**Drayage FAQs** - Provided courtesy of Exhibit Services, Inc.

**What is Drayage and/or Material Handling?**
Drayage is the service of handling freight shipments for a trade show. This service includes the following elements:
- Receive shipment - unload, sort, inspect for damage, complete carriers documentation, create receiving report.
- Warehouse and storage - tag freight, and inventory.
- Deliver to booth - load freight from warehouse, deliver to showsite, place in booth.
- Empty Containers - Store empty containers during show times.
- Return Containers - redeliver empty containers to booth after show closes.
- Load Freight - load out shipment on exhibitors designated carrier, complete carriers documentation.

**Why do I need to use this service?**
Convention centers and hotels do not have facilities, equipment, and manpower to receive and store exhibit freight. To ensure a smooth and effective flow of freight the Show Management hires a material handling contractor to coordinate, manage, and receive shipments relating to the show.

**Why should I ship in advance?**
You have 30 days of free storage and weather can always be a factor. Get your shipment to the advance warehouse early and you will not have to worry about last minute delays in shipping.

**How am I charged for this service?**
Drayage is charged by the weight of your **inbound** shipment. Exhibitors are charged for each cwt. or 100 lbs of their inbound shipment. All shipments are rounded up to the next 100 lbs, e.g. (366 lbs is 400 lbs or 4 cwt.). Charges per hundred pounds vary across the US based on local conditions including but not limited to these factors: prevailing union wages, move-in/move-out times, and exhibit facility access. If your company paid for our service inbound, the outbound service is included. If you do not use the outbound service, there is no credit for the unused service. Drayage rates for your event will be published in the official Exhibitor Service Kit.

**How do I arrange for Exhibit Services to handle my shipment for this show?**
First, review the inbound/outbound freight instructions of official Exhibitor Service Kit for your event. This will provide you with the appropriate inbound shipping addresses, labels, drayage rates, and specific timing for your shipment.

Second, determine whether your shipment will be sent to the advance warehouse or timed to arrive during exhibitor setup times at show site. (It is always preferable to use the advance warehouse service if possible because your freight will be in your booth when you arrive at the show site.) Additionally, carefully review the outbound shipping time frame so you can arrange your carrier to pickup your outbound shipment before the force time.

Third, call your carrier (If you do not have a carrier the Exhibitor Service Kit will provide you with the name of the official show carrier) and arrange for shipping according to the time frames required for your event. Make sure your carrier will guarantee delivery and pickup times.

Fourth, fill-out the material handling authorization form and payment authorization form and FAX or mail to Exhibit Services.

Finally, keep a copy of your carriers bill of lading for your inbound shipment (with tracking # and carriers phone #) and bring it to the show. If your shipment is not at the show when you arrive you will need this information to track your shipment.

**UPS, Fed Ex, DHL, etc. Shipments:** These freight carriers **DO NOT** provide bills of lading to note any damage or piece count. Therefore, ES will **NOT** be responsible for piece count or damage to shipments that are received without a proper bill of lading to note exceptions.

**What is the force time?**
Force time is the last possible time for your designated carrier to pickup your shipment after the show is over. Trade shows have a specific time when they must vacate the exhibit facility to make way for the next event. Therefore if your freight has not been picked up by your carrier by the force time your freight will be sent out by another carrier freight collect. The force time is published in the Exhibitor Service Kit.

**Outbound Freight Shipments:** **DO NOT ABANDON YOUR FREIGHT UNTIL EXHIBIT SERVICES HAS AN OUTBOUND SHIPPING FORM.** The recommended freight carrier will be at show site for pick-ups. Exhibit Services’
outbound shipping forms are the ONLY forms allowed and are available at the service desk along with shipping labels. If using carriers other than the recommended, it is the responsibility of the exhibiting company to contact their carrier and make arrangements for pick-up directly from the show site. All drivers for pick-ups must check in at the service desk before the force time or freight will be forced out to the recommended freight carrier collect.

**Cargo Insurance:** It is recommended that exhibitors carry All-Risk Insurance covering your materials against damage, loss and all other hazards from the time of shipping to returning from show. This can usually be done by adding “riders” to existing policies. Exhibit Services, Inc. and most freight carriers have very limited liability, if any responsibility for your shipments or cargo. Please insure that your shipments are covered by your insurance policies.