



Texas ACG Capital Connection 2019
March 13-14, 2019

Hyatt Regency Reunion Tower
Dallas, TX

Texas ACG

EXHIBITOR MANUAL

Welcome Exhibitor

We take great pleasure in notifying you that **SES** has been selected as the *Official Service Contractor* for the [Texas ACG Capital Connection 2019](#). We would like to take this opportunity to assure you that we will do our utmost to make this a successful and profitable event for you.

We offer a full range of services to assist you in maximizing the impact of your exhibit, from rental packages to experienced labor for installing or dismantling your booth. We are proud to be your partner.

Enclosed you will find important event information, as well as order forms for services you may require. Questions regarding shipping, storage, furniture, graphics and labor should be directed to:

**Exhibitor Service Department
Superior Expo Services
10548 US Highway 80
Forney, TX 75126**

**service@superior-expo.com
972.271.7444 or toll free 866.386.3976 (866.FUN.EXPO)**

Questions regarding the convention's policies, space assignments, display limitations and event schedules should be directed to:

Texas ACG
5959 Royal Ln
Dallas, TX 75367
Contact: Brittany Timmerman
Phone: 214.457.2378
E-mail: Btimmerman@ACG.org

Please note:

Various items being provided for each booth by Show Management are located under ***Event Information. (See Table of Contents)***

Analyze your needs carefully and return your order forms with full payment before **Tuesday, February 26, 2019** to save money, as well as ensure the availability of your item.

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Event Information

Discount Deadline: **Tuesday, February 26, 2019**
Booth Carpet Color: **Facility is Carpeted**
Aisle Carpet Color: **Facility is Carpeted**

Booth Information

*Substitutions are not permitted. If alterations or additions are required please review the enclosed order forms. No credit or refund will be given for items not used.

8' X 10' Booths - Each booth will include:

- ◆ 1 – 7" x 44" company ID Sign
- ◆ 1 – 6' skirted table
- ◆ 1 – wastebasket
- ◆ 2 - chair

Event Schedule – Subject to Change

Exhibitor Set-up:	<u>Wednesday, March 13, 2019</u>	<u>8:00 AM - 12:00 PM</u>
Event Hours:	<u>Wednesday, March 13, 2019</u> <u>Thursday, March 14, 2019</u>	<u>1:00 PM - 7:30 PM</u> <u>10:00 AM - 2:00 PM</u>
Exhibitor Tear-Down:	<u>Thursday, March 14, 2019</u>	<u>2:00 PM</u>
Driver Check-In By:	<u>Thursday, March 14, 2019</u>	<u>3:00 PM</u>
Freight Re-Directed at:	<u>Thursday, March 14, 2019</u>	<u>3:30 PM</u>

Shipping Information *(Material handling charges will apply)*

Advance Shipping Address:

Superior Expo Services
c/o Texas ACG Capital Connection 2019
Booth Company Name & # _____
10548 W US Hwy 80
Forney, TX 75126

Advance shipments ***MUST*** be received by
Thursday, March 7, 2019

Direct Shipments to Show Site:

No Show Site Shipping.
Advance Warehouse Shipping Only.

Assistance

- If you have questions or do not find what you are looking for in this manual, please feel free to email service@superior-expo.com or call our Exhibitor Service Department at **972.271.7444**.
- SES will have a service desk in a convenient location at the show site if you require further assistance.



Credit Card Authorization

Full payment must be received for services requested before your order will be processed.
 If you choose to pay by check, a credit card is still required to be on file.

This form authorizes **SES** to charge to your credit card account the amount of your advance/show site orders, material handling charges, shipping costs, surcharges and any other additional amounts incurred as a result of show site orders placed by you or your company representative. Please complete the information requested below and return this form with your order.







Company: _____

Booth Number: _____

Cardholder Name: _____

Credit Card Number: _____

Expiration Date (MM/YYYY): _____

Phone Number: _____

Card Billing Address: _____

Fax Number: _____

City, State, ZIP code: _____

Email: _____

Authorized Signature: I, _____, agree to the conditions stated in this manual and the above paragraph.

Material Handling (<i>non-taxable</i>)	\$
Booth Package	\$
Display Tables & Accessories	\$
Carpet & Cleaning	\$
Pipe & Drape	\$
Floral	\$
Luxury Furniture	\$
Sign & Graphics	\$
Rental Units	\$
Add On	\$
Hanging Banner/Rigging	\$
In-Booth Forklift	\$
Cartload Service	\$
Vehicle Spotting Service	\$
Labor (<i>non-taxable</i>)	\$
TOTAL	\$
Sales Tax 8.25%	\$
GRAND TOTAL	\$

Discount Deadline:

Tuesday, February 26, 2019

- All prices include delivery, installation, rental charges for the duration of the show and removal at completion.
- Payment in full must accompany all orders by discount deadline date to receive the discount price. Orders received after this date will be charged the standard rate.
- Items cancelled on or prior to **Tuesday, February 26, 2019** will be refunded at 100%. Items cancelled after **Tuesday, February 26, 2019** and prior to delivery will be refunded at 50%. Items cancelled on show site or after delivery are **non-refundable** and billed at 100%. Exceptions to this policy are Luxury Furniture, Graphics and Display Rentals. If these items are cancelled Tuesday, February 26, 2019 they will be billed at 100%.

If paying by check, make payable to: Superior Expo Services

Mail order forms & full payment to: 10548 US Highway 80
 Forney, TX 75126

Please reference the Show Name & Company Name

Email orders with full payment to: service@superior-expo.com

Fax orders with full payment to: 972.271.7888
 Attn: Exhibitor Services

For any additional questions please feel free to email service@superior-expo.com or call us at 972.271.7444 or toll free 866.386.3976



Payment Policies

Full payment must be received for services requested before the order will be processed.

If you choose to pay by check, a credit card is still required to be on file.

- All prices include delivery, installation, rental charges for the duration of the event and removal at completion.
- All charges are subject to sales tax.
- Payment in full must accompany all orders by **Tuesday, February 26, 2019** to receive the discount price.
- Orders received after this date will be charged the standard rate.
- Items cancelled on or prior to **Tuesday, February 26, 2019** will be refunded at 100%. Items cancelled after **Tuesday, February 26, 2019**, and prior to delivery will be refunded at 50%. Items cancelled on show site or after delivery are **non-refundable** and billed at 100%. Exceptions to this policy are *Luxury Furniture, Graphics and Display Rentals*. If these items are cancelled after **Tuesday, February 26, 2019** they will be billed at 100%.

ADDING TAX TO YOUR ORDER

- Use the *Credit Card Authorization form* to help add up your order.
- Multiply the appropriate **8.25% Sales Tax** by the subtotal to arrive at the grand total.
- To be tax exempt you must be a government or non-profit organization. If you are eligible, please provide an exemption certificate when placing your order. A resale certificate is not acceptable, as we are not providing services to be resold.

PAYMENT OPTIONS

- **Online Ordering** – A link to the site, username and password will be emailed to you.
- **Payment by Email** – Email your order with full payment to: service@superior-expo.com
- **Payment by Fax** – Fax your order with full payment to: **972.271.7888 Attn: Exhibitor Services**
- **Payment by Mail** – Mail your order forms and full payment to:
Superior Expo Services
10548 US Highway 80
Forney, TX 75126
RE: [Texas ACG Capital Connection 2019](#)
- **SES** accepts MasterCard, Visa and American Express cards only.
- If a check is being submitted for payment, please attach with your order forms and mail to **Superior Expo Services**. If you choose to pay by check, a credit card is still required to be on file. All checks should be payable to: **Superior Expo Services**
- Orders will **NOT** be processed without full payment. Please complete the *Credit Card Authorization Form*.

ADVANCE ORDERS (DISCOUNT RATE)

Purchase orders may not be used in lieu of payment. **SES** will only accept purchase orders from Government and State Agencies. To process your order and receive advance prices, payment in full must accompany your order. Advance payment for material handling should be based on estimated weight. Advance payment for labor and other equipment rental services should be based on estimated installation and dismantling hours.

SHOW SITE ORDERS

All show site orders including labor and material handling are payable upon presentation of our invoice at the event. For your convenience, we accept Discover, Visa, MasterCard and American Express, as well as checks, Travelers checks and cash. Orders received after the deadline or made at the service desk during the event will be billed at standard prices. Services ordered at show site will not be processed without full payment.

THIRD PARTY ORDERS

If you have contracted work through a display/exhibit house and require the services of **SES**, the payment policies stated above apply. Please forward this information to the proper parties. The exhibiting firm is ultimately responsible for payment of charges incurred. In the event the named third party does not make payment upon presentation of the invoice at show site, such charges will be presented to the exhibiting firm for payment.

INTERNATIONAL EXHIBITORS

International exhibitors must pay for all services in US funds and must be drawn from a US bank. All charges must be paid in full prior to the close of the event by credit card, check or cash. Wire transfers must include a \$20 (US) transfer fee.

MATERIAL HANDLING/LABOR ORDERS/RIGGING ORDERS/FORKLIFT, ETC.

If you are shipping freight to our warehouse or to show site and/or are ordering labor for installation or dismantling and/or rigging, you must complete the *Credit Card Authorization form*. Our services will not be performed unless we have a credit card authorization form on file. If you require rigging or dismantling labor on move out, charges will be applied to your credit card.

Limits & Liability

RESPONSIBILITY FOR LABOR

- **SES**, its subcontractors, and Show Management shall not be responsible for loss, delay or damage due to strikes, lockouts or work stoppages of any kind.
- **SES**, its subcontractors, and Show Management shall not be responsible for loss, injury or damage caused by laborers or equipment furnished by **SES** or its subcontractors, except when such laborers are working for or operating equipment under the direct supervision of a supervisor designated by **SES** or its subcontractors.
- **SES**, its subcontractors, and Show Management shall not be liable to any extent for any actual potential or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss, injury or damage to an exhibitor's materials or exhibitor personnel, which may make it impossible or impractical to exhibit exhibitor's materials.
- Claims for loss, injury or damage, which are not submitted in writing to **SES** within thirty (30) days after the close of the event, at which the loss, injury, or damage occurred, shall be considered waived. No suit or action shall be brought against **SES** or its subcontractors more than one year after the accrual of the action.
- **SES** will not be responsible for improper packing of exhibitor materials and products or incorrect labeling if working under the supervision of the exhibitor.
- **SES** will not be responsible for improperly packed or concealed damages to exhibit.
- The placing of an order for the services of laborers and the use of equipment by an exhibitor, or any agent of the exhibitor, shall be construed as an acceptance by such exhibitor or agent of terms and conditions set forth.

MATERIAL HANDLING

- **SES**, its subcontractors, and Show Management shall not be responsible for loss, delay or damage due to strikes, lockouts or work stoppages of any kind.
- **SES**, its subcontractors, and Show Management shall not be responsible for loss, injury or damage caused by laborers or equipment furnished by **SES** or its subcontractors, except when such laborers are working for or operating equipment under the direct supervision of a supervisor designated by **SES** or its subcontractors.
- **SES**, its subcontractors, and Show Management shall not be liable to any extent for any actual potential or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss, injury or damage to an exhibitor's materials or exhibitor personnel, which may make it impossible or impractical to exhibit exhibitor's materials.
- Claims for loss, injury or damage, which are not submitted in writing to **SES** within thirty (30) days after the close of the event, at which the loss, injury, or damage occurred, shall be considered waived. No suit or action shall be brought against **SES** or its subcontractors more than one year after the accrual of the action.
- **SES** will not be responsible for improper packing of exhibitor materials and products or incorrect labeling if working under the supervision of the exhibitor.
- **SES** will not be responsible for improperly packed or concealed damages to exhibit.
- The placing of an order for the services of laborers and the use of equipment by an exhibitor, or any agent of the exhibitor shall be construed as acceptance by such exhibitor or agent of terms and conditions set forth.

CERTIFIED WEIGHT TICKETS

- In the event that no weight tickets or inaccurate weight tickets are indicated on the delivery documents presented, **SES** shall estimate the weight or re-weigh, and charges shall be based upon the estimates. The estimated weight shall be final and binding if actual scale weight figures are not submitted prior to the close of the show. All shipments received at the warehouse and show site are subject to re-weigh.

EMPTY REMOVAL INSTRUCTIONS

- All exhibitors must have all crates tagged for empty space storage by 2 hours prior to the end of Exhibitor move-in. Exhibitors will be subject to a surcharge of up to 20% of the total freight invoice if crates are not tagged for removal by the set deadline.
- **Any shipments not handled by SES, but for which SES is required to handle storage of the empty shipping containers, a charge of \$50 per crate, case, box or carton will be assessed.**

➔ Limits & Liability (continued)

PAYMENT TERMS

- In order for us to process your order for services and materials listed in this Exhibitor Service Manual, we must have a signed *Credit Card Authorization form* with credit card information or full payment in advance. Invoices for outstanding balances will be prepared at the service desk for review and payment.
- Advance payments will be indicated and any balance due must be paid in full by credit card, check or cash.
- **All inquiries must be resolved and completed before you leave the event.**

ORDERS, QUESTIONS & ADJUSTMENTS

- Orders by telephone will not be accepted.
- All advance orders, discounted to your advantage, must be paid-in-full at the time the order is placed.
- Orders received without payment will not be processed. Payment for all show site orders will be due and payable upon presentation of our invoice at the show.
- Services ordered at show site will not be processed without full payment.
- The availability of furnishings at show site can, on occasion, be limited and for that reason cannot be guaranteed. It is recommended that you place your order in advance if possible.
- Any discrepancy in items ordered and items received, or any complaint or question concerning service, must be reported to SES immediately. Issues will be resolved and/or any valid adjustments will be made at that time and approved by the SES supervisor in charge. **Credits and adjustments will not be made on information received after the show.**
- Items cancelled on or prior to Tuesday, February 26, 2019 will be refunded at 100%. Items cancelled after Tuesday, February 26, 2019, and prior to delivery will be refunded at 50%. Items cancelled on show site or after delivery are **non-refundable** and billed at 100%. Exceptions to this policy are *Luxury Furniture, Graphics and Display Rental*. If these items are cancelled after Tuesday, February 26, 2019 they will be billed at 100%.

Shipping Instructions

ADVANCE SHIPMENTS TO WAREHOUSE

- Shipments may be sent to the advance warehouse up to thirty (30) days prior to **Thursday, March 7, 2019**. Shipments must arrive by **Thursday, March 7, 2019**, by 3:30 pm. No shipments will be received at the warehouse on weekends or holidays.
- Shipments arriving at the warehouse after **Thursday, March 7, 2019**, will be charged a late warehouse fee of \$150 in addition to any other charges incurred.

DIRECT SHIPPING TO SHOW SITE **No Direct Shipping – Advance Warehouse Shipping Only**

- Shipments must arrive no sooner than **No Show Site Shipping**.
- **Advance Warehouse Shipping Only**. If shipments arrive before this date they may be refused.
- Shipments will be received during the designated move-in periods, as well as throughout the event. (*See Event Information page*).
- As an exhibitor, it is your responsibility to instruct your carrier of the proper date for direct deliveries to show site.
- Weigh tickets or Bills of Lading indicating weight must accompany freight delivery. The driver's signature on the show site receiving report will verify the total count and weight.

ALL SHIPMENTS

- All shipments must be **PREPAID**. Collect shipments may be **REFUSED**.
- Shipments received without receipts, freight bills or specified unit counts on the receipts or freight bills from carriers will be delivered to the exhibitor's booth without guarantee of piece count or condition. Material handling and additional surcharges may apply.
- No liability will be assumed by **SES** for these shipments.

OUTBOUND SHIPMENTS

- A **SES** Bill of Lading is required on **ALL** outbound shipments.
A Bill of Lading is a type of document that is used to acknowledge the receipt of a shipment of goods. In addition to acknowledging the receipt of goods, a Bill of Lading indicates the particular vessel on which the goods have been placed, their intended destination, and the terms for transporting the shipment to its final destination. A Bill of Lading is mandatory for **SES** to release your materials to your specified carrier at the close of the event. Freight left on the show floor without a Bill of Lading will result in an additional fee.
- Your **SES** Bill of Lading will be available for verification and signature at the **SES** Service Desk located at show site.
- After your booth is packed, labeled and ready to be shipped, please return the completed Bill of Lading form to the Service Desk.
- Please duplicate form for split shipments (one form for each location or one for each carrier).
- The *Credit Card Authorization* form **MUST** be provided when submitting this form.
- If your carrier fails to show up, your shipment will be re-directed through **SES Solutions** and the discount rate will not apply.
- It is **YOUR** responsibility to contact and make all arrangements for any other carrier than the preferred carrier, **SES Solutions**.
- If using an alternate carrier please provide **SES** with shipping documents and/or labels as well as this form.
- **SES** reserves the right to re-direct any outgoing shipment via an alternate carrier in the event the requested carrier fails to pick up the shipment by the established carrier check-in deadline.



**SUPERIOR
EXPO
SOLUTIONS**

Superior Expo Solutions is the official show carrier for the

Texas ACG Capital Connection 2019

Hyatt Regency Reunion Tower

March 13-14, 2019

Superior Expo Solutions offers competitive solutions for all of your logistics needs.

- ✓ Round trip ground transportation & material handling services
- ✓ Pick-up and transportation from point of origin to either advance warehouse or show site
 - ✓ Pre-printed shipping labels
 - ✓ SAVE 15% on material handling when using *Superior Expo Solutions* roundtrip
- ✓ Consolidated invoicing for material handling and shipping charges
 - ✓ Managed transportation to and from the show floor
 - ✓ On-site customer support

For questions please free to email us at service@superior-expo.com or call 972.271.7444



Shipping (continued)

SUPERIOR EXPO SOLUTIONS – SHIPPING QUOTE FORM

Company Name:		Booth #:	
Contact Name:		Phone #:	
E-mail Address:			

INBOUND – PICK UP LOCATION INFORMATION

Requested Pick Up Date:	
Company:	
Street Address:	
City, State:	

SHIP TO

<input type="checkbox"/> I will be shipping to the Advance Warehouse Superior Expo Services 10548 W US Hwy 80 Forney, TX 75126 Advance Warehouse Deadline: <u>Thursday, March 7, 2019</u>	<input type="checkbox"/> Delivery Date: <u>No Show Site Shipping.</u> <u>Advance Warehouse Shipping Only.</u>
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OUTBOUND SHIPPING

I would like to schedule *Outbound Transportation*. Please provide me with a *Material Handling Agreement* at show site for my shipping instructions and signature. So we may deliver your *Outbound Material Agreement* and labels, please complete the following information *if different from pick up address*:

Company: _____ City, State, ZIP Code: _____

Street Address: _____ Number of Labels:

Type of Service	Number Of Pieces	Description of Articles, Special Marks and Exceptions	Dimensions in Inches			Estimated Weight (lbs.) Subject to Correction *
			L x	W x	H	
<input type="checkbox"/> Standard Ground		Crates Exhibition Material, K.D. (wooden)	L x	W x	H	
<input type="checkbox"/> Expedited Ground		Cartons (cardboard)	L x	W x	H	
<input type="checkbox"/> Next Day		Trunks/Cases (fiber) (color) _____	L x	W x	H	
<input type="checkbox"/> Other		Skids/Pallets	L x	W x	H	
		Carpet (color) _____	L x	W x	H	
		Other _____	L x	W x	H	

Liftgate Needed Hours of Operation: _____

* Final Weight Subject to Correct Weight & Dimensions

A representative from Superior Expo Solutions will contact you to confirm receipt of order and finalize details.

ADVANCE WAREHOUSE LABEL

ADVANCE WAREHOUSE LABEL



Texas ACG Capital Connection 2019

**EXHIBIT MATERIALS
MUST be received by
Thursday, March 7, 2019
Between 8:30 AM – 5:00 PM**

Texas ACG Capital Connection 2019

**EXHIBIT MATERIALS
MUST be received by
Thursday, March 7, 2019
Between 8:30 AM – 5:00 PM**

To: (Exhibiting Company) _____

To: (Exhibiting Company) _____

**Superior Expo Services
10548 W US Hwy 80
Forney, TX 75126**

**Superior Expo Services
10548 W US Hwy 80
Forney, TX 75126**

WAREHOUSE

WAREHOUSE

Booth # (s): _____ **Number of Pieces:** _____

Booth # (s): _____ **Number of Pieces:** _____

Carrier: _____

Carrier: _____



THE ABOVE LABELS ARE PROVIDED FOR YOUR CONVENIENCE. PLEASE PLACE ONE ON EACH PIECE SHIPPED TO ENSURE PROPER DELIVERY. IF MORE LABELS ARE NEEDED, COPIES ARE ACCEPTABLE.



Material Handling FAQ's

SES has the responsibility of receiving and handling all exhibit materials, empty materials and empty crates. It is our responsibility to manage docks and schedule vehicles for the smooth and efficient move in/out of the event. SES will not be responsible, however, for any materials they do not handle. SES will have complete control of the loading docks at all times. If you wish to unload or load, you must report to the SES Freight Desk. Do not proceed to docks until told to do so.

WHAT IS MATERIAL HANDLING?

Material handling includes receiving, unloading your exhibit materials, storage for up to 30 days at the advance shipping location, delivery to your booth, handling of empty containers (removal from booth, stored, then returned to the booth at the close of the event) and removal of the material from your exhibit booth for reloading onto outbound carriers. This charge does not include the cost of shipping. Please refer to the *Shipping Information* page of this manual for further information.

WHAT ARE CRATED SHIPMENTS?

Crated shipments are packed in any type of shipping container that can be unloaded at the dock and delivered without additional handling. **Crated containers include: crates, fiber cases, and properly packed skids.**

WHAT ARE SPECIAL HANDLING SHIPMENTS?

- **Mixed Shipments** - Includes a mix of both crated and uncrated materials
- **Ground Loading/Unloading** - Special handling charges will apply to shipments that arrive in vehicles that are not dock height, such as u-hauls, flatbed trailers, double drop trailers, etc.
- **Stacked Shipments** - Shipments that require multiple items to be moved or removed for delivery to booth (i.e. loose items stacked on top of crates and/or pallets).
- **Piece Loading/Unloading** - Drivers who require multiple pieces to be moved to the rear of the trailer in order to select the next piece, or having to remove the freight from the trailer to re-fit in sequence.
- **No Documentation** - Shipments that arrive from a carrier without a *Bill of Lading*, which requires additional time and labor to process.
- **Excess of Small Shipments** - 10 or more loose pieces that are not palletized or crated.
- **Uncrated Shipments** - Indicates a shipment that is shipped loose or pad-wrapped, and/or un-skidded machinery without proper lifting tools.

HOW IS STRAIGHT TIME/OVERTIME DETERMINED?

Straight Time – Monday – Friday, 8:00 am to 4:30 pm

Overtime – All other times, Saturday, Sunday and holidays

- **ST/OT or OT/ST:** If freight will be handled one way on straight time and one way on overtime, either into the event or out of the event.
- **OT/OT:** If freight will be handled on overtime into the event and out of the event.

Overtime charges are assessed when SES has been granted access to the facility during overtime, per the contractual agreement with Show Management and the facility. This includes warehouse shipments.

HOW DO I CALCULATE MY MATERIAL HANDLING CHARGES?

Charges will be based on the weight of your inbound shipment. Each shipment received is considered separate. The shipment weight will be rounded up to the next 100 lbs. Each 100 lbs. is considered one **cwt** (hundred weight). There is a 200 lb. minimum charge for each shipment. Please refer to the *Material Handling Rate Sheet* for event prices.

Calculate Total CWT (Enter in increments of 10 lbs. only; make sure to round up to the next 100 lbs.)

Example below is based on the published rate:

350 lbs. (rounded to the next 100) divided by 100 = 4 Total CWT

4 CWT x \$72.00 = Material Handling Charge \$288.00

WHAT IS THE MOST COST EFFECTIVE WAY TO SEND SHIPMENTS?

The most cost-effective way to send your shipment is to consolidate and shrink wrap your shipments into one. If your shipment is broken up and delivered in multiple shipments, you will be charged per shipment. Please advise your carrier to deliver as one (1) shipment. Below is an example for an advance to warehouse shipment using the published rate: **\$72.00**

If sending 4 Separate Shipments:

- 1st shipment @ 41 lbs. = **\$144.00** (200 lbs. minimum)
- 2nd shipment @ 44 lbs. = **\$144.00** (200 lbs. minimum)
- 3rd shipment @ 52 lbs. = **\$144.00** (200 lbs. minimum)
- 4th shipment @ 60 lbs. = **\$144.00** (200 lbs. minimum)

If sending 1 Consolidated Shipment:

- 1 shipment (4 pieces) @ **197 lbs. = \$144.00** (200 lbs. minimum)



Material Handling Charges Include:

Material handling is the process of receiving your materials, either at the warehouse in advance of the show or at show site during move-in; delivering them to your booth; removing empty containers for storage during the show; returning the empty containers to your booth after the show; delivering your materials back to the dock; and loading for outbound shipping. Charges are determined by weight and ease of handling.

Advance Shipments to Warehouse

- The advance warehouse will begin receiving shipments 30 days prior to: **Thursday, March 7, 2019**
- All materials shipped advance to the warehouse **MUST ARRIVE BY: Thursday, March 7, 2019**
- Any shipment arriving after this date will be charged a late to warehouse fee of **\$150** in addition to any other charges incurred.
- Warehouse receiving hours are **Monday – Friday, 8:30 am – 5:00 pm**. Any shipment delivered after hours or on weekends may be refused.
- **Small Packages:** Cartons under 35 lbs. (received in a single shipment) will be charged **\$45** for the 1st package and **\$20** per package thereafter within the same shipment.
- Shipments will be weighed. Pricing is based on actual weight of shipment.

Direct Shipments to Show Site

- All materials shipped direct to show site **MUST ARRIVE NO SOONER THAN: No Show Site Shipping.**
- **Advance Warehouse Shipping Only..**
- Any shipments arriving prior to the above date may be refused.
- Shipments will be received during the move in periods and throughout the event.
- **Small Packages:** Cartons under 35 lbs. (received in a single shipment) will be charged **\$45** for the 1st package and **\$20** per package thereafter (per shipment) within the same shipment.
- Shipments will be weighed. Pricing is based on actual weight of shipment. Charges will not be billed until freight is received.

Overtime

- *Overtime charges* are assessed when SES has been granted initial access to the facility during overtime, per the contractual agreement between Show Management and the facility.
- Driver check in time does not guarantee *straight time* rates.
- *Overtime rate* is applied to all shipments loaded or unloaded on Saturday, Sunday, holidays, and any time other than **8:00 am – 4:30 pm, Monday through Friday.**
- Overtime charges are assessed if shipment is moved into or out of show site on overtime due to scheduling.

Rates below based on Published Event Move-In & Move-Out Schedule

RATE CLASSIFICATIONS:	Price per CWT	200 lbs. Minimum
Warehouse Shipment (200 lbs. minimum)		
Crated or skidded shipment	\$72.00	\$144.00
Special handling	\$90.00	\$180.00
Show Site Shipment (200 lbs. minimum) (No Direct Shipping – Ship to Warehouse Only)		
Crated or skidded shipment	\$82.00	\$164.00
Special handling	\$97.00	\$194.00
Small Package (Maximum weight 35 lbs. per shipment)		
First carton	\$45.00	--
Each additional carton	\$20.00	--
ADDITIONAL SURCHARGES:		
Overtime Charge – Move-In or Move-Out (in addition to above rates) (OT Rates Apply Due to Schedule)		
Crated or skidded shipment	\$15.25	\$30.50
Special handling shipment	\$19.06	\$38.12
Overtime Charge – Move-In and Move-Out (in addition to above rates)		
Crated or skidded shipment	\$30.50	\$61.00
Special handling shipment	\$38.12	\$76.24
Late to Warehouse		
Freight arriving after DAY, MONTH, YEAR	\$150.00 per shipment	
Back to Warehouse (in addition to above rates)		
Per 100 lbs. (200 lbs. minimum)	\$200.00	\$400.00

A credit card **MUST** be on file for all material handling, shipping inbound and/or outbound to event.

Signs & Graphics Order Form

Discount Deadline: **Tuesday, February 26, 2019**

Company:	Contact Name:	
Address:	City, State:	Zip Code:
Phone Number:	Fax Number:	Booth Number:
Email:		

High-quality signs and graphics can enhance the overall image of your booth. Our *Graphic/Sign Department* at SES is driven to excellence and strives to produce the highest quality signs and graphics.

- All standard signs are digitally produced on white foam core.
- Standard sign price includes text/copy placement in a color specified area on a single side.
- Custom signs and banners can be ordered in advance **ONLY**.
- We must receive your order with payment by **Tuesday, February 26, 2019**. Orders received after this date may be subject to availability and additional charges may apply.

Easel Sign



Stand Sign



Meter Board Sign



2' X 6' Banner



Standard Size Signs									
Size/Description		✓		✓		Discount	Standard	QTY	Total
11" X 14"	Table Top Sign – with easel back		Horizontal		Vertical	\$45.00	\$67.50		\$
22" X 28"	Stand Sign – single sided, includes sign stand		Horizontal		Vertical	\$120.00	\$160.00		\$
28" X 44"	Easel Sign – single sided, includes easel		Horizontal		Vertical	\$84.00	\$102.00		\$
2' X 6'	Banner – single sided with grommets					\$144.00	\$180.00		\$
38 1/8" X 93"	Meter Board Sign – single sided, free standing					\$295.00	\$360.00		\$
7" X 44"	ID Sign – card stock					\$33.00	\$49.50		\$

Custom Graphics		
	Standard	Total
Customer Supplied graphics <i>(Must be sized. If graphic is not print ready there will be a 1 hour graphic design charge.)</i>	\$16.00 per sq ft	\$
Custom Graphics Design <i>(1 hour minimum)</i>	\$75.00 per hour	\$

Complete information below:

Dimensions:	Length (ft) _____ x Width (ft) _____ = Square (ft) _____					
Substrate:	<input type="checkbox"/> Vinyl Banner	<input type="checkbox"/> Foam Core	<input type="checkbox"/> Coroplast	<input type="checkbox"/> Sintra	<input type="checkbox"/> Gator Board	Other:
Other options:	<input type="checkbox"/> Grommets		<input type="checkbox"/> Easel Back		<input type="checkbox"/> Single Sided	<input type="checkbox"/> Double Sided

ORDER POLICY

- All prices include delivery, installation, rental charges for the duration of the event and removal at completion.
- Payment in full must accompany all orders by **Tuesday, February 26, 2019** to receive discount price. Orders received after this date will be charged standard rate.
- Items cancelled on or prior to **Tuesday, February 26, 2019** will be refunded at 100%. Items cancelled after **Tuesday, February 26, 2019**, on show site or after delivery are **non-refundable** and billed at 100%.

Total	+	Sales Tax 8.25%	=	Grand Total
\$	+	\$	=	\$

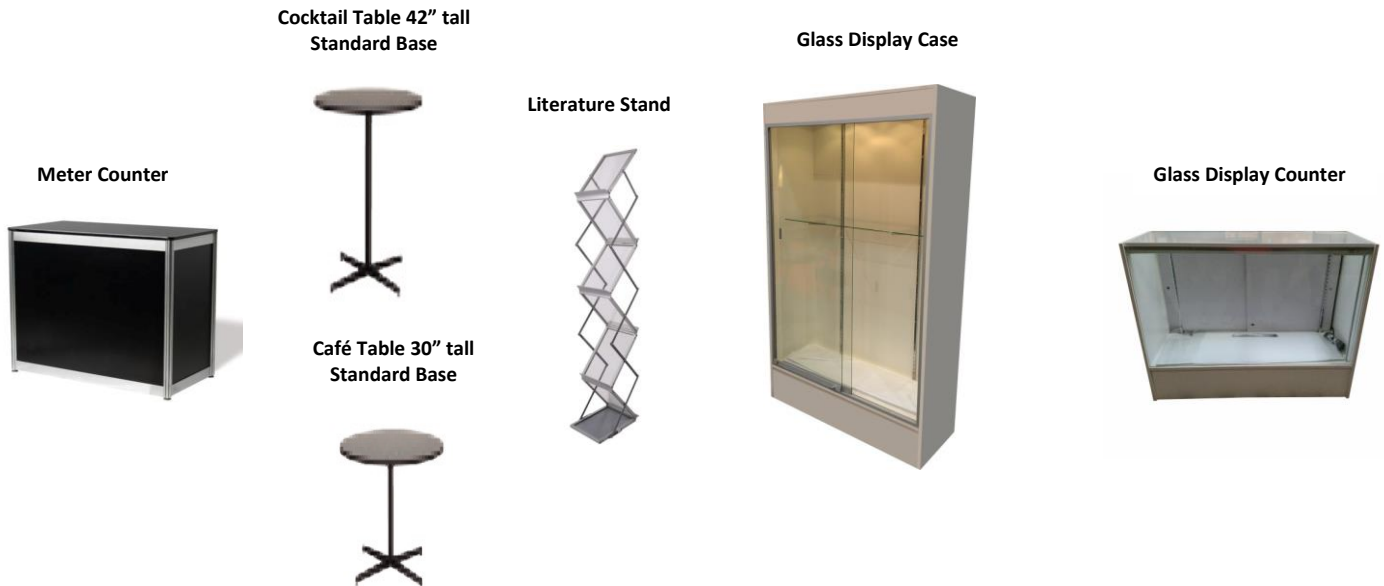
Add-Ons for Rental Units Order Form

Discount Deadline: **Tuesday, February 26, 2019**

Company:	Contact Name:	
Address:	City, State:	Zip Code:
Phone Number:	Fax Number:	Booth Number:
Email:		

- Payment in full must accompany **ALL** orders.
- Add-Ons for Rental Units are available if ordered by **Tuesday, February 26, 2019**. Orders received after this date may be subject to availability and additional charges may apply.
- Please refer to the "Graphics Order Form" for further options.
- Items cancelled on or prior to **Tuesday, February 26, 2019**, will be refunded at 100%. Items cancelled after **Tuesday, February 26, 2019**, on show site or after delivery are **non-refundable** and billed at 100%.

Add-Ons		Discount	Standard	QTY	Total
Meter Counter: Black counter top with black sides, graphics optional. Dimension totals: 27.5" wide x 39" high x 22.5" diameter.	Can be ordered separately or added to rental units	\$299.00	\$345.00		\$
Literature Stand: Collapsible literature stand with 6 pockets	Can be ordered separately or added to rental units	\$95.25	\$116.50		\$
Cocktail Table: 42" tall with standard base	Can be ordered separately or added to rental units	\$86.25	\$103.50		\$
Café Table: 30" tall with standard base	Can be ordered separately or added to rental units	\$67.75	\$81.25		\$
Glass Display Case: White - 78" tall x 48" wide x 18" deep, Lockable sliding glass doors, 8" glass shelves	Can be ordered separately or added to rental units	\$365.00	\$465.00		\$
Glass Display Counter: White - 38" tall x 48" wide x 18" deep, Lockable sliding glass doors, 8" glass shelves	Can be ordered separately or added to rental units	\$299.00	\$399.00		\$



Total	+	Sales Tax 8.25%	=	Grand Total
\$	+	\$	=	\$

ORDER POLICY

- All prices include delivery, installation, rental charges for the duration of the event and removal at completion.
- Payment in full must accompany all orders by **Tuesday, February 26, 2019** to receive discount price. Orders received after this date will be charged standard rate.
- Items cancelled on or prior to **Tuesday, February 26, 2019** will be refunded at 100%. Items cancelled after **Tuesday, February 26, 2019** on show site or after delivery are **non-refundable** and billed at 100%.



Display Labor Order Form

Company:	Contact Name:
Address:	City, State: Zip Code:
Phone Number:	Fax Number: Booth Number:
Email:	

Very Important:

If using **SES Supervision** please fill out the information below as well as the **Outbound Bill of Lading** (located on the next page). If using **Exhibitor Supervision** please complete all outbound shipping documents at the **SES Service Desk** prior to the close of the event.

- All work performed without direct exhibitor supervision will be charged a 25% supervision fee with a minimum fee of \$25.00. **All orders must be paid in advance. Orders for display labor will not be processed without pre-payment.** The minimum charge for labor is one (1) hour per worker. Labor thereafter is charged in half (1/2) hour increments per worker. Labor cancelled on site will be charged a one (1) hour cancellation fee per worker. If Exhibitor fails to use the worker (s) at the time specified, a one (1) hour **"Not Ready"** charge per worker will apply.

Rates				
Based on one (1) man, per one (1) hour				
	Pre-Order	Show Site	Days	Time
Straight Time	\$72.00	\$93.00	Monday – Friday	8:00 am – 4:30 pm
Overtime	\$108.00	\$140.40	Monday – Friday Monday – Friday Saturday	4:31 pm – 12:00 am Prior to 8:00 am & after 4:30 pm All Day
Double Time	\$144.00	\$187.20	Sundays & Holidays	All Day

Please complete information below:

Invoice will be calculated according to actual hours worked.

	# of Men	Date	Start Time	# of Hours
Install:				
Dismantle:				

Type of Service:

- SES Supervision** (Exhibitor not required to be present)
 SES will proceed with your display setup unless you instruct us otherwise. Work will be done on straight time, unless move in/move out schedule does not permit. All work performed without direct exhibitor supervision will be charged a 25% supervision fee with a minimum fee of \$25.00.

If using **SES Supervision**, please complete the information below:

Number of Crates: _____	Self-contained unit? <input type="checkbox"/> Yes <input type="checkbox"/> No
Set up plans attached? <input type="checkbox"/> Yes <input type="checkbox"/> No	Photo enclosed? <input type="checkbox"/> Yes <input type="checkbox"/> No
Carpet: <input type="checkbox"/> Own <input type="checkbox"/> SES Color: _____	Suggested tools (i.e. 16' ladder): _____
Special Instructions:	

- Exhibitor Supervision** (Exhibitor must pick up labor from the **SES Service Desk**)
 All work to be performed **ONLY** under the supervision of an Exhibitor Representative. Labor ordered and not called for by the exhibitor will be billed at a one (1) hour **"Not Ready"** charge per man. Work start time can only be guaranteed in those cases when labor is requested for the start of the workday.

Contact information for the person in charge of your move in:

Name: _____

Phone number: _____

Total	+	Sales Tax 8.25%	=	Grand Total
\$	+	\$	=	\$

Order Policy

- The minimum charge for labor is one (1) hour per worker and equipment. Labor thereafter is charged in half (1/2) hour increments per worker and equipment.
- Equipment and labor cancelled on site will be charged a one (1) hour cancellation fee per worker and equipment. If Exhibitor fails to use the workers and equipment at the time specified, a one (1) hour **"Not Ready"** charge per worker and equipment will apply.

➔ Rules & Regulations

To assist in planning for your participation in this event, we know you will appreciate knowing in advance that union labor is required for certain aspects of your exhibit handling. To help you understand the **Area Work Rules-Labor Regulations**, we ask that you read the following.

➤ Decorator Labor

We currently have agreements with local unions to provide labor for display installation and dismantling. Full time employees of the exhibiting companies or approved EAC's, however, may set their own exhibits without assistance from any union labor. If you would like assistance to set your booth, it can be ordered in advance by filling out the *Display Labor Form* in the **SES** exhibitor manual or on show site at the **SES Exhibitor Service Desk**.

➤ Material Handling

Exhibitors may use a two-wheel dolly or hand-carry their own freight into the exhibit hall. Please keep in mind, for some shows, parking may be limited for unloading and loading. A designated entrance for POV's will be provided and an allotted amount of time will be given per vehicle for loading and unloading. The use or rental of four-wheel dollies, flat bed carts or other mechanical equipment is not permitted. **SES** will control access to the loading docks in order to provide for a safe and orderly move in/move out.

➤ Tipping

We request that exhibitors do not tip employees (give money, merchandise, or other special consideration for services rendered.) Any attempts to solicit a gratuity by an employee for any service should be reported immediately to a supervisor. Employees are paid at an excellent wage. Tipping is strongly discouraged and is not accepted company policy.

➤ Safety

Standing on chairs, tables or other rental equipment is prohibited. This equipment is not engineered to support your weight. **SES** cannot be responsible for injuries or falls caused by the improper use of this equipment.



➔ Third Party Payment

Full payment must be received for services requested before the order will be processed. If you choose to pay by check, a credit card still must be on file.

SES will present invoices to third parties at show site for payment of all services rendered to exhibitors under the following conditions:

- The Exhibitor is required to complete the *Exhibitor Appointed Contractor (EAC)* form located in this Exhibitor Service Manual.
 - The payment of the third party must be acceptable to SES. The credit card information below must be completed and submitted to SES prior to the show.
 - If there is any doubt who is to be invoiced for a service, the charge will be issued to the exhibitor. The exhibiting firm is ultimately responsible for the payment of charges. If the EAC requires SES to fax an invoice from the convention facility, a \$10.00 service fee will be added.
 - The following form is to be completed, signed and returned by both parties. Otherwise, the request will not be approved.
- ❖ **All invoices must be resolved by the close of the show.**

Exhibiting Company: _____ Booth Number: _____

Exhibiting Company Contact Name & Title: _____

Authorized Signature: _____

Display House Name (Third Party Payer): _____

Display House Contact Name & Title: _____

Authorized Signature: _____

Display House Address (Third Party Payer): _____ City, State, ZIP code: _____

Phone: _____ Fax: _____

Items being billed to Third Party: Material Handling Furnishings Display Labor All Services

Other _____

We understand and agree that we, the exhibiting firm, are ultimately responsible for payment of charges incurred. In the event the named third party does not make payment upon presentation of invoice at show site, such charges will be presented to the exhibiting firm for payment.

Company Name: _____

Cardholder Name: _____



Credit Card Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Expiration Date (MM/YYYY): _____

Billing Address: _____ City, State, ZIP code: _____

Phone: _____ Fax: _____ Email: _____

Authorized Signature: I, _____, agree to the conditions stated in this manual and the paragraph above.



➔ **Exhibitor Appointed Contractor – EAC Form**

SES has been selected as the *Official Service Contractor* and must be used for all material handling, furniture rental, signs, rigging, cleaning, installation and dismantling of exhibit materials.

An *Exhibitor Appointed Contractor (EAC)* is: Any individual who is not a full-time permanent employee of an exhibiting firm, who is providing a service to an exhibitor on site and does not represent one or more of the *Official Contractors*.

Rules and Regulations

- Each representative of an *EAC* must physically pick up, in person, an “*Exhibit Crew*” badge at the **SES Service Center**. If an *EAC* representative does not have identification which verifies his/her employment by the *EAC*, he/she must be accompanied to the **SES Service Desk** by a representative who does have verifying identification.
- These services shall not conflict with existing labor regulations or contracts and in fulfilling his/her obligations, the representative of an *EAC* shall adhere to the regulations set up by the Hall and Show Management regarding entrance. It is the responsibility of the Exhibitor to see that each representative of an *EAC* abides by the official *Rules and Regulations* of this exposition.
- The representative of an *EAC* shall have a true and valid order for services from an Exhibitor in advance of the event move-in date.
- No *EAC* shall solicit business on the show floor.

Certificate of Insurance (COI)

It is the responsibility of each Exhibiting Firm utilizing an *EAC* to complete and return this form along with a *Certificate of Insurance (COI)* which names **SES** as additional insured for each *EAC* firm being utilized. (A sample *COI* can be found in this exhibitor manual.)

The *EAC Certificate of Insurance* must maintain:

- At least \$1 million in employer’s liability, general liability, automobile liability and workers compensation as required in the state the exposition is located.

This form must be received by: Tuesday, February 26, 2019

If this *EAC* form and the *Certificate of Insurance* are not received by Tuesday, February 26, 2019
 Exhibitor or *EAC* will be required to order labor from **SES**.

Please clearly note Company Name and Show Name on the Certificate of Insurance form. (See sample)

For additional questions please call us at 972.271.7444 or toll free 866.386.3976 (866.FUN.EXPO)

Complete all information below:

Exhibiting Firm:	Booth Number:
Authorized Contact Name & Title:	Authorized Contact Signature:
Full Name of EAC:	
Address of EAC:	City, State, Zip Code:
Authorized EAC Contact Name & Title:	Authorized EAC Contact Signature:
EAC Representative on Show Site:	
Phone Number:	Fax Number:
Email Address:	
Type of service being performed: _____ _____	



ELECTRICAL ORDER FORM
 ATTENTION: Engineering Department
 Hyatt Regency Dallas
 300 Reunion Blvd
 Dallas, Tx 75207

Office #(214)712-7020, Fax# (214)712-7080
 Email: DFWRD-Engineering.static@hyatt.com

PLEASE PRINT OR TYPE: **ADVANCE ORDER:** Check **FLOOR ORDER** Check

Floor order applies if full payment is not received 10 days prior to event start date

Function Room: _____ Hotel Contact: _____
 Event/Show Name: _____ Company Contact: _____
 Event Dates: _____ Telephone Number: _____
 Company Name: _____ Fax Number: _____
 Company Address: _____ E-mail: _____
 City: _____ Set-up Date/Time: _____
 State: _____ Zip Code: _____ Booth #: _____

Print Authorized Signature: _____

Authorized Signature: _____

ALL PREPAID SERVICES WILL BE FIRST PRIORITY

<u>Outlet Accessories</u>				<u>Power Outlets</u>					
QTY	(Rental Only)	Advance Order	Floor Order	Total	QTY	Advance Order	Floor Order	Total	
	Extension Cord	\$ 25.00	\$ 30.00	\$ -		1000 watt 120v	\$ 150.00	\$ 180.00	\$ -
	Power Strip	\$ 20.00	\$ 24.00	\$ -		20 amp 1ph/120v	\$ 180.00	\$ 216.00	\$ -
<u>Labor</u>				<u>Hourly Rates</u>					
QTY	Hourly Rates	Advance Order	Floor Order	Total		20 amp 3ph/208v	\$ 300.00	\$ 360.00	\$ -
	Banners under 8'	\$ 100.00	\$ 120.00	\$ -		30 amp 1ph/120v	\$ 250.00	\$ 300.00	\$ -
	Banners 8' and over	\$ 150.00	\$ 180.00	\$ -		30 amp 1ph/208v	\$ 275.00	\$ 330.00	\$ -
	*Cable Feed	\$ 150.00	\$ 180.00	\$ -		60 amp 3ph/208v	\$ 700.00	\$ 840.00	\$ -
	*Water Line	\$ 75.00	\$ 90.00	\$ -		100 amp 1ph/208v	\$ 800.00	\$ 960.00	\$ -
	*Drain	\$ 75.00	\$ 90.00	\$ -		100 amp 3ph/208v	\$ 1,000.00	\$ 1,200.00	\$ -
	*Compressed Air	\$ 75.00	\$ 90.00	\$ -		200 amp 3ph/208v	\$ 1,600.00	\$ 1,920.00	\$ -
						400 amp 3ph/208v	\$ 3,000.00	\$ 3,600.00	\$ -

*For Water, Drain, Cable Feed, and Compressed Air please contact Engineering @214-712-7020 to verify that your booth is located near a connection. In some cases these requests may not be approved.

30 amp and above circuits are not supplied with receptacles. All outlet requests include one typical connection. Power not listed will be priced on a cost per amp basis. The above prices are based on conventional power being available in the immediate area.

For High Speed Internet Access, Special Lighting, Production Services and Rigging please contact PSAV @214-712-7088

Live Plant Rental Fees

QTY	Plant Type	Advance Order	Floor Order	Total
	6' Ficus Tree	\$ 42.00	\$ -	\$ -
	6' Areca Palm	\$ 42.00	\$ -	\$ -
	6' Kentia Palm	\$ 66.00	\$ -	\$ -
	2-3' Fern	\$ 18.00	\$ -	\$ -
	2-3' Silver Bay Ag	\$ 18.00	\$ -	\$ -
	2-3' Arboicola Bush	\$ 18.00	\$ -	\$ -
	Orchid	\$ 36.00	\$ -	\$ -
	Bromeliad	\$ 24.00	\$ -	\$ -
	*Delivery and Pickup	\$ 150.00	\$ -	\$ -
				\$ -

*A \$150 delivery/pickup fee will be added to your plant order
 For additional items or info call The Plant Place @ 972.869.3808

Make checks Payable to: Hyatt Regency Dallas

METHOD OF PAYMENT

MA# _____ Check # _____ Credit Card
 CC # _____ Exp Date _____
 Cardholder Name _____
 Signature (required) _____

SUMMARY OF CHARGES

Power Outlets/Materials	\$	-
Plant Rental Fees	\$	-
24% Service Charge (required & taxable)	\$	-
Labor Total	\$	-
Subtotal	\$	-
Sales tax @ 8.25%	\$	-
INVOICE TOTAL	\$	-