

## Frequently Asked Questions

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### 1. How do I submit my Final Program listing?

There will be a link at the online manual to this form with complete instructions to provide a description of your product/service using no more than 200 characters (remember a character is a letter, space or punctuation). You can also find this form at [www.ieeet-d.org/program](http://www.ieeet-d.org/program).

Reminder -- you will not be listed in the final program if your booth space is not paid in full by submittal deadline, February 9, 2010.

### 2. What are the move-in / move-out times?

Target move-in begins at 8:00am on Thursday, April 15. This **does not** mean you personally need to be there unless you wish to oversee the unloading. Your shipment will be taken to your booth and will be there upon your arrival

Move-out begins at 3:01pm on Thursday, April 22 – **Early move-out will not be permitted.** All exhibitor materials must be removed from the exhibit facility by Saturday, April 24, at 12 Noon. All carriers must check-in by Saturday, April 24, at 10:00am or freight will be re-routed.

### 3. What is target move-in and why can't I change it?

Each company is assigned a target move-in date, the day your shipment should arrive if you are shipping by truck to be unloaded at the dock at the Morial Convention Center. Each date is determined by Freeman based on the booth's size, location, and time allotted for access to the hall. Generally the earlier target move-in dates are determined by the size of the booth and the distance from the freight door. Adhering to the target move-in date is vital to allow all exhibitors accessibility to their booths and to guarantee the show is able to open on schedule. The target move-in date for each company is located in Section 7 - Shipping Information. To accommodate all exhibitors in the most efficient

manner we are asking each company to honor their target date. A request for change in target date will not necessarily be granted. If you have questions about your target date, please contact Joe Carnat at 504-733-7469.

#### **4. What are the discount deadlines?**

These are the dates our official vendors will honor advance orders with discounted rates. For all Freeman services (furnishings, labor, A/V, shipping, etc) the deadline is April 2. For all of the Morial Convention Center services, (electrical, internet, etc) the deadline is March 23. Refer to the Calendar of Deadlines in section 1.

#### **5. What is Material Handling?**

Material handling (drayage) is the service of receiving freight at either the advance warehouse or show site. This service includes the following.

- Acceptance of freight shipped to advance warehouse
- Storage of up to 30 days prior to move-in
- Deliver of freight to show site OR acceptance of freight delivered directly to show site
- Delivery of freight from dock to booth
- Pick up and storage of “empty” crates/boxes for duration of show
- Delivery of “empties” from storage back to booth for move-out
- Freight transferred from booth to dock for return shipment
- Loading of crates/boxes onto outgoing carrier

#### **6. How and when do I ship my materials?**

##### **How – Inbound Shipment**

Check out the weight of your exhibit. Lightweight designs save on shipping and drayage

Remove old shipping labels and attach clean labels with your company name and booth number clearly marked.

Be sure to attach a rider to your insurance policy from the time your exhibit and product leave your possession until it is returned. Your company is responsible for your exhibit and product.

Shrink-wrap all your cartons onto a skid to avoid any special handling charges. Be sure to securely pack and tape your boxes.

Ship prepaid and keep an inventory and the PRO numbers of all your shipments. Alert Freeman if you are shipping less than you initially estimated. This will not only save you money, but also expedite the move-in process for you and other exhibitors.

If delivering to the advance warehouse, confirm delivery with both Freeman and your shipping company.

Make sure that all shipments are accompanied with a certified weight certificate.

##### **TIP: Freeman Material Handling Estimator**

We recommend you estimate your material handling costs thru the Material Handling Estimator under the “Order Freeman Services” tab of the on-line service manual. This may assist you in estimating your material handling charges in advance.

## **When**

Ship in advance to the warehouse. Shipments to the warehouse can arrive between March 15- no later April 12

Schedule your shipment to arrive during the published hours (8am – 4pm, drivers must check in by 3:30pm) for freight receipt at the warehouse to avoid unnecessary surcharges

Be sure you hit your target move-in date and time. Penalties will be assessed if materials arrive before or after your target move-in date

For onsite deliveries, expect at least a 3-hour wait for your materials to be unloaded from the time your truck checks in at the marshalling yard. For afternoon arrivals it is wise to order labor for the following day.

Check-in to the marshalling yard on straight time. Check in prior to 2 pm to insure same day delivery

## **Outbound Shipment**

Make return shipping arrangements in advance

Prepare and pack labels for your outbound shipment prior to the show

Avoid forced shipments on the outbound. Contract only with carriers familiar with the tradeshow industry.

## **7. What are my rights as an exhibitor regarding freight handling?**

As an employee of the exhibiting company (you must carry identification, such as medical card or payroll stub, to verify this fact) you have the right to hand carry some materials to your booth provided the following rules are adhered to

Must use specified access doors, may use main entrance into exhibit hall

May not use freight/dock doors

No material handling equipment may be used (i.e. carts, dollies, etc, however small 2-wheeled luggage carts are allowed)

Materials must be able to be hand carried by one person

## **8. What are my rights as an exhibitor regarding labor?**

As an employee of the exhibiting company (you must carry identification, such as medical card or payroll stub, to verify this fact) you have the right to install and dismantle your own booth, as follows

May unpack, pack and arrange merchandise & product within exhibit. Exhibitors may install or dismantle their exhibit and lay their own carpet, if the work can be done without power tools or ladders. May set up and take down “pop-up” displays

Opening of cartons containing your products

Performance, testing, maintenance or repairs of your products

Technical work to machines, such as balancing, programming, cleaning

## **9. What is the maximum booth height?**

This applies to display material, not your product set in it’s natural state. Complete display rules are outlined in section 1 of the exhibitor manual.

Standard inline booth – 8 feet

Perimeter booth – 12 feet

Split island booth – 20 feet

Island booths – 20 feet

**IMPORTANT** – Please be considerate of other when designing your booth, every exhibitor has the right to be visible! Inline booths must not exceed 4 feet high, 5 feet in from the aisle. Please be respectful of your neighbors when placing your product.

If you have questions on your booth type or the guidelines contact

[Barbara@Kenworthymanagement.com](mailto:Barbara@Kenworthymanagement.com)

#### **10. What are the regulations for hanging signs?**

**Nothing**, including signs, may be suspended from the ceiling at the IEEE PES T&D Exposition.

#### **11. Who can I contact to design my booth?**

Freeman has the capabilities to design a custom booth developed to meet your specific goals and requirements. You may choose a custom designed booth or to save money you may choose to rent a standard or deluxe hardwall unit. Refer to section 8 of the exhibitor manual or contact Joelle Graph at 504-733-7469.

#### **12. What is an EAC?**

Exhibitor Appointed Contractors (EACs) are independent contractors hired by exhibiting companies. These are companies that are typically signatory to the local unions. They can include labor building your booth, booth supervisors, booth designers, independent display companies, etc. An EAC will only be granted access to the show floor if show management has received the NOTICE OF INTENT TO USE NON-OFFICIAL SERVICE CONTRACTOR form found in section 1 of the exhibitor manual and a valid Certificate of Insurance.

#### **13. What hotels can I stay in and which ones offer shuttle services to the show?**

##### **Official Housing opens Monday, October 19, 2009**

Travel Technology Group is our Official Housing Authority

Exclusive hotel rates are available via the IEEE PES Transmission and Distribution website [www.ieeet-d.org](http://www.ieeet-d.org) or section 2 of the exhibitor manual to make your stay in New Orleans as affordable and as simple as possible. For a complete hotel listing, descriptions and pictures, amenity comparisons between properties, and proximity mapping to the New Orleans Convention Center; refer to the website.

Complimentary Shuttle Bus Service will be provided to and from the Morial Convention Center and 11 of the 15 official IEEE PES hotels (other 4 are within walking distance). Service will begin Monday morning at 7am and run daily thru Thursday evening at 6pm. The buses will also run from the convention center and conference hotels to the Opening Reception at the Aquarium on Monday evening beginning at 6pm and ending at 10 pm.

#### **14. How many exhibitor badges do I get?**

Only employees of the exhibiting company who staff the exhibit booth may register as exhibitors. Others, such as, company representatives may use Guest Invitations for Exhibits Only coupons provided by the exhibiting company.

The exhibitor free badge quota that has been established by the Committee is:

- 100 square feet 4 badges
- 200 square feet 7 badges
- 300 square feet 8 badges \*

\* Plus 1 additional badge for each 100 square feet thereafter.

Exhibitor badge requests in excess of the allotment will be charged \$40.00 per name.

#### **15. Will my exhibitor badge give me access to Technical Panel Sessions?**

When registered as an exhibitor, you will be able to attend the Conference & Exposition Reception, Opening Session, INFO-SESSIONS, Super Sessions, Conference & Exposition Luncheon and Networking Reception with an exhibitor badge.

The Panel and Educational sessions will not be open to Exhibitors. If you, or one of your staff, wish to attend the Panel or Educational Sessions you must register as an attendee for Full Conference. Go to [www.ieeet-d.org](http://www.ieeet-d.org) and click on the "Registration" button.

#### **16. How do I arrange for a special event in my booth?**

If you wish to host an event or meeting in your booth **BEFORE** scheduled show hours you must do the following.

Notify show management at [Barbara@kenworthymanagement](mailto:Barbara@kenworthymanagement) with the time, date and the number of invited attendees prior to show time.

All of your invited guests must have a show badge

Arrange for all of your guests to meet as a group in the lobby at the entrance closest to your booth and be escorted into the exhibit hall by one of your company staff

If you are inviting more than 30 people you will be required to hire a security guard to ensure your guests stay in your booth. See section 11 for security form.

If you are planning an event **AFTER** show hours you must comply with all of the above but you will be required to hire a security guard to ensure your guests stay in your booth regardless of the size of the group. See section 11 for security form.

If you are planning to serve refreshments at your event you will order from ARAMARK the exclusive caterer at the Morial Convention Center.

