

Questions & Answers Shipping & Material Handling

What is material handling (Drayage)?

Material handling is the receiving and unloading of your shipment and transporting it from the dock to your booth. It is the removal, storage and return of your empty shipping containers (wood crates, fiber cases, cardboard boxes, etc.). It is transporting your shipment from booth to loading dock and the loading onto your carrier after the close of the show.

How do I label my freight?

Direct and Advance Warehouse labels can be found in the back of this section. Copy these labels on the same color paper if you require additional labels. Remove all old labels from your shipping containers (including old empty storage labels).

When can I move in and set up my booth?

There are several factors that determine your freight receiving target date, mainly your booth location and the size of your booth. The color-coded Target Freight Floorplan will tell you the designated day for the arrival of your freight.

- If you ship your freight in advance to the GES warehouse, your freight will be in your booth at 8 a.m. on your target date.
- If you ship your freight direct to show site, your freight will be delivered to your booth sometime on your target date. We strongly encourage you to schedule labor for 8:00 a.m. on the morning following your target date.

Set up-hours are 7:30 a.m. – 7 p.m. each day and until 5 p.m. on Wednesday, January 5, 2005.

If I can't meet my target date, what should I do?

Request for target date change must be submitted in writing to the GES Freight Operations Center at cesfreightoperations@gesexpo.com or fax to (702) 515-5728. Because your target has the potential to impact other exhibitors please state the reasons you require a different target for your booth. When possible GES will adjust your target date and apprise you of the additional charges that you will incur due to the target change.

How do I get my truck unloaded?

Delivering vehicles must first check in with GES at the marshalling yard. GES will document your shipment and dispatch (give the proper paperwork /passes and directions to the appropriate location for unloading) your truck to show site as conditions permit. Upon arrival at show site, GES will direct you to park and assign a crew to unload the truck and deliver your materials to your booth.

How will I be charged for unloading my freight?

You will be charged the published material handling rates based upon the weight of your materials. These charges include the receiving/unloading at the docks; delivery to the your booth; the removal, storage and after the close of the show the return of empty cartons, cases and crates; and the delivery of outbound shipments back to the loading dock and loading the materials onto trucks.

Where are the marshalling yards?

LVCC North Halls, Central Halls, Innovations Plus in CES Central Plaza and the LV Hilton (north of Desert Inn Road) will marshal at Wet-N-Wild Water park located at 2601 South Las Vegas Blvd., Las Vegas, NV 89109.

LVCC South Halls (south of Desert Inn Road) will marshal at the Thomas & Mack Center located on the corner of Swenson Avenue and Tropicana Avenue.

Signs will be posted around the LVCC directing vehicles to the marshalling yards and a map of the area is included in this section.

Why is my truck still in the marshalling yard and not unloaded?

Waiting time of several hours or more is usual when unloading over 2000 exhibitors.

Will tipping get my truck unloaded sooner?

Union labor has been instructed to unload any exhibitor who has offered a gratuity last. Please alert your Floor Manager or GES Supervisor of any attempt to solicit gratuities.

How do I move my vehicle in and out of my booth?

All display vehicles must check in with GES at the Marshalling Yard. GES will dispatch the vehicle to show site as conditions permit and guide your vehicle to your booth. Please contact the GES Freight Operations Center at cesfreightoperations@gesexpo.com or (702) 515-5655 with questions regarding the time frames for your vehicle(s) move-in or move-out.

How do I file a claim for missing or damaged inbound freight?

Go to the GES Exhibitor Service Desk on site.

If I keep my empties until the last minute, will I get them back first?

According to the CES Clean Floor Policy outlined in the section, all crated must be empty and labeled no later than 6:00 p.m. on Tuesday, January 4, 2005 and will be removed from the building, regardless of status, at 10:00 p.m.

When will I get my empty crates back?

At show break, all cartons and fiber cases will be returned first by 10 pm. so you can start packing. Crates will be returned to you next. Crate return is random, however all will be returned by 8 a.m. the following day.

How do I trace my shipment?

It is strongly recommended that you know the carrier and tracking number for all of your inbound shipments. Go to the GES Service Desk for help in tracing your inbound shipments. If you have not received your return shipment in 10 days, contact the GES Service Center at (800) 475-2098 for shipment information (carrier, tracking number, date shipped, etc.)

How do I file a claim for damage or missing outbound freight?

Call the GES Exhibitor Service Center at (800) 475-2098.

What is cost-effective shipping?

GES charges are based upon a minimum of 300 lbs. per shipment. Therefore, it is more cost-effective to send your freight in one large shipment versus several small ones. For example, if you send one 200 lb. shipment and one 100 lb. shipment separately, you will be charged the minimum for each shipment. If you are shipping from various locations you may want to ship all of your boxes to a central location, then forward them to the advance warehouse or show site.

Should I ship to the advance warehouse or directly to show site?

While your material handling cost will be slightly higher, it is to your advantage to ship to the advance receiving warehouse. You have a large delivery window, December 1 through December 19, for your shipment to arrive at the warehouse. By shipping in advance, your freight will be in your booth at 8 a.m. on your designated target date. It is always best to call the GES advance-receiving warehouse at (702) 515-5871 to confirm your shipment has arrived at the warehouse. Shipping labels are provided in this section of the manual.

- Direct freight shipments (display) to the LVCC and Hilton must be scheduled for delivery ONLY on your target date. If your shipment arrives prior to or after your designated target date, off-target charges will apply. No product may be delivered prior to Monday, January 3, 2005.

When can I ship my freight?

Shipments should be sent to the GES advance warehouse by December 17, 2004. If it is not possible for your shipment to arrive at the GES warehouse by this date, you may deliver your display to show site on your target date. Your product may be delivered on or after Monday, January 3, 2005.

Material Handling and Cost Savings Tips

One of the largest expenses associated with exhibiting at tradeshow is transporting your exhibit and marketing materials to the show and back home again. This movement is known in the tradeshow world as material handling.

To avoid incurring any unnecessary expenses with material handling, GES has created a list of tips to make sure your tradeshow experience is easy and hassle-free.

- Be sure to read the entire exhibitor manual. It contains valuable information to save you money and assure a smooth, worry-free move-in. The early bird ordering dates are an easy way to save money.
- Make sure your goods are insured from the time they leave your facility until they return following the show.
- When making your shipping plans, also plan for the return shipment. Make sure that someone from your company will be on-site to oversee the outbound shipment of your display and product.
- To ensure the maximum set up time, ship early to the warehouse. Ship to arrive on or before the published deadline for warehouse receiving to avoid incurring a "late to warehouse" surcharge.
- Before sending anything to GES, remove all old shipping (and empty storage) labels and attach clean, accurate labels with your company name, the show name and your booth number clearly identified.

- Take the time to ensure that your display and products are packed neatly and securely.
- Ship any large hanging signs in advance to the GES warehouse so they can be installed prior to your arrival.
- Confirm receipt of advance warehouse shipments before you leave for the show.
- Advise your carrier that each shipment will be required to have certified weight tickets at the time of check in for unloading. If your driver arrives without weight tickets, you could incur delays in unloading.
- If you ship direct to the show site, make sure your carrier is given explicit information as to where and when to check in at the marshaling yard in order to meet your delivery target and avoid potential surcharges. Select a carrier with experience in handling exhibition materials.
- Delivery and pick up times are often out of the range of “normal” delivery hours, and usually require some waiting time. Make sure your carrier is committed to meeting your target date and time.
- Make sure the items needed first, such as your carpet, are loaded last on your truck so they can be unloaded first, this will provide you with the opportunity to start your installation while the remainder of your shipment is being unloaded.
- If your shipment consists of both crated and uncrated materials, ship uncrated materials on a separate bill of lading with separate weight tickets and physically separate the materials on the truck.
- For on-site deliveries, confirm delivery date and time 24 hours in advance with your carrier. Don't forget to get names and contact information.
- Make sure that someone representing your company has all shipping information available at show site (carrier, tracking number, carrier contact, etc.)
- Control your cost by avoiding and/or managing whenever possible the following:
 - Late arrival at warehouse
 - Late check in on your targeted or designated unloading day
 - Unloading or loading during overtime periods
 - Unskidded boxes and equipment
 - Missed target date or time