

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, and service doors. The only exception will be for hand-carried materials and with the prior approval by 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 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 Manger when packages are delivered. There will be a labor charge for delivering show contractor packages to the designated location. Please see the Event Manager for pricing.

If there are any package(s) being delivered during the event, please let the Event Manager know so they can inform security.

USPS delivers to the P.O. Box only, not KCC. There will be a labor charge if any package(s) are shipped to the P.O. Box. Please see the 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. 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.

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

KCC **does NOT** handle ANY vendor/exhibitor or outside contracted decorator shipping. Vendors/Exhibitors will need to contact their show decorator or our in house decorator All Convention Exposition Services (A.C.E.S) Wesley Mullins 865-251-6016 or wes@allconventionexpo.com

For drayage pricing please contact Wes Mullins with All Convention Expo Services (A.C.E.S) 865-251-6016 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.

All questions regarding shipping or receiving, please contact the Event Manager or our in- house decorator All Convention Expo Services Wesley Mullins 865-251-6016 or wes@allconventionexpo.com

SHOW CONTRACTOR PACKAGES DELIVERY HANDLING PROCEDURES

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

Submit the following required information to the Event Manager prior to package(s) arriving (14 days prior to move in):

- How many package(s)
- Tracking number(s)
- What day the package(s) are arriving
- What shipping/freight company is delivering. (i.e., UPS, FedEx, USPS, etc.)
- What room the package(s) need to be in upon arrival

Shipping with UPS & FedEx: (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. The licensee must have prior approval from the Event Manager and/or the Director of Event Services. There will be a labor fee to handle all package(s). Please see the Event Manager for pricing.

Shipping from USPS: (P.O. Box)

Knoxville Convention Center

Attn: Show Contractor or Event Name & your assigned Event Manager name
P.O. Box 2543, Knoxville, TN 37901-2543

All USPS packages are delivered to the P.O. Box located at the main Post Office downtown off Main Street, not the KCC loading dock. KCC staff does not check the P.O. Box every day. When shipping packages from USPS, please let the Event Manager know how many boxes, tracking number(s), and estimated arrival date prior to shipping them out. There will be a labor and delivery charge to retrieve the package(s). Please see the Event Manager for pricing.

SHOW CONTRACTOR PACKAGES PICK-UP PROCEDURES

Please complete 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. Please inform the Event Manager and they will schedule a pick-up.

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

This service is for the Show Contractor packages only for KCC does not handle any vendor, exhibitor, or decorator return shipments. If the Show Contractor has packages that need to be shipped after the event is over, the following is required by said contractor:

- Print off a return label and tape the box.
- Schedule a pick-up for the package(s).
- Bring the package(s) down to the loading dock outside the security office.
- Notify the Event Manager about the packages and shipping information.

If interested in the KCC Event Staff bringing the packages down to the security office, please let the Event Manager know, and they will provide pricing for the labor.

Show Contractor will need to call Fed Ex, UPS, or freight carrier to pick up the package(s). Please communicate to the freight carrier(s) that pick up is at the Knoxville Convention Center Loading dock located off Cumberland Avenue. The packages will be outside the security office on the loading dock. 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.

Neither 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 with the box taped up. The Event Manager does have rolls of packing tape for purchase.