

FAQs – Material Handling

Part of a good show experience should happen before the show even opens. That means what goes on behind the scenes – including how smoothly your exhibit gets there in the first place – is just as crucial an element as the overall show itself. With that in mind, Freeman continues to develop programs and procedures to ensure our material handling services are the best in the industry.

If this doesn't answer your questions, please feel free to call us at 1.888.508.5054, 1.817.607.5000 or email to: CustomerSupport@freemanco.com.

What is Material Handling?

Material handling includes the unloading of your exhibit materials, storing for up to 30 days in advance at the warehouse address, delivering to the booth, the handling of empty containers to and from storage and removing of material from the booth for reloading onto outbound carriers when the show closes. It should not be confused with the cost to transport your exhibit materials to and from the convention or event. You have two options for shipping your advance freight – either to the warehouse or directly to show site.

How do I estimate my Material Handling charges?

1. Charges will be based on the weight of your shipment. Each shipment received is considered separately. The shipment weight will be rounded up to the next 100 pounds. Each 100 pounds is considered one "cwt" (one hundred weight). There is a 200 pound minimum charge for each shipment weighing less than 200 pounds. All shipments are subject to reweigh.
2. On the Material Handling Order Form, select whether the freight will arrive at the warehouse or be sent directly to show site.
3. Next, select the category that best describes your shipment:

The categories of Freight:

Crated: material that is skidded or is in any type of shipping container that can be unloaded at the dock with no handling required.

Special Handling: material delivered by the carrier in such a manner that it requires additional handling, such as ground unloading, stacked and constricted space unloading, designated piece unloading, loads mixed with pad-wrapped material, loads failing to maintain shipping integrity, carpet and/or pad-only shipments, and shipments that require additional time, equipment or labor to unload. Federal Express and UPS are included in this category due to their delivery procedures.

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

4. Add overtime charges for inbound if material is delivered to the booth during the overtime period stated in Quick Facts on Freeman OnLine. This includes warehouse and show-site shipments.
5. Add overtime charges for outbound (the location the freight will go to after the show) if material is loaded onto the outbound carrier during the overtime period stated in Quick Facts on Freeman OnLine.
6. Add the late delivery charge listed on the Order Form if the shipment is accepted at the warehouse or at show site after the deadline date listed in Quick Facts on Freeman OnLine.
7. The above services, whether used completely or in part, are offered as a package and the charges will be based on the total inbound weight of the shipment. Shipments received without receipts or freight bills, such as UPS and Federal Express, will be delivered to the booth without guarantee of piece count or condition.

How do I ship to the Warehouse?

1. We will accept freight beginning 30 days prior to show move-in.
2. To check on your freight arrival, call Exhibitor Services at the location listed on your Quick Facts form. This form may be found in your Exhibitor Services Manual or on Freeman OnLine.
3. To ensure timely arrival of your materials at show site, freight should arrive by the deadline date listed on Quick Facts. Your freight will still be received after the deadline date, but additional charges will be incurred.
4. The warehouse will receive shipments Monday through Friday except on holidays. Refer to Quick Facts for warehouse hours. No appointment is necessary.
5. The warehouse will accept crates, cartons, skids, trunks/cases and carpets. Loose or pad-wrapped material must be sent directly to show site.
6. All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
7. Certified weight tickets must accompany all shipments.
8. Warehouse freight will be delivered to the booth prior to exhibitor setup.
9. Please call the number located on Quick Facts if you want to ship oversized material that requires special equipment to the warehouse.

What about prepaid or collect shipping charges?

1. Collect shipments will be returned to the delivery carrier.
2. To ensure that your freight does not arrive collect, mark your bill of lading "Prepaid".
3. "Prepaid" designates that the transportation charges will be paid by the exhibitor or third party.

How should I label my freight?

1. The label should contain your exhibiting company name, the booth number and the name of the event.
2. The specific shipping address for either the warehouse or show site is located on Quick Facts.

What happens to my empty containers during the show?

1. Pick up “Empty Labels” at the Freeman Exhibitor Service Center. Place a label on each container. Labeled containers will be picked up periodically and stored in nonaccessible storage during the show.
2. At the close of the show, the empty containers will be returned to the booth in random order. Depending on the size of the show, this process may take several hours.

How do I protect my materials after they are delivered to the show or before they are picked up after the show?

1. Consistent with trade show industry practices, there may be a lapse of time between the delivery of your shipment(s) to your booth and your arrival. The same is true for the outbound phase of the show – the time between your departure and the actual pick-up of your materials. During these times, your materials will be left unattended. We recommend that you arrange for a representative to stay with your materials or that you hire security services to safeguard your materials.

How do I ship my materials after the close of the show?

1. Each shipment must have a completed Material Handling Agreement in order to ship materials from the show. All pieces must be labeled individually.
2. To save time, complete and submit the Outbound Shipping Form in advance or you may contact the Freeman Exhibitor Service Center at show site for your shipping documents. The Material Handling Agreement and labels will be processed and available before the show closes.
3. After materials are packed, labeled and ready to be shipped, the completed Material Handling Agreement must be turned in at the Freeman Exhibitor Service Center.
4. Call your designated carrier with pick-up information. Please refer to Quick Facts for specific dates and times. In the event your selected carrier fails to show on final move-out day, your shipment will either be rerouted to the Freeman carrier of choice or delivered back to the warehouse at the exhibitor’s expense.
5. For your convenience, show-recommended carriers will be on site to handle outbound transportation.

Where do I get a forklift?

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

Do I need insurance?

1. Be sure your materials are insured from the time they leave your firm until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can be done by riders to your existing policies.

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