



# Shepard

## EXHIBITOR SERVICE MANUAL



**2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase**

**C131521223**

Anaheim Convention Center | Anaheim, CA

## Booth Package

Please see the following page for your booth package information.

**PLEASE NOTE: RENTAL OF EQUIPMENT OR FURNISHINGS IS NOT PERMITTED.**

## Show Colors

Show Drape Color(s): Blue, White, Orange  
Aisle Carpet Color: Tuxedo

## Exhibit Show Schedule

### GENERAL MOVE-IN - MONDAY SHOWCASES

Monday, December 4, 2023 · 12:00PM to 12:45PM\*

*\*Mon. Showcases only 4000 booths*

### EXHIBIT HOURS - MONDAY SHOWCASES

Monday, December 4, 2023 · 1:00PM to 4:00PM

### EXHIBITOR MOVE OUT - MONDAY SHOWCASES

Monday, December 4, 2023 · 4:00PM to 5:00PM

### GENERAL MOVE-IN - TUESDAY SHOWCASES

Tuesday, December 5, 2023 · 7:00AM to 7:45AM\*

*\*Tues. Morning Showcases only 5000 booths*

Tuesday, December 5, 2023 · 12:00PM to 12:45PM\*

*\*Tues. Afternoon Showcases only 6000 booths*

### EXHIBIT HOURS - TUESDAY SHOWCASES

Tuesday, December 5, 2023 · 8:00AM to 11:00AM\*

*\*Tues. Morning Showcases only 5000 booths*

Tuesday, December 5, 2023 · 1:00PM to 4:00PM\*

*\*Tues. Afternoon Showcases only 6000 booths*

### EXHIBITOR MOVE OUT- TUESDAY SHOWCASES

Tuesday, December 5, 2023 · 11:00AM to 12:00PM\*

*\*Tues. Morning Showcases only 5000 booths*

Tuesday, December 5, 2023 · 4:00PM to 5:00PM\*

*\*Tues. Afternoon Showcases only 6000 booths*

### FREIGHT REROUTE BEGINS - ALL SHOWCASES

\*All outbound carriers must be checked in by this time

Monday Showcases | Monday, December 4, 2023 at 5PM

Tuesday Showcases | Tuesday, December 5, 2023 at 5PM

## IMPORTANT DEADLINES

*Please note! Shepard will be closed on November 23-24 in observance of the Holiday. No shipments will be accepted. Please notify your carrier.*

### Exhibitor Appointed Contractor Notification Deadline

Friday, November 3, 2023

### First Day for Warehouse Deliveries Without a Surcharge

*Friday, November 3, 2023*

### Discount Price Deadline for Standard Shepard Orders

Monday, November 13, 2023

### Last Day for Warehouse Deliveries Without a Surcharge

*Wednesday, November 22, 2023*

### Last Day for Warehouse Deliveries\*

Friday, December 1, 2023

\* 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 Site

Monday, December 4, 2023 | 8:00AM

## Shipping Addresses

### ADVANCE WAREHOUSE SHIPMENT ADDRESS

Exhibiting Co. Name & Booth Number  
2023 ASHP Midyear Clinical Meeting & Exhibition |  
Residency Showcase, Bayside B  
c/o Shepard Exposition Services  
2315 E. Locust Ct.  
Ontario, CA 91761  
Warehouse hours: Monday - Friday 8:00AM - 4:00PM

### DIRECT TO SHOW SITE SHIPMENT ADDRESS

c/o Shepard Exposition Services  
Exhibiting Co. Name & Booth Number  
2023 ASHP Midyear Clinical Meeting & Exhibition |  
Residency Showcase, Bayside B  
Anaheim Convention Center  
1850 West Street  
Anaheim, CA 92802

Each **10' x 10' booth** will be set with:

- 8' high back drape and 3' high side dividers
- (1) 6' draped table - Blue
- (2) side chairs
- (1) wastebasket
- (1) 4' x 8' poster board,
- 7" x 44" one-line identification sign with booth number only

Each **10' x 20' booth** will be set with:

- 8' high back drape and 3' high side dividers
- (2) 6' draped tables - Blue
- (4) side chairs
- (1) wastebasket
- (1) 4' x 8' poster board
- 7" x 44" one-line identification sign with booth number only

Each **10' x 40' booth** will be set with:

- 8' high back drape and 3' high side dividers
- (4) 6' draped tables - Blue
- (8) side chairs
- (2) wastebaskets
- (1) 4'x8' poster board
- 7" x 44" one-line identification sign with booth number only

**PLEASE NOTE: RENTAL OF ADDITIONAL EQUIPMENT OR FURNISHINGS IS NOT PERMITTED.**

## 2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase C131521223

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**ONLINE & DISCOUNT DEADLINE:\* MONDAY, NOVEMBER 13, 2023**

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Due to liability concerns and/or labor jurisdictions, exhibitors or their Exhibitor Appointed Contractors (EACs) may not operate any type of mechanical or powered equipment including forklifts, manual or electric pallet jacks, overhead lifts, etc.

### Shepard Mailing Address

1531 Carroll Drive, NW  
Atlanta, GA 30318  
Phone: 404-720-8600  
Email: [orders@shepardes.com](mailto:orders@shepardes.com)

### Service Desk Hours *(subject to change)*

Monday December 04, 2023 · 12:00PM to 5:00PM  
Tuesday December 05, 2023 · 7:00AM to 9:00AM  
Tuesday December 05, 2023 · 12:00PM to 5:00PM

### Exhibitor Move Out

Monday, December 4, 2023 · 4:00PM to 5:00PM  
Tuesday, December 5, 2023 · 11:00AM to 12:00PM  
Tuesday, December 5, 2023 · 4:00PM to 5:00PM

### Dismantle & Move Out Information

Shepard will begin returning empty containers and skids as soon as the aisle carpet is removed and/or plastic protection is installed on top of the floor. Any materials remaining in the hall will be rerouted or returned to Shepard's warehouse to await disposition at the exhibitor's expense.

#### Monday Showcases:

All Monday showcase materials must be removed from the facility by Monday, December 4, 2023 at 5:00PM.

To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor move-out deadline, please have all carriers check-in by Monday, December 4, 2023 at 4:00 PM.

#### Tuesday Showcases:

All Tuesday showcase materials must be removed from the facility by Tuesday, December 5, 2023 at 5:00PM.

To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor move-out deadline, please have all carriers check-in by Tuesday, December 5, 2023 at 4:00 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 on-site. 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 as well as provide carrier specific shipping labels.

### Pick Up Address

Anaheim Convention Center  
1850 West Street  
Anaheim, CA 92802

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### 2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase Move Out Notice

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The 2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase will end at 4:00PM, on Tuesday, December 5, 2023. Please don't pack up your booth before 4:00PM for everyone's safety. Below are some general processes. Specific instructions will be emailed to you before move out

**Returning Empty Containers:** Once the aisle carpet is removed and/or plastic protection is installed on top of the floor, Shepard will start returning empty containers and skids. Depending on the size of the event, this could take several hours. Please keep the aisles free of crates, boxes, and furnishings to speed up the process. For safety reasons, please don't go to the dock area or storage area to find your crates.

#### Exhibitor Move Out Schedule:

Monday, December 4, 2023 • 4:00PM to 5:00PM

Tuesday, December 5, 2023 • 4:00PM to 5:00PM

**Outbound Paperwork Requirements:** To ship out or load out any materials from the building, you must have a Shepard Outbound Material Handling Authorization form. Make sure to pay your balances in full with Shepard Exposition Services to receive the form. Once you're packed and ready to leave, fill out the form and return it to the Shepard Service Desk. Label your boxes and leave your shipments in your booth space.

**Show Carrier:** Shepard Logistics can take care of all your shipping needs. Go to the Shepard Service Center to make your shipping arrangements.

**Outside Carriers:** To make sure everything is removed from the venue during the exhibitor move out, all carriers must check in with Shepard no later than 5:00PM on Tuesday, December 5, 2023. If you're shipping via UPS or FEDEX, bring your own labels as Shepard can't provide them for you. Contact UPS or FEDEX to schedule your pickup. Any materials left in the hall and not claimed by your designated carrier by Tuesday, December 5, 2023 | 5:00PM, will be rerouted via the show carrier or returned to Shepard's warehouse to await disposition at your expense.

**Reroute Schedule:** If you're still in the venue after Tuesday, December 5, 2023 | 5:00PM, you may be charged labor wait fees if your booth move out process delays Shepard Operations. There's also a disposal fee for all bulk items (non-sweep-able) left on the show floor.

**Abandoned Items:** Any items or equipment left in booths without shipping labels after Tuesday, December 5, 2023 | 5:00PM may be thrown away. Shepard Exposition Services won't be responsible for any unattended items left on the show floor. If you don't have a complete Outbound Material Handling Authorization, your shipment will be returned to the warehouse or shipped to you via alternate carriers at your expense.

#### Pick Up Location:

Anaheim Convention Center  
1850 West Street  
Anaheim, CA 92802

# ONLINE ORDERING

## IT'S EASY.


### 2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase


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Order online through the Shepard Exhibitor Portal at

<https://apps.shepardes.com/olk/intro.asp>. Login or Create an Account and follow the simple instructions for ordering. If you need assistance during your shopping experience, contact us using our  chat feature on the right side of the screen. Representatives are available Monday - Friday, 8AM - 5PM EST.

1. Go to: <https://apps.shepardes.com/olk/intro.asp>
2. Select the Event.
3. Login from the Show Information page by clicking the  button.
4. Select your event, enter your email address and password then click Login.  
User Name = **Your Email Address**  
(provided by Event Management)  
Password = **ASHPMCM23**
5. Don't have an account, click "Create an Account."
6. Once logged in, please confirm your profile information. If you need to update your information, please contact us at [clientservices@shepardes.com](mailto:clientservices@shepardes.com).
7. To order, utilize the grey category drop-down menus above the Welcome message.
8. After making your selections, click the add to cart button on the bottom right of the page.
9. To view your order click the Shopping Cart Icon at the top right of the page.
10. Confirm your order, click and complete the payment process.

#### Login

If you are already registered for online ordering, please login below.

You'll need to select an event first. After you login you will have access to your other events as well.

##### Select an Event

Select a Show ▼

##### Email Address

youremail@yourcompany.com ▼

##### Password

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Login

[Forgot your password?](#)

#### Create an Account

Registration is easy. To create an account we need your email address, name, and company information.

##### Select an Event

Select a Show ▼

##### Creating an account will allow you to order online.

First, we will need your email address.

youremail@yourcompany.com 



# METHOD OF PAYMENT

## 2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase

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Please review the information and complete your payment information online.

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 your online credit card information 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 and logistics 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.

Shepard no longer accepts cash payments for any Shepard Services. Once a payment is processed by credit card, any changes to the payment method will be charged a fee of 5% of the total invoice. 10010-Change Of Payment Method Transaction Fee

**Shepard Exposition Services only accepts payment information electronically. Place your order online with Shepard or follow the steps below to provide your payment information electronically and submit your order forms.**

### Complete your payment information online.

Login to your account at <https://www.shepardes.com/payment-methods> and choose the event you are submitting payment for.

### Discount Pricing Deadlines

Orders received without payment or after the discount price deadline will be charged at the standard price.

**Online: Monday, November 13, 2023** All paid orders placed online prior to the deadline date.

**Discount Deadline: Monday, November 13, 2023** All paid orders placed via pdf prior to the deadline date.

### ACH/Wire Transfers

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

Checks can be mailed to: Accounts Receivable - 1778 Marietta Blvd, Atlanta, GA 30318

In order to accurately process the transfer of funds from your account, please complete the following information and email it along with a copy of the wire receipt to the email 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 BEING ATTENDED: **2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase**

EVENT CODE: **C131521223**

EXHIBITING COMPANY NAME: \_\_\_\_\_ BOOTH NUMBER: \_\_\_\_\_

Account Name: Shepard Exposition Services, Inc.	Routing Number: 041000124	SWIFT CODE (US): PNCCUS33	Please include the show name, event code and your booth number if you are sending a physical check.
Bank Name: PNC Bank N.A., Pittsburgh, PA 15219 USA	Account Number: 42-6061-9772	SWIFT CODE (INTL): PNCCUS33	

**TAX EXEMPT?** Please submit tax exemption certificate to: [orders@shepardes.com](mailto:orders@shepardes.com). If you are tax exempt, you must provide a tax exemption certificate for the state in which the event is being held.

# TERMS & CONDITIONS

## 2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase

Anaheim Convention Center | Anaheim, CA

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December 4 - 5, 2023

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 accept 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. Exhibitors may not utilize powered mechanical equipment.

**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. If EXHIBITOR provides a credit card for payment and the credit card transaction is declined, EXHIBITOR hereby authorizes Shepard to process the outstanding balance in multiple smaller increments that total the amount of the outstanding payment obligation. In the event that a THIRD PARTY (AGENT) orders on behalf of the EXHIBITOR and the named THIRD PARTY does not discharge payment of the invoice prior to the last day of the show, charges will revert back to the EXHIBITOR. All invoices are due and payable upon receipt, by either party.

**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. If your elected Third Party Provider fails to pay for Shepard Services, the exhibitor is still responsible for paying all invoices to Shepard.

**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:** On-site exchanges and cancellations in orders will be assessed a 100% pick-up fee. Custom products: All orders canceled 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. Equipment and Furnishings: There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing 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.

*continued on the next page*



# TERMS & CONDITIONS (continued)

## 2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase

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**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 Method of Payment 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.

**Tax Rates:** State tax regulations and tax rates can change after the date of publication. Prevailing state tax rates will supersede any published rate.

**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 canceled 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, Shepard's sole and exclusive maximum liability for loss or damage to Exhibitors materials and Exhibitor's sole and exclusive remedy is limited to \$.50 (USD) per pound per article with a maximum liability of \$100.00 (USD) per item, or \$1,500.00 (USD) per shipment whichever is less. All shipment weights are subject to correction and final charges determined by the actual or re-weighted weight of the shipment. 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 their representative. All previous labels should be removed. Shepard assumes no responsibility for removal or mis delivery of containers with old labels or incorrect information on labels or for loss or damage to materials stored in containers labeled "empty."

**DEADLINE: FRIDAY, NOVEMBER 3, 2023**

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

### Step 1. Provide the exhibiting company contact information and signature.

EXHIBITING COMPANY NAME: \_\_\_\_\_ BOOTH NUMBER: \_\_\_\_\_

EXHIBITING COMPANY ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

CONTACT EMAIL ADDRESS: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

EXHIBITING COMPANY AUTHORIZED NAME (please print): \_\_\_\_\_

SIGNATURE FROM EXHIBITING COMPANY: \_\_\_\_\_

### Step 2. Check services below to bill to the third party.

- ☐ **ALL SERVICES**    ☐ Booth Cleaning    ☐ Material Handling    ☐ Carpet    ☐ Furniture  
☐ Exhibit Rentals    ☐ Overhead Rigging/Labor    ☐ Installation/Dismantling Labor    ☐ Logistics/Transportation  
Other (please specify): \_\_\_\_\_

### Step 3. Provide third party contact information.

3RD PARTY COMPANY NAME: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_

EXHIBITING COMPANY ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

CONTACT EMAIL ADDRESS: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

SIGNATURE FROM THIRD PARTY COMPANY: \_\_\_\_\_

### Step 4. Complete your payment information online.

Login to your account at <https://www.shepardes.com/payment-methods> and choose the event you are submitting payment for.

**DEADLINE: FRIDAY, NOVEMBER 3, 2023**

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

EXHIBITING COMPANY NAME: \_\_\_\_\_ BOOTH NUMBER: \_\_\_\_\_

CONTACT EMAIL ADDRESS: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

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 Method of Payment form and an exhibitor Method of Payment 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: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

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.

**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 a charged a 1 hour minimum forklift rental and labor.**

EXHIBITOR SIGNATURE: \_\_\_\_\_

## With Shepard, You Can.

# SHIPPING VS. MATERIAL HANDLING

Make freight management easy.  
**With Shepard, You Can.**



## What is shipping?

Shipping is the process of a carrier picking up items from your office or any place of origin and transporting it to the dock of either the advance warehouse or event facility. Shipping 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 a shipment from your carrier and managing on-site handling of the shipment through the event cycle. It is a standard event procedure with associated costs typically based on shipment weight.

## Material Handling Process:

- Unloading freight from your carrier once it arrives at the receiving dock.
- Transporting freight from dock 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 at the close of event.
- Transferring your freight back to the loading dock.
- Loading your freight into your carrier's delivery vehicle for return shipping.

## One easy way to keep charges low?

**Consolidate.** Whether you ship to the advance warehouse or directly to show site, it is in your best interest to consolidate your shipment as much as possible. Each shipment that arrives separately is assessed the minimum charge.

So, keep your charges low by skidding items so that they are sure to arrive together.

# SHEPARD LOGISTICS

## EFFICIENT. ON-TIME. GUARANTEED.

Enjoy convenience and confidence.  
**With Shepard Logistics, You Can.**

Shepard Logistics is the official event carrier. Our dedicated team of logistics specialists will provide you with personalized and efficient shipping solutions to make sure your freight arrives on time.



### Inbound & Outbound Services

- Standard ground
- 2-Day, and 3-Day service levels
- Air-ride
- Flatbed
- Dedicated truckload
- Volume discounts
- Caravan services



### Material Handling

- Handle-with-care approach
- On-time delivery
- Fast resolution in case of damage
- Signature series material handling 10% discount to all round-trip customers



### Value-Added Services

- Personalized service
- Priority empty return for all inbound with Shepard Logistics
- Transparent quotes with no hidden fees
- Available 7-days a week
- Late fees waived at Shepard events
- Outbound shrink wrap at no charge
- Shepard Logistics personnel on-site at your service for assistance





# SHEPARD LOGISTICS SERVICES (SLS)

**2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase**  
**C131521223**

Anaheim Convention Center | Anaheim, CA | December 4 - 5, 2023

## 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)

**Shipping Services do not include Material Handling fees at Show Site. Material Handling fees will be charged to the credit card on file.**

### Step 1. Complete exhibiting company information.

EXHIBITING COMPANY NAME: \_\_\_\_\_ BOOTH NUMBER: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

### Step 2. Where are we picking up the shipment?

COMPANY NAME: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

Is there a loading dock? ☐ Yes ☐ No

Is the building in a residential area? ☐ Yes ☐ No

Contact Name at residence: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Do we need a lift gate on our truck? ☐ Yes ☐ No

Do we need to go inside your office to pick up your items? ☐ Yes ☐ No

Any thing else we should know about your building?

### Step 3. When are we picking up the shipment?

DATE: \_\_\_\_\_ HOURS OF OPERATION: \_\_\_\_\_

### Step 4. Where is the shipment going?

☐ Advanced Warehouse ☐ Direct to Facility/Show Site

We recommend shipping to the Advance Warehouse to avoid wait times on show site.

### Step 5. What are we shipping?

QTY	ITEM	LENGTH	WIDTH	HEIGHT	WEIGHT
	Crates				
	Cartons (cardboard)				
	Cases/Trunks				
	Skids/Pallets				

QTY	ITEM	LENGTH	WIDTH	HEIGHT	WEIGHT
	Carpet (color)				
	Monitors				
	Other				
TOTAL					

### Step 6. What type of service is needed (how fast do you need it)?

☐ Standard Ground ☐ 2nd Day Air ☐ Expedited Ground 3-5 days ☐ Other (Truckload, Specialized) \_\_\_\_\_

Service level may be changed to meet delivery date. Order must be received within 24 hours of requested pick up date. Expedited Ground (305) and air shipping available for pre-booked and confirmed orders only.

### Step 7. After the event is over, are we shipping it back to you?

☐ YES! ☐ No, I will arrange another carrier.

A credit card must be on file to order Shipping Services. Please complete the Method of Payment form. Shipping services do not include material handling charges at show site. Material handling fees will be charged to the credit card on file. **For shipments coming out of or going to Canada, we must have a Commercial Invoice and your Custom Broker's contact information before we can finalize your shipment.**

DSV Fairs & Events is the Preferred  
International Freight Forwarder and  
Customs Broker for Shepard events.

## IMPORT ARRIVAL DEADLINE ESTIMATES:

LCL SEA FREIGHT – 5 weeks before the show opens

FCL SEA FREIGHT – 4 weeks before the show opens

AIR FREIGHT – 3 weeks before the show opens



## OUR INTERNATIONAL SHIPPING SERVICES INCLUDE:

- Shipment planning - packaging, documentation, scheduling
- Pick-up and international shipping to the US air/port
- Customs clearance & delivery to the Shepard advance whse or show dock
- Pick-up at the show site dock or Shepard warehouse
- Export documents, international shipping and Customs clearance overseas
- Final delivery to the overseas return destination



Fairs & Events, Solutions USA  
Contact: Kelly O'Neill-Exley  
Product Specialist  
Email: [kelly.oneill@dsv.com](mailto:kelly.oneill@dsv.com)  
Main Office: + 1 786 577 6750  
Mobile: +1 404 432 8835

Please contact us today  
for a free quotation.

DSV Fairs & Events has an agent office in most countries worldwide. If you do not see your country listed below, then please contact DSV Fairs & Events USA, so that we can provide local contact details.

## Canada

DSV Global Transport & Logistics  
2200 Yukon Court  
Milton, ON, L9E 1N5  
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Contact: Abishek Ramadoss  
Tel: +1 905-203-2048  
Mobile: +1 365 822 2333 (Faisal)  
E-mail: fairs&eventsDSVcanada@ca.dsv.com

## China

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Chaoyang District  
Beijing 10016  
P.R. China  
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Mobile: + 86 13 91029 8808  
Email: roaddy.lu@dsv.com

## Denmark

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Email: expo@dk.dsv.com

## Germany

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Nirostastrasse 3  
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Mobile: + 49 171 9793 078  
Email: christian.rasche@dsv.com

## Hong Kong

DSV Fairs & Exhibitions  
13001-11W, 103-04S&106-7S, 13/F  
ATL Logistics Centre B, Berth 3  
Kwai Chung Container Terminal NT  
Hong Kong  
Contact: Sunny Ling  
Tel: + 852-2211 8205 / 8852 8205  
Mobile: + 852 9622 3280  
Email: sunny.ling@dsv.com

## Italy

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Fairs and Events  
Via Dante 134  
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## Japan

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Tokyo 100-0011  
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## Korea

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Senhora da Hora,  
4460-208  
Portugal  
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E-mail: silvia.eloi@dsv.com

## Singapore

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No.5 Changi North Way  
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## Spain

DSV Fairs & Events, Solutions  
Pol. Ind. Riera del Molí  
Les Licorelles, Calle A num. 1  
08750 Molins de Rei  
Barcelona  
Spain  
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Tel: + 930 260 838  
Mobile: + 34 34 686 902 300  
Email: belina.flores.sierra@dsv.com

## Taiwan

DSV – Translink Fairs & Events  
Room 5-2, 5<sup>th</sup> Floor  
No. 99, Chung Shan N. Rd  
Sec 2., Taipei 104-48  
Taiwan R.O.C.  
Contact: Frances Lin  
Tel: + 886 2 2581 1133  
Fax: + 886 2 2523 9449  
Email: frances@trans-link.com.tw

## Turkey

DSV Fairs & Events  
Rüzgarlıbahçe Mahallesi  
Cumhuriyet Caddesi  
Acarlar İş Merkezi C Blok No:10  
34805 Beykoz İstanbul Turkey  
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Tel: + 90 216 680 16 00  
Mobile: + 90 533 938 04 55  
Email: tandogan.ozman@dsv.com

## United Arab Emirates

DSV Fairs & Events, Solutions  
Level 15, Office No. 07-08  
Sheikh Rashid Tower  
Dubai World Trade Centre  
P.O.Box 36683, Dubai, UAE  
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Tel: + 971 4 813 1487 / 813 1210  
Mobile: + 971 56 6833914  
Email: nilofer.sayeed@dsv.com

## United Kingdom

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Mobile: + 44 7760 165828  
Email: garcia.newell@dsv.com

## DSV Fairs & Events, Solutions USA

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Product Specialist

Email: [kelly.oneill@dsv.com](mailto:kelly.oneill@dsv.com)

Main Office: + 1 786 577 6750

Mobile: +1 404 432 8835

[www.dsv.com](http://www.dsv.com)

# OUTBOUND MATERIAL HANDLING AUTHORIZATION & LABEL REQUEST

**2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase**  
**C131521223**

Anaheim Convention Center | Anaheim, CA | December 4 - 5, 2023

All outbound shipments require a Shepard Outbound Material Handling Authorization (MHA) 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.

**\$\$\$\$\$  
SAVING TIP!**

Use Shepard Logistics for inbound and outbound and receive a discount on your Material Handling fees!

## Step 1. Complete exhibiting company information.

EXHIBITING COMPANY NAME: \_\_\_\_\_ BOOTH NUMBER: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

## Step 2. Where is the shipment going?

COMPANY NAME: \_\_\_\_\_ BUSINESS HOURS: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

## Step 3. How many pieces are in your shipment?

# OF CRATES: \_\_\_\_\_ # OF SKIDS: \_\_\_\_\_ # OF CASES: \_\_\_\_\_ # OF CARTONS: \_\_\_\_\_ APPROX. TOTAL WEIGHT: \_\_\_\_\_

## Step 4. What are we shipping?

QTY	ITEM	LENGTH	WIDTH	HEIGHT	WEIGHT
	Crates				
	Cartons (cardboard)				
	Cases/Trunks				
	Skids/Pallets				

Is there a loading dock? ☐ Yes ☐ No

Is the building in a residential area? ☐ Yes ☐ No

Residential contact name \_\_\_\_\_ Phone Number \_\_\_\_\_

Do we need a lift gate on our truck? ☐ Yes ☐ No

Do we need to go inside your office to deliver your items? ☐ Yes ☐ No

QTY	ITEM	LENGTH	WIDTH	HEIGHT	WEIGHT
	Carpet (color)				
	Monitors				
	Other				
<b>TOTAL</b>					

Any thing else we should know about your building?

## Step 5. How many labels do you need? \_\_\_\_\_

## Step 6. Who is picking up your shipment?

☐ Official Show Carrier: SHEPARD LOGISTICS ☐ Other (Truckload, Specialized) \_\_\_\_\_

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

## Step 7. What type of service is needed (how fast do you need it)?

☐ Ground ☐ 2nd Day ☐ Expedited Ground (3-5 Days) ☐ Overnight For Shepard Logistics customers, Expedited and Air shipments are available for pre-booked orders only.

## Step 8. What do we do with your items if your carrier doesn't show up?

☐ Send out via Shepard Logistics or available carrier ☐ Return to warehouse for pickup, \$400 minimum charge

In order to process your order, we require payment on file. Please complete the Method of Payment 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. For shipments going into or out of Canada, we must have the Commercial Invoice and the

**2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase  
C131521223**

Anaheim Convention Center | Anaheim, CA | December 4 - 5, 2023

Print at least one shipping 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.

<b>ADVANCED WAREHOUSE</b>	 <b>Shepard</b>
	<b>ADVANCED WAREHOUSE</b>
	<b>Residency Showcase</b>
	<b>TO:</b>
	_____ (Exhibiting Company Name)
	_____ (Exhibiting Company Booth Number)
<b>RUSH</b>	<b>c/o Shepard Exposition Services</b>
	<b>2315 E. Locust Ct.</b>
	<b>Ontario, CA 91761</b>
	<b>FOR:</b>
	<b>2023 ASHP Midyear Clinical Meeting &amp; Exhibition   Residency Showcase</b>
	<b>Delivery Hours: Monday - Friday 8:00AM - 4:00PM</b>
	<b>First day freight can arrive without a surcharge:</b> Friday, November 3, 2023
	<b>Last day freight can arrive without a surcharge:</b> Wednesday, November 22, 2023

Print at least one shipping 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.

<b>DIRECT TO SHOW SITE</b>	 <b>Shepard</b>
	<b>DIRECT TO SHOW SITE - Residency Showcase</b>
	<b>TO:</b>
	_____ (Exhibiting Company Name)
	_____ (Exhibiting Company Booth Number)
<b>RUSH</b>	<b>c/o Shepard Exposition Services Anaheim Convention Center 1850 West Street Anaheim, CA 92802</b>
	<b>FOR:</b>
	<b>2023 ASHP Midyear Clinical Meeting &amp; Exhibition   Residency Showcase</b>
	<b>MUST NOT BE DELIVERED PRIOR TO:</b>
	Monday, December 4, 2023   8:00AM





# ALL INCLUSIVE MATERIAL HANDLING RATES

**2023 ASHP Midyear Clinical Meeting & Exhibition | Residency Showcase  
C131521223**

Anaheim Convention Center | Anaheim, CA | December 4 - 5, 2023

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

\* Discount does not apply to shipments under 100 lbs. or shipments over 10,000 lbs. and local deliveries. 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 part, are billed as a package.

**Per Pound Material Handling Rates** All rates are per one pound. There is no minimum charge. Certified weight tickets are required on all shipments. The rates stated are blended to include overtime based on the schedule at publication. Changes in schedule or if your carrier delivers your freight outside of these hours may result in additional fees.

**How to Calculate Material Handling Services** Material handling, whether used completely or in part are offered as a round trip service. The weight on your certified weight ticket is the amount you will be charged X the per pound material handling rate.

### Advanced Warehouse Shipments\*\*

\*\* Single pieces over 5000 pounds, machines or uncrated items cannot be accepted at warehouse.

**FIRST DAY FREIGHT CAN ARRIVE:** Friday, November 3, 2023

**LAST DAY FREIGHT CAN ARRIVE:** Friday, December 1, 2023

CODE	ITEM	WEIGHT		PRICE/LB.	TOTAL
35786	Crated ONLY		X	\$2.58	

### Other Material Handling Services

CODE	ITEM	WEIGHT		PRICE	TOTAL
35490	Banding Service Per 4x4 Skid/Pallet		X	\$75.00	
35491	Shrink-wrap Service Per 4x4 Skid/Pallet		X	\$75.00	

### Direct to Facility/Show Site Shipments\*\*\*

\*\*\* Large pieces of machinery and uncrated shipments can be accepted at show site.

**FIRST DAY FREIGHT CAN ARRIVE:** Monday, December 4, 2023

CODE	ITEM	WEIGHT		PRICE/LB.	TOTAL
35785	Crated		X	\$2.58	
35285	Uncrated		X	\$5.16	

<b>TOTAL ESTIMATE</b>	\$ _____
<b>TAX</b> (All tax rates are subject to change)	7.75%
<b>AMOUNT DUE</b>	\$ _____

**Only Shepard personnel are allowed to operate mechanical equipment.** 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. Acceptance of said terms and conditions will be construed when any of the following conditions are met: This Material Handling Agreement (MHA) is signed; Exhibitor's materials are delivered to Shepard's warehouse or to an event site for which Shepard is the Official Show Contractor or an order for labor and/or rental equipment is placed by Exhibitor with Shepard. Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Shepard for your quoted rates and rules applicable to disposal of your exhibit properties. **All Material Handling charges are billable and will be charged to the credit card on file.**

COMPANY NAME: \_\_\_\_\_ BOOTH NUMBER: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_



Email completed form to: [orders@shepardes.com](mailto:orders@shepardes.com)

# ALL INCLUSIVE MATERIAL HANDLING

Shepard Exposition Services is the sole provider of Material Handling Services. Exhibitors or their hired EAC/Carriers may not deliver freight to exhibit spaces or operate any type of mechanical or powered equipment.

## Special Handling Definitions

**This is included in your per pound rate.**

**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.

### Disposal Fee

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.

### Overtime/Double-time

**This is included in your per pound rate.**

**SURCHARGE: Overtime: 30% • Double Time: 50%**

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.

### Warehouse Overtime/Double-time

**This is included in your per pound rate.**

**SURCHARGE: Overtime: 30% • Double Time: 50%**

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.

### Early/Late Shipments to the Warehouse

**SURCHARGE: 25% • 35003**

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 show site after show open will be charged a surcharge.

### Uncrated Shipments

**This is included in your per pound rate.**

**Rate as shown on Material Handling Rate Form**

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.

### Off-Target Deliveries

**SURCHARGE: 15% • 35004**

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.

### Marshaling Yard

**This is included in your per pound rate.**

**FEE: \$30 per Shipment • 35250**

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.

### Reweigh of Shipments

**This is included in your per pound rate.**

**FEE: \$25.00 per forklift load • 35282**

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.

### Empty Crate Storage

**FEE: \$25.00 per piece • 35105**

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.

### Envelope Deliveries

**FEE: \$10.50 per envelope • 35007**

During show hours at the show facility, a charge will apply to receiving and delivering envelope packages to your booth.

### Priority Empty Labels

**FEE: \$125.00 per label • 35064**

Limited quantities available on a per event basis.

### Mobile Spotting

**FEE: \$200 per round trip**

All vehicles must be escorted in and out of building by Shepard personnel.

# ALL INCLUSIVE MATERIAL HANDLING

Shepard Exposition Services is the sole provider of Material Handling Services. Exhibitors or their hired EAC/Carriers may not deliver freight to exhibit spaces or operate any type of mechanical or powered equipment. Material handling is a billable service.

**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 transporting your shipment from its origin to its final destination. 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 forklift 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.

**What determines how much I'm charged?** Charges are based on certified inbound weight ticket included with your shipment as well as the type of service required.

**How do I calculate material handling charges?** Material handling, whether used completely or in part are offered as a round trip service. 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.

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

Charges for Light Weight shipments are total shipment weight, per delivery. Any shipment above 40 lbs. 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 additional 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 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.

**What are Advanced 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, 8:00 AM - 4:00 PM, excluding holidays. Shipments must arrive by advanced warehouse deadline date to avoid 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 (MHA) with all required information, and return to the customer service desk. If you have questions on how to complete your bill of lading (MHA), please ask a Shepard customer service representative located at the customer service desk.

If you are NOT using the designated show carrier, you must call your carrier with pick-up information. If your carrier fails to pick up your shipment, Shepard Logistics will either reroute your freight through the carrier of our choice or return to the local warehouse (whichever is indicated on your MHA).

**Equipment.** Exhibitors or their EACs may not utilize or operate any type of material handling mechanical or powered equipment. If you need assistance, please contact us to order labor and equipment.

# LABOR RULES & REGULATIONS

## Anaheim, California

### LABOR

California is NOT a “right-to-work” state. The installation and dismantling of prefabricated displays comes under the jurisdiction of the Painters decorators union. Union Labor is available to assist in the installation and dismantling of exhibit booths. Exhibit labor, freight and rigging labor, electricians and plumbers can be arranged for at established rates, using the enclosed order forms.

### EXHIBIT LABOR JURISDICTION

Painter’s decorator union exhibit labor claims jurisdiction for the installation, dismantling, and first cleaning of prefabricated exhibits and displays. However, one (1) full-time exhibiting company employee may work without tools for thirty (30) minutes on the installation (move in) and (30) thirty minutes on the dismantle (move out), without union labor on booths that are smaller than 10x10. All booths over 10x10 or exceeding 10 linear feet require union labor.

Exhibitors are not permitted to use tools of any type (screwdrivers, hammers, electric drills, power saws, etc) on booths of any size. Exhibitors may handle and set out the products they manufacture; however all background materials-display boards, back drops, stands-anything products are displayed upon, attached to, or made part of and laying of floor tile and carpets must be installed by union labor. If union labor is needed, exhibitor personnel may work alongside of the union on a one to one basis.

### MATERIAL/FREIGHT HANDLING JURISDICTION

The Teamsters have jurisdiction over all unloading and reloading of materials. The union also has jurisdiction over the operation of all material handling equipment – this includes all dollies and hand trucks. Exhibitors may carry only what 1 person can manage in one trip, using no equipment. No hand carried items may come through the loading dock. Current union jurisdiction precludes hotel personnel from delivering material to exhibit booths.

Vehicles must not be left unattended at the loading areas. Any unattended vehicles will be towed at the owner’s expense.

### GRATUITIES /BREAKS

Tipping is expressly prohibited. This includes such practices as giving money, merchandise, or other special consideration for services rendered. Do not give coffee breaks other than mid-morning and mid-afternoon, when the union has a 15 minute paid break. Meal breaks are one half hour. Any attempt to solicit a gratuity by an employee for any service should be reported immediately to Shepard Exposition Services.

### IN GENERAL

Exhibitors do not have to respond to grievances or complaints from union and trade personnel with respect to work jurisdictions. Please refer all such disputes and/or questions to Shepard management personnel immediately.

### SAFETY

Safety of everyone working in the hall is of our utmost concern at all times. Standing on chairs, tables and other rental furniture is prohibited. This furniture is not engineered to support your standing weight. Shepard Exposition Services cannot be held responsible for injuries or falls caused by the improper use of this furniture. If assistance is required in assembling your booth, please order labor on the Labor Order Form included in this manual and the necessary ladders and tools will be provided.