



EXHIBITOR SERVICE MANUAL
SHIPPING MATERIAL HANDLING
INFORMATION

828 East Ferry Street - Buffalo, NY 14211
Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253
www.haleexpo.com | email: csr@haleexpo.com

340B GRANTEES FALL CONVENTION 2024

October 20-22, 2024
Buffalo Convention Center

EXHIBIT SPACE DETAILS – Please use the forms within this document to ship all your packages | freight or other show materials to the Advance Warehouse for the 340B GRANTEES FALL CONVENTION 2024 at the Buffalo Convention Center. You MUST send all packages | freight to the Advance Warehouse as noted herein. Please contact us with any questions.

SHIPMENTS TO THE ADVANCE WAREHOUSE DEADLINE DATE: October 4 - 18, 2024.

SHOW SCHEDULE

MOVE-IN DATES AND TIMES

Sunday, October 20, 2024 7:00 AM – 5:00 PM

SHOW DATES AND TIMES

Monday, October 21, 2024 7:00 AM – 8:00 PM

Tuesday, October 22, 2024 7:00 AM – 3:00 PM

MOVE-OUT DATES AND TIMES

Tuesday, October 22, 2024 3:00 PM - 10:00 PM (**All Freight must be off the floor by 10:00 PM**)
ALL FREIGHT MUST BE SCHEDULED TO BE PICKED UP BY 4PM WEDNESDAY, OCTOBER 23, 2024.

EXHIBIT SPACE DETAILS

Each booth will be defined by 8' tall **RED/BLUE/BLUE/RED** back drape with 32" tall **RED** dividing drape.

Booth Items:

- (1) 6' table skirted, Blue
- (2) Black folding chairs
- (1) 7" x 44" one-line booth identification sign

VERY IMPORTANT

Please note: Outbound shipments must be scheduled by the exhibitor. Failure to schedule an outbound shipment **by 4 PM WEDNESDAY, OCTOBER 23, 2024**, will result in the shipment being forced onto the Official Show Carrier and will be forwarded to the addressed recipient. Any charges resulting from a forced shipment will be the responsibility of the exhibitor.

HALE SERVICE DESK

Hale Expo Services, LLC. will have a service desk staffed with a customer service representative to handle any last-minute equipment needs or questions you may have. The desk will be operating during set-up, show hours and dismantling of the show and will be located on the exhibit floor of the facility.

Please send your Package / Show Freight Information by mail, fax (716-896-8908) or may be scanned and emailed to csr@haleexpo.com. Telephone orders will not be accepted.

We hope this will be a successful marketing event and we encourage you to call if we can help in any way!

Yours Very Truly,
HALE EXPO SERVICES, LLC.
Exhibitor Services Department



PAYMENT POLICY

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**PLEASE BECOME FAMILIAR WITH THIS POLICY
BEFORE ORDERING ANY SERVICES**

GENERAL INFORMATION

Telephone orders will not be accepted. Please mail, fax (716-896-8908) or scan and email your order to csr@haleexpo.com.

Payment MUST accompany your order.

If you have any questions or special requirements, please contact our Exhibitor Services Department at csr@haleexpo.com.

Refunds cannot be processed until 24 hrs. after the original charge.

Failure to pay within the terms of this Payment Policy will cause service charges to be assessed on all unpaid balances. The service charge rate is 2% per month or 24% per annum. In the event of default the customer agrees to pay all costs of collections, including attorney fees and court costs.

PAYMENT FOR SERVICES

Hale Expo Services, LLC. requires payment at the time services are ordered. Hale also requires that all exhibitors using our services provide a credit card authorization with their initial order. The credit card authorization will be used to cover all services not paid for by the initial payment and balances left unpaid at the closing of the show.

METHOD OF PAYMENT

Hale Expo Services, LLC. accepts company checks, Visa, MasterCard, American Express and Discover. A service charge of \$55.00 will be assessed to individuals or companies for returned checks or chargebacks.

TAX EXEMPT

If your company is tax exempt, a copy of your Tax Exempt Certificate (*not* Resale Certificate) must accompany your order. Your exemption MUST be issued in the state the show takes place in.

QUESTIONS AND ADJUSTMENTS

Any discrepancy in items ordered and items received or any complaint or question concerning services must be reported to the Hale Service Desk immediately. Your problems will be resolved and any valid adjustments in your account will be made at that time. Credits and adjustments will not be made based on information received after the show closes.



ORDER SUMMARY

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Buffalo Convention Center

Company Name: _____ Booth No.(s): _____
 Phone No.: _____ Cell: _____ Booth Dimensions: _____
 Order Contact: _____ Email: _____

Credit Card Authorization (Will be used for Hale services only)

A CREDIT CARD IS REQUIRED TO BE ON FILE BEFORE ANY ORDER IS PROCESSED.

Please fill out the credit card information as requested below. This will authorize Hale Expo Services, LLC. to charge the amount of your order and any additional charges incurred as a result of show site orders placed by you or your representative to your credit card account.

We accept:



PLEASE PRINT LEGIBLY OR TYPE ALL INFORMATION

Card Type: Master Card Visa Discover American Express ACH

Billing Address: _____ City: _____ State: _____ Zip: _____

Credit Card Number: _____ Exp. Date: _____ V-Code: _____

Name On Card: _____ Signature: _____

V-Code Location: MasterCard, Visa, Discover = 3-digit code on back, American Express = 4-digit code on front

PHONE ORDERS WILL NOT BE ACCEPTED

Please note that your signature above signifies your acceptance of Hale Expo Service’s Payment Policy and Hale’s Terms & Conditions of Contract. **By filling out this credit card authorization form, the card holder is authorizing Hale Expo Services, LLC. to charge for all services that were not charged during initial payment and any unpaid balance at the close of the show.** Charges may include (but are not limited to) onsite labor ordered, material handling charges for shipments received onsite and or any other services that were ordered by the exhibitor onsite. Any charges made to your credit card by Hale Expo Services, LLC. will appear on your credit card statement as a charge from **Hale Expo Services, LLC.**

***** PLEASE ENSURE THAT YOUR COMPANY NAME APPEARS ON ALL FORMS AND ENTER ALL PAGE TOTALS HERE *****

SHIPPING INFORMATION / MATERIAL HANDLING		\$
<small>(Actual weights will be billed at show close)</small>		
Important: There is a charge for sending your freight/ boxes/packages to the Advance Warehouse. Please see the Shipping & Material Handling form for details.	SUBTOTAL	\$
	ADD 8.75% SALES TAX	\$
	TOTAL	\$
ELECTRIC, PHONE, INTERNET, AIR, WATER FORMS - RETURN TO THE BCC		(Do not include in total here)

*Exempt customers must provide a tax-exempt certificate for the state the show takes place in. Resale certificates will not qualify for sales tax exempt status. Orders can be accepted by mail, fax (716-896-8908) or may be scanned and emailed to csr@haleexpo.com

PLEASE MAKE SURE EVERY PIECE TO SHIP IS LABELED & EXHIBITOR INFORMATION IS COMPLETE

These labels are provided for your shipping convenience. Place one on each piece to be shipped to ensure proper delivery. If more labels are needed, copies are acceptable. *Shipments arriving without this information will not be accepted by Hale Expo Services, LLC. at the Advance Warehouse.*

Please do not return label to Hale Expo Services, LLC.

ADVANCE TO WAREHOUSE

SEND MATERIALS TO THIS LOCATION IF YOUR SHIPMENT IS SCHEDULED TO ARRIVE

BETWEEN: FRIDAY, OCTOBER 4 – FRIDAY, OCTOBER 18, 2024.

FREIGHT LABEL

SHIP TO:

340B GRANTEES FALL CONVENTION 2024
c/o Hale Expo Services, LLC.
828 East Ferry St.
Buffalo, NY 14211

SHOW INFORMATION

340B GRANTEES FALL
CONVENTION 2024
October 20-22, 2024
Buffalo Convention Center

Booth or TABLE # _____

Exhibitor Name: _____

Contact Name: _____

Phone#: _____



SHIPPING & MATERIAL HANDLING

Advance Warehouse Receiving Hours: Monday-Friday
between 9:00am – 3:00pm (except holidays)

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Company Name: _____ Booth No.(s): _____

***** SHIPPING / MATERIAL HANDLING NEEDS MUST BE COMMUNICATED IN ADVANCE *****

Shipments arriving at either the Advance Warehouse without prior notification will not be released until payment is received and an authorized signature from the exhibitor is obtained, regardless of having a credit card on file.

Inbound Shipping & Material Handling

	No. of Pieces	Est. Total Weight	Carrier(s)	Minimum Rate 25 lbs. Single Package Minimum or 26 lbs. – 200 lbs. Min. Shipment Rate	How to Calculate Total Material Handling Charges
Advance Warehouse Rate For Shipments Arriving (October 4 - 18, 2024 ONLY)				\$74.75 / hundredweight Min. 200 lbs. Per Shipment Minimum Charge = \$149.50	(Total Weight / 100) x \$74.75

BILLED WEIGHT is based on incoming weight, whether the above services are used completely or in part. The weight is rounded up to the nearest one hundred pounds (100 lbs.) and is taken from the INBOUND BILL OF LADING and/or the Certified Weight Ticket. Shipments arriving without a specified weight on the Bill of Lading will be assigned an approximate weight by Hale. This weight will prevail. THERE IS A 200 lbs. MINIMUM CHARGE ON ALL SHIPMENTS OVER 25 lbs.

Inbound Advance Warehouse pricing includes:

- Signing and accepting shipment on behalf of exhibitor at Advance Warehouse.
- Loading and transport from Advance Warehouse to Show Site.
- Unloading at Show Site loading dock and delivery to exhibit space.
- Pickup, storage and return of empty shipping containers during the show.
- Transport from exhibit space to loading dock and loading of shipment onto carrier of choice after the show.

Outbound Shipping & Material Handling Only (if shipping inbound, this is included in pricing above – this section is not applicable)

	No. of Pieces	Est. Total Weight	Carrier(s)	Minimum Rate 25 lbs. Single Package Minimum or 26 lbs. – 200 lbs. Min. Shipment Rate	How To Calculate Total Material Handling Charges
Outbound Regular Rate				\$50.00 / hundredweight Min. 200 lbs. Per Shipment Minimum Charge = \$100.00	(Total Weight / 100) x \$50.00

To ensure proper handling, all outbound shipping Bills of Lading must be turned into the Hale Service Desk whether the Official Show Carrier will be used or not. If the shipment will be going outbound on a carrier other than the Official Show Carrier, exhibitors must make arrangements to have the shipment picked up **before 4:00 PM on Wednesday, October 23, 2024**. To ensure the floor is clear for the next event, shipments not picked up **by 4:00 PM, Wednesday, October 23, 2024**, will be forced shipped on the Official Show Carrier. Any charges resulting from a forced shipment will be the responsibility of the exhibitor.

Please note, outbound FedEx or UPS shipments must now be scheduled by the shipping party. There is a charge for FedEx and UPS to pick up outbound shipments from convention and exhibiting facilities. Failure to schedule with FedEx or UPS will result in the shipment being forced onto the Official Show Carrier and will be forwarded to the addressed recipient. Any charges resulting from a forced shipment will be the responsibility of the exhibitor.

Shipping & Material Handling Page Total: _____



MATERIAL HANDLING LIMITS OF RESPONSIBILITY

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MATERIAL HANDLING LIMITS OF LIABILITY AND RESPONSIBILITY

- 1. Hale Expo Services, LLC. shall not be responsible for damage to uncrated materials, materials improperly packed, or concealed damage.
2. Hale Expo Services, LLC. shall not be responsible for loss, damage, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's booth and left unattended.
3. Shipments received without receipts, freight bills, or specified unit counts on receipts or freight bills (i.e., one lot, 800 cu. ft., etc.), such as UPS or van lines will be delivered to the exhibitor's booth without guarantee of piece count or condition.
4. Hale shall not be responsible for loss, damage, theft or disappearance of materials before they are picked up from exhibitor's booth for re-loading after the show.
5. Hale shall not be responsible for any loss, damage, or delay due to fire, acts of God, strikes, lockouts or work stoppages of any kind, or to any cause beyond its control.
6. Hale 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 or damage to an exhibitor's materials which may make it impossible or impractical to exhibit same.
7. The consignment or delivery of a shipment to Hale by an exhibitor, or by any shipper to or 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 this bulletin.
8. Hale shall not be responsible for theft or damage while empty crates are in storage.
9. Material left behind without orders at the Material Handling Desk may be classified as abandoned.
10. EXHIBITORS ARE URGED TO CARRY ALL-RISK INSURANCE covering your materials against damage, loss and all other hazards from the time shipments are made prior to the show until shipments are received back after the show.
Please be sure that your insurance coverage is effective from the time your equipment leaves its point of origin until its return to its final destination after the show.

PAYMENT POLICY & SHIPMENTS

- Hale Expo Services, LLC. must have a valid credit card on file before freight will be delivered to your booth. Collect shipments will not be accepted. Please complete the credit card authorization provided in this kit.
All shipments must adhere to the arrival dates listed. Shipments arriving prior to move-in time must be consigned to the advance shipping warehouse.
We cannot guarantee shipment arrival times. Please be sure to request that your carrier delivers your total shipment at one time.
BILLED WEIGHT is based on incoming weight, whether the above services are used completely or in part. The weight is rounded up to the nearest one hundred pounds (100 lbs.) and is taken from the INBOUND BILL OF LADING and/or the Certified Weight Ticket.

ORDER FOR MATERIAL HANDLING SERVICES

We hereby authorize Hale Expo Services, LLC. to handle our shipment(s) in accordance with the information set forth above in the "Limits of Liability" section of this form, and we further agree to the following:

- A. We agree to the "limitations of Hale's Liability and Responsibility" as set forth above.
B. We agree that Hale's liability shall be limited to any loss or damage which results solely from Hale's negligence in the actual physical handling of the items comprising our shipment(s), and not for any other type of loss or damage.
C. With particular reference to subparagraphs A and B of the above, we agree, in connection with the receipt, handling, storage, and re-loading of our materials at the convention site (as distinct from Hale's warehouse), that Hale will provide its services as our agent, and not as Bailee or shipper.
1. Relative to outgoing shipments after the show, we recognize that there will be a lapse of time between the completion of packing and the actual pickup of our materials from our booth for loading into a carrier, and that during such time our shipment will be left unattended in our booth.
D. Freight handling charges are the responsibility of the exhibitor to whom shipments have been consigned. Also, charges for loading out freight shipments are the responsibility of the exhibitor from whose booth shipments are made.
E. We agree, in the event of a dispute with Hale relative to any loss or damage to any of our materials or equipment, that we will not withhold payment of any amount due to Hale for drayage or any other services provided by Hale as an offset against the amount of the alleged loss or damage.

Show Name: 340B GRANTEES FALL CONVENTION 2024 Company Name:
Print Name: Booth No.(s):
Signature: Date:

I have read and understand the material handling rate sheet as well as the material handling limits of liability as stated on the enclosed sheets.
THIS AUTHORIZATION MUST BE SIGNED AND RETURNED TO HALE EXPO SERVICES, LLC. BEFORE FREIGHT SHIPMENTS CAN BE HANDLED:
Return form by mail, fax (716-896-8908) or scan the completed document and email to csr@haleexpo.com



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Outbound Shipping

- All outbound shipments must have a Hale Bill of Lading filled out and returned to the Hale Service Desk. This authorizes us to place your materials on the carrier of your choice. **IT IS CRITICAL THAT THE HALE BILL OF LADING BE COMPLETED AND A HALE REPRESENTATIVE CHECKS YOUR SHIPMENT.**
- Bills of Lading and shipping labels are available at the Hale Service Desk.
- You must arrange pick up of your shipment with the Common Carrier of your choice.
- You may choose ANY carrier as long as they pick up your materials on time.
- **FED EX / UPS Shipments** have very specific rules for shipping.
- If you must use FED EX / UPS, please be sure you have current, OFFICIAL Labels affixed to your shipment. Also, FED EX / UPS do not allow us to call in a pick-up for you. It is critical that you, as the account holder, call THE DAY BEFORE materials are due to be picked up from the show floor.
FEDEX: 1-800-GO-FEDEX UPS: 1-800-742-5877
- If Hale receives your freight on the inbound, there is no charge for material handling service on the Outbound.

Here is the address your carrier needs to pick up your freight at SHOW SITE:

**Buffalo Convention Center
153 Franklin Street
Pearl Street Loading Dock
Buffalo, NY 14202**

**ALL ITEMS MUST BE PICKED UP FROM THE SHOW SITE BY:
4:00PM Wednesday, October 23, 2024**

**FREIGHT LEFT ON THE FLOOR WILL BE FORCED OUT ON THE HOUSE CARRIER AT
THE EXHIBITOR'S EXPENSE!!**