

# Understanding the process of freight

Safe and efficient transport of your exhibit materials is critical to your exhibit success! This guide will help you understand the important processes of shipping and material handling.

**Freeman<sup>1</sup>**



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# Shipping:

## An overview

Shipping is the movement of freight from one location to another by a freight carrier. This process is also commonly referred to as “transportation.” Freight can be shipped by road, air, mail or sea.

### Inbound shipping

The transportation of your exhibit materials from the original destination to a venue’s warehouse or dock.

### Outbound shipping

The transportation of your exhibit materials from the event site to its final destination.

Requires a completed Material Handling Agreement (MHA) before leaving the event, regardless of carrier

### Let’s get you moving! Request a shipping quote

Freeman Transportation® is ready to handle all your shipping and transportation needs – we offer inbound, outbound, and round-trip shipping.

Visit [FreemanOnline](#) to arrange shipping in advance or speak to one of our specialists at 800-995-3579



Visit the [FreemanOnline exhibitor portal](#)

[Access the portal](#) →

Watch how the process works

[See the video](#) →



# Material handling:

## An overview

**Material handling is a service that includes:**

- Unloading exhibit materials.
- Storing exhibit materials for up to 30 days before your event (at the warehouse address).
- Delivering exhibit materials to your booth.
- Storing empty containers during your event.
- Reloading exhibit materials/freight onto outbound carriers after the event.

Material handling is not the same as shipping exhibit materials to and from the event, as both services typically have separate charges.

To find more about the material handling process and learn additional planning tips, review the next tab and access the additional resources listed below. Notifications for the handling of your shipments can also be set up on FreemanOnline.

**Be the first to pack up with priority empty returns**

Freeman offers priority empty return labels for exhibitors who want to speed up move out at the end of an event

A limited number of labels are available for where this service is offered; order yours on FreemanOnline or at show site before they sell out.

**Visit the FreemanOnline exhibitor portal**

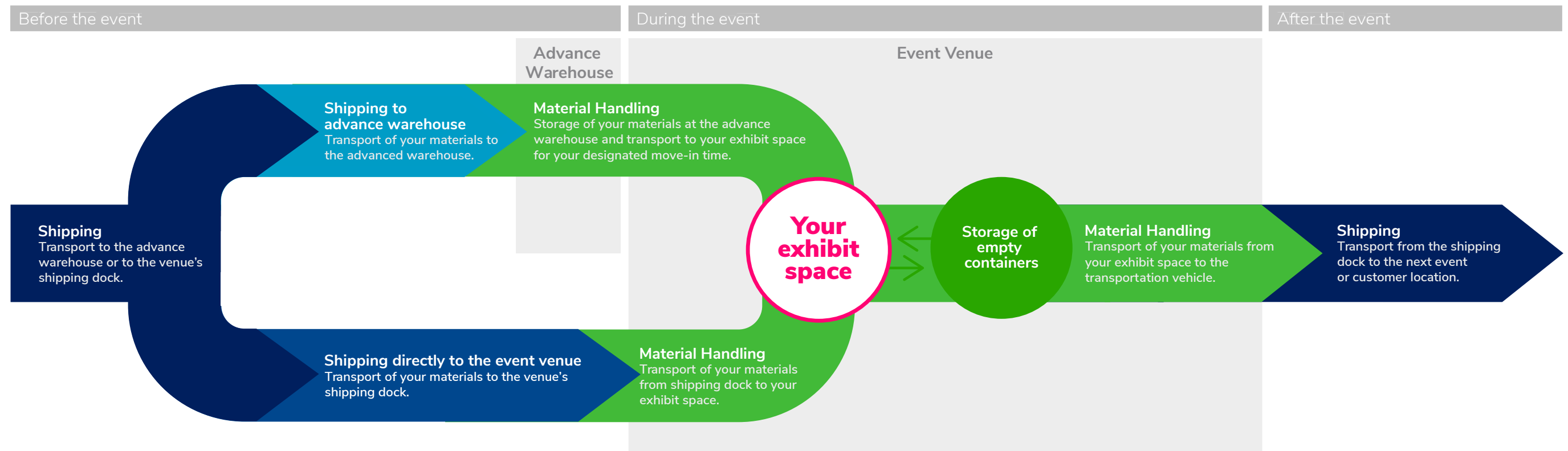
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**View additional FAQs**

[More FAQs →](#)

# Make your move

## Shipping vs. Material Handling 101



**Shipping** is the transport of your materials to the advance warehouse or event venue before and after the show

**Material Handling** is the transport of your materials from the shipping dock of the advance warehouse or event venue to your exhibit space, as well as storage of containers and transport on the show site.

# Shipping and handling glossary

## Advance warehouse

Location set by show management to receive freight before start of show. Freight is stored at this location and then moved to the event at the designated time.

## Cart service

A flat rate material handling service where laborers will assist exhibitors to unload or load their personal vehicles. The service is meant to support smaller exhibitors and typically has a weight or time limit outlined in the event information.

## Crated

Material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.

## Dark day

A day during move-in or move-out of the facility when event services are shut down.

## Double time

A pay rate for work performed that is double the normal hourly rate.

## Exhibitor service center

A centralized area where a representative for various event services can be contacted or located.

## Labor

Refers to contracted workers who perform services for events.

## Material handling agreement (MHA)

Freeman's official outbound shipping authorization form that allows freight to be released to your chosen carrier.

## Overtime labor

Typically, work performed before 8:00 a.m. and after 4:30 p.m., Monday through Friday, and all hours on Saturdays, Sundays, and holidays (varies by city).

## Privately owned vehicle

A passenger car, van, or other vehicles whose primary function is to move people. Privately owned vehicles, or "POV's", are distinguished from box trucks, tractor-trailers, and other vehicles whose purpose is to move freight.

## Quick facts

At-a-glance essential show information provided by Freeman.

## Special handling

Materials delivered in such a manner that it requires additional handling, such as ground unloading, stacked and constricted space unloading, designated piece unloading, loads mixed with pad-wrapped material,

loads failing to maintain shipping integrity, carpet and/or pad-only shipments, shipments that require additional time and equipment or labor to unload. Federal Express and UPS are included in this category due to their delivery procedures.

## Straight time

The hours considered normal business hours.

## Target date

The specified date and time for moving into and/or out of an exhibit hall.

## Uncrated

Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.

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# Cost saving tips

## shipping

- ❑ Select a carrier familiar with the trade show industry. Experience saves time and money.
- ❑ Consider using the official show carrier. This can eliminate late fees and surcharges.
- ❑ Ask your carrier for a discount off the standard class 125 rate used for exhibit material.
- ❑ Provide your carrier with pertinent show information such as event name, booth number, marshalling location, target move-in times and dates, and move-out information.
- ❑ Make sure your shipment is properly packaged, labeled, and insured.
- ❑ Plan your shipping in advance to avoid air freight or rush delivery surcharges.
- ❑ Weigh your shipment prior to delivering it to your carrier, and request that your carrier obtain a certified weight for your shipment to avoid delays and billing discrepancies.
- ❑ Ask your carrier about accessorial charges, waiting time fees, fuel surcharges, and other charges associated with trade show transportation. Oftentimes the original quote from a traditional carrier may exceed that of an official show carrier.
- ❑ Find out if your carrier will consolidate your shipment with other shipments. This can affect your target times, pick-up times, and material handling costs.
- ❑ Choose a carrier that will not split your shipment in transit. Split up shipments can lead to multiple material handling charges.

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Understanding the process of freight

# Cost saving tips

## Material handling

- ❑ Read the service kit and be familiar with move-in and move-out times, targets, and rates for material handling. This can reduce exposure to overtime, late fees, surcharges, and re-routing. If you need clarification on any information, contact customer service.
- ❑ Consider advance shipping to the warehouse instead of shipping direct to the event. Advance shipping can be less expensive, if direct shipping involves overtime, and can provide peace of mind by avoiding expedited and late arrival surcharges.
- ❑ Consider the weight and design of your display. Lightweight fabrics can create a dramatic visual effect, while saving significant material handling charges.
- ❑ Consider renting an exhibit. This eliminates material handling charges, as well as shipping, storage, and the cost of building an exhibit.
- ❑ Consolidate small packages into larger shipments. This can eliminate multiple charges for individual shipments and surcharges associated with small package carriers.
- ❑ Palletize or package loose items to avoid loose and uncrated surcharges.
- ❑ Give instructions to load your shipment without requiring special labor or equipment (or use a less than truckload (LTL) carrier/forwarder) to avoid special handling surcharges.

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# Stay in contact with us

Freeman is committed to providing outstanding service to all our customers. If you have additional questions or require support to prepare for your event, please contact us in the way that works best for you:

## Get instant service using FreemanOnline

View important event information, order products and services, communicate with our service team, set up notifications, and much more — all while using the FreemanOnline portal.

[Access the portal](#)

## Contact our exhibitor service teams

Whether you need a simple question answered or require additional guidance and support, Freeman's award-winning service team is available to support you.

Contact our experts by calling 888-508-5054 or emailing [exhibitorsupport@freeman.com](mailto:exhibitorsupport@freeman.com).

[Contact service teams](#)

## Contact our Freeman Transportation team

Get in touch with a dedicated transportation expert for your domestic or international shipping needs.

[Contact us](#)

Our goal is to provide you with an exceptional exhibiting experience every time. Please let us know if there is anything we can do to enhance your experience!