

The following is a list of frequently asked questions pertaining to material handling and freight services. We strongly recommend that you read this document in its entirety to better familiarize yourself with the processes relating to material handling and freight services.

As the official service contractor, LEVY is the exclusive provider of freight services. Material handling includes unloading your exhibit material, storing up to 30 days in advance at the warehouse address, delivering to the booth, the handling of empty containers to and from storage, and removing of material from the booth for reloading onto outbound carriers. It should not be confused with the cost to transport your exhibit material to and from the convention or event or in-booth forklift services. You have two options for shipping your advance freight — either to the warehouse or directly to show site.

HOW DO I SHIP TO THE ADVANCE WAREHOUSE?

- We will accept freight beginning 30 days prior to show move-in.
- To check on your freight arrival, call Exhibitor Services at the number listed on the Quick Facts.
- To ensure timely arrival of your materials at show site, freight should arrive by the deadline date listed on the Quick Facts and Shipping Instructions pages. Your freight will still be received after the deadline date, but additional charges will be incurred.
- The warehouse will receive shipments Monday through Friday, except holidays. Refer to the Shipping Instructions page for warehouse receiving hours.
- The warehouse will accept crates, cartons, skids, trunks/cases and carpets. Loose or pad-wrapped materials must be sent directly to show site.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
- Shipments received from Canada Post or USPS that exceed 2 lbs will not be accepted.
- Certified weight tickets must accompany all shipments.
- Advance warehouse freight will be delivered to the booth prior to exhibitor setup.
- Please call the number located on the Quick Facts if you want to ship oversized material that requires special equipment to the warehouse.

HOW DO I SHIP TO SHOW SITE?

- Freight will be accepted only during exhibitor move-in. Please refer to the Quick Facts for the specific exhibitor move-in dates and times.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
- Certified weight tickets must accompany all shipments.

WHAT ABOUT PREPAID OR COLLECT SHIPPING CHARGES?

- Collect shipments will be returned to the delivery carrier (whether sent to the advance warehouse or show site)
- To ensure that your freight does not arrive “collect,” mark your bill of lading “prepaid.”
- “Prepaid” designates that the transportation charges will be paid by the exhibitor or a third party.

HOW SHOULD I LABEL MY FREIGHT?

- The label should contain the exhibiting company name, the booth number and the name of the event (please refer to shipping label in the exhibitor kit).
- The specific shipping address for either the warehouse or show site can be found on the Quick Facts and Shipping Instructions pages.

HOW DO I ESTIMATE MY MATERIAL HANDLING CHARGES?

- Charges will be based on the weight of your shipment. Each shipment received is considered separately. The shipment weight will be rounded to the next 100 pounds. Each 100 pounds is considered one “cwt.” (one hundred weight). All shipments are subject to reweigh and are charged a minimum 200lbs.
- On the Order Form, select whether the freight will arrive at the warehouse or be sent directly to show site.
- Next, select the category that best describes your shipment. There are three categories of freight:

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 in such a manner that it requires additional handling, such as ground unloading, stacked and constricted space unloading or designated piece unloading. Federal Express, UPS and all van lines are included in this category due to their delivery procedures.

Uncrated: material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.

- Add overtime charges for inbound if material is delivered to the booth during the overtime period stated on the Quick Facts and Shipping Instructions pages. This includes both warehouse and show site shipments.
- Add overtime charges for outbound if material is loaded onto the outbound carrier during the overtime period stated on the Quick Facts and Shipping Instructions pages.

- Add the late delivery charge listed on the Order Form if the shipment is accepted at the warehouse or at show site after the deadline date listed on the Quick Facts and Shipping Instructions pages.

- The above services, whether used completely or in part, are offered as a package and the charges will be based on the total inbound weight of the shipment.
- Shipments received without receipts or freight bills, such as UPS and Federal Express, will be delivered to the booth without guarantee of piece count or condition.

WHAT HAPPENS TO MY EMPTY CONTAINERS DURING THE SHOW?

- Pick up “Storage Labels” at the Service Center. Place a label on each container. Labeled containers will be picked up periodically and stored in non-accessible storage during the show.
- At the close of the show, the empty containers will be returned to the booth in random order. Depending on the size of the show, this process may take several hours.
- Please note that LEVY will assume no liability for interrupted travel plans due to the length of time required for the empty container return. It is the responsibility of the exhibitor to schedule travel plans accordingly.

HOW DO I PROTECT MY MATERIALS AFTER THEY ARE DELIVERED TO THE SHOW OR BEFORE THEY ARE PICKED UP AFTER THE SHOW?

- 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.

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

- Each shipment must have a completed Material Handling Agreement in order to ship materials from the show. All pieces must be labeled individually.
- To save time, complete and submit the Outbound Shipping Form in advance, or you may contact the Service Center at show site for your shipping documents. The Material Handling Agreement and labels will be processed and available prior to show closing.
- If you have arranged shipping through an outside carrier, you are responsible for all documents and labels.
- After materials are packed, labeled, and ready to be shipped, the completed Material Handling Agreement must be turned in at the Service Center.
- Call your designated carrier with pick-up information. Please refer to the Quick Facts and Shipping Instructions pages for specific dates and times. In the event your selected carrier fails to show on final move-out day, your shipment will be rerouted and delivered back to the warehouse at exhibitor’s expense. Exhibitor will be contacted for further instruction.
- For your convenience, show-recommended carriers will be on site to handle outbound transportation.

WHERE DO I GET A FORKLIFT?

- Forklift orders to install or dismantle your booth after materials are delivered may be ordered in advance or at show site. We recommend that you order in advance to avoid additional charges at show site. Refer to the Order Form for available equipment.
- Advance and show-site orders for equipment and labor will be dispatched once a company representative signs the labor order at the Service Center.
- Start time is guaranteed only when equipment is requested for the start of the working day.

DO I NEED INSURANCE?

- 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 riders to your existing policies.
- All materials handled by LEVY are subject to the enclosed Terms and Conditions.

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

- Cranes
- Scissor lifts, condors
- Accessible storage at show site
- Exhibit transportation services (see enclosed Levy Logistics form)
- Security storage at show site
- Short-term and long-term warehouse storage
- Local pick-up and delivery
- Priority freight return

ADVANCE MATERIAL HANDLING ORDER FORM & INVOICE

MATERIAL HANDLING SERVICES

CRATED: Material that is skidded or is in any type of shipping container that can be loaded at the dock with no additional handling required.

SPECIAL HANDLING AND UNCRATED: Material delivered by the carrier in such a manner that it requires additional handling, such as ground unloading, side door unloading, constricted space loading, designated piece loading, and stacked shipments. Federal Express, UPS, Purolator and DHL and All Van Lines are included in this category due to their delivery procedures.

SMALL PACKAGE SHIPMENT: Single piece shipment under 30 lbs.

OFF TARGET: Shipments received at the advance warehouse outside normal warehouse hours of 9:00 A.M. to 3:00 P.M. Monday through Friday and prior to **August 18, 2022** or after **September 15, 2022** will incur a \$40.00 per hundred pounds surcharge.

NORMAL WAREHOUSE HOURS FOR RECEIVING FREIGHT: 9:00 A.M. To 3:00 P.M. Monday through Friday, Holidays excluded.

STRAIGHT TIME: 8:00 A.M. to 4:30 P.M Monday to Friday.

OVERTIME: 4:30 P.M. to 8:00 A.M. Monday through Friday, all day Saturday, Sunday and Holidays.

PLEASE NOTE: Warehousing for refrigerated or frozen items is unavailable

CANADA POST & USPS SHIPMENTS: additional charges will apply if pick-up at post office is required.

****Shipments received from Canada Post or USPS that exceed 2 lbs will not be accepted****

DESCRIPTION	CWT Price	Minimum
Advance Shipment		
Crated or Skidded Shipment.....	\$ 106.00	\$ 212.00
Special Handling Shipment.....	142.00	284.00
Small Package Shipment (single piece shipment under 30 lbs.).....	70.00	70.00
Off Target (In Addition to Base Rate).....	42.00	84.00
Overtime Charge (Inbound)(In addition to above rates)		
Crated or Skidded Shipment.....	\$ 12.00	\$ 24.00
Special Handling Shipment.....	12.00	24.00
Overtime Charge (Outbound)(In addition to above rates)		
Crated or Skidded Shipment.....	\$ 12.00	\$ 24.00
Special Handling Shipment.....	12.00	24.00

PLEASE NOTE: Total weight is in lbs. with a minimum chargeable shipment of 200 lbs. Please round up to the next 100 lbs when filling out the weight of your shipment.

Description	Weight	CWT	Unit Price	Estimated Total Charges
Crated or Skidded Shipment	300 LBS ÷ 100 = 3		\$106.00	\$318.00
Overtime (Outbound)	300 LBS ÷ 100 = 3		\$12.00	\$36.00
DISCLAIMER: Forklift service within your booth space is not included in our Material Handling service; please refer to the In Booth Forklift Order Form and Invoice.				
RATE ADJUSTMENT			(OFFICE USE ONLY)	
SUBTOTAL				
G.S.T. 5%				
TOTAL			CANADIAN DOLLARS	

PLEASE NOTE: Acceptance of Terms & Conditions will be construed when the Material Handling Service Agreement is signed; or when exhibitor's materials are delivered to Levy Show Services Inc. warehouse or to a SHOW SITE for which Levy Show Services Inc. is the official show contractor.

EXHIBITOR INFORMATION	
COMPANY	
CONTACT	BOOTH#

PLEASE REFER TO THE PAYMENT & CREDIT CARD CHARGE AUTHORIZATION FORM
 ORDERS WILL NOT BE PROCESSED WITHOUT PAYMENT
 GST#R103315057