



## **Shipping 101**

We know that shipping can be a confusing part of exhibiting. Which is why we have outlined some important information and tips below.

### **What is Material Handling?**

Material handling is the unloading of your shipment, transporting it to your booth, storing and returning your empty crates and cartons and reloading your shipment at the close of the show (also called Drayage). This service is not included in the cost of your booth space. Avoid unexpected costs at show site and pre-order this service. Shipping and logistics costs are separate and are not included in material handling rates.

### **Step 1: Select a Shipping Vendor**

You have the option to select an outside carrier for your shipping needs. Select a carrier with experience in handling exhibition materials. Make sure to give your carrier explicit information as to where and when to check in. Delivery and pick up times are often out of the range of normal delivery hours. Make sure your carrier is committed to meeting your target dates and times. While making shipping plans to the show, also plan for the return shipment.

### **Step 2: Pick a Shipping Option**

#### **Advance-to-Warehouse**

#### ***Advance-to-Warehouse Benefits***

- Storage of materials for up to 30 days prior to your show. Some convention centers and hotels do not have facilities for receiving or storing freight.
- Delivery of shipment to your booth on your targeted move-in day which saves valuable set-up time.
- Exhibitor Services can confirm receipt and delivery of your items when you use this option, whereas if you ship with a different vendor, tracking is done solely through that vendor.

#### ***Advance-to-Warehouse Steps***

- Remove all old shipping and empty storage labels
- Print Advance Shipping labels
- Order Material Handling/Drayage
- Remember to confirm receipt of your shipment prior to leaving for the show
- All shipments must have a bill of lading or delivery slip showing the number of pieces, weight, and type of merchandise
- Certified weight tickets must accompany all shipments
- Take the time to ensure that your display and products are packed neatly and securely
- Do not ship uncrated materials to warehouse

**Direct-to-Show** – Your items will be shipped directly to show site. Note, that when you select this option, your shipment is not guaranteed to be in your booth at the start of your targeted move-in time. Your shipment will arrive to your booth based on when the carrier checks in and it depends on the wait-time at the marshaling yard.

### **Step 3: Print Shipping Labels**

Shipping labels are available in the service kit for both advance-to-warehouse and direct-to-show.

### **Step 4: Provide Information to Your Carrier**

**Make sure your carrier has the following information, as they will need to provide it to Exhibitor Services upon check-in:**

- Exhibitor Name / Booth Number / Show name
- Shipper's Bill of Lading (documentation)

**Make sure your carrier has the following information if you are doing a direct-to-show shipment:**

- Carriers should expect to wait in Marshalling Yard. See below for more details. **Make sure you have record of the following information for tracking onsite:**
  - Tracking numbers or pro-numbers
  - Carrier name
  - Contact name and number for shipping company
  - Piece count and shipping origin

Please make sure your freight company knows your target move-in/out dates and times.

### **Make Sure You Submit Your Third Party Production Vendor Information (if applicable)**

Only official contractors, third party production vendors, and exhibiting company personnel are permitted in the Exhibit Hall during move-in and move-out. No one under the age of 18 is permitted on the show floor at any point during the show. All of the above persons must wear a credential at all times during move-in and move-out, which they will receive at check in.

### **Step 5: Arrange for Your Outbound Shipment**

Shipping information, outbound forms, and labels will be available at the Freeman Service Desk. Exhibitors selecting non-official carriers will need to make their own arrangements for pickup. Make sure that someone from your company will be on-site to oversee the outbound shipment of your display and product. Your carrier must check-in on the outbound target date.

### **Storing Empty Containers during the Show**

Properly labeled empty shipping cartons will be picked up, stored, and returned after the show. Labels are available from Exhibitor Services. Do not store any items in crates marked "empty." Empty crates and containers will be delivered starting approximately 90 minutes after the close of the exhibit hall, after aisle carpet has been removed. Loose cartons and fiber cases will be returned first. Wooden crates and skids will be delivered next.



Displays must be completely packed and ready to ship before your carrier or vehicle will be allowed to access the loading docks. To avoid any damage to, or loss of, your equipment, please remain with your exhibit until crates are returned, materials are packed, and your shipment has been picked up. You, as the exhibitor, assume all risk and damage due to loss of equipment and items left unattended.

### **Cost-saving Tips**

- Give your shipping company adequate lead-time. Try to schedule your pickup far enough in advance that it can be shipped via ground transportation, so you can avoid costly airfreight bills.
- Save on material handling (drayage) costs by shipping your items to arrive on straight time.
- Be sure all your cartons are securely banded/shrink-wrapped to a skid/palette. Loose pieces incur “special handling” charges because forklifts can’t quickly remove them from vehicles. Also be aware that special handling charges can apply in various other circumstances (van lines where freight must be removed from side doors, small-package delivery companies like FedEx, stacked shipments).
- Advise your freight carrier to load all pieces on the truck together, not mixed in with other freight, to avoid special handling charges.
- Remove all old shipping labels.
- Ensure your carrier has experience servicing trade shows. Unlike other shipments, exhibit material is time-sensitive.
- Specify what type of delivery you desire – a.m., p.m., second day, etc. Provide specific information about when your items should arrive, based on your target move-in time.
- Schedule your booth installation labor (if necessary) on straight time. If full-time personnel cannot set your booth from your company, you’ll need to hire labor. Do your best to schedule your freight to arrive as early as possible in the day so you can get it offloaded and into your booth early. Do the math on the labor order form rates – it might save you money to incur an extra hotel night and come in a day early if it means you can pay all your labor straight time by setting up in two days instead of one.
- To save costs on shipping and material handling, consider renting an exhibit or switching to lighter weight materials when having your new exhibit built.
- If you require electrical under your carpet, be sure to order well in advance so the power is distributed before Exhibitor Services lays the carpet and/or delivers your freight. If this doesn’t happen, you will incur labor charges to remove and replace your carpet and crates.

### **Late Charges and Additional Fees**

Make sure to follow the details in this document and in the service kit to avoid additional fees and charges. Some of the ways you may incur late charges and additional fees include:

- If advance freight is received before or after the published deadline date for shipments to arrive at the warehouse. See Material Handling/Drayage for details.
- Freight shipments sent to the show after it has opened.



- Freight shipments that are received at show site that do not meet their published date and time.
- Shipment Surcharges - A surcharge will be incurred per shipment for those that are received with incomplete information on shipping labels identifying company name and booth number and/or shipments that are left on the show floor at the end of the show with no labels and no bill of lading turned in.
- Labor and equipment for uncrating, unskidding, positioning, leveling, dismantling, re-crating, and reskidding machinery and/or equipment must be ordered separately. If your material requires specialized rigging equipment, please notify us promptly so that we can make arrangements.

### **Hand-carry Policy**

You can hand-carry your own materials in the exhibit hall provided you do not use material handling equipment to assist you. Use of hand carts, a 2-wheeled dolly, or any four-wheel cart or dolly is prohibited. Hand-carry materials may only be brought in through the front of the exhibit hall. You will not be permitted access to the loading dock or freight areas. You may not leave your car unattended at any time at the curb.



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