Items provided in your booth, per exhibitor:
- 8' High backwall drape
- 7" x 44" Cardstock Identification Sign
- (1) 8' x 30" (or 42") High Black Skirted Table
- or (1) 36" Round, 30" High Pedestal Table (or 42" High)
- (2) Side Chairs (or Barstools)

Show drape color(s):
- Black

Show Schedule

Exhibit Area Hours:
- Monday, March 7, 2016  16:00 – 18:00
- Tuesday, March 8, 2016  10:30 – 19:00
- Wednesday, March 9, 2016  10:00 – 16:15

Set up and Tear down:
- Exhibitor Set up: Monday, March 7, 2016  13:30 – 15:45
- Exhibitor Teardown: Wednesday, March 9, 2016  16:15 – 18:00
- Earliest time for Freight pick up is 16:30 Show floor must be clear by 18:00

IMPORTANT DEADLINES

- Exhibitor appointed contractor notification deadline: Monday, February 8, 2016
- Discount price deadline for custom Shepard rentals: Monday, February 8, 2016
- Discount price deadline for standard Shepard orders: Monday, February 15, 2016
- First day for warehouse deliveries without a surcharge: Monday, February 8, 2016
- Last day for warehouse deliveries without a surcharge: Monday, February 29, 2016
- First day freight can arrive at show facility: Monday, March 7, 2016 at 8:00 AM

SHIPPING ADDRESSES

Advance Shipments Address
[Exhibiting Co. Name & Booth Number]
EclipseCon
c/o Shepard Exposition Services
7079 Oakland Mills Rd
Columbia, MD 21046

Direct Shipments Address
[Exhibiting Co. Name & Booth Number]
c/o Shepard Exposition Services
EclipseCon
Hyatt Regency Reston
1800 Presidents Street
Reston, VA 20190

ALL UTILITY AND ANCILLARY FORMS SHOULD BE FAXED TO THE NUMBER INDICATED ON FORM. PLEASE DO NOT SEND UTILITY AND/OR ANCILLARY FORMS TO SHEPARD.
EclipseCon
March 7 - 10, 2016
Hyatt Regency Reston, Reston, VA
Event Code: M131980316

***ATTENTION EXHIBITORS***

ORDER NOW! Follow these simple steps to order Shepard Services Online:

1. GO TO:  www.shepardes.com/intro.asp
2. Click on  EclipseCon
3. LOG IN from the Show Information page.
4. ENTER your email address and password then click login
   a. NEW users : User name = Your Email Address (provided by Show Management)
      Password = EC16
   b. Previous users : User name = Your Email Address
      Password = Your pre-existing password
5. Don't remember your password? Click the link "Forgot your password?" and follow the prompts to have your password sent to the registered email address.
6. Once logged in, you will be prompted to review your profile information.
   a. If your information is correct, click proceed to ordering
      OR
   b. If your information is not correct, please click "here" as indicated on the webpage, update your profile, and submit changes.
7. Welcome to Shepard Online Ordering!

Some helpful tips:

Use the previous or continue buttons to scroll through all your options.

Use the add to cart button to add an item to your cart, BEFORE proceeding to the next screen.

To NAVIGATE to a specific page, use the menu headers at the top of the page.

To VIEW your shopping CART, click on

To DELETE an item from your shopping cart, click next to the item you wish to remove.

QUESTIONS? Do not hesitate to contact us for assistance!

Shepard Customer Service
(410) 737-9270
baltimore@shepardes.com
Payment Authorization

EclipseCon
March 7 - 10, 2016
Hyatt Regency Reston, Reston, VA
Event Code: M131980316
Discount Deadline: February 15, 2016

Shepard Exposition Services
7079 Oakland Mills Rd, Columbia, MD 21046
Customer Service Phone: (410) 737-9270
Customer Service Fax: (410) 737-9274
Customer Service Email: baltimore@shepardes.com

Please complete the information requested below and return this form with your orders. 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. We will use this authorization to charge your credit card account for any additional amounts incurred as a result of show site orders placed by your representative to include material handling 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.

Wire Transfer

In order to accurately process the transfer of funds from your account, please complete the following information and fax it along with a copy of the wire receipt to the fax number 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 that you are attending - EclipseCon
Exhibiting company name
Booth number
Account Name: Shepard Exposition Services, Inc.  Bank Name: PNC Bank N.A., Pittsburgh, PA 15219 USA
Routing Number: 041000124  Account Number: 42-6061-9772
SWIFT CODE (US): PNCCUS33  SWIFT CODE (INTL): PNCCUS33

If payment is not received by the date shown above, I hereby agree to have the balance owed to Shepard Exposition Services, Inc. charged to the credit card indicated in the next section.

** Please be sure to include the show name or show code and your booth # as well as the wire fee if you are sending a wire transfer, ACH payment, or check.

Exhibiting Company Information

Please fill out the following information:

COMPANY NAME: _______________________________  BOOTH #: __________________________
COMPANY ADDRESS: __________________________  PHONE: _________________________
CITY, ST, ZIP: _______________________________  FAX: _________________________
CONTACT NAME: _______________________________  EMAIL: _________________________

Credit Card Information

Type of Card:  MasterCard □  Visa □  American Express □  Discover □  Pay by Check* □  Pay by Wire* □
Credit Card #: _______________________________  Expiration Date: _______________________
Billing Address: _______________________________  Security Code: _______________________
City, ST, Zip: _________________________________
Name on Card: ________________________________
Authorized Signature: __________________________

*Please note: You may choose to pay by Check or Wire Transfer, though a credit card is required on file to process all orders.

** Are you tax exempt for the state this event occurs in?  □ Yes  □ No
If you are tax exempt, you must provide a tax exemption certificate for the state in which the show is being held.
Please submit tax exemption certificate to: baltimore@shepardes.com
**Shepard Terms & Conditions**

**EclipseCon**

**PAYMENT POLICY**

**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.

**Invoices:** Prior to close of show, an invoice will be prepared and delivered to your booth 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.

**Charges:** All charges, regardless of amount, must be paid in full by cash, check, or credit card. If credit card method is used, please ensure that the card limits are high enough to cover your expected charges.

**Past Due Accounts:** The buyer understands that there will be a 1 1/2% monthly (18% per year) finance charge on past due accounts and agrees to pay all costs incurred by Shepard Exposition Services while endeavoring to collect this amount.

**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.

**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 Payment Authorization 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.

**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.

**Price Quotes:** Prices quoted are for the duration of the show and include installation, rental, and removal except where indicated.

**Default Colors:** If skirting and carpet colors are not selected, show colors will prevail.

**Exchanges and Cancellations:** Onsite exchanges and cancellations in orders will be assessed a 100% pick-up fee.

**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.

**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, representatives, 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.

**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.

**SHEPARD’S LIMITS OF LIABILITY**

If found liable for any loss or damage, Shepard’s sole and maximum liability for loss or damage to exhibitor’s materials will be limited to the repair or replacement with like kind and quantity, subject to a dollar amount not to exceed $5.00 (five dollars) per pound based on the weight of the articles for which Shepard specifically acknowledges receipt in writing. 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, CARGES, 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 his representative. All previous labels should be removed. Shepard assumes no responsibility for removal or misdelivery of containers with old labels or incorrect information on labels or for loss or damage to materials stored in containers labeled “empty.”
The following information must be completed and the form returned to Shepard by the deadline date. 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.

### SERVICES TO BE COVERED BY THIRD PARTY

<table>
<thead>
<tr>
<th>All services</th>
<th>Rental Furniture</th>
<th>Exhibit Display Rentals</th>
<th>Overhead Rigging/Labor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Carpet</td>
<td>Cleaning</td>
<td>Installation/Dismantling Labor</td>
</tr>
<tr>
<td></td>
<td>Logistics/Transportation</td>
<td>Other (please specify):</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Material Handling</td>
<td>*Please complete the Material Handling Authorization Form</td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**

---

### THIRD PARTY INFORMATION

<table>
<thead>
<tr>
<th>COMPANY NAME:</th>
<th>CONTACT NAME:</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMPANY ADDRESS:</td>
<td>PHONE:</td>
</tr>
<tr>
<td>CITY, ST, ZIP:</td>
<td>FAX:</td>
</tr>
<tr>
<td>AUTHORIZED SIGNATURE:</td>
<td>EMAIL:</td>
</tr>
</tbody>
</table>

---

### EXHIBITING COMPANY INFORMATION

<table>
<thead>
<tr>
<th>COMPANY NAME:</th>
<th>BOOTH #:</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMPANY ADDRESS:</td>
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<td>AUTHORIZED SIGNATURE:</td>
<td></td>
</tr>
</tbody>
</table>

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### THIRD PARTY CREDIT CARD INFORMATION

<table>
<thead>
<tr>
<th>Type of Card:</th>
<th>Credit Card #:</th>
<th>Expiration Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Month Year</td>
</tr>
<tr>
<td></td>
<td>Billing Address:</td>
<td>Security Code:</td>
</tr>
<tr>
<td></td>
<td>City, ST, Zip:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name on Card:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Authorized Signature:</td>
<td></td>
</tr>
</tbody>
</table>

**Are you tax exempt for the state this event occurs in?**

**Yes** ☐ **No** ☐

*If you are tax exempt, you must provide a tax exemption certificate for the state in which the show is being held.*

*Please submit tax exemption certificate to: baltimore@shepardes.com*
Additional Available Furnishings

EclipseCon
March 7 - 10, 2016
Hyatt Regency Reston, Reston, VA

Shepard Exposition Services
7079 Oakland Mills Rd, Columbia, MD 21046
Customer Service Phone: (410) 737-9270
Customer Service Fax: (410) 737-9274
Customer Service Email: baltimore@sheparedes.com

Discount Deadline: February 15, 2016

SPECIALTY CHAIRS AND TABLES

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Item</th>
<th>Discount</th>
<th>Regular</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>50020</td>
<td>Side Chair</td>
<td>82.00</td>
<td>106.60</td>
<td></td>
</tr>
<tr>
<td>50024</td>
<td>Stool W/back</td>
<td>135.00</td>
<td>175.50</td>
<td></td>
</tr>
<tr>
<td>51089</td>
<td>Ped. Table, 30 or 42&quot; H</td>
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Additional Available Furnishings
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</table>

Please complete the following:

Company Name: ____________________________ Booth #: __________
Contact Name: ____________________________ Phone #: __________
Authorized Signature:_____________________

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.

Must order by discount deadline date to receive discounted pricing. Payment Authorization must be completed and returned with order.

There are no exchanges or refunds once item has been delivered to your booth. Cancellation must be received in writing 48 hours prior to first exhibitor move-in day. Rental items not ordered and found in use in your booth are subject to "Regular" rate billing.

* All tax rates are subject to change.
Advantages of Shepard Logistics

- 10% material handling discount for round trip SLS customer shipments
- Volume discounting for larger shipments
- Guaranteed price quotes online with online booking and scheduled pick-up
- Preferred and confirmed target times inbound
- Pre-printed bills and shipping labels correctly formatted inbound or outbound
- Free 30-day pre-event storage charges
- Ship direct to show site and avoid warehouse charges when facility permits
- Automated tracking and delivery status reports via email
- No driver waiting time charges inbound or outbound
- No additional trade show fees
- Priority Empty Return Labels to all inbound Logistics Customers
- Guaranteed pick-up outbound from show, with immediate loading following empty return
- Guaranteed on-time delivery to destination city, facility, or warehouse or it is free

Benefits of Shepard Logistics

- Security; immediate outbound loading reduces risk of pilferage or misloading
- Convenience; less paperwork and less tracking
- Efficiency; scheduling travel, labor reliably, and possibly avoiding weekend overtime charges inbound
- Cost Saving; discounting of material handling charge

To take full advantage of the Shepard Advantage, contact
888.568.8858
logistics@shepardes.com
ADVANCE WAREHOUSE

TO: (EXHIBITING CO. NAME)  
Booth #: ______________  
c/o Shepard Exposition Services  
7079 Oakland Mills Rd  
Columbia, MD 21046  

Delivery Hours: M-F, 8-4:30 PM  
For: EclipseCon  
First day freight can arrive w/o a surcharge: February 8, 2016  
Last day freight can arrive w/o a surcharge: February 29, 2016

MUST NOT BE DELIVERED PRIOR TO:  
March 7, 2016 @ 8:00 AM  

DIRECT TO SHOW

TO: (EXHIBITING CO. NAME)  
Booth #: ______________  
C/O: SHEPARD EXPOSITION SERVICES  
Hyatt Regency Reston  
1800 Presidents Street  
Reston, VA 20190  
For: EclipseCon  

MUST NOT BE DELIVERED PRIOR TO:  
March 7, 2016 @ 8:00 AM
Please complete the following information:
We plan to ship to: □ Advance Warehouse □ Direct to Show Site
We plan to ship on (date):
Our materials should arrive on (date):
Carrier Name: Pro #:
Origin of Shipment (city, state):
Please provide a contact name and number for any questions Shepard may have in regards to this shipment:
Name: __________________ Phone: __________________

SHIPMENT INFORMATION

MATERIAL HANDLING RATES AND ESTIMATE WORKSHEET

For credit card payments, please complete the payment authorization form. Any additional overtime charges will be invoiced at show site and are subject to change pending move-in/move-out schedule.

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.

Single pieces weighing more than 5000 pounds CANNOT be accepted at the warehouse. Loose, easily damaged, uncrated, or blanket-wrapped shipments should be shipped directly to the show site.

If you have any questions about material handling, please contact Shepard Customer Service department.

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.

Please complete the following:
Company Name: ____________________________ Booth #: __________
Contact Name: ____________________________ Phone #: __________________
Authorized Signature: ________________________

Shepard Exposition Services is authorized to perform material handling services on behalf of the exhibiting company named above. Signature also indicates you have read and accept the Payment Policy and Terms and Conditions, sign and return to Shepard.

Payment Authorization must be completed and returned with Material Handling Worksheet. Other charges may apply, please review Material Handling Information form included in this manual.

* All tax rates are subject to change.
Please fill out the information below:

Company Name: ____________________________ Booth #: ____________________________
Contact Name: ____________________________ Phone #: ____________________________

- For liability reasons, only shipments for which material handling drayage charges have been paid to Shepard will be eligible for Shepard storage services.
- All packages must be properly packed & labeled. Shepard Exposition Services’ limit of liability will be $5.00 per pound or $500.00 per package or container, whichever is less. No uncrated material will be accepted at the warehouse.

SHOWSITE STORAGE

□ Secured Storage: Materials will be placed into secured storage and will be returned to your booth after the close of the show. The materials will be accessible during the show by Shepard personnel only. A minimum one-hour material handling labor charge at show rates will apply each time material is handled to or from storage. There is no charge to return materials to your booth at the close of the show. Secured storage rates are eighty (80) cents per square foot per day ($100.00 Minimum).

□ Accessible Storage: Materials in accessible storage will be accessible during the show but not necessarily by exhibitors. The charge for Accessible Storage is a daily storage fee plus labor each time materials are moved. There will be a $35.00 per day charge for pallet/skid, $80.00 per day for 1/2 trailer usage and $120.00 per day for full trailer usage. When Shepard personnel are required to move materials into or out of storage, will be billed at the material handling labor rates each time material is moved. This fee is in addition to the labor charge each time stored items are accessed. ($100.00 Minimum)

There will be no charge to return material to the booth at the close of the show during the standard empty return process. Accessible storage is not considered secure and is stored at the sole risk of the Exhibitor.

POST SHOW TRANSPORTATION AND HANDLING

Shepard Exposition Services will store your shipments in our warehouse both before and after your event. Please take note of the important information below.

All shipments selected to be returned to warehouse are subject to applicable transportation and handling fees. Please note that Onsite Material Handling Fees do not include transportation or handling to and from the warehouse.

□ Return to Warehouse Service Fee: At the customer’s request, each shipment returned to the Shepard warehouse will incur the following charge: $20.00 per cwt. ($400.00 min.)

□ Storage per Month Service Fee: Monthly storage is $10.00 per cwt per month ($100.00 min). Storage fee will automatically be charged for shipments that are returned to Warehouse and stored in excess of three (3) business days.

Special instructions or remarks:

Where will your shipments be going AFTER they have been stored?

□ Shipped to another destination as arranged via Shepard Logistics Services

□ Transport to another SES show: ____________________________ Delivery Date: ____________________________

□ Pick-up arranged with another carrier

Please complete the following:

Company Name: ____________________________ Booth #: ____________________________
Contact Name: ____________________________ Phone #: ____________________________

Authorized Signature:

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.

Must order by discount deadline date to receive discounted pricing. Payment Authorization must be completed and returned with order.

There are no exchanges or refunds once item has been delivered to your booth. Cancellation must be received in writing 48 hours prior to first exhibitor move-in day. Rental items not ordered and found in use in your booth are subject to “Regular” rate billing.

* All tax rates are subject to change.
SPECIAL HANDLING
Rate as shown on Material Handling Authorization Form
A special handling charge applies if your shipment requires extra labor for stacking or unstacking containers on a truck (cubic loading), tarping or untarping freight or containers, rigging pieces for loading or unloading on a truck or from the ground, loading or unloading materials in a freight elevator, carpet and/or pad only shipments, or other circumstances requiring the rehandling of materials including but not limited to freight on the truck needing to be unloaded in a specific order/orientation or requires freight on the truck to be moved to unload actual delivery. Shipments that arrive bulk via small package carrier such as FedEx Express Service, UPS small package service, DHL small package service and Airborne Express may be charged a special handling rate due to their delivery procedures.

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
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
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 WAREHOUSE
Surcharge: 25%  Minimum: $50.00
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.

UNCRA TED SHIPMENTS
Rate as shown on Material Handling Authorization 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.

MIXED SHIPMENTS
Rate as shown on Material Handling Authorization Form
Mixed shipments that are uncrated by 50% or more are considered special handling and additional rates will apply.

OFF-TARGET DELIVERIES
Surcharge: 15%  Minimum: $50.00
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
Surcharge: $30 per Shipment
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
Surcharge: $25.00 per forklift load
An additional charge for 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
Surcharge: $25.00 per piece, Minimum $50.00
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.

SMALL PACKAGE CONSOLIDATION
Cartons weighing 30lbs or less will qualify for the small package rate. Should one delivery contain 15 or more small packages, it can be consolidated and charged as standard material handling for a lower rate. Packages exceeding 30lbs will be billed standard Material Handling fees at the prevailing show rates.

ENVELOPE DELIVERIES
Surcharge: $10.50 per envelope
During show hours at the show facility, a charge will apply to receiving and delivering envelope packages to your booth.

If you have any questions about material handling, please contact Shepard Customer Service department.
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 that are shipped or delivered to the advance warehouse or show facility via shipping carrier, POV, or delivery truck.

What is a “certified weight ticket”? A printed weight ticket from a scale certified or inspected by a government authority such as the Dept. of Agriculture, indicating the date weighed, the weight of the shipment and the vehicle ID of the unit being weighed.

What are advance 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 the show open date (please vary depending on show schedule).
The warehouse will receive shipments Monday-Friday, 8:00 am - 4:00 pm, excluding holidays.

Shipments must arrive by advance warehouse deadline date to avoid a 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/unskidded 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 determines how much I’m charged?
Charges are based off the weight of your freight. Charges will be billed to your show invoice—one less invoice/bill to keep track of.

MATERIAL HANDLING Q&A

What is the difference between material handling and shipping?
Shipping is the process of carrying your shipment from your location, pick-up area to it’s destination and also the process of returning your shipment back to your location after the close of the show. Material handling begins at the time your shipment arrives to the docks (please refer to “What is material handling?” for the full definition.)

Do I need to order a fork lift to unload or reload my freight?
No, please do not order a fork lift for unloading/reloading of your materials.

What does CWT mean?
CWT is an acronym for Century Weight, therefore it means per 100 lbs.

WHAT ARE SMALL PACKAGES?
Shipment that arrive via small package carrier such as FedEx Express Service, UPS small package service, DHL small package service, and other carriers in this category and do not have a certified weight ticket included with shipment. This applies to packages weighing under 30 lbs.

How do I calculate material handling charges?
Material handling services, whether used completely, or in part, are offered as a package. When recording weight, round up to the next 100 lbs.

EXAMPLE: 265 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 IS CREDITED-UNCREDITED-SPECIAL HANDLING?
Materials delivered that are skidded or in a container that can easily be unloaded/reloaded with no special handling required.

WHAT IS UNCRATED MATERIALS?
Materials delivered that are loose, pad-wrapped or unskidded without proper lifting bars and/or hooks.

WHAT IS SPECIAL HANDLING?
Shipment that require extra labor for stacking or unstacking containers on a truck, tarping or untarping freight or containers, or rigging pieces for loading or unloading on a truck or from the ground, or other circumstances requiring the rehandling of materials. Cannot be completed solely with one fork lift and operator.

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How do I calculate my small package carrier shipment?
Charges for small package carrier shipments are based on per carton, per delivery.

Example: I’m shipping 3 packages via FedEx, how much will I be charged?

3 x per carton rate = $ amount charged (plus any additional fees that may apply)

Please be advised that your whole shipment may not arrive to its destination at one time. Therefore you may be charged per each delivery, and minimum charges may apply.

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All outbound shipments require a Bill of Lading 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 BOL and labels will be delivered to your booth prior to the close of the show.

*Note: All third parties must pick up BOL/labels at the Shepard Service Desk.

**If selecting a carrier other than Shepard Logistics, you must schedule the pickup.**

**If using FedEx or UPS you must have and apply their shipping labels.**

Type of Service: In the event your designated carrier fails to pickup:

- [ ] Ground
- [ ] Overnight
- [ ] 2nd Day
- [ ] Reroute via show carrier
- [ ] Return to Warehouse

Shipping Options:

- [ ] Inside Delivery
- [ ] Residential
- [ ] Lift Gate
- [ ] No Loading Docks

OUTBOUND SHIPMENT REQUIREMENTS:

1. Shepard will print and deliver your BOL with Shipping Labels to your booth prior to the close of the show.
2. Exhibitors must properly package and label all materials.
3. Completed BOL must be turned in to the Shepard Service Desk including piece count and estimated weight.
4. Please see the SES service desk if you do not receive a BOL.

**Please note: If utilizing FedEx/UPS as your carrier you must supply your own outbound labels.**

TRANSPORTATION CHARGES BILLING ADDRESS:

- [ ] SAME AS SHIP TO ADDRESS

Company Name

Address

City State Zip

Please complete the following:

Company Name: ___________________________ Booth #: ___________________________
Contact Name: ___________________________ Phone #: ___________________________
Authorized Signature: ______________________

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.
Shepard Glossary

Advanced Freight – Refers to freight that has been sent to Shepard’s warehouse prior to the Event move in.

Advance Order – An order for services sent to service contractor prior to installation date.

Aisle Carpet – The carpet that is placed on the Event floor in the aisles to separate the booths.

Back Wall – Refers to the drape used at the rear of a standard booth.

Bill of Lading – A legal document that establishes the terms between the shipper (exhibitor) and transportation company (carrier) for the transport of goods between specified points for a specified charge. A bill of lading is required to be filled out and turned in at the Shepard Service Desk at the close of the show, after the exhibitor is all packed up, in order to Shepard to release the freight to the transportation company (carrier)

Booth Package – This term describes the equipment supplied to exhibitors from show management.

Certified Weight Ticket – Certified weight ticket is a required documented measurement used for shipping exhibit properties. All carriers checking into a Shepard marshaling yard are required to present a certified weight ticket at check in.

Common Carrier – A transportation company moving exhibitor freight, which usually only accepts crated materials that it can consolidate with the properties of other customers into one shipment bound for the same destination. Only Shepard can accept freight from a common carrier.

Corner Booth – An exhibit space with exposure on at least two aisles, usually found at the end of a row of inline booths.

CWT – “Century Weight” or “hundredweight”. The total weight of a crate is divided by 100 to obtain billable weight. $1,000 lbs / 100 = 510 cwt

Drayage – The service that includes delivery of materials to an exhibit space, removal of empty crates, storage of crates during the Event, return of crates at the end of the Event, and delivery of materials to the carrier loading area.

DT Labor – Double-time labor, or work performed on double time and charged at twice the published rate.

Empty Sticker – A colored sticker used to mark empty crates and boxes for storage provided in the material handling service. See Service Desk for Empty Stickers.

Exclusive Contractor – One who holds an exclusive contract with a facility or event manager to provide specified services to that facility or Event.

Exhibitor-Approved Contractor (EAC) – Also called an independent contractor, a supplier hired by an exhibitor to perform trade Event services independently of Event management-appointed contractors.

Exhibitor Kit – Also known as a Service Manual, this is package of information that contains all rules, regulations and ordering forms relating to an exhibition, provided to exhibitors by Event management.

Facility Carpeted – Indicates the exhibit hall and/or ballroom in which the Event is taking place is already carpeted.

Floor Order – An order for product or service placed after Advance Deadline therefore not eligible for discounted rates.

Floor Port – A utility box recessed in the floor containing electrical, telephone or plumbing connections.

Freight – Exhibit properties and other materials shipped for an exhibit.

Freight Desk – The area where inbound and outbound exhibit materials are handled at a trade event.

Forklift / Ground Rigging – Handling and assembly of machinery that requires the use of a forklift. This includes positioning and/or re-skidding of exhibitor material, machinery and equipment.

Hard wall – A type of exhibit construction in which walls are made of a solid material, rather than fabric.

I&D – Installation and dismantling of an exhibit by a labor source. Exhibitors may orders this service from the general contractor.

ID Signs – Typically a 7” x 44” cardstock sign that contains exhibitor name and booth number.

In-line – An exhibit that is constructed in a continuous line with other exhibits.

Island Exhibit – An exhibit with aisles on four sides. There is no pipe and drape construction provided to Island booths.

Labor – Contracted workers who perform services. When labor is ordered, hours are based on estimates and will be billed actual time incurred. Requested times are not guaranteed and are based on availability. Minimum of one hour will be charged. Additional time will be billed in increments. Rates are based on when labor was performed: ST, OT, DT.

Logistics – Point to point transportation services for freight by an appointed carrier.

Marshaling Yard – A lot where trucks gather for orderly dispatch to Event site. When Shepard provides a marshaling yard, all carriers must check in, present a weight ticket, and will be guided to the docks to unload when a space is available. The same is true for the out of the show. Applicable fee applies.

Move In – Refers to the date and time that exhibitors gain access to a facility and are able to begin the construction and/or set up of their booth.

Mobile Spotting Fee – The charge for Shepard personnel to safely guide vehicles operated by exhibitors on the exhibit hall floor when approved by show management and if Shepard determines such activity to be operationally feasible and safe. All vehicles operated on the exhibit hall floor must be escorted by Shepard personnel. All local fire marshal rules and regulations apply. Please call customer service for details.

Move-out – The date/time specified by Event management for dismantling exhibits and clearing the exhibition floor. Also referred to as Tear Down.

Padded Van Shipment – Uncrated goods covered with blankets or other protective padding and shipped via van line.

Perimeter Booth – A booth space on an outside wall.

Pipe and Drape – Tubing covered with draped fabric to make up rails and back wall of a trade show.

Porter Service – A service that includes the emptying of wastebaskets within the booth at specific intervals during the show.

Quad Box – Four electrical outlets in one box provided by the electrical contractor.

Registration – This refers to an area that Event management uses to register and check in Event exhibitors, buyers and attendees. This is the place in which show badges can be obtained.

Rigger – A skilled worker responsible for handling and assembly of machinery.

Right-to-Work state – A state where no person can be denied the right to work because of membership or non-membership in a labor union. See the Union Rules and Regulations within your manual for specific guidelines.

Service Desk – The location at which exhibitors order services.

Side Rails – The wall between two booths used to divide exhibits, typically 3’ high.

Skirting – Decorative covering around tables and risers. Tables are skirted on 3 sides unless additional skirtling is ordered.

Special Handling – Additional charge that applies to exhibits shipments requiring extra labor, equipment, or time for delivery to exhibit space.

ST Labor – Straight time labor, or work performed during normal hours at the standard rate.

Targets – Exhibitor move in date/time prior to general move-in available by appointment only.

Visqueen – A clear heavy plastic sheeting that is placed over exhibiting carpeting after it is laid in order to protect it until show opens.