

## ON-SITE FREIGHT PROCEDURES

In order to make your move-in smooth and easy, please review the following suggested freight procedures:

### 1. BEFORE LEAVING THE OFFICE:

- a. Get a **copy of the original bill-of-lading**, indicating the carrier, piece count, weight, origin of shipment and the consignee (destination of shipment).
- b. Be **sure to obtain PRO numbers, which identify the shipment**. This series of numbers enable carrier to trace shipment from their point of origin to their destination.

### 2. UPON ARRIVAL AT THE SHOW:

- a. First, **go to your booth and count the pieces in your booth**. Compare this with the shipping information for your office.
- b. If **missing a piece, DO NOT UNPACK any of your freight**. Go to the George Fern Service Desk and check how many pieces were actually received.
- c. If **there is any visible damage to your crate(s), DO NOT UNCRATE**, go to the George Fern Service Desk and inform them of your finding.
- d. Upon uncrating, if you find any concealed damage, (damage not visible upon inspection of crate exterior) go to the George Fern Service Desk or Show Office. A report will be written and the Freight Carrier will be notified for a visual inspection.

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

- a. If entire shipment is missing, call the carrier and give them the PRO number, so they can trace the location of your freight.
- b. If part of your shipment is missing, look in the surrounding exhibit spaces--at times the exhibit floor becomes congested and forklifts cannot get to your booth.
- c. After exhausting all of the above possibilities, go to the George Fern Service Desk or Show Office and a Freight Manager will assist you.