

# QUICK REFERENCE

## Mark Your Calendar!

<b>Thursday, June 1, 2023</b>	<b>FIRST DAY ADVANCE WAREHOUSE RECEIVING</b> The advance warehouse will begin accepting freight on this date. <b>Warehouse receiving is M-F 8:00 AM – 4:00 PM.</b>
<b>Thursday, June 8, 2023</b>	<b>ADVANCE ORDER DISCOUNT DEADLINE</b> Forms must be received by Viper with Full Payment and artwork for modular rentals is due. No refunds for cancellations are provided after this date.
<b>Thursday, June 22, 2023</b>	<b>LATE TO WAREHOUSE</b> Advance Warehouse must receive your freight by EOD on 6/22/23 to avoid late charges.
<b>Wednesday, June 28, 2023</b>	<b>LAST DAY OF ADVANCE WAREHOUSE RECEIVING</b> Last day Advance Warehouse will accept exhibit material. (You will be charged a late fee but your freight will be in your booth at the start of exhibitor move-in!)
<b>Friday, June 30, 2023</b> <b>Saturday, July 1, 2023</b>	<b>SHOW SITE DELIVERIES   6/30 (1PM-5PM) &amp; 7/1 (8AM-12PM) @ the Charlotte CC</b> ALL show site shipments are to be delivered this day only. Shipments sent before these dates are at risk of being refused, or additional charges by venue and Viper may apply.

## Your Show Outline

<b>Move-In/Installation</b>	Friday, June 30, 2023	1:00 PM – 5:00 PM
	Saturday, July 1, 2023	8:00 AM – 12:00 PM
<b>Exhibit Hours</b>	Saturday, July 1, 2023	12:00 PM – 6:00 PM
	Sunday, July 2, 2023	9:00 AM – 6:00 PM
	Monday, July 3, 2023	9:00 AM – 6:00 PM
	Tuesday, July 4, 2023	9:00 AM – 6:00 PM
	Wednesday, July 5, 2023	9:00 AM – 6:00 PM
	Thursday, July 6, 2023	9:00 AM – 12:00 PM
<b>Move-Out/Teardown</b>	Thursday, July 6, 2023	12:00 PM – 6:00 PM

Freight Force Time 2:00 PM | ALL CARRIERS MUST BE CHECKED IN NO LATER THAN 2:00 PM on 7/6 @ The Charlotte CC

MATERIAL HANDLING RATES	ADVANCE WAREHOUSE	SHOW SITE FACILITY	OUTBOUND SHIPPING INFO
<b>ADVANCED (2 CWT MIN)</b> \$169.00 Common Carrier*	<b>2023 Imperial Session</b> Viper Tradeshow Services 2205-B Distribution Center Drive Charlotte, NC 28269	<b>2023 Imperial Session</b> Charlotte Convention Center Hall B c/o Viper Tradeshow Services 501 S. College St. Charlotte, NC 28202	Viper Transportation is the Official Carrier for this show. All other carriers must check in no later than <b>2:00 PM</b> to avoid force, as well as exhibitors must start dismantle by <b>12:30 PM</b> in order to avoid forced labor. If you use Fed Ex or UPS, we suggest you stay with your shipment until they arrive.
<b>SHOWSITE (2 CWT MIN)</b> \$188.50 Common Carrier*			
*Per CWT *This rate includes: (DT Move In)			

Be sure to include Company Name and Booth Number on your freight. Weight tickets are required upon delivery of freight.

## Items That Come Standard In Your Booth For This Show Are:

**10' x 10'** exhibit spaces in a non-carpeted hall. Each booth comes with 8' burgundy/gold back drape, 3' burgundy side drape, (1) 6' gold skirted table, (2) folding chairs, (1) wastebasket and (1) black and white 6" x 24" ID sign.

**\*\*To purchase additional rental items/ services, please visit <https://order.vipertradeshow.com>**

**Viper Show Coordinator:** Diego Gaytan Corona | p: 847.426.3100 | f: 847.426.3111 | [DCorona@vipertradeshow.com](mailto:DCorona@vipertradeshow.com)

**Show Management Contact:** Donny Wren | [dwsouthsidebb@bellsouth.net](mailto:dwsouthsidebb@bellsouth.net)

## PRE-SHOW TIPS

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These tips can help you be fully prepared on show site. Should you have any questions, please contact your Viper Show Coordinator listed on the Quick Reference Page.

- **Submit orders early to receive the discounted rate** – This can be done by completing the necessary forms found in this kit or online at <https://order.vipertradeshow.com>. The standard pricing will apply to all show site orders.
- **Preparing freight shipments** – We strongly urge you to send your show freight to the advance warehouse. Some cost-saving tips are to have all of your freight delivered in a single shipment on an LTL freight carrier & arrange for the freight to be received on or before the Late to Warehouse Deadline to avoid late charges.
- **Review Quick Reference Page** – It is helpful to be familiar with the important dates outlined along with the show schedule. Be sure your travel plans accommodate for a smooth setup and move out; the return of the empty freight can take at least an hour after the close of the show.
- **Shipment tracking** – It is recommended you track your shipment prior to the show to confirm it has been delivered. You can send the tracking information to your Viper Show Coordinator as soon as your freight is shipped.

## SHOW SITE TIPS

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- **Viper Service Desk** – The service desk will be located on the show floor for any questions or show site orders.
- **Booth orders & freight delivery** – A booth and freight check will be completed prior to setup and everything that was pre-ordered and/or sent to the Advance Warehouse will be in your booth. A Viper representative will be at the Viper Service Desk if you see any discrepancy. Credits are not provided to claims made post show.
- **Empty Storage** – Material Handling (drayage) service includes the storage of empty containers for the duration of the show. “Empty” stickers will be available at the Viper Service Desk. One sticker is to be placed on each of your empty crates/skids/boxes/ or items you want Viper to store. All items will be returned at the close of the show but can take at least an hour to all be returned.
- **Labor orders** – All exhibitor supervised labor orders will need to check in at the Viper Service Desk once ready for the labor.

## MOVE OUT INFORMATION

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This information will also be distributed before the start of the last day of show hours; however, we highly recommend reading these instructions carefully in order to know what to expect and plan in advance. Please share this information with your show site staff in advance of the show, along with any arrangements for shipping you may make.

Exhibit Hall Officially Closes: **Wednesday, July 6 @ 12:00 PM**

Stored empty crates and containers returned: **Wednesday, July 6 by 12:30 PM**

Labor Force: all exhibitors should have started dismantle by now: **Wednesday, July 6 by 12:30 PM**

Exhibitors should have checked in at the Viper Service Desk for dismantle labor hired.

Freight Force - deadline for carriers to check in: **Wednesday, July 6 by 2:00 PM**

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**All outbound shipments loading onto a contracted carrier or personally owned vehicle require a Viper Tradeshow Services Bill of Lading (BOL). Please follow these instructions.**

1. Pick up a Bill of Lading at the Viper Service Desk and completely fill out the gray shaded areas, making sure to write in your carrier's name.
2. Call your common carrier or freight forwarder to make sure they are scheduled to arrive by **2:00 PM**. We suggest telling them **1:00 PM**, giving them room to fail without failing you! Here's the address for your convenience:

### **Charlotte Convention Center / Hall B / 501 S College St, Charlotte, NC 28202**

3. For liability reasons, and ensuring exhibitor's freight is loaded properly, all carriers **MUST** check in at the Viper Service Desk and be able to request your shipment by booth and company name. Please be sure to instruct your carrier to do so.
4. **Do not leave any UPS or FedEx shipments in your booth assuming it will be picked up!** We need a Bill of Lading submitted for all items/freight left in your booth and material handling (drayage) must be paid in full.
5. Once you have packed up all of your materials, please hand in your BOL to the Viper Service Desk. (Do not leave it in your booth.) We will sign it and give you a copy, keep a copy and give the driver a copy. Please note, material handling must be paid in full.

\*In the event you fail to turn in your BOL or your carrier does not check in by the **2:00 PM** deadline, your freight will be re-consigned to the house carrier, Viper Tradeshow Transportation. No liability will be assumed by Viper as a result of such rerouting or handling and exhibitor will be charged standard shipping rates of \$2.75/pound for shipments 1000 lbs. or more, \$3.25/pound for shipments 999 lbs. or less; with a **\$725.00 minimum**. Charges will be applied to the credit card on file. Any freight left on the floor without proper paperwork or return labels will be deemed as trash and will be discarded. \*AV equipment and computers hold very specific packaging instructions in order to be covered by insurance. Viper Tradeshow Services is not liable and does not cover any AV equipment or other alike equipment. The Exhibitor holds all responsibility for such and should carry coverage for their own AV and computer equipment.

**Viper Transportation is the Official Carrier for this show.** If you would like Viper to be your carrier, simply complete and send us the shipping order form. Your BOL and labels will be delivered to your booth before the last days' exhibit hours.

If you decide to choose Viper as your carrier at show site, turn in the Viper Shipping Order Form provided to the Viper Service Desk by **11:00 AM** (1 hour before show closing) and we will write up your Bill of Lading and labels and deliver them to your booth. Once you are packed, sign the BOL and turn it in to the Service Desk, you will get a copy, we will keep a copy, and the driver will receive a copy. No worries about late carriers and writing numerous labels. Pack, turn in your BOL, and go!

PLEASE CONTACT YOUR SHOW COORDINATOR WITH ANY QUESTIONS OR COME TO THE VIPER SERVICE DESK ON SITE.

Diego Gaytan Corona | [DCorona@vipertradeshow.com](mailto:DCorona@vipertradeshow.com) | mobile: 224-425-8368

## TERMS AND DEFINITIONS:

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### IN ORDER TO RECEIVE A DISCOUNT:

Payment must accompany your advance order and be received prior to the early deadline date and with completed Payment Authorization Form. All payments to be in US currency.

### OUTSTANDING PAYMENTS:

Viper Tradeshow Services requires payment for all services upon presentation of an invoice statement at the exhibit site.

It is the responsibility of the Exhibitor to advise the Viper Tradeshow Services Service Center representative of any problems with any orders before the start of the show. No credits will be issued after the exhibition closing.

**Government Agencies please note:** If your firm or agency requires a purchase order be issued for any services rendered such purchase order must accompany the order forms.

All materials and equipment are on a rental basis, except where specifically identified as a sale, and remain the property of Viper Tradeshow Services.

Exhibitors with a history of delinquent payments and/or open balances will be required to settle their past due accounts and forward an advance deposit to cover the estimated costs of service and, if such deposit is not sufficient, will be required to settle their accounts prior to the close of the exhibition. Viper Tradeshow Services reserves the right to hold any exhibitor freight who has unpaid material handling fees. Such fees must be paid prior to the release of freight onsite.

Viper Tradeshow Services will accept payment by cash, company check, or Method of Payment for Visa, MasterCard or American Express. Viper Tradeshow Services reserves the right to check the credit available on any card presented. If the exhibitor fails to pay their invoice prior to the close of the show, the charges will automatically be applied to the credit card on file.

International Exhibitors will be required to settle their accounts in full prior to the close of the exhibition. Payments must be made in US Funds or by credit card, cash, check, or bank wire transfer, when previously arranged by Viper Tradeshow Services.

**Tax Exemption Status:** If you are exempt from payment of sales tax, we require you to forward an exemption certificate for the state in which the services are to be used. Resale certificates are not valid unless you are rebilling these charges to your customers. Payment for all labor, equipment and services, whether ordered by the exhibitor, display builder, non-official contractor or other parties, shall be the responsibility of the exhibitor at the event.

**Insurance:** Be sure your materials are insured from the time they leave your firm until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can usually be done by "riders" to existing policies.

**Material Handling Form (MHA) aka Bill of Lading (BOL):** Your bill of lading must be turned in no later than the force times listed on the Quick Reference page. Each exhibitor is responsible for turning in a Bill of Lading to the Exhibitor Service desk after dismantling and completion of packing and labeling all boxes, crates, etc. The Bill of Lading is the official "permission" of the exhibitor allowing removal of freight from the booth to the carrier of choice (personal vehicle, truck, van line, airfreight, etc.) *Any unconsigned shipment left in the exhibit hall after dismantling hours will be shipped via the Official Show Carrier, Viper Transportation, at the expense of the exhibitor! Your bill of lading must be turned in no later than the force times listed on the Quick Reference Page.*

**Small Package Shipments:** Includes cartons received without documentation and delivered to the booth without guarantee of piece count and documentation, including but not limited to FedEx, UPS, Airborne, and DHL.

**"Hand Carry":** The ability for an exhibitor to "hand carry" their materials onto the exhibit hall without the use of wheels, including but not limited to, luggage carts, four wheel or two-wheel dollies, baggage carts.

**Cancellation of orders:** Exhibitor orders must be cancelled on or by the discount/cancellation deadline in order to receive a refund. Any orders cancelled after the deadline will be charged at full. Credits will not be given for orders cancelled after this deadline or at show site. This is void for any full show cancellations at which point Viper will communicate policy.

**Final Show Audit:** Viper Tradeshow Services reserves the right to perform a Final Audit of this event for up to 120 days after the move out date of the event. (Also, an end of the year review in December. If additional charges for any service, labor or equipment are found, it will be added to the Exhibitor's invoice and the credit card on file will be charged. A Final Audit Invoice with explanation of any additional charges will be sent to the Exhibitor. If Viper does not have payment information, the invoice sent to the Exhibitor will be due upon receipt.

## METHOD OF PAYMENT

### Exhibitor Information

Company Name: \_\_\_\_\_ Booth #: \_\_\_\_\_ Booth Size: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Contact: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Fax #: \_\_\_\_\_ Email Address: \_\_\_\_\_  
 Show Site Contact: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

### Ways to Order:

Online via Credit Card | Login & Place Orders | <https://order.vipertradeshow.com>  
 Email: [DCorona@vipertradeshow.com](mailto:DCorona@vipertradeshow.com)  
 Fax: Send completed forms to 847.426.3111  
 Mail: Send completed forms to Viper Tradeshow Services – 2575 Northwest Parkway Elgin, IL 60124

### Payment Terms

Full payment is due upon receipt of invoice

Payment must be received prior to the discount deadline to receive the discounted rates

ACH or Wire Transfer payments need to be received prior to the show. A Method of Payment form must be submitted for final balances

### Viper Tradeshow Services Orders

Shipping (Viper Transportation):	\$ _____
Material Handling Estimate:	\$ _____
Floral/Booth Cleaning:	\$ _____
Installation & Dismantle Labor:	\$ _____
Standard Furniture & Accessories:	\$ _____
Viper Custom Furnishings:	\$ _____
Carpet & Padding:	\$ _____
Modular Rental Displays:	\$ _____

**Estimated Total Viper Tradeshow Services Orders: \$ \_\_\_\_\_**  
*\*A receipt with actual totals will be emailed to contact on file.*

### Method of Payment / Credit Card Charges\*

**\*3.5% Convenience Fee will be applied | All state and local taxes apply.**

By submitting this payment form, you are authorizing to charge your credit card account for your advance orders, and any additional amounts incurred as a result of weight adjustments or show site orders placed by your representative; including labor, material handling and shipping.

**Please circle appropriate credit card:**      MasterCard      Visa      American Express

**Number:** \_\_\_\_\_

**Expiration Date:** \_\_\_\_\_ **CVV:** \_\_\_\_\_

**Cardholder Signature:** \_\_\_\_\_

**Name Printed:** \_\_\_\_\_

**Address (if different from above):** \_\_\_\_\_

Company Check # (Please note show name on check): \_\_\_\_\_ Date check mailed: \_\_\_\_\_





# VIPER TRANSPORTATION SHIPPING ORDER FORM

Viper offers door to door ground shipping (7-15 business days) anywhere in the contiguous United States regardless of destination, at a flat rate of \$3.25/lb. on shipments under 1,000 lbs. and \$2.75/lb. for shipments over 1,000 lbs. **Dimensional weight may apply**, and a **\$725.00 minimum** applies for each shipment (destination/or leg). Canadian shipments are provided at a flat rate of \$4.25 for shipments under 1,000 lbs. and \$3.75 for shipments over 1,000 lbs.; a \$950.00 minimum applies. **Material Handling charges apply for all shipments. \*If expedited shipping is required, please contact Viper for a quote, 847.426.3100. \*3.5% Convenience Fee will be applied | All state and local taxes apply.**

### Inbound shipping from:

Company Name: \_\_\_\_\_ Booth #: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Requested Pickup Date/Time: \_\_\_\_\_

Is this a residence:            YES      NO                      Do you have a dock:            YES      NO

Is this a Round Trip shipment:            YES      NO            (if address is different than above please add address below)

**Special Instructions (inside pickup, liftgate required, receiving hours, etc):** \_\_\_\_\_

# of Pieces	Description of Package	Estimated Dims & Weight – INBOUND	Estimated Dims & Weight - OUTBOUND
	Crate (Wooden) Exhibit Material		
	Cardboard Carton		
	Fiber Case		
	Pallets		
	Carpets		
	Miscellaneous		

**Outbound Shipping: \_\_\_\_\_ I only need outbound shipping** (if this option is selected, please add your shipping address below)

Company Name: \_\_\_\_\_ Booth #: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Special Instructions (inside delivery, liftgate required, receiving hours, etc):** \_\_\_\_\_

### Acceptance & Payment

I understand that in the absence of added protection and accompanying itemized valuation, the maximum liability for loss or damage is limited to \$50.00 per shipment or \$0.50 per pound, whichever is greater. I accept responsibility for coverage for my products during shipping, otherwise, I am purchasing only supplemental insurance (does not include AV or computer equipment) protection (**up to \$5,000.00**) at \$25.00 for every \$1,000.00 declared value.

**\*Please note Viper Tradeshows is not liable for shipping A/V & computer equipment\*.**

Insurance Cost \$ \_\_\_\_\_ (\$25/\$1000 value) Declared value \$ \_\_\_\_\_

**I am not purchasing supplemental insurance protection: \_\_\_\_\_ (please sign or initial)**

**\*AV equipment and computers hold very specific packaging instructions in order to be covered by insurance. Viper Tradeshow Services is not liable and does not cover any AV equipment or other alike equipment. The Exhibitor holds all responsibility for such and should carry coverage for their own AV and computer equipment\***

Signature to officially place this order and acceptance of terms: \_\_\_\_\_



# ADVANCE WAREHOUSE SHIPPING LABELS

For your convenience labels are provided below for advance warehouse delivery.  
We encourage you to make copies and fill in your specific information and tape two labels on each piece of your freight.

<b>SHIPPER INFORMATION</b>	
FROM:	
<b>ADVANCE WAREHOUSE DELIVERY INFORMATION</b>	
TO (Exhibiting Co. Name): _____ BOOTH #: _____	
<p><b>2023 Imperial Session</b>  <b>Viper Tradeshow Services</b>  <b>2205-B Distribution Center Drive</b>  <b>Charlotte, NC 28269</b></p>	<p><b>*Deliver by <i>June 22<sup>nd</sup></i> to avoid late fees</b>   <b>Weight ticket must be presented at the time of the delivery.</b></p>
PIECE: _____ OF _____	

# SHOW SITE SHIPPING LABELS

For your convenience labels are provided below for show site delivery.  
We encourage you to make copies and fill in your specific information and tape one on each piece of your freight.

<b>SHIPPER INFORMATION</b>	
FROM:	
<b>SHOW-SITE DELIVERY INFORMATION</b>	
TO (Exhibiting Co. Name): _____ BOOTH #: _____	
<p><b>2023 Imperial Session</b>  <b>Charlotte Convention Center   Hall B</b>  <b>c/o Viper Tradeshow Services</b>  <b>501 S College St.</b>  <b>Charlotte, NC 28202</b></p>	<p><b>*Deliver on 6/30 (1PM-5PM) &amp; 7/1 (8AM-12PM) ONLY</b></p> <p><b>Weight ticket must be presented at the time of the delivery.</b></p>
PIECE: _____ OF _____	





# MATERIAL HANDLING

ADVANCE WAREHOUSE	SHOWSITE
<b>2023 Imperial Session</b> Viper Tradeshow Services 2205-B Distribution Center Drive Charlotte, NC 28269 <b>Receiving Hours:</b> <i>Monday – Friday   8:00 AM – 4:00 PM</i>	<b>2023 Imperial Session</b> Charlotte Convention Center   Hall B c/o Viper Tradeshow Services 501 S. College St. Charlotte, NC 28202 <b>6/30 (1PM-5PM) &amp; 7/1 (8AM-12PM)</b>

**A 200-pound minimum (2 CWT) applies to every shipment, whether received at the Advance Warehouse or Show Site.**

- Rates for this show are on actual or dimensional weight, whichever is greater, for every hundred pounds (cwt or hundred-weight) rounded up to the nearest whole number.
- If a shipment is split up and pieces are delivered at different times, the minimum 2 CWT will apply every time freight is received.
- A weight ticket must be presented at the time of delivery. Post Show weight tickets will not be accepted. If a weight ticket is unavailable at the time of delivery and the freight needs to be weighed by Viper, special handling will be applied to the material handling.
- Rates below include receipt of your freight, delivery to the booth, storage and return of empty crates, and reloading. Additional charges may apply if your shipment does not arrive/depart during the designated move-in/move-out times.

**Calculate your CWT (hundred weight)**

Estimated Weight of Shipment: \_\_\_\_\_ Pounds  
 Pounds Divided by 100, rounded up: \_\_\_\_\_ Your CWT (no less than 2)

**Advance Warehouse Deliveries**

	RATE PER CWT
Boxed, crated, or skidded shipment via common carrier.....	\$169.00 / CWT
Boxed, crated, or skidded shipment via POV, or specialized carrier, FedEx, UPS, or USPS.....	\$208.00 / CWT
Common carrier shipment received late, after <b>6/22/2023</b> .....	\$208.00 / CWT
POV, specialized carrier, FedEx, UPS or USPS shipment received late.....	\$247.00 / CWT
Loose/uncrated or shipment requiring special and/or OT/DT handling (30% fee added to the above rates)	\$39.00 / CWT

Estimated CWT \_\_\_\_\_ x \_\_\_\_\_ (Rate listed above) = \_\_\_\_\_ Estimated Total

**Show Site Deliveries**

	RATE PER CWT
Boxed, crated, or skidded shipment via common carrier.....	\$188.50 / CWT
Boxed, crated, or skidded shipment via POV, or specialized carrier, FedEx, UPS, or USPS.....	\$232.00 / CWT
Off-target shipment (before or after) <b>6/30 (1PM-5PM) &amp; 7/1 (8AM-12PM)</b> via common carrier .....	\$232.00 / CWT
Off-target shipment (before or after) <b>6/30 (1PM-5PM) &amp; 7/1 (8AM-12PM)</b> via POV, or specialized carrier	\$275.50 / CWT
Loose/uncrated or shipment requiring special and/or OT/DT handling (30% fee added to the above rates)	\$43.50 / CWT

Estimated CWT \_\_\_\_\_ x \_\_\_\_\_ (Rate listed above) = \_\_\_\_\_ Estimated Total

**Exhibitor:** \_\_\_\_\_ **Booth #:** \_\_\_\_\_



# INBOUND SHIPPING INFORMATION

If using your own carrier, please fill out for all shipments that you will be sending into the show.

**A 200-pound minimum (2 CWT) applies to every shipment, whether received at the Advance Warehouse or Show Site. Some cost-saving tips are to have all freight delivered in a single shipment on an LTL freight carrier.**

## Shipment 1

Shipping to:  Advance Warehouse  Event Site

Carrier Name: \_\_\_\_\_ Total Pieces: \_\_\_\_\_ Weight: \_\_\_\_\_

Tracking Number(s): \_\_\_\_\_

Shipper: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Description of pieces: \_\_\_\_\_

## Shipment 2

Shipping to:  Advance Warehouse  Event Site

Carrier Name: \_\_\_\_\_ Total Pieces: \_\_\_\_\_ Weight: \_\_\_\_\_

Tracking Number(s): \_\_\_\_\_

Shipper: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Description of pieces: \_\_\_\_\_

## Shipment 3

Shipping to:  Advance Warehouse  Event Site

Carrier Name: \_\_\_\_\_ Total Pieces: \_\_\_\_\_ Weight: \_\_\_\_\_

Tracking Number(s): \_\_\_\_\_

Shipper: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Description of pieces: \_\_\_\_\_

Exhibitor: \_\_\_\_\_ Booth #: \_\_\_\_\_

# VTS MATERIAL HANDLING TERMS & CONDITIONS

Advance shipments will be accepted at the Viper Tradeshow Services warehouse and allowed up to 28 days free storage if delivered by the advance deadline receiving date listed below, and includes delivering freight direct to the exhibitor’s booth storage of empties during the show, delivery of empties at the end of the show to an exhibitor’s booth, and turning in Bill of Lading to the service desk and loading of materials onto outbound transportation carrier. Show Site shipments receive the same services except for warehouse storage.

## Special Handling 30% Surcharge

Special Handling rates shall be applied to the total standard charges, but are not limited to the following types of shipments. Multiple scenarios may incur multiple special handling charges.

<b>Moving Van Shipments</b>	Shipments delivered by a moving van or shipments by any vehicle which, because of the height, cannot be unloaded at the docks.
<b>Loose Freight</b>	Shipments packed in such a manner as to require special handling (i.e., loose display parts, loose carpet rolls unskidded, uncrated equipment, stacked freight, etc.) regardless of the kind of carrier or vehicle used, including small package shipments.
<b>Mixed/Undetermined Description</b>	Description of the shipment is such that the type of materials or equipment cannot be determined (i.e., 1 lot 20 assorted pieces, etc.) Including any mixed lot/multiple shipments that are delivered together.
<b>Must be Delivered by Hand</b>	Materials must be moved “by hand” to the booth due to facility situations beyond Viper Tradeshow Services’ control (i.e., elevators, rooms forklifts cannot be used, etc.)
<b>Small Package Carriers (SPC)</b>	The use of small package carriers such as FedEx, UPS, DHL, etc. do not provide BOL and deliver large quantities on the dock requiring additional time to sort and identify.

## Overtime or Off Target 30% Surcharge

Shipments that qualify for overtime rates are any shipments unloaded or received at the warehouse/show site before 8 AM or after 4:30 PM on weekdays, anytime Saturday, Sunday or holidays or after ONE WEEK OUT. Additionally, when warehouse freight must be moved into the exhibit site on overtime, due to scheduling conflict beyond the control of Viper Tradeshow Services, or show move in or move out times are after 4:30 PM on weekdays, on Saturday, Sunday, or Holidays overtime charges will apply.

## Material Handling / Special Handling Definitions

**Material Handling:** Movement of goods. This includes receipt of your freight, delivery to the booth, storage and return of empty crates/boxes, and reloading.

**CWT:** ‘Hundred weight’- a unit of measurement for weight, equal to 100 pounds.

**Storage Terms:** Exhibitors may hand deliver their own materials to the exhibit facility through the front doors. The use or rental of dollies, flat trucks or other mechanical equipment is not permitted. Viper Tradeshow Services must control access to the loading docks in order to provide a safe and orderly move-in/out. Material handling fees must be paid in full for any materials that require empty storage.

**Multiple Shipments:** Any shipments received from multiple locations or received at different times/dates are considered separate and will be assessed multiple Material Handling minimums. No cumulative weights will be allowed on minimums or split shipments.

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

**Constricted Space Loading/Unloading:** Trailer loaded “high and tight” shipments that are not easily accessible. Freight is loaded to full car trailer – top to bottom, side to side.

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

**Stacked Shipments:** Shipments loaded in such a manner requiring multiple items to be removed to ground level for delivery to booth. Stacked or “cubed out” shipments, loose items placed on top of crates and/or pallets constitute special handling.

**Shipment Integrity:** Shipment integrity involves shipments on a carrier that are intermingled or delivered in such a manner additional labor is needed to sort through and separate the various shipments on a truck for delivery.

**Alternate Delivery Location:** Alternative delivery location refers to shipments that are delivered by a carrier that requires us to deliver shipments to different levels in the same building, or to other buildings in the same facility.

**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 this shipment but does require special handling.

**“No Documentation”:** Shipments arrive from a small package carrier (including, not limited to, FedEx, UPS, DHL) without an individual Bill of Lading or shipments without a certified weight ticket which requires additional time, labor and equipment to process.

**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.

# BOOTH CLEANING

\*Please contact your Viper Show Coordinator for a quote if you have specific cleaning requests.

## Vacuuming

A Booth Unit = One (1) 10' x 10' / 8' x 10' Booth (Please circle booth size). 10' x 20' = 2 Units, 20' x 20' = 4 Units and so on. Please be sure to include ALL units.

Number of Booth Units: \_\_\_\_\_ x **\$130.00** Discount / **\$169.00** Standard

Subtotal: \$ \_\_\_\_\_

**Subtotal x Number of Days:** \_\_\_\_\_ **TOTAL: \$** \_\_\_\_\_

## Porter Service

Emptying refuse from containers as necessary throughout the show hours. A Booth Unit = One (1) 10' x 10' / 8' x 10' Booth (Please circle booth size). 10' x 20' = 2 Units, 20' x 20' = 4 Units and so on. Please be sure to include ALL units.

**Straight Time (ST) | Monday – Friday: 8:00 am – 4:30 pm**  
**Over Time (OT) | Monday – Friday before 8:00 am & after 4:30 pm**  
**Double Time (DT) | Any time Saturday, Sunday & Holidays**

**DISCOUNT**

ST: \$109.25 per day, per booth unit  
 OT: \$130.00 per day, per booth unit  
 DT: \$152.50 per day, per booth unit

**STANDARD**

ST: \$164.00 per day, per booth unit  
 OT: \$194.50 per day, per booth unit  
 DT: \$228.75 per day, per booth unit

Number of Booth Units: \_\_\_\_\_ x use appropriate rates from above

Subtotal: \$ \_\_\_\_\_

**Subtotal x Number of Days:** \_\_\_\_\_ **TOTAL: \$** \_\_\_\_\_

**Exhibitor:** \_\_\_\_\_ **Booth #:** \_\_\_\_\_

# DISPLAY LABOR (Installation & Dismantle) INFO

## Display Labor Hourly Rates

Straight Time (ST) | Monday – Friday: 8:00 am – 4:30 pm  
 Over Time (OT) | Monday – Friday before 8:00 am & after 4:30 pm  
 Double Time (DT) | Any time Saturday, Sunday & Holidays

### Exhibitor Supervised:

#### DISCOUNT

ST: \$115.00 per person, per hour  
 OT: \$172.50 per person, per hour  
 DT: \$230.00 per person, per hour

#### STANDARD

ST: \$172.50 per person, per hour  
 OT: \$258.75 per person, per hour  
 DT: \$345.00 per person, per hour

### Viper Supervised (35% supervision applied)\*\*:

#### DISCOUNT

ST: \$155.25 per person, per hour  
 OT: \$232.88 per person, per hour  
 DT: \$310.50 per person, per hour

#### STANDARD

ST: \$232.88 per person, per hour  
 OT: \$349.32 per person, per hour  
 DT: \$465.75 per person, per hour

## Labor Definitions

All labor is supervised by Viper Tradeshow Services and charged accordingly unless checked below. Viper will not be responsible for any damage or loss of materials during installation, dismantle, unpacking or packing. There is a 1 hour minimum per worker at 1-hour increments thereafter.

**Viper Tradeshow Services Supervised Labor:** Exhibits are set up prior to exhibitor’s arrival under the direction of Viper Tradeshow Services I&D Supervisors. The charge for this service is an additional 35% of the total installation labor bill. **Please provide complete booth plans, schematics, instructions and photos for this service along with inbound and outbound shipping information.**

**Exhibitor Supervised Labor:** Supervisor must check in at the Viper Tradeshow Services Center to pick up labor. Upon completion of work, supervisor must return to Viper Tradeshow Service Center to release labor. Start time guaranteed only where labor is requested for the start of the working day (8:00 am) unless the official set time begins later in the day.

Please provide supervisors name and cell number: \_\_\_\_\_

## Installation Calculation & Order **CIRCLE ONE:** Exhibitor Supervision or Viper Supervision\*\*

1. Day/Time of set up: \_\_\_\_\_ Hourly Rate as noted above
2. Number of Laborers: \_\_\_\_\_ x number of people
3. Number of Hours: \_\_\_\_\_ x number of hours
4. TOTAL AMOUNT OF HOURS \_\_\_\_\_ x \_\_\_\_\_ (RATE) \$ \_\_\_\_\_

## Dismantle Calculation & Order **CIRCLE ONE:** Exhibitor Supervision or Viper Supervision\*\*

1. Day/Time of set up: \_\_\_\_\_ Hourly Rate as noted above
2. Number of Laborers: \_\_\_\_\_ x number of people
3. Number of Hours: \_\_\_\_\_ x number of hours
4. TOTAL AMOUNT OF HOURS \_\_\_\_\_ x \_\_\_\_\_ (RATE) \$ \_\_\_\_\_

*Services cancelled within 21 days of move-in are charged at full value.  
 The time originally secured and processed preshow will not be adjusted if actual is less than ordered, please order labor accordingly.*

**\*\* IF ORDERING VIPER SUPERVISED LABOR – PLEASE COMPLETE THE FOLLOWING PAGE AND EMAIL TO YOUR SHOW COORDINATOR.**

Exhibitor: \_\_\_\_\_ Booth #: \_\_\_\_\_



# VIPER SUPERVISED LABOR INFORMATION FORM

*\*This form must accompany Viper Supervised Labor Orders. Please email this form to your Viper Exhibitor Service Coordinator of fax to 847.426.3100.*

Please confirm that you have sent in instructions, photos and/or diagrams for the installation and dismantle of the booth, if not please email ASAP: (circle one)    YES                      NO

Whom may we contact if we have any questions or concerns during installation/dismantle of your booth?

NAME: \_\_\_\_\_ Phone: \_\_\_\_\_

**INBOUND SHIPPING INFORMATION:** (Please complete all areas). If you want Viper Transportation to ship your freight to the show, please also complete the Viper Shipping Order Form and Method of Payment Form found in the Kit.

Freight will be sent to:              Warehouse: \_\_\_\_\_              Show Site: \_\_\_\_\_              Date Shipped: \_\_\_\_\_

Carrier: \_\_\_\_\_              Tracking #: \_\_\_\_\_

Total number of:              Crates: \_\_\_\_\_              Cartons: \_\_\_\_\_              Fibercases: \_\_\_\_\_              Skids: \_\_\_\_\_

Do you want Viper to be your outbound carrier:    YES\*              NO

*\*Please complete the Viper Shipping Order Form and Method of Payment Form found in the Kit.*

If you do not wish to use Viper, who will be your carrier: \_\_\_\_\_

*Note: You are responsible for booking your outbound carrier to make the pickup at the appropriate time. We suggest one hour BEFORE force time. Viper will not call your carrier at any point to make these arrangements and your booth will be re-consigned to the house carrier if you carrier fails to check-in by the force time. Please note we cannot supply pre-printed small package labels for FedEx, UPS, DHL and others alike.*

## OUTBOUND SHIPPING INFORMATION:

 (Please complete all areas).

This information will be used to complete a pre-printed Bill of Lading on your behalf at the close of the show.

**This information must be complete for either Viper Transportation shipment OR non-Viper Transportation shipment.**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_              State: \_\_\_\_\_              Zip: \_\_\_\_\_

Contact: \_\_\_\_\_              Phone: \_\_\_\_\_

*If you have more than one shipment, please provide the information for all shipments.*

THIS FORM HAS BEEN COMPLETED BY:

NAME: \_\_\_\_\_              DATE: \_\_\_\_\_



## EXHIBITOR APPOINTED CONTRACTORS (EAC) GUIDELINES

**\*Please complete and return both EAC forms\***

Viper Tradeshow Services, acting on behalf of all exhibitors and in the best interest of the exposition, has appointed Official Service Contractors to perform and provide necessary services and equipment.

Official Service Contractors are appointed to: ensure the orderly and efficient installation and removal of the overall exposition, assure the distribution of labor to all exhibitors according to need, provide sufficient labor to satisfy the requirements of the exhibitors, and for the exposition itself, see that proper type and limits of insurance are in force, and avoid any conflict with local union and/or exhibit hall regulations and requirements.

The Official Service Contractors will provide all usual trade show services, including labor. Exceptions are: the exhibitor may provide supervision; exhibitor may appoint an exhibit installation contractor or display builder.

**Exhibitors may employ the service of independent contractors to install and dismantle their display, providing the exhibitor and the installation and dismantling contractor comply with the following requirements:**

1. Exhibitor must notify in writing to Viper Tradeshow Services the intention to utilize an independent contractor (EAC) no later than 14 days prior to the first move-in day, furnishing the name, address and telephone number of the firm.
2. Exhibitor shall provide evidence that the EAC has a proper certificate of insurance with a minimum of \$1,000,000 liability coverage, including property damage and Workers' Compensation naming Viper Tradeshow Services as additionally insured, to show managers and Viper Tradeshow Services at least 10 days before the show opening.
3. Exhibitor agrees that they are ultimately responsible for all services in connection with their exhibit, including freight, drayage, rentals and labor.
4. The EAC must have all business licenses, permits and Workers' Compensation insurance required by the state and city governments and the convention facility management prior to commencing work, and shall provide Show Management with evidence of compliance.
5. The EAC will provide Viper Tradeshow Services the number of on-site employees at the time of check-in and see that they have, and wear at all times necessary, identification badges as determined by Show Management.
6. The EAC shall be prepared to show evidence that it has valid authorization from the exhibitor for services. The EAC may not solicit business on the exhibit floor.
7. The EAC must confine its operations to the exhibit area of its clients. No service desk, storage areas or other work facilities will be located anywhere in the building. The show aisles and public spaces are not a part of the exhibitor's booth space.
8. The EAC shall provide, if requested, evidence to Viper Tradeshow Services that it possesses applicable and current labor contracts and must comply with all labor agreements and practices. The EAC must not commit or allow to be committed by persons in its employment any acts that could lead to work stoppages, strikes or labor problems.
9. The exposition floor, aisles, loading docks, service and storage areas will be under the control of the official service contractor, Viper Tradeshow Services. The exhibitor appointed contractor must coordinate all of its activities with Viper Tradeshow Services.
10. For services such as electrical, plumbing, telephone, cleaning and drayage, no contractor other than the official service contractor will be approved. This regulation is necessary because of licensing, insurance and work done on equipment and facilities owned by parties other than the exhibitor. Exhibitors shall provide only the material and equipment they own and is to be used in their exhibit space.

**I have read the Exhibitor Appointed Contractors section of this manual and understand the terms and conditions. I understand that all the contractors listed above must be approved by Viper Tradeshow Services. I understand it is my responsibility to see that each representative from any EAC for my company abides by the rules and regulations of the event. I also understand that any EAC listed above that is not approved by Viper Tradeshow Services will not be permitted on the floor.**

Name: \_\_\_\_\_

Company: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## USE OF AN EAC NOTIFICATION

**\*Please complete and return both EAC forms\***

Please be sure to read the Official Services & Exhibitor Appointed Contractors (EAC) Guidelines. Exhibitors who plan to have an EAC unpack, install, assemble, dismantle and pack displays, equipment or materials must provide this form to Viper Tradeshow Services no later than 14 days before the start of the move-in and see that their EAC adheres to the guidelines outlined on the previous page.

**Notification of EAC:** To be received no later than 14 days in advance

**For Exhibitor (Company Name):**

**Show Name:**

*2023 Imperial Session*

Booth #: \_\_\_\_\_

**Name of Service Firm (EAC):** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Contact:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Show Site Contact (if different from above)** \_\_\_\_\_

**Cell Phone #:** \_\_\_\_\_

### EAC Instructions

1. Refer to the Official Service & Exhibitor Appointed Contractors Guidelines form in this kit for additional requirements.  
\*Before submitting service order forms (including this one). Preferably before the early registration deadline.
2. Provide Viper Tradeshow Services the names of all exhibiting companies for whom they have orders on  
\*To be received no later than 10 days before move-in.
3. Check in at the Viper Tradeshow Services Service Desk to proceed with work on the floor  
\*Upon arrival at show site.

**Viper Tradeshow Services reserves the right to refuse any Non-Official Service Contractor (EAC) access to the show floor if any of the above conditions are not met. If there is a problem providing the necessary information within the deadlines, Viper Tradeshow Services must be contacted in advance of the deadline.**



# STANDARD FURNITURE, ACCESSORIES & FLORAL

\*No credit will be given after close of event on items ordered but not received. Cancellation Policy: No refunds on orders cancelled after discount deadline. \*

## 30" Tall Tables

CIRCLE COLOR SELECTION BELOW



BLUE



RED



WHITE



GREEN



BLACK



UNSKIRTED

ITEM:

Qty: \_\_\_\_\_ 4' Table  
Qty: \_\_\_\_\_ 6' Table  
Qty: \_\_\_\_\_ 8' Table  
Qty: \_\_\_\_\_ 4<sup>th</sup> Side Drape  
Qty: \_\_\_\_\_ Undraped Table

DISCOUNT:

\$111.50  
\$140.50  
\$158.75  
\$28.00  
\$26.00 Less than list price above

STANDARD:

\$140.50  
\$158.75  
\$170.25  
\$38.00

## 42" Tall Counters

CIRCLE COLOR SELECTION BELOW



BLUE



RED



WHITE



GREEN



BLACK



UNSKIRTED

ITEM:

Qty: \_\_\_\_\_ 4' Counter  
Qty: \_\_\_\_\_ 6' Counter  
Qty: \_\_\_\_\_ 8' Counter  
Qty: \_\_\_\_\_ 4<sup>th</sup> Side Drape  
Qty: \_\_\_\_\_ Undraped Counter

DISCOUNT:

\$135.25  
\$164.25  
\$181.50  
\$34.00  
\$27.00 Less than price list above

STANDARD:

\$164.25  
\$181.50  
\$232.75  
\$44.00

## Accessories

ITEM:

Qty: \_\_\_\_\_ Wastebasket  
Qty: \_\_\_\_\_ Tripod Easel  
Qty: \_\_\_\_\_ Plastic Folding Chair  
Qty: \_\_\_\_\_ 4' Single Tier Table Riser  
Qty: \_\_\_\_\_ 6' Single Tier Table Riser  
Qty: \_\_\_\_\_ 8' Single Tier Table Riser  
Qty: \_\_\_\_\_ Bag Rack  
Qty: \_\_\_\_\_ Rope & Stanchions, ea.  
Qty: \_\_\_\_\_ 4' x 8' Poster Board

DISCOUNT:

\$25.00  
\$44.75  
\$45.75  
\$71.00  
\$89.75  
\$108.50  
\$72.75  
\$105.375  
\$215.50

STANDARD:

\$34.00  
\$55.25  
\$57.50  
\$94.00  
\$112.25  
\$131.00  
\$100.75  
\$138.25  
\$246.25

## Floral

### Fresh Floral Arrangements

Small Floral Arrangement: Qty: \_\_\_\_\_ \$249.75 Discount / \$324.75 Standard  
Medium Floral Arrangement: Qty: \_\_\_\_\_ \$354.00 Discount / \$460.25 Standard  
Large Floral Arrangement: Qty: \_\_\_\_\_ \$449.00 Discount / \$583.75 Standard

### Artificial Plants

2 Foot Green Plant Qty: \_\_\_\_\_ \$165.00 Discount / \$193.00 Standard  
3 Foot Green Plant Qty: \_\_\_\_\_ \$193.00 Discount / \$230.00 Standard  
4 Foot Green Plant Qty: \_\_\_\_\_ \$230.00 Discount / \$273.50 Standard  
5 Foot Green Plant Qty: \_\_\_\_\_ \$273.50 Discount / \$328.25 Standard  
6 Foot Green Plant Qty: \_\_\_\_\_ \$328.25 Discount / \$394.00 Standard

Exhibitor: \_\_\_\_\_ Booth #: \_\_\_\_\_

# CARPET SELECTIONS

CIRCLE COLOR SELECTION BELOW



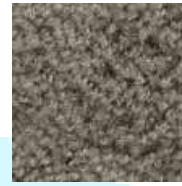
Red



Royal Blue



Green



Grey



Navy Blue



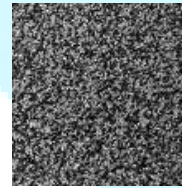
Speckled Red



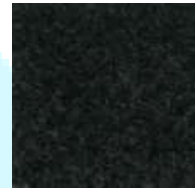
Speckled Blue



Speckled Green



Speckled Grey



Black

## Standard Carpet Rates

SIZE	QTY	DISCOUNT PRICE	STANDARD PRICE	SUB-TOTAL
10' x 10' Carpet		\$187.50	\$237.50	
10' x 20 Carpet		\$375.00	\$475.00	
10' x 30' Carpet		\$562.50	\$712.50	
10' x 40' Carpet		\$750.00	\$950.00	
20' x 20' Carpet		\$750.00	\$950.00	
Custom Per Sq. Ft.		\$1.875	\$2.375	

## Prestige Carpet Rates

SIZE	QTY	DISCOUNT PRICE	STANDARD PRICE	SUB-TOTAL
Plush Per Sq. Ft		\$5.375	\$6.375	

## Padding | Visqueen

SIZE	QTY	DISCOUNT PRICE	STANDARD PRICE	SUB-TOTAL
½" Padding Per Sq. Ft.		\$2.25	\$2.625	
Double Padding Per Sq. Ft		\$3.75	\$4.125	
Visqueen Per Sq. Ft.		\$0.50	\$0.875	

Standard Carpet per sq. ft.: \$ \_\_\_\_\_

Plush Carpet per sq. ft.: \$ \_\_\_\_\_

Padding/Visqueen per sq. ft.: \$ \_\_\_\_\_

**ESTIMATED TOTAL** \$ \_\_\_\_\_

Exhibitor: \_\_\_\_\_ Booth #: \_\_\_\_\_



2023 Imperial Session | July 2-5, 2023 | Charlotte, NC

**\* Request for Pre-printed Bill of Lading (BOL) & Outbound Shipping Labels \***

In order to have a pre-printed bill of lading (BOL) + shipping labels created & delivered to your booth the morning of show close on Thursday, July 6, 2023, we must receive this form prior to the show.

Viper cannot supply shipping labels for any freight that is shipping via FedEx/ UPS/ DHL or others alike. The exhibiting company and/or EAC will need to supply these labels for their shipment. Any freight left on the show floor without a proper label and/or bill of lading, will be reconsigned to the house carrier, Viper Transportation, and the exhibitor will be responsible for those shipping costs. Viper Transportation cannot guarantee delivery dates, nor compete with other shipping carrier's costs.

**Show Location**

**Charlotte Convention Center | Hall B | 501 S College St., Charlotte, NC 28202**

**\*\*Please make sure your Carrier checks-in (at the freight desk) NLT than 2:00 PM on 7/6/23**

**Exhibitor Information**

Company Name: \_\_\_\_\_ Booth #: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Shipping Destination 1**

\*Please let us know how many shipping labels you will require: \_\_\_\_\_  
(Viper cannot supply shipping labels for any freight that is shipping via FedEx/ UPS/ DHL)

**OUTBOUND CARRIER INFO:**

Company Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

ATTN: \_\_\_\_\_ Phone: \_\_\_\_\_

**Shipping Destination 2**

\*Please let us know how many shipping labels you will require: \_\_\_\_\_  
(Viper cannot supply shipping labels for any freight that is shipping via FedEx/ UPS/ DHL)

**OUTBOUND CARRIER INFO:**

Company Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

ATTN: \_\_\_\_\_ Phone: \_\_\_\_\_

**Show Site Instructions:**

Once your shipment(s) is/are packed and ready to be picked up, **please return the outbound bill of lading (BOL) to the Viper service desk.** Verify the correct piece count, weight and sign this legal document. Any shipments without paperwork turned in will be reconsigned onto the house carrier at the exhibitor's expense. Viper does not accept responsibility for any exhibitor property left on the show floor unattended at any time, for any reason. Do not leave the bill of lading (BOL) in your booth – you must bring to the Viper service desk. Thank you -

**Exhibitor:** \_\_\_\_\_ **Booth #:** \_\_\_\_\_





## Meeting/Conference Specialists

When you're searching for the best in audio visual needs for your event, look to Visual FX as your partner in success! We understand tradeshows and conferences and your need for quality products, attentive representatives, and superior services that reflect your vision.

No meeting is too large or small. At Visual FX, we have the staff necessary to partner in the production of your full scope convention visual and audio productions, or equipment available for simple rentals as you prefer. Our products are designed to present you and your company with a professional and confident look. Our design specialists are experienced in listening to your visions and ideas and transform them into reality.

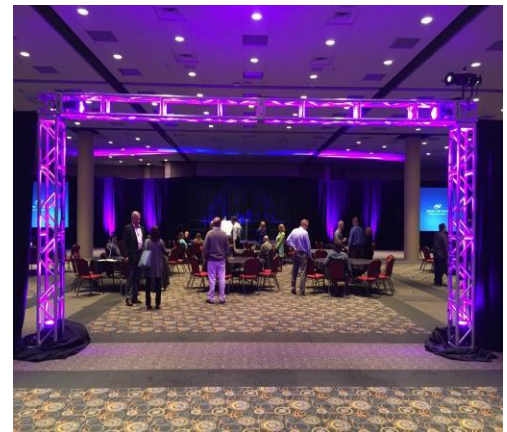
## Creative Solutions

Anyone can provide a backdrop for your speakers. Visual FX works with you to create an environment and experience that highlights your speakers and their message in the best possible light. You don't share the same message year after year, why should your general session look the same? How can Visual FX help you showcase your speakers with a fresh look and energy? Let us find out together!



## Products:

- Audio Sound Systems
- Microphones Wired/Wireless
- Video Projectors/Screens
- Video Monitors Rentals
- LCD Projector Packages
- Computers/ Laptops, Desktops
- Lighting/ Colored LED's, Stage Wash
- Scenic Stage Sets/ Velour Drape
- Audience Response Systems
- Printers/ Color & B/W, Radios



## Customer Service Commitment

Visual FX was created with customer service in mind. We pride ourselves in ensuring your event runs to your liking, and we settle for nothing less than total satisfaction. With all the facets of a convention you have to manage, and multitudes people to consider, we make it our goal to provide an AV collaboration that is friendly and professional, but most importantly thorough and seamless. We're committed to your success; so you create the vision and we will create the Visual FX!





2575 Northwest Parkway, Elgin IL 60124 Ph. 847.426.3100 Fx. 847.426.3111

## Exhibitor Order Form

Last updated [12/22]

Audio Equipment	Qty	Days	Daily Rate	Total
Wired Microphone			\$85.00	
Wireless Microphone- Handheld			\$195.00	
Wireless Microphone- Lavalier			\$195.00	
4-Channel Mixer			\$95.00	
8-Channel Mixer			\$160.00	
2 Powered Speakers w/ Stand			\$315.00	
XLR Cables (25ft)			\$35.00	
Video Equipment	Qty	Days	Daily Rate	Total
Micca Box			\$110.00	
19" Flat screen monitor			\$225.00	
23" Flat screen monitor			\$285.00	
32" LED monitor with table stand			\$405.00	
42" LED monitor with table stand			\$565.00	
50" LED monitor with table stand			\$680.00	
65" LED monitor with table stand			\$800.00	
LCD Data Projector 2500 Lumens			\$575.00	
LCD Data Projector 4000 Lumens			\$985.00	
Screens	Qty	Days	Daily Rate	Total
6' Tripod Screen			\$125.00	
8' Tripod Screen			\$145.00	
6' x 12' Fast-fold Screen			\$825.00	
7.6' x 14' Fast-fold Screen			\$1,350.00	
9' x 16' Fast-fold Screen			\$1,975.00	
Computer Systems	Qty	Days	Daily Rate	Total
Laptop Computer			\$320.00	
Wireless Mouse & Keyboard			\$80.00	
Mouse & Keyboard (wired)			\$70.00	
Ethernet Cables (25' to 50')			\$45.00	
VGA Cables (10ft)			\$35.00	
HDMI Cables (6ft)			\$40.00	
Multi-media Speakers			\$95.00	
Packages & Miscellaneous Accessories	Qty	Days	Daily Rate	Total
LCD Support Package (8ft easel screen, safelock table, advancer, cables)			\$210.00	
LCD Projector Package, 2500 Lumens			\$995.00	
HP Black & White Printer			\$250.00	
Whiteboard Package			\$95.00	
Flipchart Package w/Easel			\$50.00	
Flipchart Pad			\$25.00	
Easel			\$40.00	
Black Velour Drape 16' high 10' Section			\$285.00	
Powerstrip			\$20.00	
Extension Cord 25'			\$30.00	
<b>***Prices are based on a daily rate.</b>				Equipment Total
				Delivery/Pickup
				% sales tax
				Other fees
<b>**Cancellation fee, 100% within 14days of Show Date.</b>				<b>Grand Total</b>

Visual FX, Inc.  
 2575 Northwest Parkway  
 Elgin, IL 60124  
 Phone 847.426.3100  
 Email: [Rob@visualfxav.com](mailto:Rob@visualfxav.com)



## Exhibitor Information / Method of Payment

Show Name: \_\_\_\_\_  
 Exhibitor: \_\_\_\_\_  
 Booth Number: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_  
 Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Show Site Contact if Different Than Above: \_\_\_\_\_  
 Cell Phone: \_\_\_\_\_

**For Use of an Exhibitor Appointed Contractor / Third Party**

We understand and agree that we, the exhibiting firm, are ultimately responsible for payment of charges and agree to be bound by all terms and conditions as described in the Terms & Conditions section of this Service Kit. In the event that the named third party does not discharge payment of the invoice prior to the last day of the show, charges will revert back to the exhibiting company. All invoices are due and payable upon receipt, by either party.

Authorized Signature for Exhibiting Company \_\_\_\_\_

### Visual FX Orders

Audio Equipment	\$	_____
Video Equipment	\$	_____
Screens	\$	_____
Computer Systems	\$	_____
Miscellaneous Accessories	\$	_____
<b>Delivery/Pickup</b>		<b>\$130</b>
<b>Total Visual FX Orders</b>	<b>\$</b>	<b>_____</b>

### Method of Payment / Credit Card Charges:

For your convenience, we will use this authorization to charge your credit card account for your advance orders and any additional amounts incurred as a result of show site orders placed by your representative.

*Please circle appropriate credit card*

*Please provide credit card number ~*

MasterCard   
  Visa   
  American Express   
 Number: \_\_\_\_\_  
 Expiration Date: \_\_\_\_\_    Security Code: \_\_\_\_\_  
 Cardholder's Signature: \_\_\_\_\_  
 Name Printed: \_\_\_\_\_  
 Address (if different than above) \_\_\_\_\_

**PLEASE IMPRINT YOUR CARD USING A PENCIL TO  
TRACE OVER THE NUMBERS**

Company Check - [Please note show name on check!](#) \_\_\_\_\_ Date check being mailed: \_\_\_\_\_

Email orders to: [rob@visualfxav.com](mailto:rob@visualfxav.com)

Mail to: 2575 Northwest Parkway, Elgin, IL 60124

INTERNET | TELEPHONE | ELECTRIC | PLUMBING

# CHARLOTTE

CONVENTION CENTER

# EXHIBITOR ORDERING GUIDE

YOUR ROADMAP TO  
A SUCCESSFUL EVENT



Where  
**TECHNOLOGY**  
Meets **HOSPITALITY**

# EXPERTISE

WE HAVE DESIGNED & INSTALLED  
**MORE NETWORKS**  
FOR MAJOR TRADESHOWS  
THAN ANY OTHER ORGANIZATION

## FIRST CLASS CUSTOMER SERVICE

Leading up to the start of your event, our **customer service team will work with you** to ensure all the required information needed to install services is collected prior to your arrival. These items include; verifying your order, providing all pertinent IP and wireless information, collecting a floor plan, advanced payment, and confirmation of all required signatures. We understand **there are a lot of moving parts** when planning to exhibit at a convention and our mission to make this process as easy as possible.

It's our goal to make our team as accessible as possible. All our events are staffed with local team members for you to utilize, helping **ensure network reliability and the delivery of the services you need**. During move-in and show days, our team is available to assist you with your ordered services.

## KNOWLEDGEABLE TECHNICAL SUPPORT

Our experienced technicians are **readily available** to perform troubleshooting, installation of additional services, relocations and much more.

Our team will be available **throughout the entire event** to provide you with the show experience you've always envisioned.

## REDUNDANCY OF EQUIPMENT

We always have spares on-hand and are network ready. Smart City always keeps network switches and wireless access points on-hand and connected to the network. If a piece of equipment fails, we can replace it immediately with **little to no downtime**.

## 24/7 NETWORK MONITORING

All ports on the Smart City network are **polled every minute for network stability**. Certified network engineers are on staff in our Network Operations Center during event hours and on call 24/7.







Is the exclusive provider of the following services:

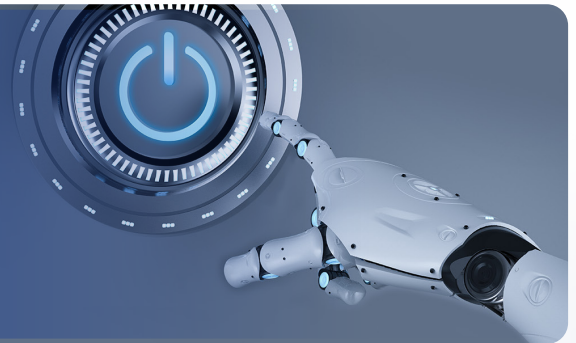
**INTERNET**



**TELEPHONE**



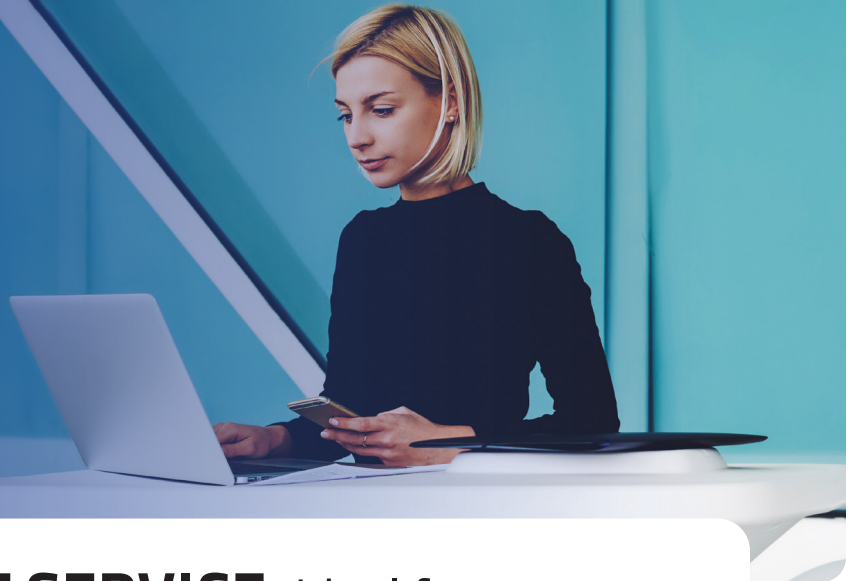
**ELECTRICAL**



**PLUMBING**



# Need just a **BASIC** CONNECTION?



Our **BASIC INTERNET SERVICE**, ideal for **LIGHT INTERNET USAGE** such as web browsing and checking email via a wired connection.

SERVICE	INCENTIVE **	BASE	ON-SITE
Basic Internet	<b>\$895</b>	\$1,140	\$1,368
Additional Device	<b>\$185</b>	\$220	\$255
EQUIPMENT & LABOR	INCENTIVE **	BASE	ON-SITE
Switch Rental	<b>\$157</b>	\$191	\$230
Patch Cables	<b>\$43</b>	\$53	\$63
Labor (Floor Work)	<b>\$106</b>	\$106	\$106

\* **NOT FOR STREAMING**

\*\* **ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

#### Basic Internet Includes:

- 1.54 Mbps burstable to 3 Mbps per device
- Routers are not permitted on this service and will not work
- Each device includes (1) Private IP Address
- Up to 4 additional IPs [devices] may be purchased separately
- Ethernet RJ45 Hardline drop and is DHCP (plug and play)

To connect multiple devices to this service a Switch Rental, Patch Cables and Floor Work are required. If more than 5 devices are needed, another main drop (Basic Internet w/ 1 Private IP) is required. An additional 4 devices can then be added to your order. A maximum of 10 devices in one location is permitted.

**ORDER NOW** >



Order online at:  
[orders.smartcitynetworks.com](https://orders.smartcitynetworks.com)  
or call **888.446.6911**



What if it's

# MISSION CRITICAL?

Our **DEDICATED WIRED SERVICES** are the **FASTEST AND MOST RELIABLE** way to deliver high quality experiences at your event.

DEDICATED SERVICES	STREAMING			INCENTIVE*	BASE	ON-SITE
	SD	or HD	or UHD			
3 Mbps Dedicated	1	N/A	N/A	<b>\$2,971</b>	\$3,715	\$4,457
6 Mbps Dedicated	2	1	N/A	<b>\$5,015</b>	\$6,269	\$7,523
10 Mbps Dedicated	3	2	N/A	<b>\$6,673</b>	\$8,339	\$10,006
15 Mbps Dedicated	5	3	N/A	<b>\$9,945</b>	\$12,436	\$14,923
25 Mbps Dedicated	6	4	1	<b>\$19,250</b>	\$24,060	\$28,872

**\*ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

Whether you are setting up your own booth Wi-Fi, Webcasting, HD Streaming, Gaming or require Point to Point connectivity, Dedicated Internet is the way to go!

**Dedicated Services Include:**

- Ethernet (1) RJ45 Hardline drop with VLAN
- **Wireless and Hardline routers are permitted**
- (5) Static Public IP addresses
- Speeds up to 1 Gbps available
- Additional Static IP addresses available for purchase

ORDER NOW



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[orders.smartcitynetworks.com](https://orders.smartcitynetworks.com)  
or call 888.446.6911

# NEED WIRELESS CONNECTIVITY?



Our **STANDARD HOTSPOT** provides **SIMPLE & SECURE WIRELESS** connectivity ideal for checking emails, browsing the web, processing payments, and light website demonstrations.

STANDARD HOTSPOT PROVIDES 3 Mbps BURSTABLE TO 5 Mbps PER DEVICE*			
DEVICE LIMIT	INCENTIVE**	BASE	ON-SITE
5 Device Limit	<b>\$2,339</b>	\$2,807	\$3,368
15 Device Limit	<b>\$4,133</b>	\$4,960	\$5,952
30 Device Limit	<b>\$6,762</b>	\$8,114	\$9,737
Additional Access Point Rental	<b>\$750</b>	\$750	\$750

\* **NOT FOR STREAMING.**

\*\* **ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

All Hotspots broadcast on the **5 Ghz frequency only** and include:

- (1) Custom network name or SSID
- (1) Password (8 character minimum)
- (1) Access Point - booth size may require additional Access Point rental

**ORDER NOW** >



Order online at:  
[orders.smartcitynetworks.com](https://orders.smartcitynetworks.com)  
 or call 888.446.6911

[orders.smartcitynetworks.com/wifi-splash-page-design](https://orders.smartcitynetworks.com/wifi-splash-page-design)

# WILL YOUR BOOTH DEMO BRING OUT THE MASSES?

Our **PREMIUM HOTSPOT** combines **HIGH BANDWIDTH WIRELESS** with greater flexibility and customization options that generate smoother product demos, quicker remote connectivity and superior video streaming quality.

PREMIUM HOTSPOTS ARE NOT RATE LIMITED PER DEVICE							
STREAMING							
BANDWIDTH ALLOCATION	SD or HD or UHD			INCENTIVE *	BASE	ON-SITE	
10 Mbps	3	N/A	N/A	<b>\$8,800</b>	\$10,560	\$12,672	
20 Mbps	6	4	N/A	<b>\$16,600</b>	\$19,920	\$23,904	
30 Mbps	10	6	1	<b>\$24,200</b>	\$29,040	\$34,848	
40 Mbps	13	8	1	<b>\$31,550</b>	\$37,860	\$45,434	
50 Mbps	16	10	2	<b>\$39,050</b>	\$46,860	\$56,232	
Additional Access Point Rental	N/A	N/A	N/A	<b>\$750</b>	\$750	\$750	

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All Hotspots broadcast on the **5 Ghz frequency only** and include:

- (1) Custom network name or SSID
- (1) Password (8 character minimum)
- (1) Access Point - booth size may require additional Access Point rental

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 or call 888.446.6911



[orders.smartcitynetworks.com/wifi-splash-page-design](https://orders.smartcitynetworks.com/wifi-splash-page-design)



# NEED TELEPHONE OR CONFERENCE SERVICES?

Our **TELEPHONE SERVICES** provide reliable **VOICE SERVICE** solutions for Single Line, Multi Line, and Conference calls.

VOICE SERVICES	INCENTIVE*	BASE	ON-SITE
Single Line Telephone - With or Without Device	<b>\$234</b>	\$293	\$352
Multi Line Telephone	<b>\$353</b>	\$442	\$530
Polycom Speaker Phone	<b>\$395</b>	\$489	\$587

**\* ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

We have specialized in telephone services for over 30 years. Smart City provides reliable phone services with crystal clear connections. Our telephone services can be used for reception check-in, conference calls in meeting rooms and for credit card processing machines.

#### Telephone Service Information:

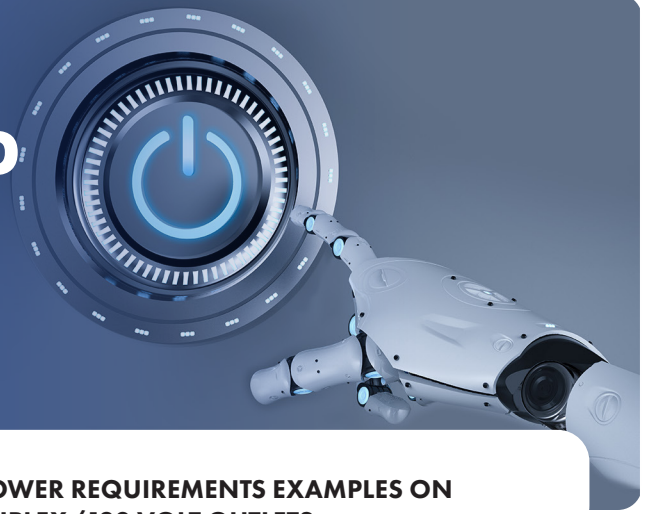
- Multi Line telephones include (1) Main number and (1) rollover line
- Polycom speakerphones require power source, **electrical** services may need to be ordered separately
- Domestic Long Distance is included
- International calling is billed separately

ORDER NOW 



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# READY TO POWER UP YOUR EXPERIENCE?



120 VOLT DUPLEX OUTLETS	INCENTIVE*	BASE
5 AMP Service (600 Watt)	<b>\$87</b>	\$118
10 AMP Service (1200 Watt)	<b>\$112</b>	\$147
20 AMP Service (2400 Watt)	<b>\$140</b>	\$196
208 VOLT SERVICES	INCENTIVE*	BASE
208 VAC, 20 AMP, Single Phase	<b>\$218</b>	\$325
208 VAC, 30 AMP, Single Phase	<b>\$269</b>	\$397
208 VAC, 50 AMP, Single Phase	<b>\$364</b>	\$532
208 VAC, 70 AMP, Single Phase	<b>\$482</b>	\$694
208 VAC, 100 AMP, Single Phase	<b>\$588</b>	\$840
208 VAC, 200 AMP, Single Phase	<b>\$896</b>	\$1,344
208 VAC, 400 AMP, Single Phase	<b>\$1,915</b>	\$2,643
208 VOLT SERVICES	INCENTIVE*	BASE
208 VAC, 20 AMP, Three Phase	<b>\$308</b>	\$426
208 VAC, 30 AMP, Three Phase	<b>\$403</b>	\$571
208 VAC, 50 AMP, Three Phase	<b>\$571</b>	\$853
208 VAC, 70 AMP, Three Phase	<b>\$728</b>	\$1,092
208 VAC, 100 AMP, Three Phase	<b>\$1,002</b>	\$1,355
208 VAC, 200 AMP, Three Phase	<b>\$1,456</b>	\$2,061
208 VAC, 400 AMP, Three Phase	<b>\$3,024</b>	\$4,032
408 VOLT SERVICES	INCENTIVE*	BASE
480 VAC, 20 AMP, Three Phase	<b>\$543</b>	\$801
480 VAC, 30 AMP, Three Phase	<b>\$728</b>	\$1,092
480 VAC, 50 AMP, Three Phase	<b>\$1,131</b>	\$1,658
480 VAC, 70 AMP, Three Phase	<b>\$1,540</b>	\$2,296
480 VAC, 100 AMP, Three Phase	<b>\$1,960</b>	\$2,867

## POWER REQUIREMENTS EXAMPLES ON DUPLEX/120 VOLT OUTLETS

- Blender ..... 375 Watts
- Cash Register ..... 500 Watts
- Coffee Pot, Standard ..... 600-1000 Watts
- Coffee Pot, Large ..... 1500-2000 Watts
- Computer, Laptop ..... 300-500 Watts
- Computer, Desktop ..... 500-750 Watts
- Computer Monitor, Reg..... 200 Watts
- Computer Monitor, Flat..... 250-500 Watts
- Crock Pot ..... 1000-1500 Watts
- Hotplate, Single Element... 1000 Watts
- Hotplate, Dual Element..... 2000 Watts
- Lighting, Halogen..... 100-500 Watts, Per Bulb
- Lighting, Conventional..... 60-250 Watts, Per Bulb
- Popcorn Maker, Small..... 1000 Watts
- Popcorn Maker, Large..... 1500-2000 Watts
- Printer, Ink Jet..... 750-1000 Watts
- Printer, Laser ..... 1500-2000 Watts
- Toaster..... 1500 Watts
- TV, Standard..... 200-500 Watts
- TV, LCD ..... 500-1000 Watts
- TV, Plasma ..... 1000-1500 Watts

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 or call 888.446.6911



# ARE PLUMBING SERVICES AVAILABLE?



Our **PLUMBING SERVICES** provide reliable **WATER SERVICES** for sinks, pools or spas.

WATER AND DRAINAGE	INCENTIVE *	BASE
1/2" Line, First Connection	<b>\$186</b>	\$230
1/2" Line, Additional Connection	<b>\$138</b>	\$168
DRAINAGE	INCENTIVE *	BASE
3/4" Drain Line, First Connection	<b>\$144</b>	\$179
3/4" Drain Line, Additional Connection	<b>\$104</b>	\$115
FILL AND DRAIN	INCENTIVE *	BASE
First 500 Gallon Unit	<b>\$193</b>	\$259
Each Additional, 500 Gallon Unit	<b>\$161</b>	\$207
Each Additional 500 Gallons	<b>\$42</b>	\$54
<i>Fill and Drain one time only, labor charges apply for additional fills.</i>		
RENTABLE ITEMS	INCENTIVE *	BASE
30 Gallon Water Heater	<b>\$372</b>	\$552
Single Utility Sink	<b>\$374</b>	\$542

**\* ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

**ORDER NOW** 



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 or call 888.446.6911





# DO WE OFFER COMPRESSED AIR?

Our **PLUMBING SERVICES** provide reliable **COMPRESSED AIR** for Pneumatic Tools, Machinery and Robotics.

COMPRESSED AIR [ 90-100 PSI ]	INCENTIVE*	BASE
1/2" Compressed Air, First Connection	<b>\$193</b>	\$259
1/2" Compressed Air, Additional Connection	<b>\$144</b>	\$179
3/4" Compressed Air, First Connection	<b>\$284</b>	\$307
3/4" Compressed Air, Additional Connection	<b>\$270</b>	\$299
1" Compressed Air, First Connection	<b>\$379</b>	\$410
1" Compressed Air, Additional Connection	<b>\$316</b>	\$339

Special requirements, call for quote.

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or call 888.446.6911



# FAQ

## Frequently Asked Questions

### DOES SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI?

Yes! Smart City Networks provides complimentary Wi-Fi in most designated public areas of the facility, such as the concourse lobbies and food courts. Check with your specific venue for locations. This service is made available to approximately 30 million guests, visitors, and attendees at our convention centers throughout the country. There is no requirement to purchase a Smart City Networks service in order to take advantage of the complimentary Wi-Fi.

### WHY DOESN'T SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI IN THE EXHIBIT HALLS?

Exhibit halls are not public areas since this space is typically licensed to a company, government agency, or trade association for a private event. The space license agreement governs the availability of a range of services for the event and the license may or may not call for complimentary Wi-Fi services.

### WILL MY PERSONAL HOTSPOT (MI-FI) WORK IN YOUR BUILDING?

Yes – however, the capability of your personal mobile hotspot is limited by your cellular carrier by the spectrum and Internet bandwidth capacity they have made available. Cellular carrier signals penetrate into a facility either from a nearby cellular tower or via an in-building Distributed Antenna System (DAS). It is important to remember that your personal mobile hotspot is obtaining a wireless signal from a shared cellular network, so service may be disrupted or become unreliable due to user density and demand on the carrier's network. In all cases, you have the option to take advantage of the complimentary Wi-Fi throughout the public areas, or if you choose, you can purchase an upgraded package based on your service requirements.

### WHAT MUST BE IDENTIFIED ON MY FLOORPLANS?

Floor plans should include the surrounding booth numbers for orientation, measurements and easy identification of all required end location(s). Be sure to distinguish your main distribution line (MDL) and additional patch cables. Please reference Smart City's Communications Floorplan Worksheet.

**TIP:** Most of our venue's data jacks originate from a floor pocket. Be sure to submit a completed floorplan prior to the first day show move-in to avoid any additional labor charges.



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or call 888.446.6911

### DO YOU OFFER INCENTIVE RATES?

Yes! Orders received along with payment by the incentive deadline date will receive our early incentive pricing.

### WHY ARE ROUTERS NOT ALLOWED ON A SHARED NETWORK?

Many times, Smart City has found that routers on a shared network are installed incorrectly, which can cause problems for other users of the network. Additionally, an accurate count of the number of devices on the network is required to determine the appropriate network size and bandwidth available to the network. For more information and to request the build-out of a special system to meet your needs, contact our team today for a quote.

### CAN I PROVIDE MY OWN SWITCH AND/OR CABLING?

Yes, you can provide your own switch and patch cables for in booth cabling. Unless otherwise mandated by the venue.

**Please Note:** Connectivity can be guaranteed only to the point where Smart City Networks' services originate in the booth. Smart City Networks cannot guarantee service on customer/exhibitor-provided cable(s) and/or equipment. Any request for trouble diagnosis or problem resolution found not to be the fault of Smart City Networks (such as faulty equipment or damaged cable) may be billed to the exhibitor at the prevailing labor rate.

### HOW MUCH BANDWIDTH DO I NEED?

To identify how much bandwidth you should require, please reach out to a technical representative in your organization, review your program specifications listed with any demonstrations or downloads you plan to run.

### WHAT DOES SD, HD, AND UHD STAND FOR?

SD, HD, and UHD are the abbreviated names of three video streaming formats. The basic difference between each of the formats is the number of pixels comprising the video image. The greater the pixel count the sharper and more detailed your video will be.

FORMAT	RESOLUTION	BANDWIDTH REQUIRED
Standard Definition (SD)	720x480	3.0-5.0 Mbps
High Definition (HD)	1280x720 & 1920x1080	5.0-8.0 Mbps
Ultra High Definition (UHD)	3840x2160	25 Mbps

## Our Promise ★★★★★

Smart City Networks is “Where Technology Meets Hospitality”. By anticipating and responding to our clients’ needs, we continue to lead the nation in providing quality advanced technology and telecommunication solutions to the trade show and event industry. We work to build personal relationships with our clients because excellent service requires an exceptional and long-lasting commitment.

**“IN A HECTIC WORLD, WE PROVIDE PEACE OF MIND.”**