

KNOXVILLE CONVENTION CENTER SHIPPING POLICY & PROCEDURES
FREIGHT DELIVERIES AND HANDLING

The KCC **will not** accept advance shipments of freight or materials prior to the contracted move-in date. Any early arrivals must be approved by the Director of Event Services prior to shipping

All Shipments delivered to the KCC after the official move-in date shall be addressed to the attention of the show contractor and/or event name and the assigned Event Manager, otherwise the packages will not be accepted.

Under no circumstances will C.O.D. deliveries be accepted by the KCC.

All loading and unloading of exhibits must be through designated loading docks, freight elevators & service doors. The only exception will be for hand-carried materials, when necessary, and with the prior approval of the KCC Events Department.

Freight may not be transported on passenger elevators or escalators. Escalators and passenger elevators are for use by the public and may not be blocked. A freight elevator is conveniently located in the southwest corner accessible to all three floors of the KCC.

It is the sole responsibility of the promoters, vendors, and exhibitors to make all arrangements for load out freight including packing, labeling, and contacting the freight company for pick up. Notify the Events Department of any freight and packages to be picked up.

All incoming packages will be written down in the logbook in the security office. KCC security will notify the Event Manager when packages are delivered. There will be a labor charge for delivering all show contractor packages to designated location, get with your Event Manager on pricing.

During the event if there are any package(s) that are being delivered please let your Event Manager know so they can let security know to be on the lookout for them.

USPS does not deliver to the KCC only the P.O. Box there will be a labor charge if any package(s) are shipped to our P.O. Box, get with your Event Manager for pricing.

All Freight/Packages shipped to the Knoxville Convention Center will be delivered to the Security office located in the loading dock off Cumberland Ave. NO EXCEPTIONS!
Packages will not be signed for at the receptionist desk.

KCC will only accept freight/deliveries for the licensee of the event only, they will **NOT** accept any vendor freight.

SHOW CONTRACTOR PACKAGES DELIVERY HANDLING PROCEDURES:

Please do the following before packages are shipped to the KCC:

Need to send to your Event Manager prior to package(s) arriving (14 days prior):

- How many package(s)
- Tracking number(s)
- What day they are arriving
- What shipping/freight company is delivering. (i.e., UPS, FedEx, USPS, etc.)
- Where they need to go once, they arrive, what room

Shipping with UPS & FedEx: (goes to the KCC loading dock)

Knoxville Convention Center

Attn: Show Contractor or Event Name & your assigned Event Manager name

701 Henley Street, Knoxville TN, 37902

Packages can arrive for licensee 1-2 days before the event if there is storage available and must get the approval from their Event Manager and/or the Director of Event Services. There will be a labor fee to handle all package(s), get with your Event manager for pricing.

Shipping from USPS: (goes to the P.O. Box)

All USPS packages are not delivered to the KCC loading dock they are delivered to our P.O. Box located at the main Post Office downtown off Main Street. KCC staff does not check the P.O. Box every day. If you are shipping packages from USPS, please let your Event Manager know how many boxes, tracking number & estimated arrival date prior to shipping them out.

There will be a labor & delivery charge to get the package(s), get with your Event Manager for pricing

USPS shipping Address:

Knoxville Convention Center

Attn: Show Contractor or Event Name & your assigned Event Manager name

P.O. Box 2543, Knoxville, TN 37901-2543

SHOW CONTRACTOR PACKAGES PICK-UP PROCEDURES:

Please do the following before packages are brought to the Security Office for pick-up.

Please note the KCC is not a daily pick-up site for UPS and FedEx, they charge us \$50 a package anytime we call them for a pick-up. Please let your Event Manager know and they will schedule a pick-up. ***Pricing is subject to change**

USPS **does not** do pick-ups at the KCC, you will need to take all USPS package(s) to the Post Office directly. The closest Post Office is at 501 W Mains St, Knoxville, TN 37902

We only ship back the Show Contractor packages we do not handle any vendor, exhibitor, or decorator return shipments. If the Show Contractor has packages that need to be shipped back out after the event is over, they will need to print off a return label, tape the box and schedule a pick-up for the package(s), once that is done, they will need to bring the package(s) down to the loading dock outside the security office. Notify your Event Manager about the packages and who and when they will be picked up.

SHOW CONTRACTOR PACKAGES PICK-UP PROCEDURES:

If you would like the KCC Event Staff to bring the packages down to the security office, please let your Event Manager know and they will give you pricing for the labor.

Show Contractor will need to call Fed Ex, UPS, or freight carrier to pick up their package(s), tell the freight carriers to pick them up at the Knoxville Convention Center Loading dock located off Cumberland Avenue. They will be outside the security office on the loading dock. 701 Henley Street, Knoxville, TN,37902. Security is on site 24- hours a day, seven days a week.

All packages need to be picked up by the end of day on last contracted move-out day.

The KCC nor the Security office have any packing slips on-site for FedEx, USPS, or UPS. It is the responsibility of the Show Contractor to have a return package slip/ return shipping label and to make sure all information is filled out and written on the return packing slip and the box is taped up. Your Event Manager does have rolls of packing tape you can purchase.

VENDOR/EXHIBITOR & OUTSIDE DECORATOR PACKAGES DELIVERY / PICK-UP HANDLING PROCEDURES:

KCC **does NOT** handle ANY vendor/exhibitor or outside contracted decorator shipping on the in or the out. Vendors/Exhibitors will need to contact their show decorator or are in house decorator All Convention Exposition Services (A.C.E.S) Wesley Mullins 865-740-3710 or wes@allconventionexpo.com

For drayage pricing please contact Wes Mullins with All Convention Expo Services (A.C.E.S) 865-740-3710 or wes@allconventionexpo.com

Security will **not** accept or sign for any vendor/tradeshow freight and/or packages before the first contracted move-in day. If it is on the first contracted move-in day security will direct the carrier to the A.C.E.S exhibitor desk, tradeshow exhibitor desk or the contracted decorator for the event.

If you have additional questions regarding shipping or receiving, please contact your Event Manager or our in- house decorator All Convention Expo Services Wesley Mullins 865-740-3710
wes@allconventionexpo.com