Inclusive Management Services strongly recommends that you familiarize yourself with all the information included in this Exhibitor Service Manual. The information will benefit you as to certain procedures to insure a successful event. However, in order to expedite this process there are links to the listed pages below. Just click on the desired page and it will take you directly to that section in this manual.

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*use the links below to skip to specified sections of the kit*

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- Payment Policy Authorization Form
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- Non Official Contractors Rules and Regulations
- Third Party Payment Statement of Terms
- Pre Show Order Information
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- Shipping Labels Convention Facility
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- Limits of Liability Responsibility for Labor
- Supervised Labor
- Forklift
- Hanging Sign
- Cleaning Order Form
- Floral Order Form
- Custom Signs & Banners Order Form
- Preferred Formats for Incoming Graphics
- Electrical
- Audio/Visual Order Form
- Internet Order Form
- Internet Payment Form
Dear Exhibitor:
Inclusive Management Services, Inc. (IMS) is pleased to have been selected to serve as General Services Contractor for the upcoming World Library and Information Congress in San Juan, Puerto Rico.

The following pages contain all of the forms necessary to aid and insure a successful event. If you don’t see what you need, or if you have questions, call us. We’re here to help!

**Please note:** Even if you are not ordering furnishings, each exhibitor is required to have an IMS completed Payment Policy on file in order to have materials delivered to your booth.

This section contains the necessary information and forms for service we provide, such as rental furnishings, carpet, custom rental units, material handling, and I & D labor. For any services you require please print and fill out the necessary forms and return to the contractors’ fax number designated on the form, along with the completed Payment Policy form.

We look forward to a successful event and please don’t hesitate to contact your customer service representative at (248) 850-7351, should you have any questions.

Sincerely,

**Inclusive Management Services, Inc.**
Inclusive Management Services, Inc. is proud to be your Exposition Management team for this event. The following is important information and dates to keep at hand:

**Official General Contractor**
Inclusive Management Services, Inc.
717 West Park Drive
Keller, TX 76248
Phone 817-337-3050
Fax 888-301-1273
service@inclusivemanagement.com

**General Show Information**
Ceiling Height: 25”
Booth Size: 10’ x 10’

**Booth Options**
Space only
Hard wall Booth with Furnishings Package.
(See appropriate form Pg 12) Blue Carpet

### IMPORTANT DATES

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 18, 2011</td>
<td>Shipments may begin to arrive at warehouse</td>
</tr>
<tr>
<td>July 28, 2011</td>
<td>Discount Deadline for orders received with payment</td>
</tr>
<tr>
<td>July 16, 2011</td>
<td>All Non-Official/Intent to Use Non Official Contractor Forms due along with insurance certificate. Fax these forms to: 888-301-1273</td>
</tr>
<tr>
<td>Aug. 10, 2011</td>
<td>Last day for Advance Shipments to arrive at the warehouse without surcharges</td>
</tr>
<tr>
<td>Aug. 13, 2011</td>
<td>Shipments may begin arriving at Show Site at 10:00 AM - 4:30 PM</td>
</tr>
</tbody>
</table>

### EVENT SCHEDULE

**Saturday, August 13**
- Service Desk Hours: 7:30 AM - 10:00 PM
- Exhibit Set-Up (Space Only Exhibitors): 8:00 AM - 10:00 PM
- Exhibit Set-Up (All Exhibitors): 4:00 PM - 10:00 PM

**Sunday, August 14**
- Service Desk Hours: 7:30 AM - 6:00 PM
- Exhibit Set-Up (All Exhibitors): 8:00 AM - 12:00 PM
- Exhibit Hours: 2:00 PM - 6:00 PM
- Exhibiton Reception: 4:00 PM - 6:00 PM

**Monday, August 15**
- Service Desk Hours: 9:00 AM - 5:30 PM
- Exhibit Hours: 9:30 AM - 5:30 PM

**Tuesday, August 16**
- Service Desk Hours: 9:00 AM - 5:30 PM
- Exhibit Hours: 9:30 AM - 5:30 PM

**Wednesday, August 17**
- Service Desk Hours: 9:00 AM - 10:00 PM
- Exhibit Hours: 9:30 AM - 2:00 PM
- Exhibit Move Out: 2:30 PM - 10:00 PM

**PLEASE NOTE:**
All booth materials must be packed and ready for shipment by 8:30 PM on Wednesday, August 17, 2011.
Exhibitor is responsible for contacting their carrier.

All carriers must check in by 7:30 PM on Wednesday, August 17, 2011.
IMS reserves the right to force and/or re-route any freight not removed from the floor by 9:00 PM on Wednesday, August 17, 2011.
## DISCOUNT DEADLINE DATE • JULY 28, 2011

### Credit Card Authorization

- [ ] MasterCard
- [ ] VISA
- [ ] American Express
- [ ] Corporate
- [ ] Personal

<table>
<thead>
<tr>
<th>ACCOUNT NUMBER</th>
<th>EXPIRATION DATE</th>
<th>SECURITY CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Card Holders Name - Please Print

Card Holders Signature (Required for Processing)

Billing Address | City | State | Zip
----------------|------|-------|------

Phone Number | Fax Number | Booth Number
--------------|------------|--------

EMail Address | EMail Address to send Invoice
---------------|-------------------------------

---

### Calculation of Orders (estimate)

- Material Handling: $TBD AT SHOWSITE
- Installation & Dismantle Labor: $TBD AT SHOWSITE
- Forklift: $TBD AT SHOWSITE
- Hanging Sign: $TBD AT SHOWSITE
- Furnishings/Specialty Furniture & Accessories Total all pages: $________
- Carpet: $________
- IMS Rental Exhibits/or Custom: $________
- Booth Cleaning: $________
- Floral: $________
- Custom Signs & Banners: $________
- Electrical: $________
- Audio/Video: $________
- Subtotal: $________
- Tax 7%: $________
- TOTAL: $________

---

EXHIBITING FIRM: __________________________

RETURN ORDERS TO ADDRESS OR FAX NUMBER BELOW:

IMS, Inc.
717 West Park Drive, Keller TX 76248

Phone: 817-337-3050
Fax: 888-301-1273

* Your order will not be processed without a credit card on file.*

---

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PAYMENT POLICY TERMS & CONDITIONS

PLEASE READ CAREFULLY:
Your signature to the Payment Policy form signifies that you understand and agree to all terms below.

**Payment for Services**—IMS requires payment in full at the time services are ordered. Further, IMS requires that you provide a credit card authorization with your initial order. For your convenience, we will use this authorization to charge your account for services, which may include labor and material handling, not covered by your initial payment, including but not limited to any shipping charges.

**Discount Prices**—To qualify for discount pricing, orders must be received with payment on or before the discount price deadline.

**Method of Payment**—IMS accepts MasterCard, VISA, Discover & American Express, Check, or bank transfers. Purchase Orders are not considered payment. All payments must be made in US Funds drawn on a U.S. Bank. Exhibitors may be subject to a $35.00 service fee for all returned checks and/or charge backs.

**Wire Transfer**—Please contact our office for wire transfer information 817-337-3050 ext. 5.

*Third Party Billing*—Each exhibiting firm is ultimately responsible for all charges incurred on its behalf. IMS reserves the right to institute collection action against the exhibitor if the authorized third party does not pay. See Third Party Billing Request form.

**Adjustments and Cancellations**—Adjustments to your invoice will not be made after the close of show. Some items, services and labor are subject to cancellation fees. Refer to each order form for details. Understand that the total on the calculation of orders may not directly reflect your final invoice due to any additions to the order on site or any errors made in the calculation total prior to order entry.

If you have any questions regarding our payment policy, please call exhibitor services at 817-337-3050 or visit our Service Desk at the show. Please complete the information and return payment in full with this form and your orders. You may choose to pay by credit card, check or bank wire transfer; however, we require your credit card charge authorization to be on file with IMS. You agree to late fees up to 1.5% per month on any balance left without appropriate card on file. For your convenience, we will use this authorization to charge your credit card for any additional amounts ordered by your representative or services rendered to your company for this event.

Initials of authorized signature from Payment Policy Authorization Form ________________

**IMPORTANT:** any unauthorized representatives wishing to place an order at show site must provide a personal credit card

Will your representative be authorized to order additional equipment and comply with above payment policy? Yes_______No_________

If yes state the name of the representative ________________________________

Company Name_____________________________________

Booth #________________

Fax form to 888-301-1273 along with completed payment policy
1. IMS and its contractors shall not be liable for damage, loss, or delay to uncrated freight improperly packed, glass breakage or concealed damage.

2. Relative to inbound shipments, there may be a lapse of time between the delivery of shipment(s) to the booth by IMS or its contractors and the arrival of the Exhibitor’s representative at the booth. Similarly, relative to outgoing shipment(s), it is possible that there will be a lapse of time between the completion of packing and the actual pickup of freight from the booth for loading onto a carrier. It is understood that during such times the shipment(s) will be left in the booth unattended. Therefore, it is agreed that IMS and its contractors are not liable for the loss of, disappearance of, or damage to Exhibitor’s freight after the same has been delivered to Exhibitor’s booth, nor are IMS and its contractors liable for Exhibitor’s freight before it is picked up from the Exhibitor’s booth for loading after the show. Consequently, all bills of lading covering outgoing shipment(s) submitted to IMS or its contractors by Exhibitor will be checked at the time of pickup from booth and corrected where discrepancies exist.

3. IMS and its contractors shall not be liable for any damage incurred during the handling of equipment requiring special devices to properly load, place, or reload unless 14 days advance notice has been given to IMS in time to obtain the proper equipment.

4. IMS and its contractors shall not be liable for any loss, delay, or damage due to events beyond their reasonable control which cannot be avoided by the exercise of due care and prudence, including without limitation, strikes, labor disputes, lockouts or work stoppages of any kind, fire, theft, windstorm, water, vandalism, acts of God, mysterious failure of power or utilities, and other events of force majeure.

5. IMS and its contractors shall not be liable for ordinary wear and tear in handling of equipment.

6. It is understood that IMS and its contractors are not insurers. Insurance if any, shall be obtained by the Exhibitor. Amounts payable by IMS hereunder are based on the scope of the liability as herein set forth and are unrelated to the value of the Exhibitor’s property. It is further understood and agreed that IMS and its contractors do not provide for full liability should loss or damage occur. In the event that IMS or its contractors should be found liable for loss or damage to Exhibitor’s equipment, the liability shall be limited to the specific article that was physically lost or damaged. Such liability shall be limited to a sum equal to $0.30 per pound per article, with a maximum liability of $50.00 per item or $1,000.00 per shipment, whichever is less, as agreed upon damages and exclusive remedy. Provisions of this paragraph shall apply if loss or damage, regardless of cause or origin, results directly or indirectly to property through performance or non-performance of obligations imposed by the offering of services to Exhibitors, or from negligence, active or otherwise by IMS, its contractors or their employees.

7. IMS and its contractors shall not be liable to any extent whatsoever for indirect, special, incidental, or consequential damages, including, but not limited to delay any actual, potential or assumed loss of profits or revenues, loss of use of equipment or products, or any collateral costs that may result from any loss, injury or damage to Exhibitor’s materials or exhibitor personnel which may make it impossible or impractical to exhibit the Exhibitor’s materials.

8. Claims for loss or damage must be submitted to IMS by the close of the show. No of any such charges and further agrees that any claim the Exhibitor may have against IMS or its contractors shall be pursued independently by the Exhibitor as a completely separate transaction to be resolved on its own merits.

9. The Exhibitor agrees, in connection with the receipt, handling, temporary storage and reloading of its freight, that IMS and its contractors will provide these services as Exhibitor’s agent and not as bailee or shipper. If any employee of IMS or its contractors shall sign a delivery receipt, bill of lading or other document, the parties agree that IMS or its contractors will do so as the Exhibitor’s agent, and the Exhibitor accepts the responsibility thereof.

10. IMS and its contractors shall not be liable for shipments received without receipts, freight bills or specified unit counts on receipts or freight bills, such as UPS or van lines. Such shipment will be delivered to booth without guarantee of piece count or condition.

11. Empty container labels will be available at the IMS Service Desk. Affixing the labels is the sole responsibility of the Exhibitor or its representative. It is understood that these labels are used for EMPTY STORAGE ONLY, and IMS and its contractors assume no responsibility or liability for loss or damage to contents while containers are in storage or for mislabeled containers.

12. In order to expedite removal of freight from the show site, IMS shall have the authority to change designated carriers if such carriers do not pick up on time. Where no disposition is made by the Exhibitor, freight will be taken to a warehouse to await Exhibitor’s shipping instructions, and the exhibitor agrees to be responsible for payment of charges relating to such handling at the warehouse. IMS assumes no liability as a result of such rerouting or handling.

13. The Exhibitor agrees, in the event of a dispute with IMS or its contractors relative to any loss or damage to any of the Exhibitor’s freight, the Exhibitor will not withhold payment in any amount due to IMS for freight handling services or any other services provided by IMS or its contractors as an offset against the amount of the alleged loss or damage. Instead, the Exhibitor agrees to pay IMS prior to the close of the show for all such charges and further agrees that any claim the Exhibitor may have against IMS or its contractors shall be pursued independently by the Exhibitor as a completely separate transaction to be resolved on its own merits.

14. No credit or refund will be issued on any orders cancelled after the advance order deadline date.

15. No credit or refund will be issued close event.

16. Consignment of shipments to IMS, Inc. and/or acceptance of shipments by IMS, Inc. shall constitute an agreement of all terms & conditions set forth in this manual.

I have read and agree to this Limits of Liability:

__________________________________________
Signature of authorized personnel

__________________________________________
Title ___________________________ Date ____________

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A NON-OFFICIAL CONTRACTOR IS: Any individual who is not a full-time permanent employee of an exhibiting firm, who is providing a service to an exhibitor on-site at the convention facility and does not represent one or more of the official contractors.

1. Exhibitors who choose to use a Non-Official Contractor must complete and sign this form. It must be received at Inclusive Management Services, Inc., IMS, no later that the Deadline Date. NO EXTENSIONS OR EXCEPTIONS WILL BE GRANTED AFTER THE OFFICIAL PUBLISHED DEADLINE.

2. The Non-Official Contractor must provide IMS with a copy of valid “Certificate of Insurance.” This certificate must be received no later than the deadline date. NO EXTENSIONS OR EXCEPTIONS WILL BE GRANTED AFTER THE OFFICIAL PUBLISHED DEADLINE.

3. Failure to provide IMS with items 1 and/or 2 above will result in said firms being required to hire installation and dismantling labor from IMS. Non-Official Contractors will be able to provide supervision only.

4. All representatives of the Non-Official Contractor must obtain an “Exhibit Crew” badge at the Show Office.

Notification Deadline Date: JULY 16, 2011

EXHIBITING FIRM:______________________________________________________________
BOOTH #_____________________

AUTHORIZED NAME AND TITLE:______________________________________________________________

AUTHORIZED SIGNATURE:________________________________________________________________

FULL NAME OF NON-OFFICIAL CONTRACTOR: ________________________________________________

COMPLETE ADDRESS: ______________________________________________________________________

CITY:______________________________________STATE _____________ZIP CODE_____________________

AUTHORIZED NAME AND TITLE:______________________________________________________________

AUTHORIZED SIGNATURE:________________________________________________________________

PHONE NUMBER: __________________________FAX NUMBER: ______________________________

NON-OFFICIAL CONTRACTOR “SHOW-SITE” REPRESENTATIVE (If not the same as above):__________________________

DIRECT PHONE NUMBER:______________________________________________________________

TYPE OF SERVICE TO BE PERFORMED:__________________________________________________________

Please fax form to 888.301.1273 by the deadline stated on this form
Notification Deadline Date: JULY 16, 2011

Inclusive Management Services, Inc. IMS, has been selected as the Official Service Contractor and must be used for all material handling, furniture rental, signs, rigging, cleaning, and installation and dismantling of decorations.

A Non-Official Contractor is: Any individual who is not a full-time permanent employee of an exhibiting firm, who is providing a service to an exhibitor on-site, and does not represent one or more of the official contractors.

1. Each representative on a Non-Official Contractor must physically pick up, in person, an “Exhibitor Crew” badge at the Show Office. If a representative of a Non-Official Contractor does not have any identification which verifies his/her employment by a Non-Contractor he/she must be accompanied to the Show Office by a representative who does have verifying identification.

2. These services shall not conflict with existing labor regulations or contracts, and in fulfilling his obligations, the representative of a Non-Official Contractor shall adhere to the regulations set up by the hall and show management regarding entrance and work rules.

3. The representative of a Non-Official Contractor shall have a true and valid order for service from an Exhibitor in advance of the show move-in date and shall not solicit business on the show floor.

4. The representative of a Non-Official Contractor will share with the Official Service Contractor all reasonable costs related to his operation, including overtime pay for stewards, restoration of exhibit space to its initial condition, etc.

It is the responsibility of the Exhibitor to see that each representative of a Non-Official Contractor abides by the Official Rules and Regulations of this Exposition.

IMPORTANT: It is the responsibility of each Exhibiting Firm who is utilizing a Non-Official Contractor to complete and return the following forms to IMS no later than July 16, 2011.

• INTENT TO USE NON-OFFICIAL CONTRACTORS” form, which is located on the following page of this manual.

• Liability “Certificate of Insurance” form which names Inclusive Management Services, Inc. as additionally insured for each Non-Official Contractor firm being utilized. (Note: The exhibitor-appointed contractor must maintain at lease $1 million in Employer’s Liability, General Liability, Automobile Liability and Worker’s Compensation as required in the state the exposition is located.) When submitting your insurance certificate, the name and booth # of your company must be referenced on the certificate or it will be void.

IF BOTH THE “INTENT TO USE NON-OFFICIAL CONTRACTORS’ FORM AND “CERTIFICATE OF INSURANCE” ARE NOT SUPPLIED TO IMS BY JULY 16, 2011, THEN ANY REPRESENTATIVE OF THE EXHIBITING FIRM OR NON-OFFICIAL CONTRACTOR WILL BE REQUIRED TO ORDER LABOR FROM IMS.
IMS will present invoices to third parties at the show site for payment of all services rendered to exhibitors provided the following conditions are met:

1. The exhibitor is required to complete the "INTENT TO USE NON-OFFICIAL CONTRACTORS" form.
2. The payment record of the third party must be acceptable to IMS. Also, the charge card information must be completed and submitted to IMS as a deposit for the show.
3. If there is any doubt who is to be invoiced for a service, the charges for the service will be charged to the exhibitor.
4. The following form is to be completed, signed and returned by both parties by the deadline date indicated at the bottom of this page. Otherwise, the request will be denied. Please do not forget to fill out the credit card authorization form.

We understand that we, the exhibiting firm, are ultimately responsible for payment of charges incurred. In the event the named third party does not make payment upon presentation of the invoice at the show site, such charges will be presented to the exhibiting firm for payment. ALL INVOICES MUST BE SETTLED BY THE CLOSE OF THE SHOW. Fill out this form completely.

EXHIBITING FIRM: ___________________________  BOOTH # __________________

AUTHORIZED NAME & TITLE: ___________________________  AUTHORIZED SIGNATURE: ___________________________

DISPLAY HOUSE NAME/THIRD PARTY PAYER: ___________________________

ADDRESS: ______________________________________ CITY ______________________ STATE __________ ZIP __________

AUTHORIZED NAME & TITLE: ______________________________________  AUTHORIZED SIGNATURE: ___________________________

PHONE NUMBER: _______________________  FAX NUMBER ____________________  EMAIL _______________________

ITEMS TO BE BILLED TO THIRD PARTY: ______________________________________

Specify Material Handling, Furnishings, etc. or ALL. If no specific items are listed ALL charges will be billed to the below credit card.

ACCOUNT NUMBER: ______________________  EXPIRATION DATE: ______________________  SECURITY CODE: ______________________

Card Holders Name - Please Print: ______________________________________

Card Holders Signature (Required for Processing): ___________________________

Billing Address: ______________________  City: ______________________  State: __________  Zip: __________

Phone Number: ______________________  Fax Number: ______________________  Booth Number: ______________________

EMail Address: ______________________  EMail Address to send Invoice: ______________________

All information must be provided for order to be processed.

☐ MasterCard  ☐ VISA  ☐ American Express  ☐ Corporate  ☐ Personal

Fax form to 888-301-1273 along with completed payment policy.
Notification Deadline Date: JULY 16, 2011

PLEASE READ

Your signature to the Payment Policy form signifies that you understand and agree to all terms below.

Payment for Services—IMS requires payment in full at the time services are ordered. Further, IMS requires that you provide a credit card authorization with your initial order. For your convenience, we will use this authorization to charge your account for services, which may include labor and material handling, not covered by your initial payment, including but not limited to any shipping charges.

Discount Prices—To qualify for discount pricing, orders must be received with payment on or before the discount price deadline.

Method of Payment—IMS accepts MasterCard, VISA, Discover & American Express, Check or bank transfers. Purchase Orders are not considered payment. All payments must be made in U.S. Funds drawn on a U.S. Bank. Exhibitors may be subject to a $35.00 service fee for all returned checks and/or charge backs.

Wire Transfer—Please contact our office for wire transfer information 817-337-3050 ext. 5. If you have any questions regarding our payment policy, please call exhibitor services at 817-337-3050 or visit our Service Desk at the show. Please complete the information and return payment in full with this form and your orders. You may choose to pay by credit card, check or wire transfer; however, we require your credit card charge authorization to be on file with IMS.

Third Party Billing—Each exhibiting firm is ultimately responsible for all charges incurred on its behalf. IMS reserves the right to institute collection action against the exhibitor if the authorized third party does not pay. See Third Party Billing Request form.

Adjustments and Cancellations—Adjustments to your invoice will not be made after the close of show. Some items, services and labor are subject to cancellation fees. Refer to each order form for details. Understand that the total on the calculation of orders may not directly reflect your final invoice due to any additions to the order on site or any errors made in the calculation total prior to order entry.

Authorized Signature of Credit Card Provided_______________________________________ Date____________

Exhibiting Firm: Booth #____________
Complete as many of the order forms for furniture, carpeting, shipping, etc., as your planning allows before each Deadline Date. Make checks payable to Inclusive Management Services, Inc. Orders with payment received after the Deadline Date will be charged showsite prices.

TO SUBMIT FORMS TO Inclusive Management Services, INC., we suggest the following procedure:

A. Complete the necessary Inclusive Management Services, Inc. forms and calculate the cost of each order.

B. Review and fill out the PAYMENT POLICY carefully. ORDERS WILL NOT BE PROCESSED WITHOUT A COMPLETED CREDIT CARD AUTHORIZATION FORM ON FILE.

C. Complete the COST CALCULATION WORKSHEET.

D. For your files, make a photocopy of all the Inclusive Management Services, Inc. forms prior to submitting completed forms to IMS.

Fax or mail this set of documents to:

Inclusive Management Services, Inc.
717 West Park
Keller, Texas 76248
Phone (817) 337-3050
Fax (888) 301-1273

FOR FORMS GOING TO THE OTHER OFFICIAL SUPPLIERS
(Internet/telecommunications, photography, etc.), please follow the payment and mailing instructions indicated on each of these forms located in this Exhibitor Service Manual.

FOR ORDERS SUBMITTED AFTER THE DEADLINE DATE
If there is still time for forms to reach us by mail, air courier or fax, you are welcome to make additions after the deadline date. Note that these will be charged at the showsite rates.

FOR SHOW SITE ORDERS
Simply order from Inclusive Management Services, Inc. staff at the Customer Service Center on the Exhibition floor. We will be fully staffed during all set up hours to accommodate any additional requests you may have. Payment by credit card will be required at the Customer Service Center for all show site orders.
Your booth comes furnished with:
Carpet (in pre-determined color) one six-foot draped table (in pre-determined color), 2 side chairs, 1 wastebasket and a 10 AMP outlet

Please note that nothing may be screwed, nailed or glued to the face of the panels nor may any part of the shell scheme be damaged or disfigured in any way. If any such damage occurs the exhibitor will be billed for cost to replace these areas. Any graphics applied to the panels should be by “Blu-Tak” or ordered through our graphics department. Any materials used in the display must be effectively fireproofed or made of non-flammable materials in accordance with the standards of the appropriate authorities. Any display work or materials contravening this clause will be removed from the exhibition area at the exhibitor’s expense.

Each booth will also be provided with a fascia to each open side displaying a name board with your company name and booth number in blue lettering. Any exhibitor may, if they wish, have their company name and logo style. Please contact IMS, Inc. for a quote for this or any graphic services. For safety reasons exhibitors will not be permitted to affix their own material to fascia boards.

Please contact us service@inclusivemanagement.com or call our offices at 817-337-3050.

*Logos & Graphics available at additional cost*
Please Complete The Following for Standard Fascia:

Sign Copy to Read ____________________________________________________________

Enhance the appearance of your Stand Construction/Shell Scheme fascia. We offer customization for your booths fascia using logo's, tagslines, etc. Please refer to page 54 for more details on submitting graphics/logo’s in the correct format (if needed). Complete the information below and fax to the number on this form - required.

Please Complete The Following for Upgraded Fascia (See Prices Below):

Font Style: [ ] Futura [ ] Humanist [ ] PosterBodoni [ ] Times New Roman [ ] Other
Font Color: [ ] Black [ ] Blue [ ] Red [ ] Green [ ] Burgundy [ ] Teal

Sign Copy to Read ____________________________________________________________

I would like to incorporate BOTH logo and company name on our fascia Check Here ______
I would like to incorporate a logo ONLY on our fascia Check Here ______

In Line Hardwall Booth: One Fascia $125.00 Check Here ______
Corner Hardwall Booth: Two Fascias $250.00 Check Here ______

Submitting Graphic Files for Fascia Panels at IFLA 2011:

• Files 20mb or smaller, please submit files directly to graphics@inclusivemanagement.com (Please be sure to reference IFLA 2011 in your subject line and include your company name, booth# and contact information as well)
• Files 20mb or larger, please send request for FTP instructions via e-mail to graphics@inclusivemanagement.com

EXHIBITOR NAME: _____________________________ BOOTH #: ____________

Fax form to 888-301-1273 along with completed payment policy
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**STANDARD FURNITURE**

Fax form to **888-301-1273** along with completed payment policy.

**DISCOUNT DEADLINE DATE • JULY 28, 2011**

<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
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<td>Gray Side Chair</td>
<td>$71.50</td>
<td>$92.95</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gray Arm Chair</td>
<td>$79.75</td>
<td>$103.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Armless Secretary Chair</td>
<td>$94.50</td>
<td>$122.75</td>
<td></td>
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<tr>
<td></td>
<td>Counter Stool</td>
<td>$136.00</td>
<td>$176.25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Directors Chair (30”)</td>
<td>$80.75</td>
<td>$105.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Directors Chair (40”)</td>
<td>$88.00</td>
<td>$114.50</td>
<td></td>
</tr>
<tr>
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<td>Pedestal Table 30” H x 36” W Black or White</td>
<td>$120.00</td>
<td>$156.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pedestal Table 40” H x 36” W Black or White</td>
<td>$155.00</td>
<td>$198.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bistro Table 30”H x 30”W Black or White</td>
<td>$115.50</td>
<td>$150.25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bistro Table 40”H x 30”W Black or White</td>
<td>$126.25</td>
<td>$164.25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Coffee Table 18” H</td>
<td>$104.50</td>
<td>$135.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sign Holder</td>
<td>$82.50</td>
<td>$107.25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Literature Stand</td>
<td>$115.50</td>
<td>$150.25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bag Stand</td>
<td>$77.00</td>
<td>$100.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Easel</td>
<td>$50.25</td>
<td>$65.25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wastebasket</td>
<td>$25.00</td>
<td>$32.50</td>
<td></td>
</tr>
</tbody>
</table>

**ADDITIONAL DRAPEY**

Check color choice: Gold, Green, Teal, Red

- Black, Blue, Silver, White, Burgundy

<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4th Side Draped</td>
<td>$53.75</td>
<td>$69.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3’ Linear</td>
<td>$12.95</td>
<td>$16.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8’ Linear</td>
<td>$19.25</td>
<td>$25.00</td>
<td></td>
</tr>
</tbody>
</table>

**DRAPEY TABLES (30” High)**

Check color choice: Gold, Green, Teal, Red

- Black, Blue, Silver, White, Burgundy

<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4’ Long 30” High</td>
<td>$112.75</td>
<td>$146.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6’ Long 30” High</td>
<td>$126.50</td>
<td>$164.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8’ Long 30” High</td>
<td>$152.50</td>
<td>$198.25</td>
<td></td>
</tr>
</tbody>
</table>

**DRAPEY TABLES (42” High)**

Check color choice: Gold, Green, Teal, Red

- Black, Blue, Silver, White, Burgundy

<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4’ Long 42” High</td>
<td>$123.00</td>
<td>$159.95</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6’ Long 42” High</td>
<td>$152.00</td>
<td>$197.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8’ Long 42” High</td>
<td>$176.00</td>
<td>$228.75</td>
<td></td>
</tr>
</tbody>
</table>

**UNDRAPEY TABLES**

<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4’ Long 30” High</td>
<td>$94.95</td>
<td>$123.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4’ Long 42” High</td>
<td>$113.95</td>
<td>$148.25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6’ Long 30” High</td>
<td>$107.50</td>
<td>$139.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6’ Long 42” High</td>
<td>$126.50</td>
<td>$164.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8’ Long 30” High</td>
<td>$126.50</td>
<td>$164.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8’ Long 42” High</td>
<td>$145.50</td>
<td>$189.25</td>
<td></td>
</tr>
</tbody>
</table>

**TABLE RISERS**

<table>
<thead>
<tr>
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<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>4’ Long 7” High</td>
<td>$39.50</td>
<td>$51.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6’ Long 7” High</td>
<td>$69.50</td>
<td>$90.25</td>
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</tr>
<tr>
<td></td>
<td>8’ Long 7” High</td>
<td>$76.25</td>
<td>$98.95</td>
<td></td>
</tr>
</tbody>
</table>

TOTAL ________________________________

EXHIBITOR NAME: ___________________________ BOOTH #: ____________

Fax form to 888-301-1273 along with completed payment policy.
SEATING

Side & Arm Chairs
May be square or round back dependent on availability

Counter Stool

Secretary Chair

Armless Secretary Chair
TABLES

Cocktail Table - 18” Square

Coffee Table

Pedestal Table
STANDARD FURNITURE OFFERINGS

DISPLAY TABLES

Display Tables

Display Cubes

Display Tables

Please refer to the order page for a complete list of table sizes.

Display Cubes

Subject to availability - sizes vary
Contact your CSR with inquiries.
**DISCOUNT DEADLINE DATE • JULY 28, 2011**

**RECEPTION DESKS**


<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Standard Desk White</td>
<td>$225.00</td>
<td>$375.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Standard Desk/ Color</td>
<td>$325.00</td>
<td>$475.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Standard Desk/ Fabric</td>
<td>$300.00</td>
<td>$450.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Deluxe 1 White</td>
<td>$325.00</td>
<td>$445.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Deluxe 1/Lower Panel Color</td>
<td>$425.00</td>
<td>$545.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Deluxe 1/Both Panel Color</td>
<td>$450.00</td>
<td>$570.00</td>
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</tr>
<tr>
<td></td>
<td>Deluxe 1/Fabric</td>
<td>$425.00</td>
<td>$545.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Deluxe 2 White</td>
<td>$335.00</td>
<td>$475.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Deluxe 2/Lower Panel Color</td>
<td>$435.00</td>
<td>$575.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Deluxe 2/Both Panel Color</td>
<td>$460.00</td>
<td>$600.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Deluxe 2/Fabric</td>
<td>$435.00</td>
<td>$575.00</td>
<td></td>
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</tbody>
</table>

**COMPUTER COUNTERS**


<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Computer Counter/White</td>
<td>$275.00</td>
<td>$335.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Computer Counter/Color</td>
<td>$375.00</td>
<td>$435.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Computer Counter/Fabric</td>
<td>$350.00</td>
<td>$410.00</td>
<td></td>
</tr>
</tbody>
</table>

**4 FT SHOWCASES**

<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Half View</td>
<td>$295.00</td>
<td>$350.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Full View</td>
<td>$295.00</td>
<td>$350.00</td>
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</table>

**6 FT SHOWCASES**

<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Half View</td>
<td>$325.00</td>
<td>$395.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Full View</td>
<td>$325.00</td>
<td>$395.00</td>
<td></td>
</tr>
</tbody>
</table>

Please Note: On items where a color choice is offered, if one is not chosen we reserve the right to choose one for you.

**TOTAL**

$__________________

**EXHIBITOR NAME:** __________________________

BOOTH #: ____________

Fax form to 888-301-1273 along with completed payment policy.

Back to Table of Contents
SHOWCASES & STORAGE UNITS

Computer Counter
1M x 1/2M x 42”T

Full View Showcase
4ft x 1/2M x 42”T

Half View Showcase
2M x 1/2M x 42”T

Storage Unit - Credenza
40”W x 21.5”D x 39”T

Showcases available in 4 and 6 ft. lengths.

Storage Unit and Computer Counter available in Sentra and Gray Braelock.
CUSTOM RECEPTION DESKS

All Reception Desks are Standard White Hardwall Panels. Color/Fabric available for additional charge.

Standard Reception Desk
60”W x 17”D x 34.25”T

Deluxe Reception Desk 1
60”W x 17”D x 34.75”T
Header 60”W x 12”T

Deluxe Reception Desk 2
60”W x 17”D x 34.75”T
Header 60”W x 12”T

Hardwall panels also available in color and fabric choices below:

- Blue
- Green
- Gray
- Red
- Gray Fabric
- Black Fabric

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# FLOOR COVERINGS ORDER FORM

Fax form to 888-301-1273 along with completed payment policy.

## CLASSIC CARPET - Carpet Ordered in Multiples are not Guaranteed a Color Match

<table>
<thead>
<tr>
<th>QTY.</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 ft. x 10 ft.</td>
<td>$123.25</td>
<td>$141.75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 ft. x 20 ft.</td>
<td>$216.75</td>
<td>$249.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 ft. x 30 ft.</td>
<td>$321.95</td>
<td>$370.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 ft. x 40 ft.</td>
<td>$360.40</td>
<td>$414.45</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please Note: On items where a color choice is offered, if one is not chosen we reserve the right to choose one for you.

## SPECIAL CUT CARPET - Minimum Order is 100 Square Feet (Choose from above colors)

<table>
<thead>
<tr>
<th>QTY.</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>per sq. ft. _____ x _____</td>
<td>$3.00 sq.ft.</td>
<td>$3.75 sq.ft.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Enhance the impression of your booth, plus enjoy the added choices of designer colors, by ordering our custom carpeting. It is available for one-time rental. Carpeting is 30oz. Stain-resistant Zeftron Nylon. Other colors may be available; please call 817.337.3050 for additional colors and prices.

## CUSTOM CARPET ORDER

Please fill out your choice below. There is a minimum order of 200 square feet for custom carpet. If additional carpet is required to cover steps, skids and display cases, please send a floor plan. A quote will be forwarded to you before we proceed.

**CUSTOM CARPET COLOR** (Check color above and put square footage here)

- Tuxedo
- Misty Gray
- Baby Blue
- Ebony
- Bay Water
- Cherry Red
- Burgundy
- Sky Blue
- Dusty Rose
- Navy
- Light Teal
- Silver Mist
- White

Please fill out your choice below. There is a minimum order of 200 square feet for custom carpet. If additional carpet is required to cover steps, skids and display cases, please send a floor plan. A quote will be forwarded to you before we proceed.

**CUSTOM CARPET RENTAL PRICE** order includes installation, poly covering and removal.

**CARPET PADDING** order includes installation and disposing of padding.

**CARPET VISQUEEN ORDER** includes installation of Visqueen

---

**TOTAL** $__________

Please Note: On items where a color choice is offered, if one is not chosen we reserve the right to choose one for you.
STANDARD CARPET

- Blue
- Green
- Burgundy
- Black
- Gray
- Teal
- Red
**CUSTOM RENTAL UNIT ORDER FORM**

**DISCOUNT DEADLINE DATE • JULY 28, 2011**

<table>
<thead>
<tr>
<th>MODEL NUMBER</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model #1</td>
<td>$2,090.00</td>
<td>$2,725.00</td>
</tr>
<tr>
<td>Model #2</td>
<td>$2,420.00</td>
<td>$3,150.00</td>
</tr>
<tr>
<td>Model #3</td>
<td>$3,080.00</td>
<td>$4,025.00</td>
</tr>
<tr>
<td>Model #4</td>
<td>$4,290.00</td>
<td>$5,575.00</td>
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<tr>
<td>Model #5</td>
<td>$4,950.00</td>
<td>$6,435.00</td>
</tr>
<tr>
<td>Model #6</td>
<td>$5,060.00</td>
<td>$6,595.00</td>
</tr>
<tr>
<td>Model #7</td>
<td>$4,840.00</td>
<td>$6,295.00</td>
</tr>
</tbody>
</table>

**Package Includes:**
- Installation & Dismantling
- Choice of Carpet Color
- Company ID Sign
- 2 stem lights per 10’ unit

**Package Does Not Include:**
Exhibitor is responsible for ordering electrical outlet. This is not included in the package. Any furnishings; tables, chairs, etc. on the Options Pages.

**Please Complete The Following:**

**Model Number:**
- Font Style: [ ] Futura [ ] Humanist [ ] PosterBodoni [ ] Times New Roman [ ] Other
- Font Color: [ ] Black [ ] Blue [ ] Red [ ] Green [ ] Burgundy [ ] Teal
- Carpet Color: [ ] Black [ ] Blue [ ] Red [ ] Grey [ ] Hunter Green
- Fabric Walls check here: [ ] Gray [ ] Blue [ ] Black
- Hardwall Panel Color/Fabric Choices (*back panels only*)
  Panel 1 _________ Panel 2 _________ Panel 3 _________ Panel 4 _________ Panel 5 _________ Panel 6 _________
- Identification Sign to Read: _________________________________________________________
- Indicate Date & Time of Arrival: _____________________________________________________

**ALL PANELS COME STANDARD WHITE - COLOR AND/OR FABRIC ADDITIONAL $225.00 PER PANEL**

**Terms and Conditions**
- Must be signed for order to process
- Payment may be made by check up to two weeks prior to the show opening.
- All orders received after the Deadline Date will be processed at the After Deadline Price.
- Exhibitor is responsible for all items for the duration of the show.
- Charges are for rental of equipment only. All items remain the property of IMS.
- No refunds/exchanges once show move-in begins. All claims or discrepancies must be settled prior to show closing.
- IMS is not responsible for exhibit materials left in IMS rental exhibits or counter storage units.

I have read and understand the Terms & Conditions of my Agreement with IMS.

____________________________________ __________________
Signature Date

**INCLUSIVE MANAGEMENT SERVICES**

**TOTAL:**

For a specially designed unit please contact our Customer Service Department at:
817-337-3050

**EXHIBITOR NAME:** ___________________________ **BOOTH #:** ____________

Fax form to 888-301-1273 along with completed payment policy

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CUSTOM RENTAL UNITS

Rental Units Include:

- Installation and Dismantling
- Choice of Standard Carpet Color
- Booth Header with Company Name
- 2 Stem Lights Per 10 Ft. Unit
- Standard White Hard Panel Walls

Custom Graphics and Company Logo available upon request for additional charge.

Graphics and Logo to be provided by exhibitor in correct format.

Hardwall panels also available in color and fabric choices below

- Blue
- Green
- Gray
- Red
- Gray Fabric
- Black Fabric
CUSTOM RENTAL UNITS

Rental Units Include:

- Installation and Dismantling
- Choice of Standard Carpet Color
- Booth Header with Company Name
- 2 Stem Lights Per 10 Ft. Unit
- Standard White Hard Panel Walls

Custom Graphics and Company Logo available upon request for additional charge.

Graphics and Logo to be provided by exhibitor in correct format.

Hardwall panels also available in color and fabric choices below

- Blue
- Green
- Gray
- Red
- Gray Fabric
- Black Fabric

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CUSTOM RENTAL UNITS

Rental Units Include:

- Installation and Dismantling
- Choice of Standard Carpet Color
- Booth Header with Company Name
- 2 Stem Lights Per 10 Ft. Unit
- Standard White Hard Panel Walls

Custom Graphics and Company Logo available upon request for additional charge.

Graphics and Logo to be provided by exhibitor in correct format.

Hardwall panels also available in color and fabric choices below:

- Blue
- Green
- Gray
- Red
- Gray Fabric
- Black Fabric

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**Panel Size Key:**

- **A** = 34.75"T x 60"W
- **B** = 34.75"T x 18.125"W
- **C** = 34.75"T x 26.25"W
- **D** = 34.75"T x 60"W
- **E** = 44.625"T x 60"W
- **F** = 44.625"T x 37.625"W
- **G** = 12"T x 60"W

**Model 7**

**Rental Units Include:**

- Installation and Dismantling
- Choice of Standard Carpet Color
- Booth Header with Company Name
- 2 Stem Lights Per 10 Ft. Unit
- Standard White Hard Panel Walls

**Hardwall panels also available in color and fabric choices below**

- **Blue**
- **Green**
- **Red**
- **Gray**
- **Black Fabric**
- **Gray Fabric**

**Custom Graphics and Company Logo available upon request for additional charge.**

**Graphics and Logo to be provided by exhibitor in correct format.**
HELPFUL REMINDERS ON SHIPPING

1. Ship in advance to the warehouse. Ship prepaid and keep an inventory and the tracking numbers of all your shipments.
2. Place a rider on your insurance policy from the time your exhibit and product leaves your possession until it’s return. Your company is responsible for your exhibit and product.
3. Ship your freight and product via common carrier or van line to arrive on your target date. Use two-day air freight if you are on a tight schedule and DO NOT SEND ANYTHING VIA U.S. MAIL.
4. Be sure to remove old shipping labels before you send anything to the warehouse or to the show site.
5. While making your shipping plans for the show, also plan for shipping home after the show is over. Make sure that someone from your company will be on-site to oversee the outbound shipment of your display.
6. Take the extra time to ensure that your display and product are packed neatly and securely.
7. Provide General Contractor with the Freight Routing Form including the pro#/tracking # provided in the ESM in the event your shipment is lost.
8. If you ship by way of your own truck or car, it is important to have a delivery ticket prepared indicating the piece count and weight. You are invoiced for material handling based on weight. If no information is available, the weight is estimated by the unloading crew.
9. Consolidate as many pieces as possible into one shipment to avoid being billed for several minimum shipments. To reduce material handling costs (Drayage), ship all of your exhibit materials in ONE shipment. Remember, there is a 200 pound minimum charge per shipment.
10. Please be sure to obtain and complete an IMS Bill of Lading. Bills of Lading will be made available at the IMS service center on the final show day. Please be sure to return your completed Bill of Lading and any additional outbound information before you leave the show floor.
11. Should you choose to use a carrier other than the official show carrier, please be certain to contact them with any necessary pick-up information. IMS is not responsible for contacting outside carriers for pick-ups.

COMMON SHIPPING MISTAKES

1. Selecting a carrier that does not service trade shows on a regular basis. Unlike other shipments, exhibit material is time-sensitive.
2. Old labels left on crates and cartons, which cause confusion.
3. Not specifying what type of air freight service is desired, i.e., AM, PM, second day, and deferred service.
4. Not requesting insurance for valuable equipment. If a shipment is not marked “insured”, it is basically covered for $.50/lb per shipment.
5. Not giving clear instructions on how the freight is to be shipped:
   A. not advising your carrier about your target date and time.
   B. not including an accurate description or piece count.
   C. not reading the exhibitor manual and shipping instructions; and
   D. not filling out the forms properly.
ALL FREIGHT MUST BE ACCOMPANIED BY
A CERTIFIED SCALE TICKET

ALL DRIVERS MUST PROVIDE THE FOLLOWING
INFORMATION ON THEIR BILLS OF LADING:

1. BOOTH NUMBER
2. EXHIBITOR’S NAME
3. SHIPPER’S NAME
4. PIECE SUMMARY
5. ACTUAL HEAVY & LIGHT WEIGHT CERTIFIED SCALE TICKETS
6. NET, GROSS AND TARE WEIGHT

PIECE SUMMARIES MUST BE BROKEN INTO THE
FOLLOWING CATEGORIES:

1. CRATES ........................................(WOODEN BOXES)
2. CARTONS.....................................(CARDBOARD BOXES)
3. CARPETS......................................(RUGS AND PADS)
4. SKIDS...........................................(PALLETS)
5. BUNDLES
6. MACHINES
7. MISCELLANEOUS.........................(LOOSE OR UNPACKED ITEMS)

ALL BILLS MUST CONTAIN THIS INFORMATION BEFORE THE
FREIGHT CLERK CAN ACCEPT THEM:

WE REQUIRE A COPY OF YOUR BILLS OF LADING

IF YOU CANNOT PROVIDE ANY
OF THE REQUESTED
INFORMATION, PLEASE
CONTACT YOUR DISPATCH
OR CHECK YOUR FREIGHT CLERK

Inclusive Management Services

Back to Table of Contents
# Freight Routing Form

## Information on Incoming Shipments for the Show

<table>
<thead>
<tr>
<th>Company Name:</th>
<th>Booth #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Origin of Shipment:</td>
<td>Carrier:</td>
</tr>
<tr>
<td>Shipping Date:</td>
<td>Approximate Arrival Date:</td>
</tr>
<tr>
<td>Total Number of Containers:</td>
<td>Total Weight of Shipment:</td>
</tr>
<tr>
<td>Pro #:</td>
<td></td>
</tr>
</tbody>
</table>

## Instructions on Outgoing Shipments at Close of Show

<table>
<thead>
<tr>
<th>Consign to (Company Name):</th>
<th>Telephone:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address:</td>
<td>City:</td>
</tr>
<tr>
<td>State:</td>
<td>Zip:</td>
</tr>
<tr>
<td>Carrier:</td>
<td>PREPAID</td>
</tr>
<tr>
<td>Total Number of Containers:</td>
<td>Total Weight of Shipments:</td>
</tr>
</tbody>
</table>

### For Split Shipments, Use Space Below

<table>
<thead>
<tr>
<th>Consign to (Company Name):</th>
<th>Telephone:</th>
<th>PREPAID</th>
<th>COLLECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address:</td>
<td>City:</td>
<td>State:</td>
<td>Zip:</td>
</tr>
<tr>
<td>Carrier:</td>
<td>Total Number of Containers:</td>
<td>Total Weight of Shipments:</td>
<td></td>
</tr>
</tbody>
</table>

### Billing Address for Freight Charges

<table>
<thead>
<tr>
<th>Company Name:</th>
<th>Telephone:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address:</td>
<td>City:</td>
</tr>
<tr>
<td>Attention:</td>
<td></td>
</tr>
</tbody>
</table>

---

**PLEASE NOTE:** To enable our tracing delayed shipments, please fax duplicate Bills of Lading to **888-301-1273** along with a completed payment policy. **COLLECT SHIPMENTS WILL NOT BE RECEIVED**

---

Back to Table of Contents
MATERIAL HANDLING SERVICES/RATES

DIRECT/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.

SPECIAL HANDLING: Material delivered by the carrier in such a manner that it requires additional handling (Example: stacked shipments, ground unloading, constricted space unloading, etc.) FedEx, UPS, Airbourne/DHL are included in this category due to their delivery procedures. 20% additional charge added to direct/crated price.

UNCRADED: Material that is shipped loose or pad wrapped.

NOTE: Charges will be based upon the weight of your inbound shipments. Each shipment received is considered separate shipments. The minimum weight per shipment is 200 lbs. Anything over will be rounded to the next 100 lbs. All late shipments will incur an additional 30% surcharge in addition to the rates listed below. Does not include air charges for late freight received at the mainland.

OVERTIME: An overtime surcharge of 25% additional will be incurred for any shipments received or loaded out before 8:00 a.m. or after 4:30 p.m. Monday through Friday and all day Saturday and Sunday.

RECEIVING AT ADVANCE WAREHOUSE IS AS FOLLOWS:

<table>
<thead>
<tr>
<th>RECEIVING FROM: July 18 - August 10</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Price Per CWT</th>
<th>Minimum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warehouse Shipment 8:00 a.m. - 3:30 p.m. Monday - Friday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct to Warehouse</td>
<td>$85.50</td>
<td>$171.00</td>
</tr>
<tr>
<td>Late to Warehouse</td>
<td>$111.25</td>
<td>$222.50</td>
</tr>
<tr>
<td>Direct to Warehouse Inbound OT Surcharge</td>
<td>$21.50</td>
<td>$43.00</td>
</tr>
<tr>
<td>Special Handling to Warehouse</td>
<td>$109.75</td>
<td>$219.50</td>
</tr>
<tr>
<td>Late Special Handling to Warehouse</td>
<td>$142.75</td>
<td>$285.50</td>
</tr>
<tr>
<td>Special Handling to Warehouse Inbound OT Surcharge</td>
<td>$27.50</td>
<td>$55.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Price Per CWT</th>
<th>Minimum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show Site Shipment May Begin Arriving August 13, 2011</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct to Convention Facility</td>
<td>$73.75</td>
<td>$147.50</td>
</tr>
<tr>
<td>Direct to Convention Facility Inbound/Outbound OT Surcharge</td>
<td>$18.50</td>
<td>$37.00</td>
</tr>
<tr>
<td>Uncrated to Convention Facility</td>
<td>$99.75</td>
<td>$199.50</td>
</tr>
<tr>
<td>Special Handling to Convention Facility</td>
<td>$95.75</td>
<td>$191.50</td>
</tr>
<tr>
<td>Special Handling Inbound/Outbound OT Surcharge</td>
<td>$24.00</td>
<td>$48.00</td>
</tr>
</tbody>
</table>

Small Package - Maximum Weight 50 lbs......................... $40.00 each

Only applicable on SHOW DAYS

Please use the Material Handling Re-Cap Form to calculate your estimated Material Handling costs. Items will be weighed when received at the convention center dock for accurate billing rates.
EMPTY CONTAINER LABELS

Empty labels for storage of containers during the show will be available at the Exhibitor Service Center. Affixing the labels is the sole responsibility of the exhibitor or representative. All previous labels should be removed. IMS assumes no liability for errors to the above procedure, removal of containers with the old labels, improper information or valuables stored in containers with old empty labels. Empty crates or containers will not be accessible after removal unless prior arrangements are made for accessible storage at the Exhibitor Service Center.

SPECIAL RATES AND SERVICES

Steel banding is available at $0.95 per linear foot, plus one-half hour minimum labor.
Mobile equipment will be moved in and out of the exhibit hall on a time and material basis with a minimum $250 charge per round trip.

AGREEMENT OF TERMS

The exhibitor accepts responsibility for the payment of charges in connection with the handling of shipments and guarantees payment to IMS for the incurred services described herewith.

OUTBOUND SHIPPING

Each exhibitor or his representative will be expected to label his exhibit materials and furnish shipping information. Labels and Bills of Lading will be available at the Exhibitor Service Center. Previous shipping labels should be removed. IMS accepts no responsibility for misdirected shipments as a result of old shipping labels remaining on containers. IMS will route all shipments unless special advance arrangements are made. Exhibits and materials for which arrangements have not been made with IMS, or which have not been removed from the exhibit area on removal day, will be transported to our warehouse, at an additional charge, to await disposition. IMS reserves the right to route exhibit material via an alternate carrier in the event that the requested carrier fails to pick up the shipment or refuses to accept shipments within five (5) business days following the close of the show. No liability will be assumed by IMS as a result of such re-routing or handling. Any freight brought back to the warehouse for special pick-up will be given an additional charge.

SHIPMENTS RETURNED TO THE WAREHOUSE

At the close of the show, for re-forwarding or storage, there will be an additional charge of $69.00 per cwt. On straight time, $138.00 per cwt., with a 500 lb. minimum.

LIMITS OF LIABILITY

All shipments should be insured by the exhibitor from the time they leave his firm until they are returned after the show. All exhibits or materials handled by IMS an insured at a value not to exceed $0.25 per pound and is not to exceed a maximum of $50.00 per item or $1000.00 per claim, whichever is less. However, IMS and its subcontractors are not insurers. The amounts paid to IMS are based on the value of the material handling services and are unrelated to the value of the property being handled.

IMS and its subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts, work stoppage, fire, theft, windstorm, water, vandalism, acts of God, mysterious disappearances or other causes beyond its control, or for ordinary wear and tear in handling of equipment. IMS and its subcontractors shall not be responsible for the materials after they have been delivered to the booth, or before they have been picked up for loading at the exhibit hall.

IMS shall not be responsible for damage to uncrated materials, materials improperly packed, or concealed damage.

All Bills of Lading covering outgoing shipments, which are given to IMS by exhibitors, will be checked at the time of pickup from the booth and corrections made where discrepancies exist. Furthermore, the exhibitor recognizes there may be a lapse of time between the completion of packing and the actual pickup of materials from the booth for loading onto a carrier, and during such time, the materials will not be under the care or responsibility of IMS. IMS and its subcontractors shall not be liable to any extent whatsoever, potential or assumed loss of profits or revenues for any collateral costs, which may make it impossible or impractical to exhibit same.

Claims for loss or damage, which are not submitted to IMS within thirty (30) days of the close of the show shall be considered waived. No suit or action shall be brought against IMS or its subcontractors more than one year after accrual of the cause or action thereof.

In order to expedite removal of materials from the show site, IMS shall have the authority to change designated carriers, if such carriers do not pick up on time. Where the exhibitor makes no disposition, materials will be either taken to a warehouse to await exhibitor’s shipping instructions (in which case extra charges will be the responsibility of the exhibitor) or shipped to the exhibitor’s address.

The consignment or delivery of a shipment to IMS or its subcontractors by and exhibitor, or by any shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in the above section.
Special handling applies to shipments that are loaded by cubic space and/or packed in such a manner as to require additional labor/handling, such as ground unloading, constricted space unloading, designated piece unloading, carpet/pad only shipments or stacked shipments. Also included are shipment integrity, alternate delivery locations, mixed shipments and shipments without individual bills of lading. Shipments loaded in this manner require additional time, labor, or equipment to unload, sort, and deliver.

**What is Ground Loading/Unloading?**
Vehicles that are not docked height, preventing the use of loading docks, such as U-Hauls, flat bed trailers, double drop trailers, company vehicles with trailers that are not at dock level, etc.

**What is Constricted Space Loading/Unloading?**
Trailer loaded “high and tight” shipments are not easily accessible. Freight is loaded to full capacity of trailer — top to bottom, side to side. One example of this is freight that is loaded down one side of a trailer that must by bypassed to reach target freight.

**What is Designated Piece Loading/Unloading?**
Drivers that require the loading crew to bring multiple pieces of the freight to the rear of the trailer to select the next piece, having to remove freight from the trailer then reload to fit or the trailer must be loaded in a sequence to ensure all items fit.

**What are stacked Shipments?**
Shipments integrity involves shipments on a carrier that are intermingled, or delivered in such a manner that additional labor is needed to sort through and separate the various shipments on a truck for delivery to our customers.

**What is Alternate Delivery Location?**
Alternate Delivery Location refers to shipments that are delivered by a carrier that requires us to deliver some shipments to different levels of the same building or to other buildings in the same facility.

**What are Mixed Shipments?**
Mixed shipments are defined as shipments of mixed crated and uncrated goods, where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment, but does require special handling. IMS defines special handling for mixed loads as having less than 50% of the volume as uncrated.

**What does it mean if I have “No Documentation”?**
Shipments arrive from a small package carrier (including, among others, Federal Express and UPS) without an individual Bill of Lading, requiring additional time, labor, and equipment to process.

**What about Carpet Only Shipments?**
Shipments that consist of carpet and/or carpet padding only require special handling because of additional labor and equipment to unload.

**What is the difference between Crated and Uncrated Shipments?**
Crated shipments are those that are packed in any type of shipping container that can be unloaded at the dock with no additional handling required. Such containers include crates, fiber cases, cartons, and properly packed skids. An uncrated shipment is material that is shipped loose or pad wrapped, and/or unskidded without proper lifting bars and hooks.

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**DISCOUNT DEADLINE DATE • JULY 28, 2011**

For complete information and instructions on shipping and material handling, refer to the “SHIPPING INSTRUCTIONS” and “MATERIAL HANDLING RATES”.

### COMPUTATION OF ORDERS

When recording weight, round up the next one hundred (100) pounds.

**SHIPMENTS TO WAREHOUSE:**

<table>
<thead>
<tr>
<th>Pieces</th>
<th>Weight</th>
<th>Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will ship ______ pieces @ ______ lbs.</td>
<td>@ $85.50 per 100 lbs. (200 lb. minimum)</td>
<td>$____________________________</td>
<td></td>
</tr>
<tr>
<td>LATE CRATED SHIPMENTS TO THE WAREHOUSE</td>
<td>$111.25 per lbs. (200 lb. minimum)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SPECIAL HANDLING FOR DIRECT SHIPMENTS TO WAREHOUSE:**

<table>
<thead>
<tr>
<th>Pieces</th>
<th>Weight</th>
<th>Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will ship ______ pieces @ ______ lbs.</td>
<td>@ $109.75 per 100 lbs. (200 lb. minimum)</td>
<td>$____________________________</td>
<td></td>
</tr>
<tr>
<td>LATE SHIPMENTS TO THE WAREHOUSE</td>
<td>$142.75 per 100 lbs. (200 lb. minimum)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**DIRECT SHIPMENTS TO THE CONVENTION FACILITY:**

<table>
<thead>
<tr>
<th>Pieces</th>
<th>Weight</th>
<th>Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will ship ______ pieces @ ______ lbs</td>
<td>@ $73.75 per 100 lbs. (200 lb. minimum)</td>
<td>$____________________________</td>
<td></td>
</tr>
<tr>
<td>UNCRATED SHIPMENTS</td>
<td>@ $108.75 per 100 lbs. (200 lb. minimum)</td>
<td>$____________________________</td>
<td></td>
</tr>
</tbody>
</table>

**SPECIAL HANDLING FOR DIRECT SHIPMENTS TO THE CONVENTION FACILITY:**

<table>
<thead>
<tr>
<th>Pieces</th>
<th>Weight</th>
<th>Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will ship ______ pieces @ ______ lbs</td>
<td>@ $95.75 per 100 lbs. (200 lb. minimum)</td>
<td>$____________________________</td>
<td></td>
</tr>
</tbody>
</table>

**ESTIMATED MATERIAL HANDLING $ _____________________________**

If you are shipping any materials either directly to the convention center or to the advance warehouse, IMS requires a completed [Payment Policy Form](#) to be faxed to the number provided on the Payment Policy Form no later than July 28, 2011 in order to guarantee the receipt/delivery of your materials to your booth.

For a complete description of Material Handling Rates and Special Handling Definitions please refer to the previous 3 pages.

**EXHIBITOR NAME: ___________________________**

**BOOTH #: ______________**

Fax form to **888-301-1273** along with completed payment policy.
IT IS HIGHLY RECOMMENDED TO SHIP YOUR ITEMS TO THE WAREHOUSE

• All shipments must be sent Pre-Paid. All collect shipments will be refused.

• Crated shipments may be sent to the warehouse beginning on, July 18, 2011, last date for warehouse shipments being August 10, 2011. Such shipments must arrive between the hours of 8:00AM and 3:30 PM Monday through Friday. No shipments will be received at the warehouse on weekends & holidays. To trace the arrival of a shipment, e-mail us at service@inclusivemanagement.com Have pro # and carrier information included. We will call or e-mail back promptly.

• Certified weight tickets & bills of lading indicating weight must accompany freight delivery.

NOTE: Shipments arriving at the warehouse after the advance receiving deadline date will be charged a 30% late surcharge to the advance warehouse rates as well as charges for transport to show site.

Please label each package or crate as follows:

Show Name: IFLA 2011
To: Your Company Name & Booth
ABF Freight c/o IMS, Inc.
Road 5 km 7.4 Bldg.#1
Catano, Puerto Rico 00962
Show Name: IFLA 2011

ABF Freight c/o IMS, Inc.
Road 5 km 7.4 Bldg#1
Catano, Puerto Rico 00962

SHIPMENTS SHOULD ARRIVE BETWEEN
July 18 - August 10, 2011

EVENT: IFLA 2011
CARRIER: ____________________________
NUMBER OF PIECES: ____________________

COMPANY NAME _________________________
BOOTH # _____

ADVANCED SHIPMENTS TO WAREHOUSE

FROM: ____________________________
TO: ____________________________
• All shipments arriving to the facility prior to August 13, 2011 shipment will be refused and returned to the local trucking terminal.

• Shipments will only be received at the show during the move-in periods indicated on page one of this section.

• As exhibitor, it is your responsibility to instruct your carrier to the proper dates and times for direct deliveries to the convention facility.

• Certified weight tickets & bills of lading indicating weight must accompany freight delivery.

• Shipments received without receipts, proper freight bills or specified unit counts on their receipts or freight bills such as UPS or van lines, will be delivered to the exhibitor booth without guarantee of the piece count or condition. No liability will be assumed by IMS for such shipments.

**Please label each package or crate as follows:**

Show Name: IFLA 2011  
To: Your Company Name & Booth #  
c/o: IMS, Inc.  
Puerto Rico Convention Center  
100 Convention Blvd.  
San Juan, Puerto Rico 00907

**DO NOT deliver prior to August 13, 2011  
Facility will refuse shipment**
Let ABF make your show the easiest you have attended.

Choose ABF guaranteed, expedited shipping solutions — air or ground with special show discounted rates for your inbound and outbound shipments.

For personalized quotes, please call our trade show division at 800-654-7019.

On the floor and behind the scenes, ABF Freight System, Inc.* makes it happen with:

- Priority handling of your inbound and outbound shipment.
- Guaranteed expedited air and ground services.
- LTL ground transportation.
- International transportation.

tradeshow@abf.com
### Request for Information

<table>
<thead>
<tr>
<th><strong>Show Name</strong></th>
<th><strong>Booth Number</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Show Date</strong></th>
<th><strong>Show City</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Contractor</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Name</strong></th>
<th><strong>Title</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Company</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Street Address</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>P.O. Box</strong></th>
<th><strong>City</strong></th>
<th><strong>State</strong></th>
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<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th><strong>Zip (P.O. Box)</strong></th>
<th><strong>Zip (Street Address)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Phone</strong></th>
<th><strong>Fax</strong></th>
<th><strong>E-mail</strong></th>
</tr>
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<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th><strong>Estimated Exhibit Value</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Normal Exhibit Weight</strong></th>
<th><strong>Number of Shows Per Year</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Normal Number of Exhibit Pieces</strong></th>
<th><strong>Crates</strong></th>
<th><strong>Cartons</strong></th>
<th><strong>Cases</strong></th>
<th><strong>Carpet</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Would you like to be included on future mailings?  
  - Yes  
  - No

- Would you like an ABF Trade Show coordinator to call you with a quote or information?  
  - Yes  
  - No

Please send me a detailed information packet on ABF’s Trade Show Service.

Please fax completed form back to 800-836-3320.

**ABF Freight System, Inc. • Trade Show Services • P.O. Box 697 • Cherryville, NC 28021**
<table>
<thead>
<tr>
<th>Date</th>
<th>Invoice #</th>
<th>PO #</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Shipper Name</th>
<th>Consignee Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Street Address</th>
<th>Street Address</th>
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<tbody>
<tr>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact (Shipper)</th>
<th>Email Address</th>
<th>Contact (Consignee)</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Telephone/Fax Number</th>
<th>Telephone/Fax Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tax ID Number (EIN)</th>
<th>Exporting Carrier</th>
<th>Tax ID Number (i.e. EIN, VAT)</th>
<th>Incoterms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Information (i.e. ITN #)</th>
<th>AWB #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Complete Commodity Description</th>
<th>HM</th>
<th>Schedule B</th>
<th>Country of Manufacture</th>
<th>Quantity</th>
<th>UOM</th>
<th>Unit Price USD $</th>
<th>Total Price USD $</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Subtotal (USD $) | 0.00 |
| Total Freight Charge | |
| Total Insurance Cost | |
| Total Invoice Value (USD $) | 0.00 |

I/we hereby certify that the information on this invoice is true and correct and that the contents of this shipment are as stated above.

Signature and Title of Authorized Person | Date
---|---

These commodities, technology, or software were exported from the United States of America for ultimate destination ________________________ in accordance with export administration regulations. Diversion contrary to U.S. law is prohibited.

10/12/07
SHIPPER PLEASE NOTE: FREIGHT CHARGES ARE PREPAID ON THIS BILL OF LADING UNLESS MARKED COLLECT

STRAIGHT BILL OF LADING - ORIGINAL - NOT NEGOTIABLE

ABF FREIGHT SYSTEM, INC.
P.O. BOX 19048
FORT SMITH, AR 72917
800-610-5544  ABFS

PLACE PRO LABEL HERE

TRAILER NUMBER

B/L DATE

ROUTE

SPECIAL INSTRUCTIONS

Shipper's Bill of Lading No.

Consignee's Reference/PO No.

Customer's Bill of Lading

CONSIGNEE TO:

NAME PLUS

STREET

CITY/ST/ZIP

☐ Check box if consignee contact required prior to delivery. Consignee telephone

SHIPPER OF PAYMENT, SEND BILL TO:

NAME

STREET

CITY/ST/ZIP

C.O.D. charge to be paid by

Shipper ☐

Consignee ☐

Collect on Delivery $ ______________ and remit to ______________

Street: ______________

City ______________

State ______________

C.O.D. charge to be paid by

Shipper ☐

Consignee ☐

Signed: ______________

Hold

Packages

Kind of Package, Description of Articles, Special Marks and Exceptions

Weight

Class or

Cube

Units

No.

Type

No.

Type

(Subject to correction)

(Subj to Correction)

(Rate Ref. For Info. Only)

(Optional)

No.

Type

Type

Type

Type

LBS

(CuFT)

NOTE (1) Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows:
The agreed or declared value of the property is specifically stated by the shipper to be not exceeding $ ______________ per ______________.

NOTE (2) Liability Limitation for loss or damage on this shipment may be applicable. See 49 U.S.C. 14706(1)(A)(B).

NOTE (3) Commodities requiring special or additional care or attention in handling or storing must be so marked and packaged as to ensure safe transportation with ordinary care. See Sec. (2)e of NMFC item 390.

Notify if problem ensue or at delivery

RECEIVED, subject to individually determined rates or contacts that have been agreed upon in writing between the carrier and shipper. If applicable, unless to the rates, classifications and rules that have been established by the carrier and are available to the shipper, or request. Every service to be performed hereunder shall be subject to all terms and conditions of the uniform bill of lading set forth in the National Motor Freight Classification. The shipper hereby certifies that he is familiar with all the terms and conditions of the said bill of lading and the said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns. See items 700-1 of ADR 111 rules for general liability limitations and for additional coverage available at additional expense.

This is to certify that the above named materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation, according to the applicable regulations of the Department of Transportation. Additionally, by signature on this bill of lading, the shipper authorizes consent to the Transportation Security Administration (TSA) to screen the shipment when transportation of the shipment requires movement via an air carrier.

SHIPPER

PER (SIGNATURE REQUIRED)

CARRIER

ABF FREIGHT SYSTEM, INC.

PER

DATE

Driver signature only acknowledges receipt of freight.
### Installation and Dismantle Labor Rates

<table>
<thead>
<tr>
<th></th>
<th>Straight Time - $65.00 per personnel hour</th>
<th>Overtime - $97.75 per personnel hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Straight Time</td>
<td>8:00 a.m. - 4:30 p.m. Monday through Friday</td>
<td></td>
</tr>
<tr>
<td>Overtime</td>
<td>4:30 p.m. - 8:00 a.m. Monday through Friday, all day Saturday and Sunday</td>
<td></td>
</tr>
</tbody>
</table>

Price is per person/per hour. Start time is guaranteed only when labor is requested for the start of the working day (8:00 am), unless the official set-up time begins later.

One hour minimum charge on all labor. Cancellations must be in writing.

### PLAN A: Installation and Dismantling of display under the supervision of IMS

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>TOTAL LABORERS</th>
<th>HOURS PER LABORER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Installation
Dismantling

Please note the following:
- In addition to the above listed rates, a 35% supervision fee will apply to the above rates with a $50.00 minimum charge.
- Work will be done on a straight time basis if possible. However, overtime charges will be invoiced on the show floor, if necessary.
- Notice of cancellation should be made at least 24 hours prior to the show move-in to avoid a one-hour minimum charge.

### PLAN B: Installation and Dismantling of display under the supervision of EXHIBITOR

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>TOTAL LABORERS</th>
<th>HOURS PER LABORER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Installation
Dismantling

Please note the following:
- Labor personnel must be picked up at IMS Exhibit Service Center when under exhibitor supervision.
- A one hour “no show” charge will be applied if exhibitor fails to pick up labor personnel as ordered.

ESTIMATED COST FOR INSTALLATION & DISMANTLING LABOR $___

EXHIBITOR NAME: ________________________________ BOOTH #: ____________
1. Inclusive Management Services, Inc. (IMS) and its subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts or work stoppages of any kind.

2. Inclusive Management Services, Inc. (IMS) and its subcontractors shall not be responsible for loss, injury or damage caused by laborers or equipment furnished by Inclusive Management Services, Inc or its subcontractors, except when such laborers are working or operating equipment under direct supervision of a supervisor designated by Inclusive Management Services, IMS or its subcontractor.

3. Inclusive Management Services, Inc. (IMS) and its subcontractors shall not be liable to any extent whatsoever for any actual, potential, or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss, injury or damage to an exhibitor’s material or exhibitor personnel, which may make it impossible or impractical to exhibit exhibitor’s materials.

4. Claims for loss, injury or damage which are not submitted to Inclusive Management Services, Inc. (IMS) within thirty (30) days of the close of the show on which the loss, injury or damage occurred shall be considered waived. No suit or action shall be brought against Inclusive Management Services, Inc. (IMS) or its subcontractor more than one year after the accrual of the cause of action.

5. Inclusive Management Services, Inc. (IMS) will not be responsible for improper packing of exhibitor material and products or incorrect labeling if working under the supervision of the exhibitor.

6. Inclusive Management Services, Inc. (IMS) will not be responsible for improperly packed or concealed damages to exhibits.

7. The placing of an order for the services or laborers and the use of equipment by an exhibitor, or any agent of the exhibitor shall be construed as an acceptance by such exhibitor or agent of terms and conditions set forth in Section 1 through 5 above.
**DISCOUNT DEADLINE DATE • JULY 28, 2011**

Exhibiting Name: ___________________________ Booth #: ___________________________

Contact Name: _______________________________ Booth Size _______ x _______

Email Address: _______________________________

---

**IMS SUPERVISED LABOR**

*In order to better serve you—please complete the following information if your display is to be set-up and/or dismantled by IMS and you will not be present to supervise the installation and/or dismantle.*

### Inbound Shipping and Set Up Information

Freight will be shipped to: Warehouse _________ Show Site _____________ Date___________________

Total No. of: Crates ________ Cartons ________ Fiber Cases ________ Other (Specify) ___________________________

Setup Plan/Photo: Attached ______________ To Be Sent With Exhibit _____________ In Crate No. ______

Carpet: With Exhibit ________ Rented From _______________ Color ______________ Size __________

Electrical Placement: Drawing Attached__________ Drawing with Exhibit __________ Electrical Under Carpet ____________

Comments: _______________________________________________________________________________________________

Graphics: With Exhibit ____________ Shipped Separately ______________

Comments: __________________________________________________________________________________________________

Special Tools/Hardware Required: ________________________________________________________________

### Outbound Shipping Information

Ship To: ____________________________________________________________________________________________

Method of Shipment

- □ Exhibit Transportation
- □ Common Carrier
- □ Air Freight
- □ Next Day
- □ 2nd Day
- □ Deferred

- □ Other Carrier: Please indicate the carrier’s name

- □ Other Common Carrier:_____________________________________________________

- □ Other Air Freight: _______________________________________________________

- □ Van Line: _______________________________________________________________

Freight Charges □ Prepaid Bill To □ Collect

---

In the event your selected carrier fails to show on final move-out day the show carrier will be utilized.

*IMS will not be responsible for product or literature that is not properly packed and labeled by exhibitor personnel.*
Reserve forklift labor below. Starting times can be guaranteed only when labor is requested for 8AM. Confirm labor and forklifts by 2:30 PM the day before date requested. Please have a representative pick up the crew at the IMS Service Desk & supervise the work to be done. Upon completion, the exhibitor’s representative will return the crew to IMS Service Desk and approve the work order.

**FORKLIFT W/OPERATOR:**

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th># of Forklift Crews</th>
<th>Standard Price</th>
<th>Overtime Price</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>INSTALL</td>
<td></td>
<td></td>
<td>$121.50</td>
<td>$155.75</td>
<td></td>
</tr>
<tr>
<td>DISMANTLE</td>
<td></td>
<td></td>
<td>$121.50</td>
<td>$155.75</td>
<td></td>
</tr>
</tbody>
</table>

**ADDITIONAL LABOR:**

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th># of Additional laborers</th>
<th>Standard Price</th>
<th>Overtime Price</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>INSTALL</td>
<td></td>
<td></td>
<td>$69.00</td>
<td>$101.75</td>
<td></td>
</tr>
<tr>
<td>DISMANTLE</td>
<td></td>
<td></td>
<td>$69.00</td>
<td>$101.75</td>
<td></td>
</tr>
</tbody>
</table>

**Describe work to be done:**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

**TOTAL $__________**

---

**LABOR RATES**

**Straight Time**  
8:00 a.m. to 4:30 p.m. Monday through Friday

**Overtime**  
4:30 p.m. to 8:30 p.m. Monday through Friday  
8:00 a.m. to 4:30 p.m. Saturday & Sunday All Day

**COMPANY NAME___________________________________________ BOOTH#________**

Fax to **888-301-1273** along with completed payment policy
INSTRUCTIONS:

• All ceiling rigging must conform to Show Management rules and regulations and facility limitations.
• All overhead hanging signs or banners must be assembled, installed and removed by IMS. Exhibitors, display company and/or I&D representatives may supervise, but will not be allowed to assemble or install and remove the hanging sign. Please complete the enclosed Labor Order Form to assemble our hanging sign.
• Set up instructions must be provided for signs needing assembly.
• Hanging anchor points must be pre-fabricated and ready for use.
• Electrical signs must be in working order and in accordance with the National Electrical Code. ELECTRICAL SERVICE requirements must be ordered in advance on the enclosed ELECTRICAL SERVICE Order Form.
• If any hang point supports over 250 lbs., notify IMS immediately for special authorization.
• Overhead hanging signs are to be sent in separate containers directly to advance warehouse using the enclosed Hanging Sign Labels. This container MUST arrive no later than one week prior to the first exhibitor move-in day. If these procedures are not followed, IMS cannot guarantee the hanging of your sign.

EQUIPMENT AND LABOR RATES TO HANG SIGNS

<table>
<thead>
<tr>
<th>Straight Time</th>
<th>Overtime</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condor</td>
<td></td>
</tr>
<tr>
<td>Condor With Crew ................. $390.00</td>
<td>$465.00</td>
</tr>
<tr>
<td>Scissorlift</td>
<td></td>
</tr>
<tr>
<td>Scissorlift with crew .............. $300.00</td>
<td>$375.00</td>
</tr>
</tbody>
</table>

Installation Estimate

<table>
<thead>
<tr>
<th>Approx Hours</th>
<th>Hourly Rate</th>
<th>Total Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>__<strong><strong><strong><strong>@</strong></strong></strong></strong> = ______________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Dismantle Estimate

<table>
<thead>
<tr>
<th>Approx Hours</th>
<th>Hourly Rate</th>
<th>Total Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>__<strong><strong><strong><strong>@</strong></strong></strong></strong> = ______________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Supervision for assembly and dismantling of overhead hanging can be provided by IMS, Inc. at an additional cost, or by your company representative, display house, independent or lighting contractor.

Please indicate method of supervision you require for assembly and disassembly

<table>
<thead>
<tr>
<th>No Supervision Required</th>
<th>IMS, Inc</th>
<th>Exhibitor Personnel</th>
<th>Display House</th>
</tr>
</thead>
</table>

• Additional crew and/or equipment will be used if the supervisor deems it necessary to safely complete the installation and/or dismantling of a job and it will be charged.
HANGING SIGN LABOR ORDER FORM

DISCOUNT DEADLINE DATE • JULY 28, 2011

Exhibiting Name: ___________________________ Booth # ___________
Contact Name: _______________________________ Booth Size _________ x _________
Email Address: __________________________________________________________

SIGN DESCRIPTION, SIZE & WEIGHT

• For signs other than banners, include blueprint or drawing with detailed information so hanging anchor points can be determined.

Type: Cloth Banner ______________________________
      Metal or Wood ____________________________
      Other ____________________________________

Shape: Square ___________________________________
       Triangle __________________________________
       Rectangle _________________________________
       Other ____________________________________

Size: Height ___________________________________
      Length ___________________________________
      Width ___________________________________
      Weight of Sign ____________________________

Does Your Sign Require:
      Electricity ________________________________
      Assembly ________________________________

Installation Estimate

<table>
<thead>
<tr>
<th>Condor</th>
<th>Scissorlift</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approx Hours</td>
<td>Hourly Rate</td>
</tr>
<tr>
<td>___________</td>
<td>@ ____________</td>
</tr>
</tbody>
</table>

Dismantle Estimate

| Approx Hours | Hourly Rate | Total Estimated Cost |
| ___________ | @ ____________ | = __________________ |

Supervision for assembly and disassembly of overhead hanging can be provided by IMS at an additional cost, or by your company representative, display house, independent or lighting contractor.

Please indicate method of supervision you require for assembly and disassembly:

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>____ No Supervision Required</td>
<td>____ IMS I &amp; D</td>
<td>____ Exhibitor Personnel</td>
</tr>
<tr>
<td>____ Display House</td>
<td>** Additional crew and/or equipment will be used if the supervisor deems it necessary to safely complete the installation and/or dismantling of a job and it will be charged accordingly.</td>
<td></td>
</tr>
</tbody>
</table>

Fax to 888-301-1273 along with completed payment policy

____ Feet in from the back aisle# _____
____ Feet in from the left aisle# _____
____ Feet in from the right aisle# _____
____ Feet in from the front aisle# _____

Back to Table of Contents
Hanging Sign Location Diagram

If your booth is larger than a 20’ x 20’ please include a copy of your own diagram with your order.

PLEASE CLEARLY MARK THE FRONT OF YOUR BOOTH

Your Booth # _______

Adjacent Booth# _______

Adjacent Booth# _______

Adjacent Booth# _______

Fax to 888-301-1273 along with completed payment policy
Show Name: IFLA 2011

ABF Freight c/o IMS, Inc.
Road 5 km 7.4 Bldg.#1
Catano, Puerto Rico 00962

SHIPMENTS SHOULD ARRIVE BETWEEN
July 18 - August 10, 2011

EVENT:
IFLA 2011

CARRIER:
______________________________________________

NUMBER OF PIECES:
______________________

RUSH!

HANGING SIGN FROM:
_____________________________________________________
TO:
_____________________________________________________

HANGING SIGN TO WAREHOUSE

FROM:
_____________________________________________________
TO:
_____________________________________________________

HANGING SIGN

RUSH
CARPET SERVICE (Check One):

Vacuum Booth Carpet - **One Time** (Before Show Opens)
- Booth Sq. Ft. _________ x $ 0.38 = $__________
- Booth Sq. Ft. _________ x $ 0.42 = $__________

Vacuum Booth Carpet — **Daily** (Before Show Opens)—3 days
- Booth Sq. Ft. x4 = ________ Sq. Ft. x $0.32 = $__________
- Booth Sq. Ft. x4 = ________ Sq. Ft. x $0.35 = $__________

**Calculate 3 times the square footage of booth space for daily**

Shampoo Booth Carpet—**One Time**
- Booth Sq. Ft. ________ x $ 0.46 = $__________
- Booth Sq. Ft. ________ x $ 0.50 = $__________

**NOTE:** All rental carpets are delivered clean to your booth space. However, during set-up, the carpet can become soiled. We suggest that you order cleaning service at least once prior to the show opening.

PORTER SERVICE Empty wastebaskets, police floor at two-hour intervals (Check one)
- $65.00 per day 1-400 Sq. Ft. ___________________ specify days ____________________
- $75.00 per day 1-400 Sq. Ft. ___________________ specify days ____________________
- $95.00 per day 401-up Sq. Ft. ___________________ specify days ____________________
- $110.00 per day 401-up Sq. Ft. ___________________ specify days ____________________

EXHIBIT CLEANING SERVICE (Check One)

Cleaning and dusting of display background and furnishings **ONCE** before initial opening of show
- @ $65.00 per 10’ foot booth space $__________
- @ $75.00 per 10’ foot booth space $__________

Cleaning and dusting of display background and furnishings **DAILY** during show
- @ $55.00 per day per 10’ booth space $__________
- @ $65.00 per day per 10’ booth space $__________

**TOTAL** $__________

**Prices in blue reflect POST deadline date prices.**

EXHIBITOR NAME: ___________________________ BOOTH #: ___________

Fax form to 888-301-1273 along with completed payment policy

Back to Table of Contents
### Discount Deadline Date • July 28, 2011

## Floral Order Form

**Discount Deadline Date** • **July 28, 2011**

Fax to **888-301-1273** along with completed payment policy

---

### Discount Deadline Date • July 28, 2011

Fax to **888-301-1273** along with completed payment policy

---

### Table of Contents

- **Discount Deadline Date** • **July 28, 2011**
- **Floral Order Form**
- **Discount Deadline Date** • **July 28, 2011**

---

### Floral Order Form

**Container Style**

- Black Plastic
- Terra Cotta Plastic

**Sticker Arrangement**

Please specify what you would like and the size and we will email you a quote.

<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ficus</td>
<td>$60.00</td>
<td>$70.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ficus Tree - 7' Long Leaf</td>
<td>$80.00</td>
<td>$90.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ficus Topiaries - 6' and up</td>
<td>$80.00</td>
<td>$90.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ferns</td>
<td>$39.95</td>
<td>$49.95</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Flower Arrangements</td>
<td>$75.00</td>
<td>$95.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4' - 5' Palm</td>
<td>$60.00</td>
<td>$70.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6' - 7 1/2' Palm</td>
<td>$75.00</td>
<td>$85.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Spatiphilum Sensatione</td>
<td>$55.00</td>
<td>$65.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Schefflera up to 3 1/2'</td>
<td>$35.00</td>
<td>$45.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bromelia</td>
<td>$15.00</td>
<td>$25.00</td>
<td></td>
</tr>
</tbody>
</table>

**Payment Policy**

TOTAL $____________________

**Company Name**

BOOTH#________

---

**IFLA 2011**

World Library and Information Congress
August 13 – 18, 2011
100 Convention Blvd.
Puerto Rico Convention Center
San Juan PR 00907

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**Floral Order Form**

**Discount Deadline Date** • **July 28, 2011**

Fax to **888-301-1273** along with completed payment policy

---

**Back to Table of Contents**
We are pleased to be able to offer you custom sign services so you can tailor your sales message to the particular audience at this event. Select one of the standard sizes, or order a special size with your logo and other graphics. Call or fax your sign ideas to our Customer Service Representative to discuss the best approach

- Prices below are for one-color copy (up to 10 words) on white card stock.
- If request is placed at show site, please allow a minimum of 24 hours for sign delivery.

**DISCOUNT DEADLINE DATE • JULY 28, 2011**

<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DISCOUNT PRICE</th>
<th>STANDARD PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>7” x 11”</td>
<td>$47.30</td>
<td>$70.95</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7” x 22”</td>
<td>$48.50</td>
<td>$72.75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7” x 44”</td>
<td>$52.50</td>
<td>$78.30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9” x 44”</td>
<td>$58.35</td>
<td>$87.55</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11” x 14”</td>
<td>$61.95</td>
<td>$92.95</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14” x 22”</td>
<td>$68.10</td>
<td>$102.15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14” x 44”</td>
<td>$88.55</td>
<td>$132.85</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22” x 28”</td>
<td>$96.50</td>
<td>$144.75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28” x 44”</td>
<td>$136.75</td>
<td>$205.15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20” x 60”</td>
<td>$195.65</td>
<td>$293.50</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL** $___________

**SIGN COPY:** (Use additional sheet of paper if more space is needed.)

<table>
<thead>
<tr>
<th>Vertical</th>
<th>Horizontal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Background Color: ____________</td>
<td></td>
</tr>
<tr>
<td>Lettering Color: ______________</td>
<td></td>
</tr>
</tbody>
</table>

**ADDITIONAL SERVICES INCLUDE:**

Foam core signs, Special Graphics, Art Work, Silk-Screening, Emblems, Trademarks, Logos, Banners, etc. Please call for estimates

EXHIBITOR NAME: ________________________________

BOOTH #: _______________________

Fax form to **888-301-1273** along with completed payment policy
Preferred Format(s) for Incoming Graphics

Logos: Vector-based files always work best to create large-format graphics and signage.

Graphics Supplied by Client: PDF files distilled at high resolution with fonts and graphics embedded are preferred as each individual graphic MUST be scaled to proper size and dimension for final output/printing.

Other file formats are accepted:

<table>
<thead>
<tr>
<th>Software</th>
<th>Type of file</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Photoshop:</td>
<td>EPS (Raster Based), PSD, TIFF (PC/MAC)</td>
</tr>
<tr>
<td>Adobe Illustrator:</td>
<td>EPS (Vector based), .AI (PC/MAC)</td>
</tr>
</tbody>
</table>

File Format

Where possible, use EPS or TIFF format. Although there are many graphic file formats to choose from, it is safest when printing to a PostScript device to use EPS for vector graphics and TIFF for raster/bitmap graphics. Vector graphics are object-oriented files which contain drawing instructions and are used by applications such as Illustrator or Freehand. (99.9% of logos fall into the "Vector" category) Fonts in these EPS files should be converted to “create outlines” or “convert to paths” this will eliminate the need to download the fonts for outputting.

Raster graphics are bitmapped files such as scans or screen shots. For TIFF files, be sure to have the correct amount of data in the file for the line screen which will be printed (see Digital Image Specifications). Use an image-editing program such as Photoshop or Live Picture for TIFF files. Allow bleed for all graphics.

Resolution

Minimum resolution of 96 dpi at final output size is required. Internet Graphics downloaded or saved from Web pages are not acceptable for print products. These graphics have low resolution images (usually 72 PPI), which are fine for screen display, but far below acceptable quality standards for print.

Color

All work submitted for digital color should be in the CMYK (Cyan/Magenta/Yellow/Black) mode; which is mode required for the printing process. Authors must ensure that color saturation-color balance is correct before sending files. If an RGB (Red/Green/Blue) file is submitted, dramatic color shifts can occur when we convert to CYMK. Be aware that most desktop scanners, digital cameras, and video capture systems save files as RGB so it will be necessary for you to convert to CMYK. This can be accomplished in many ways, please consult your software manual for details. If your logo or graphics use Pantone colors, include the PMS color information.

Fonts

Include your screen and printer fonts when sending PC files. All fonts used must be postscript fonts. True Type fonts are not acceptable in a postscript environment. As a rule, always convert text to curves to eliminate font issues. If True Type fonts are used, they must be converted into pixels or outlines and the entire saved as an EPS or TIFF.

Size

Ensure your graphics are submitted in the correct dimensions and proportions. Include a sufficient amount of bleed.

Proof

Always supply a hard copy of the digital image being submitted. This allows us to double-check the image.

Accepted Media and Transfer Methods

CD-ROM
E-Mail for files 1mg. and smaller
1.44 MB floppy disks: Mac or PC format

Please submit materials on time. If materials arrive late, we may not have enough time to notify you about problems and your graphic may be printed incorrectly. If you have any questions, please call and ask. If a graphic does not meet the required specifications, the graphic may not appear as you expect it.
DISCOUNT DEADLINE DATE • JULY 28, 2011

ELECTRICAL ORDER FORM

Check here for 24 hour power
Double electrical rate for this service

ST Mon - Fri 8:00 am - 4:30 pm
OT Mon - Fri 4:30 pm - 8:00 am
(Sat./Sun./Holidays)

FIRM NAME: ___________________________ BOOTH # ________
ADDRESS: ___________________________ PHONE: ___________
CITY,STATE: ___________________________ ZIP CODE ___________
EMAIL ADDRESS: ________________________

Credit Card ___Visa ____MasterCard ____AmeEx _____Discover
Expiration Date_______
Security Code________

Signature of Card Holder ________________________________________

Fax to 888-301-1273 along with completed payment policy

There is a minimum labor charge of 1 hour for hook up and 1/2 hour to dismantle for special events, island booths and all services in excess of 2000 watts or 20 amps of 110 volt power. Any labor in excess of the minimum charge and any materials will be charged at a time and material basis. I understand that services may need to be completed at a time that I am not in the booth to provide a signature. By my signature on this form I approve the labor/items charges to my invoice that are required to complete the installation of electrical requirements for my booth.

ISLAND BOOTHS
A scaled floor plan must accompany orders showing locations of electrical outlets connections and lighting equipment.

Back to Table of Contents
By conforming to the following instructions, exhibitors who are requesting electrical wiring in the booth can have it wired to the specifications provided prior to your arrival. Every effort will be made to provide this service, however, please come to the service desk upon your arrival at show site to confirm your order.

1. Use the grid below for locating the exact position you wish your electrical circuits to be installed.
2. If your booth is larger than a 20’ x 20’ please include a copy of your own diagram with your order.
3. Mark each circuit location with correct corresponding order on the application form. Important: The foregoing service connection charges include the cost of bringing the power to one location on the floor as per our standard method of installation. Should it be necessary to run lines into the booth or hook up monitors or lighting, a labor order must be placed at the service desk when your equipment is ready for such work. This work will be performed on a time and material basis.
4. When power is placed inside the booth area, additional materials such as extension cords, cable and miscellaneous electrical supplies may be required and charged at the rental rate.
5. Please indicate neighboring booths all around your exhibit for floor plan orientation.

Please clearly mark the FRONT of your booth.

Your Booth # ______

Adjacent Booth # ______

Adjacent Booth # ______

Adjacent Booth # ______

Adjacent Booth # ______

COMPANY NAME___________________________________________ BOOTH#________

Fax to 888-301-1273 along with completed payment policy
1. Orders must be received a minimum of ten (10) days prior to scheduled event set up for discount rates. Orders received less than (10) days prior to scheduled event set up will be charged at the floor order rates.

2. The electrical contractor is not responsible for voltage fluctuation or power failure due to temporary conditions. For your protection you should install a surge protector on your computer(s). All electrical installations and connections to all electrical service should be made by the show electrician. The electrical contractor will not be responsible for any damage or loss of equipment, component, computer hardware or software and/or damage or injury to any person caused by the installation, connection or plugging into any electrical outlet by person other than a show electrician.

3. A separate outlet must be ordered for each location where electricity is needed.

4. Rates listed for all connections include bringing the service to booth in the most convenient manner for the electrical contractor and DOES NOT INCLUDE connecting equipment, materials, special wiring or labor. Normally all electrical outlets will be placed on the floor in back of booth. Island booth outlets may be brought to one (1) location at our discretion if no information is provided and this charge is on a time and material basis.

5. Rates are based on current wage scales and are subject to change in the event of wage changes prior to opening, or during the operation of the show. A minimum charge of one hour (1) labor for installation and one half hour (1/2) to dismantle will apply and time will commence upon exhibitor’s request. Failure to start labor at requested time will result in a one (1) hour charge per electrician requested, unless 24-hour advance notice is provided.

6. Additional service charges and labor charged may be assessed for installations. Payment must be rendered in FULL when billed during the event. Service may be interrupted if payment is not received.

7. All equipment regardless of source of power, must comply with Federal, State, and local codes. The electrical contractor reserves the right to inspect all electrical devices and connections to insure compliance with all codes. The show electrical contractor is required to refuse connections where the exhibitor wiring is not in accordance with local Electrical Code.

8. Standard wall and other permanent building utility outlets or sockets are not part of booth space and may not be used by exhibitors. A separate outlet must be ordered at regular price for each piece of equipment to be connected.

9. All electrical equipment must be properly tagged and wired with complete information as to the type of current required for operation, voltage, phase, cycle, horsepower, etc.
10. All exhibitor’s cords must be a minimum of 14/3 with ground. ALL exposed non-current carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.

11. A $25.00 service charge will be assessed for all returned checks and credit cards.

12. Material and equipment furnished by the electrical contractor for this service order is furnished on a rental basis and remains the property of the electrical contractor and shall be removed ONLY by the show electrician. Price also includes all necessary disposable supplies.

13. The electrical contractors are authorized to cut floor coverings when essential for installation of service otherwise indicated.

14. Claims will not be considered or adjustments made unless filed in writing by the exhibitor prior to close of event and this claim must be verified by the show electrical contractor prior to close of event.

15. Credit will not be given for service installed and not used.

16. It is agreed that in the event it becomes necessary to turn this matter over to an attorney for collection, or to file a lien, foreclosure, or otherwise, exhibitor will pay the electrical contractor’s attorney fees or applicable agency fees.

17. A service charge of 1.5% per month on any unpaid balances will be made starting 10 days after the date of invoice.

18. Exhibitor holds the electrical contractor harmless for any and all loses of power beyond their control including but not limited to losses due to utility company failure, permanent power distribution failure, power failure caused by vandalism, faulty exhibitor equipment or overloads caused by exhibitor.

19. The official Electrical Contractor shall be responsible for:
   * All under carpet distribution of electrical wiring
   * All motor and equipment hook-ups requiring hardwire connections
   * The above items require electrical labor, which may be ordered in the Electrical Labor sections on page 1.

20. In the interest of public safety, exhibits in the convention facilities may be inspected to determine if any violations exists. If violations are found, qualified electricians are available to correct the problems. This work will be performed on a time and material basis. If the exhibitor does not wish to have the violation corrected, electrical service to the violated booth will not be connected. If an exhibitor is not informed or does not understand basic requirements of safe wiring an electrician should be consulted. Serious risks are involved which can be eliminated by understanding basic requirements of safe wiring inside your booth. For the safety of you and the public, remember these points:
   * All wiring must have 3 wire grounded cord with a minimum #14 gauge wire
   * The use of clip-on sockets, latex or lamp cord wire in displays, or the use of 2 wire clamp on fixtures, is prohibited by order of fire prevention bureaus at trade shows and conventions.
   * Zip cords or two-wire cords are ungrounded and could result in safety hazards. Their use is forbidden in all convention facilities.

21. Electricity will be turned on within 30 minutes of show openings and turned off within 30 minutes after the closing.
## Audio/Visual Order Form

**Discount Deadline Date • July 28, 2011**

### Discount Price

<table>
<thead>
<tr>
<th>Equipment Description</th>
<th>QTY</th>
<th>Discount Price</th>
<th>Standard Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>20” Flat Monitor with Table Stand (no speakers)</td>
<td></td>
<td>$324.50</td>
<td>$422.00</td>
<td></td>
</tr>
<tr>
<td>32” Flat Monitor with Table Stand (no speakers)</td>
<td></td>
<td>$517.00</td>
<td>$672.00</td>
<td></td>
</tr>
<tr>
<td>42” Plasma Display with Floor Stand (no speakers)</td>
<td></td>
<td>$654.50</td>
<td>$851.00</td>
<td></td>
</tr>
<tr>
<td>50” Plasma Display with Floor Stand (no speakers)</td>
<td></td>
<td>$929.50</td>
<td>$1,208.50</td>
<td></td>
</tr>
<tr>
<td>Set of Speakers</td>
<td></td>
<td>$82.50</td>
<td>$107.25</td>
<td></td>
</tr>
<tr>
<td>32” Flat Monitor with Table Stand w/ DVD and Set of Speakers</td>
<td></td>
<td>$643.50</td>
<td>$836.50</td>
<td></td>
</tr>
<tr>
<td>42” Plasma Display with Floor Stand w/ DVD and Set of Speakers</td>
<td></td>
<td>$863.50</td>
<td>$1,122.50</td>
<td></td>
</tr>
<tr>
<td>50” Plasma Display with Floor Stand w/ DVD and Set of Speakers</td>
<td></td>
<td>$1067.00</td>
<td>$1,387.00</td>
<td></td>
</tr>
<tr>
<td>Desktop Computer with 17” Flat Monitor</td>
<td></td>
<td>$247.50</td>
<td>$321.75</td>
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</tr>
<tr>
<td>Laptop Computer</td>
<td></td>
<td>$357.50</td>
<td>$464.75</td>
<td></td>
</tr>
<tr>
<td>Laser Printer (B/W)</td>
<td></td>
<td>$302.50</td>
<td>$393.25</td>
<td></td>
</tr>
<tr>
<td>Multi-Function Printer/Fax/Scanner</td>
<td></td>
<td>$165.00</td>
<td>$214.50</td>
<td></td>
</tr>
<tr>
<td>Copier (price for 5 days, only weekly rental)</td>
<td></td>
<td>$1,870.00</td>
<td>$2,430.00</td>
<td></td>
</tr>
<tr>
<td>Small Sound System with 1 Speaker and 1 wired microphone</td>
<td></td>
<td>$220.00</td>
<td>$286.00</td>
<td></td>
</tr>
<tr>
<td>Small Sound System with 1 Speaker and 1 wireless microphone</td>
<td></td>
<td>$357.50</td>
<td>$464.75</td>
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</tr>
<tr>
<td>Additional Speakers</td>
<td></td>
<td>$137.50</td>
<td>$178.75</td>
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<tr>
<td>CD Player</td>
<td></td>
<td>$104.50</td>
<td>$135.75</td>
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<tr>
<td>CD Player</td>
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<td>$104.50</td>
<td>$135.75</td>
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</table>

**Total**

<table>
<thead>
<tr>
<th>QTY</th>
<th>Discount Price</th>
<th>Standard Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Delivery Information

- Meeting Rm #________
- Delivery Date________
- Time:________
- Pickup Date________
- Time:________

### Payment Information

- FIRM NAME:______________________________________________________
- ADDRESS:______________________________________
- PHONE: ____________________
- FAX:___________________
- CITY, STATE:________________________________________________________________
- ZIP___________________
- EMAIL ADDRESS:__________________________________________________________

### Credit Card Information

- Credit Card ___Visa ____MasterCard _____AmeEx _____Discover
- Expiration Date______________
- Security Code______________
- Credit Card Number
- Signature of Card Holder ___________________________________________________

**TOTAL**

$_____________

Fax to 888-301-1273 along with completed payment policy

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# NETWORK AND VOICE SERVICES ORDER FORM

## CUSTOMER INFORMATION
<table>
<thead>
<tr>
<th>Company Name:</th>
<th>Show Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Billing Contact Name:</td>
<td>Show Dates:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Billing Street Address:</td>
<td>City, State &amp; Zip:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Mail Address:</td>
<td>Phone Number:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>On-Site Contact Name:</td>
<td>On Site Contact Cell Phone:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## STANDARD VOICE SERVICES

<table>
<thead>
<tr>
<th>QTY</th>
<th>RATE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$225.00</td>
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</tr>
<tr>
<td></td>
<td>$25.00</td>
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</tr>
<tr>
<td></td>
<td>$100.00</td>
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</tr>
</tbody>
</table>

There is an additional cost on long distance and international calls (per minute)

## CUSTOMIZED VOICE OPTIONS

<table>
<thead>
<tr>
<th>QTY</th>
<th>RATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$50.00</td>
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</tbody>
</table>

Hunting/Rollover (If order multiple lines)

## STANDARD NETWORK SERVICES

<table>
<thead>
<tr>
<th>QTY</th>
<th>RATE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$400.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$150.00</td>
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</table>

## ADDITIONAL NETWORK SERVICES

<table>
<thead>
<tr>
<th>QTY</th>
<th>RATE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$600.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$800.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$1,200.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$1,800.00</td>
<td></td>
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</table>

## CUSTOMIZED NETWORK OPTIONS

<table>
<thead>
<tr>
<th>QTY</th>
<th>RATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$100.00</td>
</tr>
</tbody>
</table>

Static IP Address Surcharge (Per Computer, Per Day)

Private VLAN

## RENTAL EQUIPMENT

<table>
<thead>
<tr>
<th>QTY</th>
<th>RATE</th>
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<tbody>
<tr>
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<td>$200.00</td>
</tr>
<tr>
<td></td>
<td>$100.00</td>
</tr>
<tr>
<td></td>
<td>$1,500.00</td>
</tr>
</tbody>
</table>

### Sales Tax
7.00%

### ESTIMATED GRAND TOTAL

---

**ALL SERVICE MUST BE PAID IN ADVANCE AND WITH THE ORDER. PAYMENT METHODS ARE CHECK OR CREDIT CARD.**

**ALL EQUIPMENT CANCELLATIONS MUST BE RECEIVED AT LEAST 48 HOURS BEFORE THE START OF YOUR SHOW TO AVOID A ONE DAY MINIMUM CHARGE.**

---

Please Note: If you are tax exempt please fax your tax exempt certificate with this order form.
Credit Card Consent Form / Security Deposit

Credit Card Type:
☐ AMEX  ☐ Visa - MC - Diners Club  ☐ Discover

Credit Card Number: ___________________________________________________________
Exp Date: ___________________________ Security Code __________________________
Customer PO (if required or Purchase card used #): ________________________________
Cardholder’s Name: ___________________________________________________________
Cardholder’s Phone Number: ___________________________________________________
Cardholder’s email address: ____________________________________________________
Cardholder’s Billing Address: __________________________________________________
State and Zip Code: ___________________________________________________________
Customer Name to be Invoiced: _________________________________________________
Invoice/Order Number(s): ______________________________________________________

Cancellation Policy
Cancellations received less than 30 days but more than 15 days prior to the Event shall be subject to a cancellation charge equal to 50% of the total estimate of charges described on the most recent proposal submission. Cancellations received at least 15 days but more than 72 hours prior to the first day of the Event, shall be subject to a cancellation charge equal to 75% of the entire estimate of charges contained in the most recent version of the proposal. Cancellations received 72 hours or less before the first day of the Event, or after equipment has departed from its storage facility will be subject to a cancellation charge equal to 100% of the total estimate of charges described on the most recent version of the proposal. Customer agrees and acknowledges that the cancellation charges described in this paragraph are reasonable and appropriate under the circumstances if Customer cancels the Event and/or cancels the provision of audiovisual equipment and services by PSAV. Cancellation fees, including fees to cover any incurred costs, shall be due immediately upon any such cancellation by Customer.

I, (please print) ________________________________, certify the above information to be true and correct to the best of my knowledge. As the cardholder, I am authorizing the above credit card account to be charged for the attached order and any additional amounts incurred as a result of all show site changes ordered by my representatives and/or place my card on file for Security Deposit purposes in the event of payment default, cancellation fees or damages/losses owed per PSAV Terms and Conditions.

Signature______________________________ Date_____________________________