

# ON-SITE FREIGHT PROCEDURES

In order to create a smooth move-in, please review the following freight procedures.

## 1. BEFORE LEAVING YOUR OFFICE:

- a. Get a copy of Original Bill-Of-Lading, indicating carrier, piece count, weight, origin, and consignee.
- b. Be sure to get PRO numbers. This series of numbers enables carrier to trace shipment from origin to destination (consignee).

## 2. UPON ARRIVAL AT THE SHOW:

- a. First, go to your booth.
- b. Count the pieces in your booth and compare with your shipping information from your office.
- c. If missing a piece, DO NOT UNPACK any of your freight. Come to the Show Office and check how many pieces were actually received.
- d. If there is any visible damage to your crate(s), DO NOT UNCRATE. Come to the Show Office and report damage.
- e. Upon uncrating, if you find any concealed damage, come to the Show Office. A report will be written and we will notify the Freight Carrier for a visual inspection. Carrier will not come for under \$500 damage report.

## 3. WHEN YOU ARE MISSING FREIGHT, ENTIRE SHIPMENT OR PARTIAL:

- a. If entire shipment is missing, call the carrier and give them the PRO number, so they can trace the location of your freight.
- b. If partial shipment is missing, look in the surrounding booths, since at times the floor gets too congested for the forklifts to get to your booth.
- c. If you have done all of the above and still cannot locate your freight, come to the Show Office and someone will assist you.