



SHIPPING INFORMATION

Advance Warehouse shipping address:

2018 ANA Quality and Innovation Conference
(Exhibiting Company Name, Booth #)
C/O Shepard Exposition Services
1701 Boice Pond Rd STE 101
Orlando, FL 32837

Shepard Exposition Services will accept crated, boxed or skidded materials beginning Wednesday, February 21 at the above address. Materials arriving before this day may be assessed a surcharge.

Materials arriving after Tuesday, March 13 will be received at the warehouse with an additional after deadline charge. Warehouse receiving hours are 8:00 AM to 4:30 PM Monday - Friday.

Direct to Show Site shipping address:

2018 ANA Quality and Innovation Conference
(Exhibiting Company Name, Booth #)
C/O Shepard Exposition Services
Gaylord Palms Resort & Convention Center
3208 Gaylord Way
Kissimmee, FL 34746

Shepard Exposition Services will receive shipments at the above address beginning at 8:00 AM on Tuesday, March 20. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor.

Questions? Contact Stephanie Houck, Senior Director, Exhibit Operations



703-679-3972



stephanie.houck@spargoinc.com



2018 ANA Quality and Innovation Conference

Gaylord Palms Resort & Convention Center - Kissimmee, Florida

March 21 - 23, 2018

Event Code: F123350318

Connect With Us!

email logistics@shepardes.com
 phone (888) 568-8858
 fax (404) 596-5620
 mail 1701 Boice Pond Rd., STE 101, Orlando, FL 32837

Shepard Logistics Services

Step 1: Complete Exhibiting company information:

Exhibiting Company Name _____ Booth # _____

Contact Name _____ Phone # _____ State _____ Zip _____

Email Address _____

Step 2: Tell us the Location of items for pick up:

Company _____

Street Address _____ City _____ State _____ Zip _____

- Is there a loading dock? Do we need a lift gate on our truck?
 Is your building in a residential area? Do we need to go inside your office to pick up your items?
 Any thing else we should know about your building _____

Step 3: Tell us When we are picking it up:

Date _____ Hours of Operation _____

Step 4: Tell us Where this is going: Advance Warehouse Direct to showsite **Tuesday, March 20, 2018**

Step 5: Tell us What we are shipping:

Qty	L	W	H	Weight	Qty	L	W	H	Weight
<input type="checkbox"/> Crates					<input type="checkbox"/> Carpet (color)				
<input type="checkbox"/> Cartons (cardboard)					<input type="checkbox"/> Monitors				
<input type="checkbox"/> Cases/trucks					<input type="checkbox"/> Other				
<input type="checkbox"/> Skids/pallets					<input type="checkbox"/> Total				

Step 6: Tell us what Type of Service do you need (how fast do you need it?)

Standard Ground 2nd day Air Next Day Air Other (Truckload, Specialized)

Service level may be changed to meet delivery date.
Order must be received within 24 hours of requested pick up date

Step 7: After the event is over, are we going to Ship Back to you? YES! No, I will arrange another carrier

Company _____ Booth # _____

Street Address _____ City _____ State _____ Zip _____

A credit card must be on file to order Shipping Services. Please complete the Payment Authorization form. Shipping services do not include material handling charges at show site. Material handling fees will be charged to the credit card on file.



Shepard Logistics

Complete Transportation Services

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



SHIPPING VERSUS MATERIAL HANDLING

WHAT IS SHIPPING?

Shipping is the process of a carrier picking up your items from your office or place of origin and transporting it to the dock of either the advance warehouse or facility dock of your event. It is separate from Material Handling. Exhibitors may use any carrier they want, including Shepard Logistics.



WHAT IS MATERIAL HANDLING?

Material Handling is the process of receiving your shipment from your carrier and managing it through the event cycle. It is a standard tradeshow process and it is a chargeable fee typically based on the weight of your shipment. Don't forget to add Material Handling to your budget!



ONE EASY WAY TO KEEP YOUR CHARGES LOWER?

**Consolidate, Consolidate,
Consolidate!**

Skid items as much as possible so that they are sure to arrive together. Each shipment that arrives at a separate time is assessed the minimum charge. Whether you ship to the advance warehouse or show site it is in your best interest to consolidate as much as possible.

Material Handling Process:

- Unloading the trade show freight from your carrier once it arrives at the receiving dock.
- Transporting your shipment to your booth space.
- Removing empty shipping containers (boxes, crates, and pallets) from your booth.
- Temporarily storing your empty shipping containers during the show.
- Returning empty shipping containers to your booth once the event is over.
- Transferring the freight back to the loading dock.
- Loading the items into your carrier's delivery vehicle for return shipping.



Print at least one label for each box. Include the exhibiting company name and booth number.
If you are creating your own labels, make sure the same information below is on your labels.

Shipping Labels

R
U
S
H



ADVANCE WAREHOUSE
(Exhibiting Company Name)

TO: **ADVANCE WAREHOUSE**
(Exhibiting Company Name)

Booth #: _____

c/o Shepard Exposition Services

1701 Boice Pond Rd STE 101
Orlando, FL 32837

Delivery Hours: M-F, 8-4:30 PM

For: **2018 ANA Quality and Innovation Conference**

First day freight can arrive w/o a surcharge:
February 21, 2018

Last day freight can arrive w/o a surcharge:
March 13, 2018

R
U
S
H



ADVANCE WAREHOUSE
(Exhibiting Company Name)

TO: **ADVANCE WAREHOUSE**
(Exhibiting Company Name)

Booth #: _____

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First day freight can arrive w/o a surcharge:
February 21, 2018

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March 13, 2018

Advance Shipping Labels

R
U
S
H



DIRECT TO SHOW
(Exhibiting Company Name)

TO: **DIRECT TO SHOW**
(Exhibiting Company Name)

Booth #: _____

C/O: _____

SHEPARD EXPOSITION SERVICES

Gaylord Palms Resort & Convention Center
3208 Gaylord Way
Kissimmee, FL 34746

For: **2018 ANA Quality and Innovation Conference**

MUST NOT BE DELIVERED PRIOR TO:
March 20, 2018 @ 8:00 AM

R
U
S
H



DIRECT TO SHOW
(Exhibiting Company Name)

TO: **DIRECT TO SHOW**
(Exhibiting Company Name)

Booth #: _____

C/O: _____

SHEPARD EXPOSITION SERVICES

Gaylord Palms Resort & Convention Center
3208 Gaylord Way
Kissimmee, FL 34746

For: **2018 ANA Quality and Innovation Conference**

MUST NOT BE DELIVERED PRIOR TO:
March 20, 2018 @ 8:00 AM

Direct Shipping Labels



HANGING SIGN: If you have a sign or anything (truss, etc.) that has been approved to hang from the ceiling, **send it to the advance shipping warehouse** address. Hanging items must be identified and readily available since they are installed first, before the show floor becomes encumbered by freight.

Print at least one label for each box. Include the exhibiting company name and booth number. If you are creating your own labels, make sure the same information below is on your labels.

Hanging Sign Shipping Labels

R U S H	ADVANCE WAREHOUSE HANGING SIGN	
	TO:	(EXHIBITING CO. NAME)
	Booth #:	c/o Shepard Exposition Services 1701 Boice Pond Rd STE 101 Orlando, FL 32837 Delivery Hours: M-F, 8-4:30 PM
	For:	2018 ANA Quality and Innovation Conference First day freight can arrive w/o a surcharge: February 21, 2018 Last day freight can arrive w/o a surcharge: March 13, 2018

R U S H	ADVANCE WAREHOUSE HANGING SIGN	
	TO:	(EXHIBITING CO. NAME)
	Booth #:	c/o Shepard Exposition Services 1701 Boice Pond Rd STE 101 Orlando, FL 32837 Delivery Hours: M-F, 8-4:30 PM
	For:	0 First day freight can arrive w/o a surcharge: February 21, 2018 Last day freight can arrive w/o a surcharge: March 13, 2018



2018 ANA Quality and Innovation Conference

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March 21 - 23, 2018

All outbound shipments require Shepard Outbound Material Handling Authorization form 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 MHA and labels will be delivered to your booth prior to the close of the show.

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

Event Code: F123350318

Connect With Us! email orlando@shepardes.com

phone (407) 888-9669

fax (407) 888-2301

mail 1701 Boice Pond Rd., STE 101, Orlando, FL 32837

\$\$ Saving Tip!
Use Shepard Logistics for inbound and outbound and receive a discount on your Material Handling fees!

Outbound Material Handling Authorization & Shipping Labels

Step 1: Complete Exhibiting Company Information:

Exhibiting Company Name _____ Booth # _____

Contact Name _____ Phone # _____

Email Address _____

Step 2: Tell us Where your items are going:

Company _____

Street Address _____ City _____ State _____ Zip _____

Step 3 How many Pieces are in your shipment?

_____ # of Crate _____ # of Skids _____ # of Cases _____ # of Cartons _____ Approx Total Weight _____

Step 4: How many Labels do you need? _____

Step 5: Who is picking up your shipment?

_____ OFFICIAL SHOW CARRIER: SHEPARD LOGISTICS OTHER _____

If selecting a carrier other than Shepard Logistics, you must schedule the pickup. This includes Fed Ex, UPS, etc. If using FedEx or UPS you must have and apply their shipping labels.

Step 6: What type of Service do you need? (how fast does it need to get there?) _____ Ground _____ 2nd Day _____ Overnight

Step 7: If your carrier doesn't show up, what do we do with your items? _____ Reroute via the show carrier (Shepard Logistics) _____ Return to warehouse (\$400.00 minimum charge)

In order to process your order, we require payment on file. Please complete the Payment Authorization Form and return to Shepard Exposition Services. If you have already placed an order with Shepard, we will automatically use the credit card on file for your company.



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Ship Roundtrip with Shepard Logistics and receive a 10% discount on Material Handling*

Discount does not apply to shipments considered small package, local deliveries. or shipments over 10,000 lbs. Roundtrip SLS shipping is required to qualify for discount. (35572)

What is Material Handling?

Material Handling is the unloading and delivery of exhibit freight to the exhibitor's booth on the show floor, the storage of empty containers, the return to booth for packing, and the loading back onto the exhibitor's outbound carrier. This is an automatic service and is billed based on weight. This service, whether used completely or in are part, are billed as a package.

How to Calculate Material Handling Services: The following services whether used completely or in part are offered as a package. When estimating weight, round up to the next 100 lbs. For example: 285 lbs. = 300 lbs./100 lbs. = 3 X RATE = \$ Amount or minimum charge, whichever is greater.

Standard Material Handling Rates: All rates are per 100 pounds with a 200 pound minimum charge. Certified weight tickets are required on all shipments.

Advance Warehouse Shipments

Weight	Crated	Special Handling	Total
	107.00	139.00	
	35010	35036	

Direct to Showsite Shipments

Weight	Crated	Uncrated	Special Handling	Total
	102.00	153.00	132.50	
	35030	35043	35038	

Light Weight (Shipments 40 pounds or less)

Total Shipment	Total
53.50	
	35400

Overtime - 30% for each overtime application based on ST rate

Double Time - 50% fee for each double time application based on ST

Early/Late Shipments to Warehouse: 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

Reweigh of Shipments: An additional charge per 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 an understated weight on delivery document.

Disposal Fee: A disposal fee & minimum 1 hour labor will be charged for all booth materials (booth displays, flooring, etc.) left unclaimed after show move-out.

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.

I acknowledge that all Material Handling charges are billable and will be charged to the credit card on file.

Event Code: F123350318

Connect With Us! email orlando@shepardes.com

phone (407) 888-9669

fax (407) 888-2301

mail 1701 Boice Pond Rd., STE 101, Orlando, FL 32837

Important!
All Material Handling fees will be automatically billed to the credit card on file!

Material Handling Rates

Advance Warehouse Tips

Shipments can arrive to the Advance warehouse up to 30 days prior to move in.

Single pieces over 5000 pounds or uncrated machines cannot be accepted at warehouse

Advance freight is typically delivered to your booth before direct shipments

Direct to Show Site Tips

Freight must arrive only during published move in dates and times

Great for last minute shipments

Large pieces of machinery can be accepted

Light Weight Shipment Tips

Consolidate! Shipments that weigh 40 pounds or less total will receive this special pricing. If you have multiple lightweight shipments, bundle them together so that you are charged for (1) one 40 pound shipment as opposed to multiple charges for shipments that arrive separately and at different days or times. All shipments must have certified weight noted on the package or bill of lading.

Company

Booth #



Card Holder Signature



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 shipped or delivered to the advance warehouse or show facility via shipping carrier, POV, or delivery truck.

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.) These are 2 different items and are billed differently.

Do I need to order a fork lift to unload or reload my freight?

No, please do not order a forklift for unloading/reloading of your materials.

What does CWT mean?

CWT is an acronym for Century Weight Your crated shipment is billed per 100 lbs.

What determines how much I'm charged?

Charges are based off the weight from your inbound weight ticket included with your shipment.

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: 285 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 are Light Weight shipments?

All shipments regardless of carrier that weigh 40 pounds or less. Shipments need to have certified weight tickets or other verifiable weight noted upon delivery. Shipments without certified weight tickets may be subject to special handling or reweigh fees. Packages that arrive separately at different times or days will be billed separately.

All shipments, regardless of carrier, weighing 41 lbs and up will be billed using the standard material handling rates listed in the kit and billed at a 200 lb minimum as usual

How do I calculate my Light Weight shipment?

Charges for Light Weight shipments are total shipment weight, per delivery. Any shipment above 40lbs will not qualify for this rate. Please be advised that your whole shipment may not arrive to its destination at one time. Therefore you may be charged per each delivery.

What are Crated materials?

Materials delivered that are skidded or in a container that can easily be unloaded/reloaded with no special handling required.

What are Uncrated materials?

Materials delivered that are loose, pad-wrapped or unskidded without proper lifting bars and/or hooks.

What is Special Handling?

Shipments delivered 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 forklift and operator.

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 first show open day (date may vary depending on show schedule).

The warehouse will receive shipments Monday-Friday, 8:00am - 4:00pm, 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/uncrated 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 are Direct Shipments?

All shipments that are addressed directly to the exhibit facility (please refer to "Direct to Show" shipping labels included in this manual).

Shipments must arrive during published exhibitor move-in times only. Do not ship direct to show site in advance. If delivery cannot be guaranteed to arrive during exhibitor move-in, shipment must go to advance warehouse.

All shipments must have a bill of lading or delivery slip indicating number of pieces and weight. Certified weight tickets required

Crates weighing over 5,000 lbs. or loose/uncrated shipments must be shipped direct to show site to arrive during exhibitor move-in times.

All shipments must be prepaid, no collect on delivery shipments will be accepted.

What is and why would I need liability insurance?

Accidents happen, therefore, most show organizers and facilities require liability insurance. Please refer to your booth contract for exact minimums required.

Please make sure your materials are covered from the moment they leave your company location to the time they return after the close of the show.

If applicable, included in your manual is information and an application for liability insurance and booth coverage can also be purchased to protect your valuable exhibit materials.

Outbound Shipping

You must complete a Shepard Material Handling Agreement (MHA) for all outbound shipments. A MHA will be distributed at show site if all services have been paid in full, or you can request one at the customer service desk.

Upon completion of packing and labeling of your materials, complete the bill of lading with all required information, and return to customer service. If you have questions on how to complete your bill of lading, please ask a Shepard customer service representative located at the customer service desk.

If you are NOT using the designated shipping carrier, you must call your carrier with pick-up information. If your carrier fails to pick up your shipment, Shepard will either reroute your freight through the carrier of our choice or return to the local warehouse (whichever is indicated on your MHA).



2018 ANA Quality and Innovation Conference

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March 21 - 23, 2018

Discount Deadline **Wednesday, February 28, 2018**

Event Code: F123350318

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Material Handling Info

SPECIAL HANDLING DEFINITIONS Rate as shown on Material Handling Rate Form, approx 30%

Shipments received that are packed in a manner as to require additional handling/labor are deemed special handling. Examples of shipments falling into this category would be constricted space unloading, ground unloading, stacked shipments, designated piece unloading, shipment integrity, mixed shipments, no bill of lading or documentation, carpet/pad only shipments.

- Constricted Space - Freight packed in trailer to full capacity. Shipments are not easily accessible because trailer is loaded by cubic space, or top to bottom and side to side.
- Stacked Shipments - Shipments with multiple pieces stacked on top of one another throughout the majority of the truck or trailer requiring unstacking during the unloading process.
- Mixed Shipments - Mixed shipments are shipments that contain a mixture of uncrated and crated materials, and the uncrated portion is minimal deeming the shipment special handling but not uncrated. But in cases where greater than 50% of the load by volume is uncrated the load will be categorized as uncrated.
- Shipment Integrity - Shipments loaded on a carrier in a manner requiring separating or sorting to reestablish the integrity of each shipment.
- Carpet/Pad Only - Carpet and/or pad only shipments are time and labor intensive, and require additional manpower and tools (e.g. carpet poles, flatbed carts or scooters, dollies).
- No Documentation - Shipments received from small package carriers (including, among others, Fed Ex, UPS, & DHL) that are delivered without documentation or bills of lading that require additional sorting, processing, and tools for delivery.
- Designated Piece Unloading - Shipments loaded in such a manner that require the unloading/loading crew to be directed by driver remove items in a particular order, or unloading and reloading items to reach certain pieces behind others remaining on the trailer.

DISPOSAL FEE Fee: .75 Per Lb Labor Rate 87.50 Per Hour (OT/DT may apply)
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 35003
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 showsite after show open will be charged a surcharge.

UNCRATED SHIPMENTS Rate as shown on Material Handling Rate 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.

OFF-TARGET DELIVERIES Surcharge: 15% Minimum: \$50.00 35004
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.

PADDED VAN DELIVERIES Surcharge: \$8.00/CWT 35041
This applies to van line carriers that transport freight at cubic displacement rates, operate a non-standard dock height equipment, require freight on the truck to be unloaded in a specific order or orientation, or require that freight on the truck be moved to unload the actual delivery.

MARSHALING YARD Surcharge: \$30 per Shipment 35250
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 35282
An additional charge per 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 35105
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.

LIGHT WEIGHT SHIPMENTS
Shipments weighing 40lbs or less will qualify for the light weight shipment rate. Shipments exceeding 40lbs will be billed standard Material Handling fees at the prevailing show rates. All shipments must have certified weight tickets. Shipments without certified weight will be subject to special handling or reweigh fees.

ENVELOPE DELIVERIES Surcharge: \$10.50 per envelope 35007
During show hours at the show facility, a charge will apply to receiving and delivering envelope packages to your booth.

MOBILE SPOTTING Fee: \$200 round trip 35106
All vehicles must be escorted in and out of building by Shepard personnel.