



Operational Excellence
Conference & Expo

October 26-27, 2009

Hyatt Regency St. Louis Riverfront
Saint Louis, Missouri

Exhibitor Service Kit

Exhibitor Show Information

Operational Excellence Conference & Expo
Hyatt Regency St. Louis Riverfront
Saint Louis, Missouri
October 26-27, 2009

Advance Order Deadline
Friday, October 9, 2009

All orders MUST have a credit card authorization form on file.

Booth Equipment:

Each 8' X 10' Booth will be provided with 8' high back wall drape, 3' side dividers, (1) 6' draped table, (2) padded side chairs, (1) wastebasket, (1) 500 watt electrical outlet and a booth identification sign showing the company name.

Note: The exhibit area is carpeted.

Show Colors: Burgundy & White

Advance Deadlines:

In order to receive advance prices, we must receive your order, along with a form of payment by **Friday, October 9, 2009**. If you are shipping to the advance receiving warehouse, your freight must be received by **Friday, October 16, 2009**, in order to avoid surcharges.

Installation:

Exhibitors may begin setting up their booths on:

Sunday October 25, 2009 1:00PM – 5:00PM

All crates and empty boxes MUST be off of the show floor by the close of installation.

Show Hours:

Monday October 26, 2009 9:30AM – 12:00PM & 1:30PM – 5:00PM

Tuesday October 27, 2009 8:30AM – 12:00PM

Dismantling:

Exhibitors must dismantle their booths on:

Tuesday October 27, 2009 1:30PM – 5:00PM

***All freight carriers must check in at the Paramount Convention Services service desk by 3:30PM on Tuesday, October 27, 2009 or your freight will be re-consigned onto the show carrier, ABF.**

Shipping:

Advance Shipments to Warehouse	Name of Exhibiting Company and Booth # c/o Paramount Convention Services ABF 8630 N. Hall Street St. Louis, MO 63147 For: Operational Excellence	Advance Receiving Deadline Friday, October 16, 2009
--------------------------------	---	---

Direct Shipments to show site	Name of Exhibiting Company and Booth # c/o Paramount Convention Services Hyatt Regency St. Louis Riverfront 315 Chestnut Street St. Louis, MO 63102 For: Operational Excellence	Shipments will be accepted during exhibitor installation times ONLY! (listed above)
-------------------------------	--	---

Please feel free to contact your show coordinator, Leigh Everett, at (314) 621-6677 or levertt@paramountcs.com with any questions or concerns!



5015 Fyler Ave.
St. Louis, MO 63139

(314) 621-6677 phone
(314) 621-6416 fax
www.paramountcs.com

REMINDER:
In order to secure advance rates, all necessary forms must be received by the advance order deadline date.

Paramount Convention Services

Exhibitor Show Information



Key Contact List and Advance Order Deadlines

<u>Category</u>	<u>Company/Phone #/Contact Name</u>	<u>Advance Order Date</u>
Association	Institute of Industrial Engineers 770-349-1114 – Carol Le Blanc cleblanc@iinet.org	N/A
Furniture	Paramount Convention Services 314-621-6677 – Leigh Everett leverett@paramountcs.com	October 9, 2009
Carpet	Paramount Convention Services 314-621-6677 – Leigh Everett leverett@paramountcs.com	October 9, 2009
Electric	Hyatt Regency-STL Riverfront 314-241-9839 regina.dodge@hyatt.com	N/A
Audio/Visual	Swank Audio Visual 314-342-4686 631hs@swankav.com	N/A
Booth Cleaning	Paramount Convention Services 314-621-6677 – Leigh Everett leverett@paramountcs.com	October 9, 2009
Floral	Paramount Convention Services 314-621-6677 – Leigh Everett leverett@paramountcs.com	October 9, 2009

Credit Card Authorization / Payment Policies

Operational Excellence Conference & Expo

Hyatt Regency St. Louis Riverfront

Saint Louis, Missouri

October 26-27, 2009

All orders MUST have a credit card authorization form on file.

Advance Order Deadline

Friday, October 9, 2009



5015 Fyler Ave.
St. Louis, MO 63139

(314) 621-6677 phone
(314) 621-6416 fax
www.paramountcs.com

Company Name: _____ Booth # _____

Phone: _____ Fax: _____ E-mail: _____

Address: _____ City, State, Zip _____

By: _____ Name: _____ Date: _____
(Signature) (Please Print)

Payment Policy

1. A Credit Card Authorization form MUST be included with all advance and show site orders. Orders WILL NOT be processed without the Credit Card Authorization form filled out and returned to Paramount Convention Services, Inc. with the requested services.
2. Any additional costs incurred for orders or services placed at show site, including labor and or material handling will be charged to your credit card account. If paying in advance or at show site by check, the credit card authorization must still accompany the payment.
3. Advance rates apply only to orders received with a completed credit card authorization form prior to the advance order deadline, stated on each order form. NO EXCEPTIONS!
4. The exhibiting firm is ultimately responsible for payment of all costs incurred on its behalf.
5. If shipping materials to show site or the advance warehouse and other services are not required, Paramount Convention Services, Inc. must receive the Credit Card Authorization form completely filled out. Paramount Convention Services reserves the right to hold any materials shipped in/out without a credit card on file.
6. Purchase orders are not an acceptable form of payment.
7. All claims or discrepancies must be settled at the Paramount service desk prior to show closing.
8. If for any reason the submitted credit card or check is declined or returned, a \$25.00 processing fee will be added to the invoice.
9. If you are tax exempt in the state which you are exhibiting, you must provide a Sales Tax Exemption Certificate for that state. Paramount Convention Services must receive your certificate by the advance order deadline printed on the order forms, otherwise tax will appear on your invoice. If you fail to submit your Sales Tax Exemption Certificate by the Advance Order Deadline, you will be subject to a crediting fee for removing any applied tax.
10. Cancellation policy: Items or services cancelled less than 48 hours prior to first day of move in will be charged 50% of original price and 100% of original price after delivery unless otherwise stated on the order form.

If you have any questions regarding our payment policy, please call Paramount Convention Services at (314) 621-6677 or visit our Service Desk at show site.

Please complete the information and return payment in full with this form and your orders. We require 100% pre-payment of advance orders. Any orders or services placed at show site must be paid at the show or an appropriate form of payment must be on file. Payments may be made by check, drawn on U.S. Funds Account, Travelers Check, Cashier's Check, Discover, MasterCard, American Express, or Visa credit cards.

You agree to late fees up to 1.5% per month on any balance not paid at the conclusion of the event, or balance left without appropriate credit card on file.

For your convenience, we will use this authorization to charge your credit card for any additional amounts ordered by you or your representative or services rendered to your company for this event.

Credit Card Authorization

MasterCard Visa Discover American Express

Expiration Date: _____

CC # _____

CVV #: _____

[THIS NUMBER IS REQUIRED TO PROCESS YOUR CARD.]

The CVV (Card Verification Value) is an important security feature for credit card transactions.

A three-digit number generally on the back of MasterCard, Visa and Discover; a four-digit number on the front of American Express.]

Cardholders Signature: _____

Cardholders Name: _____

Cardholders Billing Address: _____

City, State, Zip: _____

Order Summary:

Furniture Rental	\$ _____
Material Handling	\$ _____
Exhibit Labor	\$ _____
Booth Cleaning	\$ _____
Sign Service	\$ _____
Floral Service	\$ _____

Total Estimated Advance Order \$ _____

This will authorize Paramount Convention Services to charge the amount of your advance/floor orders, material handling charges, and any additional amounts incurred as a result of show site orders placed by you or your representative, to your credit card account. I agree in placing this order that I have accepted Paramount Convention Services, Inc. terms and conditions, including Paramount Convention Services payment policy, and "Limits of Liability and Responsibility".

X _____

Cardholder Signature

REMINDER:
In order to secure advance rates, all necessary forms must be received by the advance order deadline date.

Paramount Convention Services
Credit Card Authorization / Payment Policies

Furniture Rental Order Form

Operational Excellence Conference & Expo
 Hyatt Regence St. Louis Riverfront
 Saint Louis, Missouri
 October 26-27, 2009

Advance Order Deadline
 Friday, October 9, 2009

All orders MUST have a credit card authorization form on file.



5015 Fyler Avenue
 St. Louis, MO 63139

(314) 621-6677 phone
 (314) 621-6416 fax
www.paramountcs.com

Quality Rental Furnishings

Code	QTY	Description	Advance Rates	Floor Rates
(110)	___	Arm Chair	\$80.00	\$104.00
(120)	___	High Stool	\$90.00	\$117.00
(130)	___	Padded Side Chair	\$65.00	\$84.50
(140)	___	Mid Back Black Leather Sled Chair	\$110.00	\$143.00
(150)	___	Black High Back Executive Chair on Casters	\$110.00	\$143.00
(160)	___	Secretarial Chair on Casters	\$55.00	\$71.50

Miscellaneous Equipment

Code	QTY	Description	Advance Rates	Floor Rates
(1999)	___	Wastebasket	\$20.00	\$26.00
(010)	___	Tripod Easel	\$25.00	\$32.50
(020)	___	Bag Holder	\$75.00	\$97.50
(030)	___	Literature Rack (5 pocket)	\$90.00	\$117.00
(040)	___	Stanchion	\$20.00	\$26.00
(050)	___	Stanchion Rope(Blue)	\$15.00	\$19.50
(060)	___	22x28 Sign Holder	\$50.00	\$65.00

4th Side Drape

(1500)	___	4 th Side Drape- 30" Tall	\$35.00	\$45.50
(1510)	___	4 th Side Drape 42" Tall	\$40.00	\$52.00

CIRCLE COLOR

Red Teal White Black Gold Blue Burgundy Gray Hunter Green Purple Navy Blue
 (2) (3) (4) (5) (6) (7) (8) (9) (0) (1) (x)

Special Drape Background

(Drape other than that supplied with booth space is additional in cost.)

Code	QTY	Description	Advance Rates	Floor Rates
(1100)	___	8' H Background per ft	\$15.00	\$19.50
(1000)	___	3' H Side Rails per ft	\$10.00	\$13.00

6 FOOT MINIMUM ORDER

CIRCLE COLOR

Red Teal White Black Gold Blue Burgundy Gray Hunter Green Purple Navy Blue
 (2) (3) (4) (5) (6) (7) (8) (9) (0) (1) (x)

Display Tables & Table Draping

Code	QTY	Draped Tables	Advance Rates	Floor Rates
(1200)	___	4' Table-30" High	\$85.00	\$110.50
(1225)	___	42" Counter High	\$95.00	\$123.50
(1300)	___	6' Table-30" High	\$95.00	\$123.50
(1325)	___	42" Counter High	\$105.00	\$136.50
(1400)	___	8' Table-30" High	\$115.00	\$149.50
(1425)	___	42" Counter High	\$125.00	\$162.50

6' and 8' draped tables are only draped on 3 sides
 *If color is not indicated, show colors will automatically be provided

CIRCLE COLOR

Red Teal White Black Gold Blue Burgundy Gray Hunter Green Purple Navy Blue
 (2) (3) (4) (5) (6) (7) (8) (9) (0) (1) (x)

Round Pedestal Tables

			Advance Rates	Floor Rates
(170)	___	30" High	\$95.00	\$123.50
(180)	___	42" High	\$105.00	\$136.50

Please Circle Diameter Choice: 30" or 36"

Undraped Tables

Code	QTY	Undraped Tables	Advance Rates	Floor Rates
(1250)	___	4' Table-30" High	\$39.50	\$51.50
(1275)	___	42" Counter High	\$50.00	\$65.00
(1350)	___	6' Table 30" High	\$52.00	\$67.75
(1375)	___	42" Counter High	\$62.50	\$81.25
(1450)	___	8' Table 30" High	\$70.75	\$92.00
(1475)	___	42" Counter High	\$88.50	\$115.00

TOTAL \$ _____

Charges for rental items listed above are for the duration of the show and include delivery, installation and removal. Cancellation policy: Items cancelled less than 48 hours prior to the first day of move in will be charged 50% of original price, once items have been delivered to the booth space, no refunds will be provided. All claims or discrepancies must be settled at the Paramount Convention Services desk one half hour prior to show opening.

Company Name: _____ Booth # _____

Phone: _____ Fax: _____ E-mail: _____

Address: _____ City, State, Zip _____

By: _____ Name: _____ Date: _____
 (Signature) (Please Print)

Furniture Rental Order Form



GLOSSARY OF SHIPPING TERMS

Actual Weight: Gross shipping weight, is determined by (1) weighing the vehicle empty, (2) loading the shipment and returning to the scale to obtain the weight and (3) subtracting the two weights. Can also be obtained by individually weighing each piece of freight.

Air Freight: Materials transported by an air freight company.

Bill of Lading: Written receipt from a carrier for goods accepted for transportation. Serves as a receipt, contract and operating paperwork and is the single most important document in the shipping process.

Common Carrier: Department of Transportation-certified trucking firm that can be hired by the public for shipment of goods.

Consignee: Receiver of shipped goods.

Consignor: Shipper of goods

Crate: Container, usually wood, used for protecting exhibits during shipping.

Cwt: Hundredweight (100 lbs.)

Dock: Area where goods are received and shipped.

Drayage: Handling of exhibit properties between the loading dock and the booth area. Also includes handling goods from the advance receiving and the removal and return of empty containers.

Drayage Contractor: Handler who moves exhibit goods from the dock to the exhibit booth or from the drayer's warehouse to the exhibit booth. Responsible for all material handling activities at a show.

Expedited Service: Service offered by a transportation company to assure prompt or specific delivery. Normally incurs an additional charge.

Forced Freight: Routing of freight not picked up by an exhibitor's carrier or shipments left behind at the booth at the close of the show.

Freight Forwarder: Transportation company that arranges and manages all aspects of shipping but does not own vehicles.

Handling: Moving of materials, usually to and from a loading dock.

Less Than a Truckload (LTL): Shipments picked up by a trucker and consolidated with other LTL shipments to be transported to the destination city, unloaded and delivered.

Liability: Carrier's legal financial responsibility for lost or damaged goods.

Marshalling Yard: Area designed to state or check trucks for show delivery and pick-up.

Miny: Shipment weighing 200 lbs. or less, for which the minimum charge is 200 lb. rate.

Mixed Truckload: Truckload of different articles, crated and uncrated, in a single shipment.

Net Weight: Weight of goods without the shipping container.

Official Carrier: Carrier designated by a show manager or general contractor to be on-site for the inbound and outbound shipments of a show. Use of these carriers is recommended but not required.

Official Contractor: Organization appointed by show management to provide services such as set-up and tear-down of exhibit booths and to oversee labor, drayage and loading dock procedures.

Packing List: Detailed list or inventory of a shipment's contents.

Pallet or Skid: Wood runner protecting the exterior of a shipping case. Also describes a wooden base constructed to carry multiple cartons or equipment.

Portable Display: Lightweight exhibit capable of being carried by one person. Usually refers to tabletop or pop-up exhibit.

Pro-Number: Progressive numbering system used primarily by the trucking industry for tracking, billing and identifying freight.

Set-Up: Assembly of exhibit components for display or use.

Shipper: Individual or company whose goods are being shipped.

Split Pick-up/Delivery: Pick-up or delivery of multiple shipments at more than one place of business.

Trapping: Method of consolidating shipments. Usually defines function of the LTL trucker grouping freight for shipment to a particular show.

Van Line: Carrier that specializes in shipping uncrated exhibits, high-tech equipment and delicate materials that require special handling.

Waybill: Document that contains the address of the shipper and the recipient as well as other pertinent information. Contains a number used in tracking shipments.

Shipping Information

Operational Excellence Conference & Expo
Hyatt Regency St. Louis Riverfront
Saint Louis, Missouri
October 26-27, 2009

Advance Receiving Deadline
Friday, October 16, 2009

All orders **MUST** have a credit card authorization form on file.

Advance Shipments to Warehouse:

Exhibitors desiring to ship materials up to 30 days in advance of the show must label and address all shipping documents/bills of lading as follows:

Name of Exhibiting Company & Booth #
C/O Paramount Convention Services
ABF
8630 N. Hall St.
St. Louis, MO 63147
For: Operational Excellence

ADVANCE RECEIVING DEADLINE: FRIDAY, OCTOBER 16, 2009

ANY SHIPMENT ARRIVING AFTER THIS
DATE IS SUBJECT TO A 25% DOCK FEE
ON MATERIAL HANDLING CHARGES.

Direct Shipment To Show Site:

Exhibitors desiring to ship direct to the convention site FOR DELIVERY DURING EXHIBITOR SET-UP PERIOD ONLY, must label and address all shipping documents/bills of lading as follows:

Name of Exhibiting Company & Booth #
C/O Paramount Convention Services
Hyatt Regency St. Louis Riverfront
315 Chestnut St.
St. Louis, MO 63102
For: Operational Excellence

**FOR DELIVERY DURING INSTALLATION
TIMES AND DATES ONLY. ALL OTHER
DELIVERIES WILL BE REFUSED.
SHIPMENTS ARRIVING OUTSIDE THE
DESIGNATED TIMES OR LABELED
INCORRECTLY WILL BE SUBJECT TO A 25%
SURCHARGE.**



5015 Fyler Ave.
St. Louis, MO 63139

(314) 621-6677 phone
(314) 621-6416 fax
www.paramountcs.com

REMINDER:
In order to secure
advance rates, all
necessary forms
must be received
by the advance
order deadline
date.

- A credit card authorization form **MUST** be on file for shipments to be accepted and delivered.
- The ABF warehouse will receive shipments Monday through Friday, 8AM – 5PM.
- All shipping charges **MUST** be prepaid. PCS will not accept any COD shipments.
- All shipments should be cosigned to Paramount Convention Services, Inc.
- Please use shipping labels provided to ensure accurate shipping, make copies as necessary.
- All shipments must have a bill of lading that shows number of pieces and weight, and or, a certified weight receipt showing the weight of the vehicle before loading as well as after unloading. Drayage charges are based on the total weight of each shipment.
- The warehouse will accept crates, cartons, skids, trunks/cases, and carpets. Loose or pad wrapped materials must be sent directly to show site.
- Please call PCS if you have any questions in regard to shipping procedures. Please read the shipping and material handling information thoroughly.

OUTBOUND SHIPPING

Please note that any freight being shipped at the close of the show can be handled through our convention carrier, ABF. **If you wish to use another carrier, you must notify them for an appointment to pick up your freight at the close of the show.** All cartons must be properly labeled with your company's account number clearly posted, as well as shipping address. You must fill out a Paramount Bill of Lading and return it to the service desk. If your carrier of choice does not check in by the designated time (posted on Show Information form, pg. 1) for any reason, your freight will be re-consigned onto our convention carrier.

If you are shipping freight, please complete the lower portion of this form, acknowledging you have read and understand the above information.

Company Name: _____ Booth # _____

Phone: _____ Fax: _____ E-mail: _____

Address: _____ City, State, Zip _____

By: _____ Name: _____ Date: _____
(Signature) (Please Print)

Paramount Convention Services
Shipping Information

Material Handling Order Form

Operational Excellence Conference & Expo
 Hyatt Regency St. Louis Riverfront
 Saint Louis, Missouri
 October 26-27, 2009

Advance Receiving Deadline
 Friday, October 16, 2009

All orders MUST have a credit card authorization form on file.



5015 Fyler Ave.
 St. Louis, MO 63139
 (314) 621-6677 phone
 (314) 621-6416 fax
 www.paramountcs.com

A. Advance Receiving at Warehouse – Uncrated and loose display shipments will NOT be received at the warehouse. This form of shipment should be sent directly to show site. Paramount Convention Services will receive crated, boxed, or skidded materials at the warehouse up to 30 days in advance and deliver to respective booths at show site. Empty containers will be removed from booth, placed in storage, and returned to the booth at the close of the show. Materials then moved from the booth to the dock and reloaded on designated carriers at the close of the show at the following rates:

*ALL FREIGHT CHARGED AT 100 LB INCREMENTS, WITH 200 LB MINIMUM CHARGE PER SHIPMENT	Shipment Weight / 100	CWT = (hundred lbs)	X RATE	= Estimated Total
Shipments received at the warehouse before deadline date, then handled in and out of booth on Over Time / Straight Time	Lbs/100	CWT	\$65.00 per CWT	\$
Shipments received at the warehouse by an air carrier such as UPS, FedEx, etc. or any shipment received WITHOUT a bill of lading	Lbs/100	CWT	\$75.00 per CWT	\$

Advance Receiving Deadline -

Friday, October 16, 2009.....Last day for crated shipments to arrive at the advance warehouse without surcharges. A 25% surcharge based on the above rates will apply to each shipment received at the advance warehouse after this date.

B. Direct Shipments to Show Site – Paramount Convention Services will receive materials at the convention site and deliver to respective booths. Empty containers will be removed from booth, placed in storage, and returned to booth at the close of the show. Materials then moved from booth to dock and reloaded on designated carriers at the close of the show at the following rates:

*ALL FREIGHT CHARGED AT 100 LB INCREMENTS, WITH 200 LB MINIMUM CHARGE PER SHIPMENT	Shipment Weight / 100	CWT = (hundred lbs)	X RATE	= Estimated Total
Shipments received at show site during installation times, then handled in and out of booth on Over Time / Straight Time	Lbs/100	CWT	\$75.00 per CWT	\$
Shipments received at show site by an air carrier such as UPS, FedEx, etc. or any shipment received WITHOUT a bill of lading	Lbs/100	CWT	\$85.00 per CWT	\$

***Shipments sent directly to show site to arrive during published exhibitor installation times ONLY! All other deliveries will be refused. Shipments arriving outside of the designated times or labeled incorrectly will be subject to a 25% surcharge and any facility charges that may apply. Please see the included labels for your reference.**

C. Overtime

Warehouse and/or convention site shipments moved in or out on overtime, due to scheduling conflicts beyond the control of Paramount will have an additional 25% surcharge to the above rates. Shipments moved in and out on overtime, through no fault of Paramount, will have an additional 50% surcharge to the above rates. Overtime is anytime before 8:00 a.m. and after 4:30 p.m. on weekdays and all hours Saturdays, Sundays, and Holidays.

D. Material Handling Rates and Charges

Rates apply to each 100-pound increment, with a minimum charge of 200 lbs. per shipment. The weight's rounded off to the next hundred pounds. Multiple shipments received are charged at separate minimums. No cumulative weights will be allowed on minimum, split shipment, UPS, etc. The above services, WHETHER USED COMPLETELY OR IN PART, are offered as a package ROUND TRIP RATE and the charges will be based on the total inbound weight of the shipment.

Freight handling charges are the responsibility of the exhibitor to whom the shipments have been cosigned. Additionally, charges for loading out freight shipments are the responsibility of the exhibitor from whose booth shipments are made. Exhibitors may not assign this responsibility to suppliers or customers.

REMINDER:
 In order to secure advance rates, all necessary forms must be received by the advance order deadline date.

Paramount Convention Services
 Material Handling Order Form

E. Penalties

Any warehouse shipment not received by the advance receiving deadline date and any direct shipment received after the show opens; an additional 25% surcharge to the above rates will be included for trucking and unloading services supplied. Any financial penalties incurred because of inappropriate address, collect shipments, and early or late arrival, causing the re-consignment charges, storage, etc. will be the responsibility of the exhibitor.

F. Van Lines, Uncrated, and Loose Display Shipments

Add 50% to the quoted rates for van line, uncrated and loose display shipments. **UNLESS PRIOR ARRANGEMENTS ARE MADE, VAN LINE, UNCRATED, AND LOOSE DISPLAY MATERIALS WILL NOT BE RECEIVED AT THE ADVANCE WAREHOUSE.** Uncrated and loose display shipments are defined as open displays shipped in vans – not in crates, cases, boxes, or un-skidded machinery on an open flatbed truck without proper lifting bars or hooks.

G. Empty Container Labels

Empty container labels will be available at the service desk **FOR FREIGHT BROUGHT IN BY PARAMOUNT CONVENTION SERVICES ONLY.** Affixing the labels is the sole responsibility of the exhibitor or his representative. All previous shipping labels should be removed. Paramount Convention Services assumes no responsibility for:

1. Errors to the above procedures.
2. Removal of containers with old empty labels and without Paramount Convention Services empty labels.
3. Improper information on empty labels.
4. Valuables stored in containers with empty labels.

On site container storage for items not handled by Paramount Convention Services will be charged at \$30.00 per piece. (3008)

H. Inbound Bill of Lading or Delivery Receipt

All shipments must have a bill of lading or delivery receipt showing number of pieces, weight, and description of merchandise. Trucks arriving without documented weight will be required to go to the nearest weight station and obtain documentation before unloading or a mutual decision between Paramount and the exhibitor as the approximate weight will be agreed upon and will be binding on both parties.

I. Vehicle Spotting

Any vehicles driven into the exhibit hall under their own power will incur a round-trip spotting fee of \$150.00. Vehicles not moved in under their own power will be unloaded and charged based on weight. (2190)

J. Additional Services Available

All per 100 lb rates quoted in the foregoing do not include any Blocking, Spotting or Bracing in Booth, Local pickups, or deliveries. For such services the following rates apply:

	<u>ST Code</u>	<u>Straight Time</u>	<u>OT Code</u>	<u>Overtime</u>	
Forklift with Operator (Up to 4,000 lbs. Capacity)	(2150)	\$150.00 per hr.	(2155)	\$200.00 per hr.	(One-hour minimum)
Material Handler	(2160)	\$50.00 per hr.	(2165)	\$100.00 per hr.	(One hour minimum)

Banding (2170)

Metal Banding will be available for securing outbound shipments at a rate of .50 cents per foot, plus labor (One hour minimum).

Shrink Wrap

Shrink wrap will be available for securing outbound shipments at a rate of:

<u>Straight Time (3110)</u>	<u>Overtime (3111)</u>
\$50.00 per skid	\$75.00 per skid

K. Outbound Shipping

Each exhibitor will be expected to label his/her exhibit materials and furnish shipping information. Labels and bills of lading will be available at the Paramount Service Desk. Previous shipping labels should be removed. Paramount Convention Services accepts no responsibility for misdirected shipments as a result of old shipping labels, which remain on containers. **PARAMOUNT CONVENTION SERVICES WILL ROUTE ALL SHIPMENTS UNLESS SPECIAL ADVANCE ARRANGEMENTS HAVE BEEN MADE.** Exhibits and materials for which arrangements have not been made with Paramount Convention Services, or which have not been removed from the exhibit area on removal day, will be forced onto the show carrier. Paramount Convention Services reserves the right to route exhibit material via an alternate carrier in the event that the requested carrier fails to check in at the service desk by the designated time.

L. Limits of Liability

1. After exhibits or materials are placed in the booth, Paramount Convention Services will not be responsible for condition, count, or content until such time as exhibits or materials are picked up for removal after the close of the show. Therefore, all materials should be properly insured against fire, theft, and all hazards from the time they leave your office until they return. We do not assume responsibility for outbound shipments until the count is physically verified vs. the bill of lading submitted by the exhibitor.
2. Paramount Convention Services will not be responsible for damage to uncrated and/or un-skidded exhibit material, nor for concealed damage to materials.
3. All exhibit materials handled by Paramount Convention Services are insured at a value not to exceed twenty-five cents (.25) per pound and not to exceed a maximum of fifty dollars (\$50.00) per claim.
4. **Be sure your freight is insured from the time it leaves your place of business until it is returned after the show.**

Authority to handle and billing instructions. All terms and conditions herein stated are understood and accepted.

Company Name: _____ **Booth #** _____

Phone: _____ **Fax:** _____ **E-mail:** _____

Address: _____ **City, State, Zip** _____

By: _____ **Name:** _____ **Date:** _____
(Signature) (Please Print)

Material Handling Order Form Cont'd

Paramount Convention Services

R U S H
DO NOT DELAY

To: _____
(Name of Exhibiting Company)

c/o: Paramount Convention Services
ABF
8630 North Hall Street
St. Louis, MO 63147

WAREHOUSE

EVENT: Operational Excellence
BOOTH # _____
NUMBER _____ OF _____ PCS
CARRIER: _____

Paramount Convention Services

R U S H
DO NOT DELAY

To: _____
(Name of Exhibiting Company)

c/o: Paramount Convention Services
ABF
8630 North Hall Street
St. Louis, MO 63147

WAREHOUSE

EVENT: Operational Excellence
BOOTH # _____
NUMBER _____ OF _____ PCS
CARRIER: _____

Paramount Convention Services

R U S H

DO NOT DELAY

CANNOT ARRIVE UNTIL - Sun., Oct. 25th @1PM

To: _____

(Name of Exhibiting Company)

c/o Paramount Convention Services
Hyatt Regency St. Louis Riverfront
315 Chestnut Street
St. Louis, MO 63102

For: Operational Excellence

SHOWSITE

BOOTH # _____

NUMBER _____ OF _____ PCS

CARRIER: _____

Paramount Convention Services

R U S H

DO NOT DELAY

CANNOT ARRIVE UNTIL - Sun., Oct. 25th @1PM

To: _____

(Name of Exhibiting Company)

c/o Paramount Convention Services
Hyatt Regency St. Louis Riverfront
315 Chestnut Street
St. Louis, MO 63102

For: Operational Excellence

SHOWSITE

BOOTH # _____

NUMBER _____ OF _____ PCS

CARRIER: _____

Exhibit Labor Order Form

Operational Excellence Conference & Expo
Hyatt Regency St. Louis Riverfront
Saint Louis, Missouri
October 26-27, 2009

Advance Order Deadline
Friday, October 9, 2009

All orders MUST have a credit card authorization form on file.



5015 Fyler Ave.
St. Louis, MO 63139

(314) 621-6677 phone
(314) 621-6416 fax
www.paramountcs.com

	Advance Rates	Floor Rates
Exhibit Straight Labor Request:		
Straight Time: (One hour minimum per man).....	\$55.00	\$71.50
8:00 a.m. – 4:30 p.m. Monday through Friday		
Overtime: (One hour minimum per man).....	\$110.00	\$143.00
4:30 p.m. – 8:00 a.m. Monday through Friday, all Saturdays, Sundays, and Holidays.		

Select the plan that meets your needs and fill in the requested information. (MUST CHECK ONE)

 Plan A – Supervision by Paramount

To save time and personnel supervision, Paramount Convention Services will supervise the installation of your exhibit, upon arrival of your freight. A supervision charge of 25% will be added to your total labor bill for this service. Please note that under the Paramount plan, Paramount Convention Services will set and dismantle your booth at their earliest convenience.

Specific instructions, blueprints, etc. should be provided to facilitate an economical and correct installation. Please note that under the Paramount plan, Paramount will set and dismantle your booth at their earliest convenience. Please be sure to send display and graphic drawings either to our office or with the display. **Please Note: You must supply us with your outbound shipping instructions to facilitate the return of your equipment.**

INSTALLATION:

# of men	approx. hours	Date	Day of week	Time

DISMANTLE:

# of men	approx. hours	Date	Day of week	Time

Ladder(s) needed? ___ 8' ___ 12' ___ 14'

Set-Up Instructions (Circle One)

Sent to PCS Office Sent with display

 Plan B – Supervision by Exhibit Personnel

Starting time can only be guaranteed on those instances where labor is requested for the start of the work day, which is 8:00 a.m., unless the official installation time begins later in the day. It is important that the exhibitor check in at the service desk to pick up laborers ordered. Upon completion of work, exhibitors must also check laborers out at the service desk. All work is to be done under the supervision of the exhibitor or representative. If no date and/or time are indicated below, no men will be available. **IF EXHIBITOR FAILS TO PICK UP MEN ORDERED, A ONE HOUR PER MAN NO SHOW CHARGE WILL BE APPLIED, unless a 48 hour notification is given.**

INSTALLATION:

# of men	approx. hours	Date	Day of week	Time

DISMANTLE:

# of men	approx. hours	Date	Day of week	Time

Supervisor will be: _____

Supervisor's On-Site Phone#: _____

Ladder(s) needed? ___ 8' ___ 12' ___ 14'

Cancellation policy: Labor services cancelled less than 48 hours prior to first day of move in will be charged 1 hour per man requested.

Company Name: _____ Booth # _____

Phone: _____ Fax: _____ E-mail: _____

Address: _____ City, State, Zip _____

By: _____ Name: _____ Date: _____
(Signature) (Please Print)

REMINDER:
In order to secure advance rates, all necessary forms must be received by the advance order deadline date.

Paramount Convention Services
Exhibit Labor Order Form

Key Information

Operational Excellence Conference & Expo
Hyatt Regency St. Louis Riverfront
Saint Louis, Missouri
October 26-27, 2009

Advance Order Deadline
Friday, October 9, 2009

All orders must have a credit card authorization form in file.



5015 Fyler Ave.
St. Louis, MO 63139

(314) 621-6677 phone
(314) 621-6416 fax

www.paramountcs.com

REMINDER:
In order to secure
advance rates, All
necessary forms
must be received
by the advance
order deadline
date!

Please complete and return this page only if you have ordered PCS supervised labor.

Inbound Freight Information

Carrier: _____ Shipped by: _____ Date: _____

of Pieces: _____ Weight: _____ Pro #: _____

Description: _____

Shipped To: (circle one) Warehouse Show Site

Outbound Freight Information

*if you are using a carrier other than the preferred show carrier, you must contact them for an appointment to pick up your freight.

SHIP TO: _____ c/o _____

Street Address: _____

City: _____ State: _____ Zip: _____

Contact Name & Phone # _____

OUTBOUND FREIGHT CHARGES GUARANTEED BY:

Company Name: _____ Attention: _____

Permanent address of shipper: _____

City: _____ State: _____ Zip: _____

Authorized Company Rep Signature: _____

Authorized Company Rep Print: _____

Circle One: Pre-Paid Collect Bill to: _____

Shipping Method: Circle One: Common Carrier Air Freight Van Line Company Truck Customer Pick-Up

Carrier: _____

Company Name: _____ Booth # _____

Phone: _____ Fax: _____ E-mail: _____

Address: _____ City, State, Zip _____

By: _____ Name: _____ Date: _____
(Signature) (Please Print)

Paramount Convention Services

Key Information

Booth Cleaning Service Order Form

Operational Excellence Conference & Expo

Hyatt Regency St. Louis Riverfront

Saint Louis, Missouri

October 26-27, 2009

Advance Order Deadline

Friday, October 9, 2009

All orders MUST have a credit card authorization form on file.



5015 Fyler Ave.
St. Louis, MO 63139

(314) 621-6677 phone
(314) 621-6416 fax
www.paramountcs.com

The cleaning services provided by the exhibit hall include only a general sweeping of aisles. Paramount Convention Services has been designated as the exclusive cleaning contractor. No other service contractors will be permitted on the exhibit floor. All rental carpets ordered from Paramount Convention Services are installed in clean condition. Any cleaning service required within your booth space for debris during installation and exhibit hours may be ordered below.

All rates are based on the total square footage of your booth. (100 SQ. FT. MINIMUM)

Please check preference below.

BOOTH CLEANING

	ADVANCE RATES	FLOOR RATES
CODE:		
(61_0) ___ DAILY – Vacuum and empty wastebaskets before initial opening of exhibit and DAILY thereafter.	\$.37 sq.ft. per day	\$.48 sq.ft. per day
(6000) ___ ONCE – Vacuum and empty wastebaskets ONCE before initial opening of exhibit.	\$.45 per Sq. ft.	\$.59 per sq. ft.

EXCLUSIVE SERVICE

(6410) ___ Exclusive janitor or porter service (4 hour minimum per day).	\$80.00 per hour S/T	\$150.00 per hour O/T
--	----------------------	-----------------------

*Should your booth give away food items (i.e. popcorn) or other promotional products that cause excessive debris on the show floor, you will be responsible for the additional cleaning required. **\$330.00 one time fee**

SIZE OF BOOTH ___ X ___ = ___ SQ.FT. X RATE ___ = ___ PER DAY X NO. OF DAYS ___ = \$ ___

Total: \$ _____

Cancellation policy: Items or services cancelled less than 48 hours prior to first day of move in will be charged 50% of original price, no refunds will be provided once services have been provided.

Company Name: _____ Booth # _____

Phone: _____ Fax: _____ E-mail: _____

Address: _____ City, State, Zip _____

By: _____ Name: _____ Date: _____
(Signature) (Please Print)

REMINDER:
In order to secure advance rates, all necessary forms must be received by the advance order deadline date.

Paramount Convention Services

Sign Service Order Form

Operational Excellence Conference & Expo
Hyatt Regency St. Louis Riverfront
Saint Louis, Missouri
October 26-27, 2009

Advance Order Deadline
Friday, October 9, 2009



5015 Fyler Ave.
St. Louis, MO 63139

(314) 621-6677 phone
(314) 621-6416 fax
www.paramountcs.com

All orders MUST have a credit card authorization form on file.

QUALITY DIGITAL PRINTING WITH LOGOS AND WORDING AT THESE SPECIAL PRICES

Please forward special logos or graphics to signshop@paramountcs.com

Code	Quantity.	Size	Advance Rates	Floor Rates
(5010)	_____	7" x 11"	\$25.00	\$32.50
(5020)	_____	11" x 14"	\$30.00	\$39.00
(5030)	_____	7" x 44"	\$32.00	\$41.75
(5040)	_____	14" x 22"	\$30.00	\$39.00
(5050)	_____	22" x 28"	\$60.00	\$78.00
(5060)	_____	28" x 44"	\$120.00	\$156.00
(5070)	_____	40" x 60"	\$235.00	\$305.50
(5100)	_____	39" x 92"	\$350.00	\$455.00

OPTIONAL SERVICES

(5090) Easel back applied to sign -\$10.00 per sign

Subtotal \$ _____
8.241% Tax \$ _____
Total \$ _____

REMINDER:
In order to secure advance rates, all necessary forms must be received by the advance order deadline date.

PLEASE COMPLETE ALL INFORMATION BELOW WHEN ORDERING:

SIGN SIZE: _____ QUANTITY: _____

BACKGROUND COLOR: _____ LETTERING COLOR: _____

SHAPE (Circle One) HORIZONTAL VERTICAL EASEL BACK

SPECIAL INSTRUCTION: _____

SIGN TO READ AS FOLLOWS: _____
(Please print or type)

Cancellation policy: Orders will be charged 100% of original price once signage has been printed.

Company Name: _____ Booth # _____

Phone: _____ Fax: _____ E-mail: _____

Address: _____ City, State, Zip _____

By: _____ Name: _____ Date: _____
(Signature) (Please Print)

Paramount Convention Services
Sign Service Order Form

Floral Service Order Form

Operational Excellence Conference & Expo
Hyatt Regency St. Louis Riverfront
Saint Louis, Missouri
October 26-27, 2009

Advance Order Deadline
Friday, October 9, 2009



5015 Fyler Ave.
St. Louis, MO 63139

(314) 621-6677 phone
(314) 621-6416 fax
www.paramountcs.com

-PLANT RENTALS

Code	Quantity	Description	Advance Rates	Floor Rates
(9601)	_____	2' - 3' Tropical Plant	\$50.00	\$65.00
(9602)	_____	4' - 5' Tropical Plant	\$65.00	\$84.50
(9603)	_____	5' - 6' Tropical Plant	\$80.00	\$104.00
(9604)	_____	6' - 8' Tropical Plant	\$112.00	\$145.75
(9606)	_____	Ferns (circle one) Floor / Hanging	\$50.00	\$65.00

All containers for tropical plants will be provided in black

-FLOWERING PLANTS AND FLORAL ARRANGEMENTS (PURCHASE ONLY)

Code	Quantity	Description	Advance Rates	Floor Rates
(970_)	_____	Flowering Mum Plant (circle one) (1) Yellow / (2) White / (3) Pink / (4) Burgundy	\$30.00	\$39.00
(9711)	_____	Small Cut Flower Arrangement	\$70.00	\$91.00
(9712)	_____	Medium Cut Flower Arrangement	\$100.00	\$130.00
(9713)	_____	Large Cut Flower Arrangement	\$150.00	\$195.00

****COLOR DESIRED (Cut Flower Arrangement Only)**

Yellow White Lavender Rust Blue Pastels

Colors and availability may vary depending upon season and location.

Cancellation policy: Items or services cancelled less than 48 hours prior to first day of move in will be charged 50% of original price, once installation has begun no refunds will be given for floral services.

ORDERS MADE AT SHOW SITE CANNOT BE GUARANTEED!

RENTAL PLANTS NOT IN BOOTH AT CLOSE OF SHOW WILL BE CHARGED AT TWICE THE RENTAL PRICE.

Subtotal \$ _____
8.241% Tax \$ _____
Total \$ _____

Company Name: _____ Booth # _____

Phone: _____ Fax: _____ E-mail: _____

Address: _____ City, State, Zip _____

By: _____ Name: _____ Date: _____
(Signature) (Please Print)

Paramount Convention Services
Floral Service Order Form

REMINDER:
Items requested after the Advance Order Deadline are not guaranteed to be in stock. In order to secure advance rates and availability, all necessary forms must be received by the Advance Order Deadline date.



5015 Fyler Ave.
St. Louis, MO 63139

(314) 621-6677 phone
(314) 621-6416 fax
www.paramountcs.com

Paramount Convention Services

ST. LOUIS UNION JURISDICTION RULES

Since Work Rules and Union Jurisdictions vary from city to city, we apprise you of the following statements to help you in understanding the Union Requirements.

DECORATOR & CARPENTER JURISDICTION

It is necessary for all exhibitors to use qualified union personnel for the installation and dismantling of prefabricated exhibits and displays and to install and remove draperies and floor covering. The handling, placing or setting out of merchandise that is to be displayed does not require union labor and may be done by the exhibitor. In addition, the installation or dismantling of an exhibit which does not require the use of hand tools, or more than one person, and can be accomplished within thirty minutes, may be performed by the owner or company representative for booths up to 10' X 30' in area. Your labor requirements can be ordered on the enclosed Exhibit Labor Order Form.

TEAMSTER JURISDICTION

Our Material Handling Department is responsible for maintaining in and out traffic schedules at the Show site. Even local exhibitors should clear all movements of exhibit materials through this department as we will have priority at the unloading area at all times. Union jurisdiction allows individually hand carried items only. Material Handling Services may be ordered in advance by completing and returning the enclosed Shipping Information and Service Order Form. Paramount Convention Services will handle all incoming freight regardless of the material handling form being submitted and the exhibitor will be liable for all appropriate charges as described on the form.

Thank you!

FIRE PREVENTION BUREAU

EXHIBIT HALL FIRE REGULATIONS

The information contained in this brief outline does not completely cover the ordinances and regulations. The following are basic rules governing concessions, exhibits and shows in any building open to the public.

1. All curtains, drapes and decorations must be constructed of flame proofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flame proofing effect.)
2. No combustible materials, merchandise or signs shall be attached to, hung from, or draped over flameproof side and rear divider draperies of booths, or attached to table skirting facing aisles unless flame proofed.
3. All exits, hallways and aisles leading from buildings or tents are to be kept clear and unobstructed at all times.
4. No exit door shall be locked, bolted or otherwise fastened or obstructed at any time an exhibit building is open to the public.
5. All sawdust, shavings, hay and straw shall be stored and maintained in a manner approved by the Fire Marshall.
6. Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside any building, shall have **no more than two (2) gallons of fuel in the tank**; all fuel tanks shall be locked or effectively sealed and **battery cables shall be disconnected from the ignition system**. The battery can not be connected during the show for any reason. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in event of emergency. Keys must be left overnight with security. **You must notify Paramount Convention Services of plans to bring in any vehicle so that appropriate arrangements can be made with the local Fire Marshal.**
7. The use of liquefied petroleum gases inside buildings, tents or areas is strictly prohibited, except for demonstration when approved by the Fire Marshal.
8. "No smoking by Order of Fire Marshal" signs shall be posted and maintained in areas designated by the Fire Marshal.
9. The exhibitor will provide for daily removal and disposal of trash and rubbish from buildings and tents.
10. All electrical wiring shall be installed in a manner approved by the City's Chief Electrical Inspector.



Hyatt Regency Riverfront - St. Louis

Submit electronically: regina.dodge@hyatt.com

Fax to: (314) 241-9839

Mail to: **Catering Office** • c/o Hyatt Regency 4th & Chestnut St. Louis, MO 63102

EQUIPMENT	QTY	COST PER DAY	Number of Days	Total
SINGLE PHASE SERVICE -All Power 60 Cycle				
120V / 20 Amps		\$50.00		\$ -
208V / 30 Amps		\$160.00		\$ -
208V / 60 Amps		\$260.00		\$ -
208V / 100 Amps		\$390.00		\$ -
208V / 200 Amps		\$600.00		\$ -
THREE PHASE SERVICE - All Power 60 Cycle				
208V / 100 Amps		\$500.00		\$ -
208V / 200 Amps		\$950.00		\$ -
OTHER				
Extension Cord		\$50.00		\$ -
Power Strip		\$50.00		\$ -
Banner Hanging		\$50.00		\$ -
TOTAL				\$ -
Late Fee 7 Days Notice Required				\$199.00
LATE TOTAL				\$ 199.00

NOTE: All pricing is for exhibitors only. Please contact us for meeting room and other pricing. Additional equipment is available upon request.

EXHIBITOR INFORMATION (Please PRINT)

COMPANY NAME BOOTH # BOOTH NAME

ATTENTION ON-SITE CONTACT

ADDRESS ORDERED BY

CITY, STATE, ZIP

PHONE # FAX #

E-MAIL ADDRESS

SHOW OPENING DATE TIME

EQUIPMENT REMOVAL DATE TIME

FUNCTION ROOM

Electrical power arrangements are the responsibility of the exhibitor.
The customer agrees to pay in full for loss or theft of any equipment provided by Swank Audio Visuals.
Pre-payment must accompany all orders unless prior arrangements have been made.

PAYMENT INFORMATION

Check one

Visa
 AmEx
 Check Enclosed

CARD HOLDER'S NAME (Please Print)

CREDIT CARD NUMBER EXP. DATE

SIGNATURE DATE

Distribution List:

Engineering, Banquets, File



Hyatt Regency Riverfront - St. Louis

Submit electronically: 631hs@swankav.com

Fax to: (314) 342-4686

Mail to: **Swank Audio Visuals** • c/o Hyatt Regency 4th & Chestnut St. Louis, MO 63102

EQUIPMENT	QTY.	COST FOR DURATION OF SHOW	TOTAL (Qty X Cost)
VIDEO/DATA PACKAGES			
26 Flat screen Video Package - includes: DVD/VCR Combo Player, 26" Flat Panel monitor and stand		\$199.00	
VIDEO EQUIPMENT			
DVD/VCR Combo Player		\$99.00	
ENTERTAINMENT			
Nintendo Wii Game System - Includes Wii Sports and (4) Controllers		\$425.00	
COMPUTER MONITORS			
20" Flat Screen Computer Monitor for Computer or Video on Stand		\$199.00	
32" Flat Screen Computer Monitor for Computer or Video on Stand		\$325.00	
42" Plasma Screen for Computer or Video on Stand		\$599.00	
50" Plasma Screen for computer or video on stand		\$799.00	
AUDIO EQUIPMENT			
Small PA system with Wireless Microphone <i>Please Choose...(Lavalier/ Handheld)</i>		\$275.00	
		<i>Subtotal</i>	
		<i>Sales Tax 8.2410%</i>	
		<i>Delivery, Installation, Pre-Test, Removal & Pickup</i>	\$195.00
		<i>Late Fee (for orders received after 10/15/2009)</i>	\$125.00
		TOTAL	

NOTE:
 This is only a partial listing. All pricing is for exhibit booths only. Please contact us for meeting room and other pricing. Additional equipment is available upon request.

EXHIBITOR INFORMATION (Please PRINT)

COMPANY NAME _____ BOOTH # _____ BOOTH NAME _____

ATTENTION _____ ON-SITE CONTACT _____

ADDRESS _____ ORDERED BY _____

CITY, STATE, ZIP _____

PHONE # _____ FAX # _____

E-MAIL ADDRESS _____

SHOW OPENING DATE _____ TIME _____

EQUIPMENT REMOVAL DATE _____ TIME _____

Electrical power arrangements are the responsibility of the exhibitor.
 The customer agrees to pay in full for loss or theft of any equipment provided by Swank Audio Visuals.
 Pre-payment must accompany all orders unless prior arrangements have been made

PAYMENT INFORMATION

Check one

Visa Mastercard
 AmEx Diner's Club
 (Payable to Swank Audio Visuals)

Check Enclosed

CARD HOLDER'S NAME (Please Print)

CREDIT CARD NUMBER _____ EXP. DATE _____

SIGNATURE _____ DATE _____