

MATERIAL HANDLING HINTS

The information below summarizes the most commonly asked questions regarding freight/material handling, often referred to as drayage. This can be the most costly budget item for exhibitors. We will try to explain what drayage is and how rates are established, which may help you save money and avoid unnecessary surcharges.

What is “Material Handling/Drayage”? – The term “drayage” is the moving of exhibit materials from one location to another. Whether you ship to Hargrove’s warehouse or directly to show site, your materials still need to get to your booth location. Drayage services include the accepting of your material either at the warehouse or at show site, delivery to your booth, storage of empty containers during the show, returning empty containers at the close of the show, picking up your packaged materials, returning them to the dock, and loading on the carrier of your choice.

Can I carry my own materials to my booth? – Usually, an exhibitor may bring in his own materials providing such materials can be hand carried by one person in one trip, without the use of dollies, hand trucks or any other equipment. Read the Union Rules & Regulations for the specific rules regarding the show/facility.

How are rates determined? – Drayage charges are based on a number of factors including Union labor rates, facility dock access, and the show schedule, to name just a few. Hargrove, Inc. is a Union company and therefore must use Union labor to move freight. These rates vary from city to city.

Tips on how you can save money! – Read the shipping and material handling section of your service kit carefully. Be aware of any surcharges that may be assessed for special handling or late shipments. Pay special attention to deadline dates. If you ship in advance to our warehouse and your shipment arrives after the published deadline date, you may be assessed a surcharge. Crated materials are the easiest to unload, therefore, have the least expensive drayage charge. Loose, pad wrapped and uncrated materials require more labor time and therefore may be assessed a special handling fee. It may be cost effective for you to build crates for any portion of your exhibit that is not crated.

How is the weight of my shipment determined? – Certified weight tickets, which should be attained by all drivers for materials prior to arrival at the warehouse or show site dock, are used to determine billable weight. Hargrove, Inc. reserves the right to determine weights for all shipments for which weight tickets are not provided with delivery. When Hargrove, Inc. weighs the shipment, the exhibitor will be charged for double handling.

Small shipments vs. large shipments: Most all Service Contractors have a minimum of 200 lbs. per shipment. It is best to send your freight as one large shipment versus several small shipments. For instance, if you send one 45 lb. and one 55 lb. package separately, you are charged the minimum on each shipment. If you plan to ship items from various locations, you may want to consolidate them at a central location then forward them to the Service Contractor’s warehouse or show site. However, if you ship your materials in one shipment and the carrier makes multiple deliveries, you will be charged for each delivery to the dock, regardless of whether or not the materials were shipped together as one shipment.

Advance shipments vs. direct (to show site) shipments: In general, it is best to ship your materials to the “advance shipment” address. The charge for this may be slightly higher than shipping direct to show site but the benefit far outweighs the cost. You can (and should) confirm that we have received your materials well in advance of the show installation; if there is a problem it can then be solved prior to the show. When shipping direct, if there is a problem there is seldom time to resolve the problem prior to show opening. Another advantage to advance shipments is that your materials will be in your booth when you arrive and you can begin installation immediately, thus saving you time and frustration at show site.

Should I insure my exhibit? – The answer is YES! It is your responsibility to make sure your freight is insured from the time that it leaves your office until it returns. A rider to your existing policy can usually do this. Check with your insurance carrier for details.

Finally:

- Always be aware of freight receiving deadlines. You will be assessed a late charge if your shipment arrives after the deadline date. Inform your shipper that all items must arrive prior to a specific date.
- Always ship your materials crated; loose or pad-wrapped items are assessed special handling fees.
- Make sure all materials are labeled properly to avoid any delivery delays. All pieces should have the recipient’s name and address, the show name, your company name, and your booth number. Remove old labels after every show to avoid any future confusion. If you are shipping multiple pieces, label them as such: 1 of 4; 2 of 4; 3 of 4; etc.