



Shepard Exposition Services  
 6615 Escondido St., Suite C  
 Las Vegas, NV 89119

Customer Service Phone: (702) 507-5278  
 Customer Service Fax: (702) 948-0341  
 Customer Service Email: [lasvegas@shepardes.com](mailto:lasvegas@shepardes.com)  
 Event Code: L144560312

## SHOW INFORMATION

**Agent Summit**  
**March 12 - 14, 2012**  
**Caesars Palace**  
**Roman Ballroom**  
**Las Vegas, Nevada**

### BOOTH PACKAGE

Items provided in your booth, per exhibitor: 7" x 44" Cardstock Identification Sign  
 (1) 6' Skirted Table - Teal  
 (2) Side Chairs  
 (1) Wastebasket

### EXHIBIT SHOW SCHEDULE

General Exhibitor Move-in:	Monday, March 12, 2012	10:00 AM - 4:00 PM
Exhibit Hours:	Monday, March 12, 2012	6:00 PM - 7:30 PM
	Tuesday, March 13, 2012	8:00 AM - 7:00 PM
	Wednesday, March 14, 2012	8:00 AM - 12:30 PM
Exhibitor Move-out:	Wednesday, March 14, 2012	12:30 - 3:00 PM
Freight Re-route Time:	Wednesday, March 14, 2012	2:00 PM

### IMPORTANT DEADLINES

Discount price deadline for all Shepard orders: Monday, February 27, 2012  
 First day for warehouse deliveries without a surcharge: Monday, February 27, 2012  
 Last day for warehouse deliveries without a surcharge: Tuesday, March 6, 2012  
 First day freight can arrive at show facility: Monday, March 12, 2012 at 8:00 AM

### SHIPPING ADDRESSES

#### Advance Shipments Address

[Exhibiting Co. Name & Booth Number]  
 Agent Summit  
 c/o Shepard Exposition Services  
 6615 Escondido St, Suite C  
 Las Vegas, NV 89119

#### Direct Shipments Address

c/o Shepard Exposition Services  
 [Exhibiting Co. Name & Booth Number]  
 Agent Summit  
 Caesars Palace  
 3570 Las Vegas Blvd S  
 Las Vegas, NV 89109

ALL UTILITY AND ANCILLARY FORMS SHOULD BE FAXED TO THE NUMBER INDICATED ON FORM. PLEASE DO NOT SEND UTILITY AND/OR ANCILLARY FORMS TO SHEPARD.



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## ONLINE ORDERING INSTRUCTIONS



**Agent Summit**  
**March 12 - 14, 2012**  
**Caesars Palace**  
**Roman Ballroom**  
**Las Vegas, Nevada**


### \*\*\*ATTENTION EXHIBITORS\*\*\*

**ORDER NOW!** Follow these simple steps to order Shepard Services Online:

- 1. GO TO:** [www.shepardes.com/intro.asp](http://www.shepardes.com/intro.asp)
- Click on **Agent Summit**
- LOG IN** from the Show Information page.
- ENTER** your email address and password then click 
  - NEW users:** User name = Your Email Address (provided by Show Management)  
Password = TBD
  - Previous users:** User name = Your Email Address  
Password = Your pre-existing password
- Don't remember your password? Click the link ["Forgot your password?"](#) and follow the prompts to have your password sent to the registered email address.
- Once logged in, you will be prompted to review your profile information.
  - If your information is correct, click   
OR
  - If your information is not correct, please click "here" as indicated, update your profile and submit changes.
- Welcome to Shepard Online Ordering!

Some helpful tips:

Use the  or  buttons to scroll through all your options.

Use the  button to add an item to your cart, BEFORE proceeding to the next screen.

To **NAVIGATE** to a specific page, use the menu headers at the top of the page.

To **VIEW** your shopping **CART**, click on 

To **DELETE** an item from your shopping cart, click  next to the item you wish to remove.

**QUESTIONS?** Do not hesitate to contact us for assistance!

**Shepard Customer Service**  
**(702) 507-5278**  
[lasvegas@shepardes.com](mailto:lasvegas@shepardes.com)





### PAYMENT POLICY

**Show Site Orders:** Services ordered at show site will require full payment at the time the order is placed. Purchase orders may not be used in lieu of payment. Regular prices will apply to all show site orders. Floor orders are limited to availability.

**Third Party Orders:** If you contract your work to a display or exhibit house and require services from Shepard, the payment policy stated above applies. Please pass this information on to them. A Third Party Payment form must be completed and submitted three weeks prior to show opening.

**Invoices:** Prior to close of show, an invoice will be prepared and delivered to your booth for your review. Credits will be issued at show site only. If you have any questions, or want to pay your invoice by check or cash, please see our customer service representatives at the service desk on site.

**Charges:** All charges, regardless of amount, must be paid in full by cash, check or credit card. If credit card method is used, please ensure that the card limits are high enough to cover your expected charges.

**Past Due Accounts:** The buyer understands that there will be a 1 1/2% monthly (18% per year) finance charge on past due accounts and agrees to pay all costs incurred by Shepard Exposition Services while endeavoring to collect this account.

**Outbound Services:** All outbound services will be processed on your credit card. A copy of the receipt and invoice will be mailed within 10 days of the close of the show.

**International Customers:** International customers must pay for all services in U.S. funds. A \$50 service charge will be added for processing checks or wire transfers drawn on foreign banks.

**U.S. Wire Transfers:** A \$25 service charge will be added for processing U.S. wire transfers. Please complete the wire transfer portion of the Payment Authorization form. The credit card portion of the form must still be completed before your order will be processed.

**Tax Exempt Status:** If you are tax exempt in the state where the show is held, a copy of the certificate must accompany your order.

**Rental Responsibility:** All materials are on a rental basis and shall remain the property of Shepard. The customer shall be held financially responsible for any damage to Shepard equipment used by the customer.

**Price Quotes:** Prices quoted are for the duration of the show and include installation, rental, and removal, except where indicated.

**Default Colors:** If skirting and carpet colors are not selected, show colors will prevail.

**Exchanges and Cancellations:** Onsite exchanges and cancellations in orders will be assessed a 100% pick-up fee.

### DEFINITIONS AND SHEPARD RESPONSIBILITIES

The name "Shepard" shall be construed within the meaning of this contract as Shepard Exposition Services, Inc. and its employees, officers, agents, and assigns including any subcontractors Shepard may appoint. The term "exhibitor" refers to any party who contracts for services with Shepard. Shepard shall be responsible only for those services which it directly provides, and hereby agrees to execute its contracted duties in good faith. Shepard assumes no responsibility for any person, parties, or other contracting firms not under Shepard's direct supervision and control. Shepard shall not be responsible for loss, delay or damage due to strikes, lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failures, acts of terrorism or war, or any other causes beyond Shepard's reasonable control; or for ordinary wear and tear in the handling of materials. Due to the security and liability requirements, Shepard personnel will unload all vendor materials from the loading docks to the booths.

### INDEMNIFICATION

The exhibitor agrees to indemnify, forever hold harmless and defend Shepard and its employees, officers and agents from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgments, and expenses on account of personal injury or death, damage to or loss of property or profits arising out of, or contributed to by any of the following: (1) exhibitor's negligent supervision of any labor secured through Shepard or the negligent supervision of such labor by any of the exhibitor's employees, agents, representative, invitees, and/or exhibitor appointed contractor (EAC); (2) exhibitor's negligence, willful misconduct, or deliberate act, or such actions of exhibitor's employees, agents, invitees, representatives, or EACs at the show to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration or negligent handling of Shepard equipment; or (3) exhibitor's violation of Federal, State or Local ordinance; or violation of show regulations and/or rules as published by the Facility and/or Show Management.

### CLAIM(S) FOR LOSS AND PAYMENT FOR SERVICES

Exhibitor agrees that any and all claims for loss or damage shall be submitted to Shepard prior to the conclusion of the show when alleged loss or damage occurred prior to that time, and in all cases within 30 days of the conclusion of the show. For claim reporting purposes, the "conclusion" of the show shall be construed as the end of the day on which exhibitor must vacate the show site. All claims reported after the 30-day period will be rejected. In no event shall a suit or action be brought against Shepard more than one year after the date that loss or damage occurred. Payment for services may not be withheld. In the event of any dispute between Shepard and the exhibitor relative to any loss or damage claim, the exhibitor shall not be entitled to, and shall not withhold payment for Shepard services as an offset against the amount of the alleged loss or damage. Any claim against Shepard shall be considered a separate transaction and shall be resolved on its own merit.

### SHEPARD'S LIMITS OF LIABILITY

If found liable for any loss or damage, Shepard's sole and maximum liability for loss or damage to exhibitor's materials will be limited to the repair or replacement with like kind and quantity, subject to a dollar amount not to exceed \$5.00 (five dollars) per pound based on the weight of the articles for which Shepard specifically acknowledges receipt in writing. Shepard shall in no event be liable for collateral, exemplary, indirect costs or damages, or loss of sales resulting from, or related to, a claim for loss of or damage to material.

### INBOUND AND OUTBOUND SHIPMENTS

Consistent with trade show industry practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of the exhibitor or his representative. During such time, the materials will be left unattended. Shepard is not, and cannot be, responsible for loss, damage, theft, or disappearances of exhibitor's materials after same have been delivered to the exhibitor's booth. Similarly, there may be a lapse of time between the completion of packing and the actual pick up of exhibitor's materials from the booth for loading onto a carrier. During such time, the materials will be left unattended. Shepard shall not be responsible for loss, damage, theft, or disappearance of exhibitor's materials before same have been picked up for loading after the show. All materials will be checked at the booth at the time of loading using document(s) submitted by the exhibitor and notations of exceptions to conditions of materials, or piece counts will be made on said document. Shepard assumes no responsibility for loss, damage, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's appointed carrier or agent for transportation after the show. Shepard loads materials onto the carrier's truck under the supervision of the carrier driver who checks and signs for the materials. Shepard assumes no liability for any materials after the carrier assumes custody of materials. If exhibitor's designated carrier fails to show by the move out deadline after a show, Shepard shall have the authority to route exhibitor's shipment via an alternate carrier, or return shipment to a local warehouse for disposition at exhibitor's expense.

### PACKAGING, CRATES, AND EMPTY CONTAINERS

Shepard shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped, or shrink-wrapped materials. Shepard shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. Shepard shall not be responsible for crates and packaging unsuitable for handling, partially assembled, or having prior damage. Affixing "Empty" storage labels to containers is the sole responsibility of the exhibitor or his representative. All previous labels should be removed. Shepard assumes no responsibility for removal or misdelivery of containers with old labels or incorrect information on labels or for loss or damage to materials stored in containers labeled "empty."

# SHIPPING LABELS

Agent Summit

## ADVANCE SHIPPING ADDRESS LABELS

R U S H	
	<b>ADVANCE WAREHOUSE</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>c/o Shepard Exposition Services</b> <b>6615 Escondido St, Suite C</b> <b>Las Vegas, NV 89119</b>
	<b>Delivery Hours: M-F, 8-4:30 PM</b> For: <b>Agent Summit</b> First day freight can arrive w/o a surcharge: February 27, 2012 Last day freight can arrive w/o a surcharge: March 6, 2012

R U S H	
	<b>ADVANCE WAREHOUSE</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>c/o Shepard Exposition Services</b> <b>6615 Escondido St, Suite C</b> <b>Las Vegas, NV 89119</b>
	<b>Delivery Hours: M-F, 8-4:30 PM</b> For: <b>Agent Summit</b> First day freight can arrive w/o a surcharge: February 27, 2012 Last day freight can arrive w/o a surcharge: March 6, 2012

## DIRECT TO SHOW SITE SHIPPING ADDRESS LABELS

R U S H	
	<b>DIRECT TO SHOW</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>C/O: SHEPARD EXPOSITION SERVICES</b> <b>Caesars Palace</b> <b>3570 Las Vegas Blvd S</b> <b>Las Vegas, NV 89109</b>
	For: <b>Agent Summit</b> MUST NOT BE DELIVERED PRIOR TO: <b>March 12, 2012 @ 8:00 AM</b>

R U S H	
	<b>DIRECT TO SHOW</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>C/O: SHEPARD EXPOSITION SERVICES</b> <b>Caesars Palace</b> <b>3570 Las Vegas Blvd S</b> <b>Las Vegas, NV 89109</b>
	For: <b>Agent Summit</b> MUST NOT BE DELIVERED PRIOR TO: <b>March 12, 2012 @ 8:00 AM</b>

## HANGING SIGN SHIPPING LABELS

Agent Summit

### HANGING SIGN SHIPPING ADDRESS LABELS

**HANGING SIGN:** If you have a sign or anything (truss, etc.) that has been approved to hang from the ceiling, send it to the advance shipping warehouse address. Hanging items must be identified and readily available since they are installed first, before the show floor becomes encumbered by freight.

<b>R U S H</b>	 <b>ADVANCE WAREHOUSE</b>
	<b>HANGING SIGN</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____  c/o Shepard Exposition Services 6615 Escondido St, Suite C Las Vegas, NV 89119  Delivery Hours: M-F, 8-4:30 PM
	For: <b>Agent Summit</b>  First day freight can arrive w/o a surcharge: <b>February 27, 2012</b> Last day freight can arrive w/o a surcharge: <b>March 6, 2012</b>

<b>R U S H</b>	 <b>ADVANCE WAREHOUSE</b>
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	TO: _____ (EXHIBITING CO. NAME)
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# MATERIAL HANDLING AUTHORIZATION

Agent Summit

March 12 - 14, 2012

Caesars Palace

Roman Ballroom

Las Vegas, Nevada

## SHIPMENT INFORMATION

Please complete the following information:

We plan to ship to:  Advance Warehouse  Direct to Show Site

We plan to ship on (date): \_\_\_\_\_

Our materials should arrive on (date): \_\_\_\_\_

Carrier Name: \_\_\_\_\_ Pro #: \_\_\_\_\_

Origin of Shipment (city, state): \_\_\_\_\_

Please provide a contact name and number for any questions Shepard may have in regards to this shipment:

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

Please indicate number of pieces and the estimated weight:

# of Pieces	Description	Weight
	Crates	
	Cartons	
	Cases	
	Carpet	
	Miscellaneous	
	Total Weight	

## MATERIAL HANDLING RATES AND ESTIMATE WORKSHEET

### COMPUTATION OF MATERIAL HANDLING SERVICES

The following services, whether used completely, or in part, are offered as a package. When recording weight, round up to the next 100 lbs. For example: 285 lbs. = 300 lbs./100 lbs. = 3 X RATE = \$ Amount or minimum charge, whichever is greater.

Standard Material Handling				
Weight	Description		Price	Total
<b>Direct Shipments to Showsite</b>				
	\$101.00	\$151.50	\$131.25	
	Crated	Uncrated	Special Handling	
	35030 / 35033	35043	35038	
<b>Advance Shipments to Warehouse</b>				
	\$152.00	\$197.50		
	Crated	Special Handling		
	35010 / 35013	35036		
<b>Pieces</b>	<b>Specialized Carrier Shipment (small packages under 50 lbs.)</b>			
	\$76.00	\$152.00		
	Each carton	Min. per shipment		
	35048	35045		

### RATES ARE PER 100 LBS. WITH A 200 LB. MINIMUM

For credit card payments, please complete the payment authorization form. Any additional overtime charges will be invoiced at show site and are subject to change pending move-in/move-out schedule.

Subtotal	\$
N/A Tax:	\$
Amount Due:	\$

We understand that your calculation is only an estimate. Invoicing will be calculated from actual certified weight ticket or reweigh ticket on inbound material handling receiving report. Adjustments will be made accordingly. Any adjustments to charges must be made at show site.

**Single pieces weighing more than 5000 pounds CANNOT be accepted at the warehouse.** Loose, easily damaged, uncrated, or blanket-wrapped shipments should be shipped directly to the show site.

If you have any questions about material handling, please contact Shepard Customer Service department.

Please complete the following:

**Company Name:** \_\_\_\_\_ **Booth #:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_  
**Authorized Signature:** \_\_\_\_\_

Shepard Exposition Services is authorized to perform material handling services on behalf of the exhibiting company named above. Signature also indicates you have read and accept the Payment Policy and Terms and Conditions, sign and return to Shepard.

Payment Authorization must be completed and returned with Material Handling Worksheet. Other charges may apply, please review Material Handling Information form included in this manual.



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## MATERIAL HANDLING INFORMATION

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### MATERIAL HANDLING INFORMATION & ADDITIONAL CHARGES

#### SPECIAL HANDLING

Rate as shown on Material Handling Authorization Form

The standard material handling applies to shipments that can be readily handled off or onto a truck using a conventional forklift or pallet jack equipment without rehandling. A special handling charge applies if your shipment requires extra labor for stacking or unstacking containers on a truck (cubic loading), tarping or untarping freight or containers, or rigging pieces for loading or unloading on a truck or from the ground, or other circumstances requiring the rehandling of materials.

#### OVERTIME

Surcharge: 30%

35301

Based on show move-in/move-out schedule and/or late driver check-in, an overtime surcharge per occurrence applies to shipments handled at show site during overtime hours. Your advance warehouse shipments may be received during straight time, but due to scheduling conflicts beyond Shepard's control may be moved into the exhibit hall on overtime. Any additional overtime charges will be invoiced at show site and are subject to change pending move-in/move-out schedules. Handling times will be documented on shipping documents. Drivers picking up outbound shipments will be sequenced for loading ONLY after a bill of lading is submitted to the Shepard Service Desk AND the driver has checked in.

#### LATE SHIPMENTS

Surcharge: 25%

35003

A surcharge will apply to shipments not arriving within the published dates (refer to Show Information page for dates) for advance warehouse or arriving on show site after show opening.

#### UNCRATED SHIPMENTS

Rate as shown on Material Handling Authorization Form

An additional charge of 50% (or as stated on Material Handling Authorization page) of the applicable material handling charge at the time of delivery shall be charged for all loose, uncrated, or unprotected shipments received at the show site docks. The charge is a one-time charge that includes both move-in and move-out of the show, and is based on the weight of the shipment handled.

#### OFF-TARGET DELIVERIES

Surcharge: 15%

35004

For targeted shows (exhibitors who received/requested a Targeted Date/Time), a surcharge will apply if shipment is not delivered (or carrier has not checked in) during assigned target date/time.

#### PADDED VAN DELIVERIES

Surcharge: \$8.00/CWT

35041

A padded van surcharge applies to van line carriers that transport freight at cubic displacement rates, operate a non-standard dock height equipment, require freight on the truck to be unloaded in a specific order or orientation, or require that freight on the truck be moved to unload the actual delivery.

#### MARSHALING YARD

Surcharge: Maximum \$25.00

35250

Where Shepard Exposition Services as the show contractor must lease space for marshaling yard operations because no space is provided by the facility, Shepard may charge a fee per shipment processed through the marshaling yard.

#### REWEIGH OF SHIPMENTS

Surcharge: \$25.00 per forklift load

35282

An additional charge per forklift load will be applied to shipments that have to be reweighed at the dock due to the lack of a certified weight ticket, or an incorrect or understated weight on a delivery document.

#### EMPTY CRATE STORAGE

Surcharge: \$10.00 per piece, Minimum \$40.00

35105

A charge per crate, carton or skid applies when Shepard handles the storage and return of empties from a shipment not received by Shepard and therefore not subject to material handling charges.

#### ENVELOPE DELIVERIES

Surcharge: \$10.50 per envelope

35007

During show hours at the show facility, a charge will apply to receiving and delivering envelope packages to your booth.

#### SECURED STORAGE

Surcharge: \$.80/sq. ft., Minimum \$20.00 Min. one-hour labor fee for each trip

35400

Only Shepard personnel have access to secured storage. A minimum one-hour material handler charge at show rates will apply each time material is handled to or from storage. There is no charge to return materials to your booth at the close of the show.

#### ACCESSIBLE STORAGE

Surcharge: Based on applicable Labor rate (refer to labor order form).

35166

Accessible storage will be accessible during the show, but not necessarily by exhibitors. There will be no charge to return material to the booth at the close of the show.

#### WAREHOUSE STORAGE

Shipments arriving at the warehouse more than 30 days ahead incur storage fees. Transportation of freight to the warehouse after the show at the exhibitor's request incurs "return to warehouse" (RTW) fees and storage fees.

**Return to Warehouse Service Fee** Surcharge: \$20.00 per CWT, Minimum \$400.00

35005

(crated materials only, uncrated materials will not be accepted at warehouse)

**Storage per month** Surcharge: \$10.00 per CWT, Minimum \$100.00

35006

#### MOBILE SPOTTING FEE

Surcharge: \$150.00 round trip

35106

Vehicles operated by exhibitors may be allowed on the exhibit hall floor for loading or unloading, if Shepard determines such activity to be operationally feasible and safe. All vehicles operated on the exhibit hall floor must be escorted by Shepard personnel. In such cases, a MOBILE SPOTTING FEE will be charged. All local fire marshal rules and regulations apply. Please call customer service for details.

If you have any questions about material handling, please contact Shepard Customer Service department.