled or postponed, Shepard reserves the right to charge for services rendered in preparation of the event or exposition as well as non-refundable costs incurred by Shepard.

**Insurance:** It is understood that Shepard is not an insurer. Insurance should be obtained by the EXHIBITOR. It is highly recommended that exhibitors arrange All Risk coverage which usually can be done by endorsements to existing policies. EXHIBITOR's materials should be insured from the time they leave their firm until they are returned after the close of the show. Insurance and liability against theft or property damage to equipment or exhibit material owned or rented by EXHIBITOR, or bodily injury occurring within the confines of EXHIBITOR's booth, remain the sole and complete responsibility of EXHIBITOR. Except where prohibited by law, the EXHIBITOR and its insurers waive all rights of recovery or subrogation against Shepard and their respective directors, officers, employees, and agents.

**Claim(s) for Loss and Payment For Services:** Exhibitor agrees that any and all claims for loss or damage shall be submitted to Shepard prior to the conclusion of the show when the 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 Shepard more than one year after the date the loss or damage occurred. Payment for services may not be withheld. In the event of any dispute between Shepard and the exhibitor relative to any loss or damage claim, the exhibitor shall not be entitled to and shall not withhold payment for Shepard services as an offset against the amount of the alleged loss or damage. Any claim against Shepard shall be considered a separate transaction and shall be resolved on its own merit.

**Limits of Liability:** If found liable for any loss or damage, Shepard'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 Shepard specifically acknowledges receipt in writing. Shepard 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. Shepard 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. Shepard 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. Shepard 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. Shepard loads materials onto the carrier's truck under the supervision of the carrier driver who checks and signs for the materials. Shepard assumes no liability for any materials after the carrier assumes custody of materials. If exhibitor's designated carrier fails to show by the move out deadline after a show, Shepard 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.

**Packaging, Crates, and Empty Containers:** Shepard shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped, or shrink-wrapped materials. Shepard shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. Shepard 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. Shepard 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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Third Party Payment Authorization

Discount Deadline Wednesday, October 10, 2018

Return this form when a third party (any party other than exhibiting company) should be billed for services.

Step 1: Provide the Exhibiting Company Contact Information and Signature

Exhibiting Company Name Booth #

Exhibiting Company Address City State Zip

Phone Fax Contact Email Address

Please Sign [arrow pointing right]



Exhibiting Company Authorized Signature

Exhibiting Company Authorized Name - Please Print

Step 2: Check Services Below to Invoice to the Third Party

[checkbox] All Services

- [checkbox] Booth Cleaning [checkbox] Carpet [checkbox] Exhibit Display Rentals [checkbox] Installation/Dismantling Labor [checkbox] Logistics/Transportation [checkbox] Material Handling [checkbox] Rental Furniture [checkbox] Overhead Rigging/Labor [checkbox] Other (please specify):

Step 3: Provide Third Party Contact Information

3rd Party Name 3rd Contact Name

3rd Party Address City State Zip

Phone Fax Contact Email Address

Step 4: Complete Third Party Credit Card Charge Authorization with Signature

CREDIT CARD INFORMATION (Required for all forms of payment)



Credit Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Month Year Security Code

Billing Address: \_\_\_\_\_

City, ST, Zip: \_\_\_\_\_

Name on Card: (Please Print) \_\_\_\_\_

Please Sign [arrow pointing right] X Card Holder Signature

Both parties MUST sign this form indicating acceptance; otherwise, request will be denied.

When a third party is handling your display and/or paying for any services on your behalf, we will agree to this third party arrangement if the following payment is agreed upon and all signatures are properly completed.

By signing this form, both parties agree and understand that the exhibiting firm is responsible for all charges.

In the event that the named third party does not make payment by show close, Shepard will be paid by the exhibiting firm on demand at show site.

The show site invoice may or may not include any outbound services, such as additional material handling, rigging, and/or shipping charges.



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Exhibitor Appointed Contractor

Discount Deadline Wednesday, October 10, 2018

This form is to be completed by the Exhibitor and returned to Shepard by deadline date noted above.

Exhibiting Company Name Booth # Contact Email Address

An Exhibitor Appointed Contractor (EAC) is a company other than the "general or official" service provider on the show that requires access to your booth during installation and dismantling. The EAC may only provide services in the facility that are not designated by the facility as "exclusive" to a designated provider, or by the event organizer in a contract as an exclusive service for the "general or official: service provided or other third party.

No EAC will be allowed to work in an exhibitor's booth if this EAC form, a valid form of insurance, a third party payment authorization form and an exhibitor payment authorization is not completed by an authorized representative and received by Shepard by the due date indicated above. The Form must be completed for every third party (as well as any other ordering third party ordering or requesting services from Shepard on behalf of exhibitor) at the above event. Multiple booths are not to be listed on one form. If form is not submitted by deadline date, the EAC will not be allowed to perform work in the hall except to supervise the official contractor provided labor.

Exhibitor Appointed Contractor Contact Name Street Address City Phone # Description of proposed service for Exhibitor

The EAC hired by the exhibitor must, by the deadline date, provide Shepard with a current Certificate of Insurance with minimum limits of \$500,000 property damage per occurrence, \$1,000,000 personal injury per occurrence, workers compensation aggregate coverage of \$1,000,000 per occurrence, and naming Shepard Exposition Services as the certificate holder for the time period of the event, including move-in and move-out days. Listing Shepard Exposition Services as an additionally insured only will not be accepted, and may prevent EAC from working on the premises. If EAC does not have minimum coverage and proper documentation, they will be subject to employing Shepard Exposition Services for labor services.

The EAC must abide by the rules and regulations of the show and all pertinent union regulations.

EAC employees must wear approved identification badges at all times while in the work area. Badge will be issued at show site to authorized contractor representatives when all requirements have been met.

The EAC must confine its operations to the exhibit area of its clients. No service desks, storage areas or other work facilities will be located anywhere in the facility. Show aisles and public areas are not part of the Exhibitor's booth space.

Solicitation of business by EAC is strictly prohibited. EAC companies discovered soliciting will be removed from the show floor and the exhibitor will not be able to use that EAC for the remainder of the event.

The EAC must have all business licenses, work permits and insurance required by State and City governments and Facility Management before beginning work, and shall provide Show Management with evidence of compliance.

If required, the EAC must be able to provide evidence that it has current and applicable labor contracts and must comply with all labor agreements and jurisdictions. The EAC must not jeopardize the production of the event by any act or practice that would lead to work stoppages, strikes or labor disputes.

EAC employees must wear approved identification badges at all times while in the work area. Badges will be issued at show site, to authorized representatives, when all requirements have been met.

EACs agrees to keep all No Freight Aisles clear at all times. If SES is required to rearrange any material situated in a clearly No Freight Aisle, the exhibitor or the EAC depending on billing arrangements will be charged a 1 hour minimum forklift rental and labor.

Exhibitor Please Sign Exhibitor Signature



# Shepard Logistics

Complete Transportation Services

## Advantages of Shepard Logistics

- 10% material handling discount for round trip SLS customer shipments
- Volume discounting for larger shipments
- Guaranteed price quotes online with online booking and scheduled pick-up
- Preferred and confirmed target times inbound
- Pre-printed bills and shipping labels correctly formatted inbound or outbound
- Free 30-day pre-event storage charges
- Ship direct to show site and avoid warehouse charges when facility permits
- Automated tracking and delivery status reports via email
- No driver waiting time charges inbound or outbound
- No additional trade show fees
- Priority Empty Return Labels to all inbound Logistics Customers
- Guaranteed pick-up outbound from show, with immediate loading following empty return
- Guaranteed on-time delivery to destination city, facility, or warehouse or it is free



## Benefits of Shepard Logistics

- Security; immediate outbound loading reduces risk of pilferage or misloading
- Convenience; less paperwork and less tracking
- Efficiency; scheduling travel, labor reliably, and possibly avoiding weekend overtime charges inbound
- Cost Saving; discounting of material handling charge

**To take full advantage of the Shepard Advantage, contact**

**888.568.8858**

**[logistics@shepardes.com](mailto:logistics@shepardes.com)**



# SHIPPING VERSUS MATERIAL HANDLING

## WHAT IS SHIPPING?

Shipping is the process of a carrier picking up your items from your office or place of origin and transporting it to the dock of either the advance warehouse or facility dock of your event. It is separate from Material Handling. Exhibitors may use any carrier they want, including Shepard Logistics.



## WHAT IS MATERIAL HANDLING?

Material Handling is the process of receiving your shipment from your carrier and managing it through the event cycle. It is a standard tradeshow process and it is a chargeable fee typically based on the weight of your shipment. Don't forget to add Material Handling to your budget!



### ONE EASY WAY TO KEEP YOUR CHARGES LOWER?

**Consolidate, Consolidate,  
Consolidate!**

*Skid items as much as possible so that they are sure to arrive together. Each shipment that arrives at a separate time is assessed the minimum charge. Whether you ship to the advance warehouse or show site it is in your best interest to consolidate as much as possible.*

### Material Handling Process:

- Unloading the trade show freight from your carrier once it arrives at the receiving dock.
- Transporting your shipment to your booth space.
- Removing empty shipping containers (boxes, crates, and pallets) from your booth.
- Temporarily storing your empty shipping containers during the show.
- Returning empty shipping containers to your booth once the event is over.
- Transferring the freight back to the loading dock.
- Loading the items into your carrier's delivery vehicle for return shipping.





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Shepard Logistics Services

Step 1: Complete Exhibiting company information:

Exhibiting Company Name Booth #

Contact Name Phone # State Zip

Email Address

Step 2: Tell us the Location of items for pick up:

Company

Street Address City State Zip

- Is there a loading dock? Do we need a lift gate on our truck? Is your building in a residential area? Do we need to go inside your office to pick up your items? Any thing else we should know about your building

Step 3: Tell us When we are picking it up:

Date Hours of Operation

Step 4: Tell us Where this is going: Advance Warehouse Direct to showsite Tuesday, November 6, 2018

Step 5: Tell us What we are shipping:

Table with columns for Qty, L, W, H, Weight and rows for Crates, Cartons, Cases/trunks, Skids/pallets, Carpet, Monitors, Other, Total.

Step 6: Tell us what Type of Service do you need (how fast do you need it?)

Standard Ground 2nd day Air Next Day Air Other (Truckload, Specialized) Service level may be changed to meet delivery date. Order must be received within 24 hours of requested pick up date

Step 7: After the event is over, are we going to Ship Back to you? YES! No, I will arrange another carrier

Company Booth #

Street Address City State Zip

A credit card must be on file to order Shipping Services. Please complete the Payment Authorization form. Shipping services do not include material handling charges at show site. Material handling fees will be charged to the credit card on file.



Print at least one label for each box. Include the exhibiting company name and booth number. If you are creating your own labels, make sure the same information below is on your labels.

Shipping Labels

**RUSH**

  
**ADVANCE WAREHOUSE**

TO: \_\_\_\_\_  
 (Exhibiting Company Name)

Booth #: \_\_\_\_\_

**Shepard Exposition c/o UPSF**  
**4666 Duncanville Rd**  
**Dallas, TX 75236**

**Delivery Hours: M-F, 8-4:30 PM**

For: \_\_\_\_\_  
**SAP CX Forum**

First day freight can arrive w/o a surcharge:  
 October 10, 2018

Last day freight can arrive w/o a surcharge:  
 October 30, 2018

**RUSH**

  
**ADVANCE WAREHOUSE**

TO: \_\_\_\_\_  
 (Exhibiting Company Name)

Booth #: \_\_\_\_\_

**Shepard Exposition c/o UPSF**  
**4666 Duncanville Rd**  
**Dallas, TX 75236**

**Delivery Hours: M-F, 8-4:30 PM**

For: \_\_\_\_\_  
**SAP CX Forum**

First day freight can arrive w/o a surcharge:  
 October 10, 2018

Last day freight can arrive w/o a surcharge:  
 October 30, 2018

Advance Shipping Labels

**RUSH**

  
**DIRECT TO SHOW**

TO: \_\_\_\_\_  
 (Exhibiting Company Name)

Booth #: \_\_\_\_\_

**c/o Shepard Exposition Services**  
**Westin Dallas Park Central**  
**12720 Merit Drive**  
**Dallas, TX 75251**

For: \_\_\_\_\_  
**SAP CX Forum**

**MUST NOT BE DELIVERED PRIOR TO:**  
**November 6, 2018 @ 8:00 AM**

**RUSH**

  
**DIRECT TO SHOW**

TO: \_\_\_\_\_  
 (Exhibiting Company Name)

Booth #: \_\_\_\_\_

**c/o Shepard Exposition Services**  
**Westin Dallas Park Central**  
**12720 Merit Drive**  
**Dallas, TX 75251**

For: \_\_\_\_\_  
**SAP CX Forum**

**MUST NOT BE DELIVERED PRIOR TO:**  
**November 6, 2018 @ 8:00 AM**

Direct Shipping Labels



## SAP CX Forum

Westin Dallas Park Central, Dallas, TX

November 7 - 8, 2018

All outbound shipments require Shepard Outbound Material Handling Authorization form and shipping labels. Shepard offers complimentary pre-printing of these items. To take advantage of this service, please complete this request and submit to Shepard. Your pre-printed MHA and labels will be delivered to your booth prior to the close of the show.

\*Note: All third parties must pick up MHA/labels at the Shepard Service Desk.

Event Code: T195441118

Connect With Us!

email [houston@shepardes.com](mailto:houston@shepardes.com)  
 phone (832) 799-5700  
 fax (832) 415-0517  
 mail 10001 Fannin St,  
 Houston, TX 77045

**\$\$ Saving Tip!**  
 Use Shepard Logistics for inbound and outbound and receive a discount on your Material Handling fees!

Outbound Material Handling Authorization & Shipping Labels

### Step 1: Complete Exhibiting Company Information:

Exhibiting Company Name		Booth #
Contact Name	Phone #	
Email Address		

### Step 2: Tell us Where your items are going:

Company			
Street Address	City	State	Zip

### Step 3 How many Pieces are in your shipment?

\_\_\_\_\_ # of Crate    \_\_\_\_\_ # of Skids    \_\_\_\_\_ # of Cases    \_\_\_\_\_ # of Cartons    \_\_\_\_\_ Approx Total Weight

### Step 4: How many Labels do you need? \_\_\_\_\_

### Step 5: Who is picking up your shipment?

\_\_\_\_\_ OFFICIAL SHOW CARRIER: SHEPARD LOGISTICS    OTHER \_\_\_\_\_

If selecting a carrier other than Shepard Logistics, you must schedule the pickup. This includes Fed Ex, UPS, etc.  
 If using FedEx or UPS you must have and apply their shipping labels.

### Step 6: What type of Service do you need? (how fast does it need to get there?) \_\_\_\_\_ Ground \_\_\_\_\_ 2nd Day \_\_\_\_\_ Overnight

### Step 7: If your carrier doesn't show up, what do we do with your items? \_\_\_\_\_ Reroute via the show carrier (Shepard Logistics) \_\_\_\_\_ Return to warehouse (\$400.00 minimum charge)

In order to process your order, we require payment on file. Please complete the Payment Authorization Form and return to Shepard Exposition Services. If you have already placed an order with Shepard, we will automatically use the credit card on file for your company.



## SAP CX Forum

Westin Dallas Park Central, Dallas, TX

November 7 - 8, 2018

Event Code: T195441118

Connect With Us! email [houston@shepardes.com](mailto:houston@shepardes.com)  
 phone (832) 799-5700  
 fax (832) 415-0517  
 mail 10001 Fannin St, Houston, TX 77045

Material Handling Rates

### Ship Roundtrip with Shepard Logistics and receive a 10% discount on Material Handling\*

Discount does not apply to shipments considered small package, local deliveries, "Light Weight" shipments, or shipments over 10,000 lbs. Roundtrip SLS shipping is required to qualify for discount. (35572)

#### What is Material Handling?

Material Handling is the unloading and delivery of exhibit freight to the exhibitor's booth on the show floor, the storage of empty containers, the return to booth for packing, and the loading back onto the exhibitor's outbound carrier. This is an automatic service and is billed based on weight. This service, whether used completely or in are part, are billed as a package.

**Important!**  
 All Material Handling fees will be automatically billed to the credit card on file!

**How to Calculate Material Handling Services:** The following services whether used completely or in part are offered as a package. When estimating weight, round up to the next 100 lbs. For example: 285 lbs. = 300 lbs./100 lbs. = 3 X RATE = \$ Amount or minimum charge, whichever is greater.

**Standard Material Handling Rates:** All rates are per 100 pounds with a 200 pound minimum charge. Certified weight tickets are required on all shipments.

**Blended Rates:** The rates stated are blended to include overtime based on the schedule at publication. Changes in schedule may result in additional fees.

#### Advance Warehouse Shipments

Weight	Crated	Special Handling	Total
	\$137.48	\$178.75	
35010		35036	

#### Direct to Showsite Shipments

Weight	Crated	Uncrated	Special Handling	Total
	\$124.48	\$186.75	\$161.75	
35030		35043	35038	

#### Light Weight (Shipments 40 pounds or less)

Total Shipment	Total
\$68.75	
35400	

#### Advance Warehouse Tips

Shipments can arrive to the Advance warehouse up to 30 days prior to move in. Single pieces over 5000 pounds or uncrated machines cannot be accepted at warehouse. Advance freight is typically delivered to your booth before direct shipments.

#### Direct to Show Site Tips

Freight must arrive only during published move in dates and times. Great for last minute shipments. Large pieces of machinery can be accepted.

#### Light Weight Shipment Tips

Consolidate! Shipments that weigh 40 pounds or less total will receive this special pricing. If you have multiple lightweight shipments, bundle them together so that you are charged for (1) one 40 pound shipment as opposed to multiple charges for shipments that arrive separately and at different days or times. All shipments must have certified weight noted on the package or bill of lading.

**Overtime** - 30% for each overtime application based on ST rate      **Double Time** - 50% fee for each double time application based on ST

**Early/Late Shipments to Warehouse:** 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

**Reweigh of Shipments:** 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 an understated weight on delivery document.

**Disposal Fee:** A disposal fee & minimum 1 hour labor will be charged for all booth materials (booth displays, flooring, etc.) left unclaimed after show move-out.

**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.

I acknowledge that all Material Handling charges are billable and will be charged to the credit card on file.

Company

Booth #



Card Holder Signature



### 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 shipped or delivered to the advance warehouse or show facility via shipping carrier, POV, or delivery truck.

### What is the difference between material handling and shipping?

Shipping is the process of carrying your shipment from your location, 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.) These are 2 different items and are billed differently.

### Do I need to order a fork lift 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. Your crated shipment is billed per 100 lbs.

### What determines how much I'm 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. EXAMPLE: 285 lbs. = 300 lbs./100 lbs. = 3 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

### What are Light Weight shipments?

All shipments regardless of carrier that weigh 40 pounds or less. Shipments need to have certified weight tickets or other verifiable weight noted upon delivery. Shipments without certified weight tickets may be subject to special handling or reweigh fees. Packages that arrive separately at different times or days will be billed separately.

All shipments, regardless of carrier, weighing 41 lbs and up will be billed using the standard material handling rates listed in the kit and billed at a 200 lb minimum as usual

### How do I calculate my Light Weight shipment?

Charges for Light Weight shipments are total shipment weight, per delivery. Any shipment above 40lbs will not qualify for this rate. Please be advised that your whole shipment may not arrive to its destination at one time. Therefore you may be charged per each delivery.

### 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, 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. Cannot be completed solely with one forklift and operator.

### What are Advance Shipments?

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

Shepard 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 - 4:00pm, 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, fiber cases, 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.

### 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 published 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.

### 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

If applicable, included in your manual is information and an application for liability insurance and booth coverage can also be purchased to protect your valuable exhibit materials

### Outbound Shipping

You must complete a Shepard 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 Shepard 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, Shepard will either reroute your freight through the carrier of our choice or return to the local warehouse (whichever is indicated on your MHA).



## SAP CX Forum

Westin Dallas Park Central, Dallas, TX

November 7 - 8, 2018

Discount Deadline **Wednesday, October 17, 2018**

Event Code: T195441118

Connect With Us!

email	<a href="mailto:houston@shepardes.com">houston@shepardes.com</a>
phone	(832) 799-5700
fax	(832) 415-0517
mail	10001 Fannin St, Houston, TX 77045

Material Handling Info

### SPECIAL HANDLING DEFINITIONS Rate as shown on Material Handling Rate Form, approx 30%

Shipments received that are packed in a manner as to require additional handling/labor are deemed special handling. Examples of shipments falling into this category would be constricted space unloading, ground unloading, stacked shipments, designated piece unloading, shipment integrity, mixed shipments, no bill of lading or documentation, carpet/pad only shipments.

- Constricted Space - Freight packed in trailer to full capacity. Shipments are not easily accessible because trailer is loaded by cubic space, or top to bottom and side to side.
- Stacked Shipments - Shipments with multiple pieces stacked on top of one another throughout the majority of the truck or trailer requiring unstacking during the unloading process.
- Mixed Shipments - Mixed shipments are shipments that contain a mixture of uncrated and crated materials, and the uncrated portion is minimal deeming the shipment special handling but not uncrated. But in cases where greater than 50% of the load by volume is uncrated the load will be categorized as uncrated.
- Shipment Integrity - Shipments loaded on a carrier in a manner requiring separating or sorting to reestablish the integrity of each shipment.
- Carpet/Pad Only - Carpet and/or pad only shipments are time and labor intensive, and require additional manpower and tools (e.g. carpet poles, flatbed carts or scooters, dollies).
- No Documentation - Shipments received from small package carriers (including, among others, Fed Ex, UPS, & DHL) that are delivered without documentation or bills of lading that require additional sorting, processing, and tools for delivery.
- Designated Piece Unloading - Shipments loaded in such a manner that require the unloading/loading crew to be directed by driver remove items in a particular order, or unloading and reloading items to reach certain pieces behind others remaining on the trailer.

padded Van Deliveries. This 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.

<b>DISPOSAL FEE</b>	<b>Fee:</b> .75 Per Lb	<b>Labor Rate</b> \$97.25	<b>Per Hour (OT/DT may apply)</b>
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A disposal fee & minimum 1 hr labor will be charged for all booth materials (booth displays, flooring, etc.) that are left unclaimed after show move-out.

<b>OVERTIME/DOUBLE TIME</b>	<b>Surcharge:</b> Overtime: 30%	<b>Double Time: 50%</b>
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Shipments that are moved and/or handled on overtime and/or double time hours will incur a surcharge based on the handling times noted on the receiving/shipping documents. Drivers picking up outbound shipments will be sequenced for loading ONLY after a bill of lading is submitted to the Shepard Service Desk AND the driver has checked in.

<b>WAREHOUSE OVERTIME/DOUBLE TIME</b>	<b>Surcharge:</b> Overtime: 30%	<b>Double Time: 50%</b>
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Advanced shipments may be received during straight time hours at the warehouse location, however an overtime/double time surcharge may be applied to an advanced warehouse shipment due to required delivery schedule based on show move-in and move out hours beyond our control. This would also be true if freight was received after hours at the warehouse trapping facility.

<b>EARLY/LATE SHIPMENTS TO WAREHOUSE</b>	<b>Surcharge:</b> 25%	<b>Minimum:</b> \$50.00	<b>35003</b>
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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. Any shipment arriving to showsite after show open will be charged a surcharge.

<b>UNCRACTED SHIPMENTS</b>	<b>Rate as shown on Material Handling Rate Form</b>		
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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.

<b>OFF-TARGET DELIVERIES</b>	<b>Surcharge:</b> 15%	<b>Minimum:</b> \$50.00	<b>35004</b>
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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.

<b>MARSHALING YARD</b>	<b>Surcharge:</b> \$30 per Shipment	<b>35250</b>
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Where Shepard Exposition Services as the show contractor must lease space for marshaling yard operations because no space is provided by the facility, Shepard may charge a one time fee per shipment processed inbound and/or outbound through the marshaling yard.

<b>REWEIGH OF SHIPMENTS</b>	<b>Surcharge:</b> \$25.00 per forklift load	<b>35282</b>
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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.

<b>EMPTY CRATE STORAGE</b>	<b>Surcharge:</b> \$25.00 per piece, Minimum \$50.00	<b>35105</b>
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A charge per crate, carton or skid applies when Shepard handles the storage and return of empties from a shipment not received by Shepard and therefore not subject to material handling charges.

### LIGHT WEIGHT SHIPMENTS

Shipments weighing 40lbs or less will qualify for the light weight shipment rate. Shipments exceeding 40lbs will be billed standard Material Handling fees at the prevailing show rates. All shipments must have certified weight tickets. Shipments without certified weight will be subject to special handling or reweigh fees.

<b>ENVELOPE DELIVERIES</b>	<b>Surcharge:</b> \$10.50 per envelope	<b>35007</b>
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During show hours at the show facility, a charge will apply to receiving and delivering envelope packages to your booth.

<b>MOBILE SPOTTING</b>	<b>Fee:</b> \$ 200.00 per round trip	<b>35106</b>
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All vehicles must be escorted in and out of building by Shepard personnel.



**Register at [www.insurance4exhibitors.com](http://www.insurance4exhibitors.com)! It's easy and you get an immediate certificate!**

**General Liability Insurance for \$1,000,000 per Occurrence / \$2,000,000 Aggregate**

**GENERAL LIABILITY INSURANCE PREMIUM RATES / EVENT INFORMATION**

\_\_\_\_\_ **1 Event Day:** \$89.00    \_\_\_\_\_ **4-10 Event Days:** \$119.00    \_\_\_\_\_ **6 Month Policy:** \$475.00  
 \_\_\_\_\_ **2-3 Event Days:** \$109.00    \_\_\_\_\_ **11-30 Event Days:** \$199.00    \_\_\_\_\_ **Annual Policy:** \$650.00

NAME OF EVENT: \_\_\_\_\_ EVENT START DATE: \_\_\_\_\_ End Date: \_\_\_\_\_  
 EVENT WEBSITE: \_\_\_\_\_ EVENT CONTACT: \_\_\_\_\_ PHONE # \_\_\_\_\_  
 VENUE ADDRESS with City, State & Zip: \_\_\_\_\_

**EXHIBITOR INFORMATION – REGISTER AT [www.insurance4exhibitors.com](http://www.insurance4exhibitors.com)**

Exhibiting Company/Insured: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_  
 Email: \_\_\_\_\_ Country: \_\_\_\_\_ Telephone: \_\_\_\_\_  
 Description of Business/Exhibit: \_\_\_\_\_

**Does your exhibit or business involve any of the excluded activities below? \_\_\_\_\_ YES \_\_\_\_\_ NO**

- |                              |                        |                               |                              |         |
|------------------------------|------------------------|-------------------------------|------------------------------|---------|
| Alcohol Serving              | Amusement Devices      | Animals                       | Athletic Participation       | Mazes   |
| Disc-Jockeys                 | Bands                  | Entertainment & Film Industry | Equipment Rental             | Tobacco |
| Fireworks, Firearms, Weapons | Health Supplements     | Hot Wax Impressions           | Inflatables                  |         |
| Installation/Service/Repair  | Massage                | Mechanical/Amusement Devices  | Water Activities             |         |
| Medical Testing              | Motor Sport Activities | Oxygen / Aromatherapy         | Storefront Operations        |         |
| Tattooing or Piercing        | Vehicles in Motion     | Weight-Loss Products          | Watercraft Exhibits on Water |         |

If yes, describe (we can still get you insurance) \_\_\_\_\_

**Additional Insured:** Most event planners or venues require you to name them as an additional insured. We need the name and address for each Additional Insured to issue a certificate. Don't list your employees. Just leave blank if you do not know.

Additional Insured #1: \_\_\_\_\_ Additional Insured #2: \_\_\_\_\_  
 Address, City, ST, Zip: \_\_\_\_\_ Address, City, ST, Zip: \_\_\_\_\_  
 Any special wording or coverage needed: \_\_\_\_\_  
 Any Additional Information or notes: \_\_\_\_\_

**METHOD OF PAYMENT - BY SIGNING BELOW YOU AUTHORIZE US TO CHARGE YOUR CREDIT CARD**

**Payment Form:** \_\_\_ American Express \_\_\_ MasterCard \_\_\_ Visa \_\_\_ Discover \_\_\_ Check (Payable to "Insurance for Exhibitors")  
 Card Number \_\_\_\_\_ Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_  
 Cardholder Name: \_\_\_\_\_ Cardholder Address: \_\_\_\_\_  
 Has any prior coverage been cancelled or non-renewed? \_\_\_\_\_ Yes \_\_\_\_\_ No

**TERMS and CONDITIONS**

Coverage is only provided for law suits brought in the U.S. and events held in the United States. I understand that the insurance company, in determining whether to provide insurance coverage, will rely on the information contained in this form and all other information being submitted. I hereby warrant, represent, and confirm that to the best of my knowledge all information provided is complete, true and correct. Signing this application does not bind the Applicant or the Company to complete the insurance, but it is understood and agreed that the information contained herein shall be the basis of the contract should a policy be issued. If any of the above questions have been answered fraudulently or in such a way as to conceal or misrepresent any material fact or circumstance concerning this insurance or the subject thereof, the entire policy shall be void. I understand that this policy includes an Agency fee which is not charge by the insurance company. The exact amount of the fee has been disclosed. I also understand all agency fees are not refundable once they are incurred. I also understand that this general liability policy does not provide any property coverage. By typing my name below, I am signing and agreeing.

**I accept and understand the terms and conditions,** Cardholder Name (Print) \_\_\_\_\_

**I understand that no property is covered on this policy:** \_\_\_\_\_ **I want a quote for property coverage:** \_\_\_\_\_

**Insurance for Exhibitors**  
 30285 Bruce Industrial Parkway, Suite B  
 Solon, OH 44139

**Online:** <http://www.insurance4exhibitors.com>  
**Email:** [info@insurance4exhibitors.com](mailto:info@insurance4exhibitors.com)  
**Phone:** 440-349-6650    **Fax:** 440-815-2154

## Shepard Glossary

**Advanced Freight** – Refers to freight that has been sent to Shepard’s warehouse prior to the Event move in.

**Advance Order** – An order for services sent to service contractor prior to installation date.

**Aisle Carpet** – The carpet that is placed on the Event floor in the aisles to separate the booths.

**Back Wall** – Refers to the drape used at the rear of a standard booth.

**Bill of Lading** – A legal document that establishes the terms between the shipper (exhibitor) and transportation company (carrier) for the transport of goods between specified points for a specified charge. A bill of lading is required to be filled out and turned in at the Shepard Service Desk at the close of the show, after the exhibitor is all packed up, in order to Shepard to release the freight to the transportation company (carrier)

**Booth Package** – This term describes the equipment supplied to exhibitors from show management.

**Certified Weight Ticket** – Certified weight ticket is a required documented measurement used for shipping exhibit properties. All carriers checking into a Shepard marshaling yard are required to present a certified weight ticket at check in.

**Common Carrier** – A transportation company moving exhibitor freight, which usually only accepts crated materials that it can consolidate with the properties of other customers into one shipment bound for the same destination. Only Shepard can accept freight from a common carrier.

**Corner Booth** – An exhibit space with exposure on at least two aisles, usually found at the end of a row of inline booths.

**CWT** – “Century Weight” or “hundredweight”. The total weight of a crate is divided by 100 to obtain billable weight. 51,000 lbs / 100 = 510 cwt

**Drayage** – The service that includes delivery of materials to an exhibit space, removal of empty crates, storage of crates during the Event, return of crates at the end of the Event, and delivery of materials to the carrier loading area.

**DT Labor** – Double-time labor, or work performed on double time and charged at twice the published rate.

**Empty Sticker** – A colored sticker used to mark empty crates and boxes for storage provided in the material handling service. See Service Desk for Empty Stickers.

**Exclusive Contractor** – One who holds an exclusive contract with a facility or event manager to provide specified services to that facility or Event.

**Exhibitor-Approved Contractor (EAC)** – Also called an independent contractor, a supplier hired by an exhibitor to perform trade Event services independently of Event management-appointed contractors.

**Exhibitor Kit** – Also known as a Service Manual, this is package of information that contains all rules, regulations and ordering forms relating to an exhibition, provided to exhibitors by Event management.

**Facility Carpeted** – Indicates the exhibit hall and/or ballroom in which the Event is taking place is already carpeted.

**Floor Order** – An order for product or service placed after Advance Deadline therefore not eligible for discounted rates.

**Floor Port** – A utility box recessed in the floor containing electrical, telephone or plumbing connections.

**Freight** – Exhibit properties and other materials shipped for an exhibit.

**Freight Desk** – The area where inbound and outbound exhibit materials are handled at a trade event.

**Forklift /Ground Rigging** – Handling and assembly of machinery that requires the use of a forklift. This includes positioning and/or re-skidding of exhibitor material, machinery and equipment.

**Hard wall** – A type of exhibit construction in which walls are made of a solid material, rather than fabric.

**I&D** – Installation and dismantling of an exhibit by a labor source. Exhibitors may orders this service from the general contractor.

**ID Signs** – Typically a 7” x 44” cardstock sign that contains exhibitor name and booth number.

**In-line** – An exhibit that is constructed in a continuous line with other exhibits.

**Island Exhibit** – An exhibit with aisles on four sides. There is no pipe and drape construction provided to Island booths.

**Labor** – Contracted workers who perform services. When labor is ordered, hours are based on estimates and will be billed actual time incurred.

Requested times are not guaranteed and are based on availability. Minimum of one hour will be charged. Additional time will be billed in increments. Rates are based on when labor was performed: ST, OT, DT.

**Logistics** – Point to point transportation services for freight by an appointed carrier.

**Marshaling Yard** – A lot where trucks gather for orderly dispatch to Event site. When Shepard provides a marshaling yard, all carriers must check in, present a weight ticket, and will be guided to the docks to unload when a space is available. The same is true for the out of the show. Applicable fee applies.

**Move In** – Refers to the date and time that exhibitors gain access to a facility and are able to begin the construction and/or set up of their booth.

**Mobile Spotting Fee** – The charge for Shepard personnel to safely guide vehicles operated by exhibitors on the exhibit hall floor when approved by show management and if Shepard determines such activity to be operationally feasible and safe. All vehicles operated on the exhibit hall floor must be escorted by Shepard personnel. All local fire marshal rules and regulations apply. Please call customer service for details.

**Move-out** – The date/time specified by Event management for dismantling exhibits and clearing the exhibition floor. Also referred to as Tear Down.

**Padded Van Shipment** – Uncrated goods covered with blankets or other protective padding and shipped via van line.

**Perimeter Booth** – A booth space on an outside wall.

**Pipe and Drape** – Tubing covered with draped fabric to make up rails and back wall of a trade show.

**Porter Service** – A service that includes the emptying of wastebaskets within the booth at specific intervals during the show.

**Quad Box** – Four electrical outlets in one box provided by the electrical contractor.

**Registration** – This refers to an area that Event management uses to register and check in Event exhibitors, buyers and attendees. This is the place in which show badges can be obtained.

**Rigger** – A skilled worker responsible for handling and assembly of machinery.

**Right-to-Work state** – A state where no person can be denied the right to work because of membership or non-membership in a labor union. See the Union Rules and Regulations within your manual for specific guidelines.

**Service Desk** – The location at which exhibitors order services.

**Side Rails** – The wall between two booths used to divide exhibits, typically 3’ high.

**Skirting** – Decorative covering around tables and risers. Tables are skirted on 3 sides unless additional skirting is ordered.

**Special Handling:** An additional charge that applies to exhibits shipments requiring extra labor, equipment, or time for delivery to exhibit space.

**ST labor** – Straight time labor, or work performed during normal hours at the standard rate.

**Targets** – Exhibitor move in date/time prior to general move-in available by appointment only.

**Visqueen** – A clear heavy plastic sheeting that is placed over exhibiting carpeting after it is laid in order to protect it until show opens.