



Exhibitor Service Manual

2022 CRCA Trade Show & Seminars

Drury Lane | January 19-21, 2022
100 Drury Lane
Oakbrook Terrace, IL 60181

SOURCE
one
EVENTS

General Information

Show Information.....	4
Important Freight Information.....	7
Complimentary Labor.....	8
Complimentary Table Exchange.....	9
Pre-Show Checklist & Tips.....	10
On-Site Checklist & Tips.....	11
Move-Out Checklist & Tips.....	12

Required Forms

Payment & Credit Card Authorization.....	14
Third Party Billing Authorization.....	15

Booth Furnishings

Standard Booth Furniture.....	17
Standard Booth Accessories.....	21
PPE Products.....	23
Display & Accessories.....	24
Specialty Furniture.....	27
Booth Floor Covering.....	43
Charging Stations.....	44

Rental Exhibits & Graphics

Rental Exhibit Booths.....	46
Registration/Reception Counters.....	58
Kiosks & Workstations.....	60
Display Cases.....	62
Display Signage.....	63
Printing & Signage.....	65
LED Poster Display.....	68
Artwork Submission Guidelines.....	69
Audio Visual Booth Rentals.....	70

Labor

Installation & Dismantle Order Form.....	75
Supervised Labor Instruction Form.....	76
EAC Rules & Regulations.....	77
COI Example Template.....	78
Booth Cleaning Labor.....	79
Audio Visual Labor.....	80

Logistics & Material Handling

Logistics vs. Material Handling.....	82
Inbound Logistic Services.....	83
Outbound Logistic Services.....	84
Inbound Freight Service Questionnaire.....	85
Outbound Freight Service Questionnaire.....	86
Material Handling Information.....	87
Material Handling Rates.....	88
Priority Empty Labels.....	89
Advance Warehouse Shipping Labels.....	90
Direct to Show Site Shipping Labels.....	91
Outbound Shipping Labels.....	92
Material Handling Helpful Hints/FAQ's.....	93
Cartload Service.....	95
Vehicle Spotting.....	96
POV Area Information.....	97

Rules & Regulations

Work Rules - Chicago, IL.....	99
Exhibitor Safety & Security Guidelines.....	100
Fire Regulations.....	101
Exhibitor Terms & Conditions.....	102

Facility/Other Contractors

Audio Visual Rentals (Outside Company).....	112
Electrical (Outside Company).....	113
Sign Rigging (Outside Company).....	114
Internet (Outside Company).....	115
Booth Cleaning (Outside Company).....	116
Lead Retrieval (Outside Company).....	117

General Information



Show Name: 2022 CRCA Trade Show & Seminars | **Show Date:** January 19-21, 2022 | **Location:** Drury Lane
Discount Deadline Date: January 5, 2022

Service Contractor Contact Information

SourceOne Events, Inc.
 160 Eisenhower Ln. N.
 Lombard, IL 60148

Office: 708.344.4111
Fax: 708.344.3050
Toll Free: 877.SOE.EXPO
 877.763.3976

Booth Equipment

	Specifications	Color(s)
Booth Size	10'x9'	
Backwall Drape	8' High Back Wall	
Sidewall Drape	3' High Side Wall	
Table	1- 6'x30" Skirted Table	
Chairs	2- Chairs	
Wastebasket	1- Wastebasket	
ID Sign	1- Line ID Sign	

Aisle & Booth Carpet

	Yes or No	Color / Style
Exhibit Hall Carpeted:	Yes	Multi Hotel
Booth(s) Carpeted:	Yes	Multi Hotel
Aisle(s) Carpeted:	Yes	Multi Hotel



10x10 Booth Preview

Service Order Discount Deadline Date

Order early to take advantage of advance order discount rates by sending in payment.

Wednesday, January 5, 2022 by 4:00 CST

Exhibitor Move-In

	Day	Date	Time
	Wednesday	January 19, 2022	1:00PM - 5:00PM
	Thursday	January 20, 2022	8:00AM - 10:00AM

Exhibit & Show Hours

	Day	Date	Time
	Thursday	January 20, 2022	11:00AM - 5:00PM
	Friday	January 21, 2022	9:00AM - 1:00PM

Exhibitor Move-Out

	Day	Date	Time
	Friday	January 21, 2022	1:00PM - 3:00PM

Exhibitor Service Center Hours

	Day	Date	Time
	Wednesday	January 19, 2022	1:00PM - 5:00PM
	Thursday	January 20, 2022	8:00AM - 10:00AM
	Friday	January 21, 2022	11:00AM - 4:00PM

NOTE(S): Our Exhibitor Service Team will be on-site to assist you in coordinating any last minute services, ordering additional products, and to answer any questions you may have.

Advance Shipments to Warehouse

2022 CRCA Trade Show & Seminars
 YOUR COMPANY NAME
 YOUR BOOTH NUMBER _____
 SourceOne Events
 160 Eisenhower Lane N.
 Lombard, IL 60148

SourceOne receiving hours are Monday through Friday between 8:00AM to 4:00PM.

Drivers must check-in with Advance Warehouse prior to 3:00PM to be ensured same day unloading

NOTE(S): Any charges incurred due to freight received early at the facility are the responsibility of the exhibitor.

Begin Advance Shipments

Day	Date	Time
Monday	December 20, 2021	8:00AM

NOTE(S): Shipments arriving before this date may be refused or subject to a early shipment surcharge.
Freight Warehouse closed: December 23, 24, 25, 31 and January 1

Advance MH Discount Deadline

Day	Date	Time
Monday	January 10, 2022	8:00AM - 4:00PM

NOTE(S): Shipments arriving after the published timeline will incur a 30% surcharge (which is assessed to the advance material handling rates). Shipments received after Monday, January 17, 2022 will not be accepted.

Direct Shipping Address

Day	Date	Time
Wednesday	January 19, 2022	1:00PM - 5:00PM

2022 CRCA Trade Show & Seminars
 YOUR COMPANY NAME
 YOUR BOOTH NUMBER _____
 Drury Lane
 c/o SourceOne Events
 100 Drury Lane
 Oakbrook Terrace, IL 60181

Shipments will only be accepted during the Move-In hours listed above.

Empty Container Return

Day	Date	Time
-----	------	------

NOTE(S): If you want to be the first to receive your empties please order your Priority Empty Labels in advance found on [page 89](#).

Freight Carriers Check-In (End of Show)

Day	Date	Time
-----	------	------

NOTE(S): All carriers must check in 1 hour before the facility clear time. If the driver fails to check-in, all materials will be rerouted via SOE carrier choice.

Facility Clear

Day	Date	Time
-----	------	------

NOTE(S): All exhibit materials must be removed.

Important Information

All items and materials that are brought into the facility may be subject to Material Handling charges. These charges are the responsibility of the Exhibitor(s). This also applies to items not ordered through the Official Show Vendors.

Disposal of Booth Properties

Exhibit properties that are not disposed of are not part of your material handling charges and will be subject to a disposal fee. Please contact SourceOne Events Exhibitor Service Team for rates and rules applicable to disposal of your exhibit properties.

IMPORTANT PLEASE READ

All freight shipped in advance of show must be shipped to:

Name of Show: _____

To: _____ Booth Number: _____

SourceOne Events, Inc.
160 Eisenhower Lane N.
Lombard, IL 60148

Questions? Just Ask!

Call at 708.344.4111 or email exhibitorservices@sourceoneevents.com
Contact us online at www.sourceoneevents.com/exhibitor-services

DO NOT SHIP ADVANCE FREIGHT TO Drury Lane

Material Handling Information

- There will be a charge for material handling based on CWT (per 100 lbs.) which is applicable if freight is handled by SourceOne Events.
- Each shipment incurs a 200 lb. minimum charge. This applies when SourceOne has labor move freight from Show Site dock to the exhibitor's booth, providing empty stickers, storing empties, returning empties at the close of the show, and loading onto the exhibitor appointed show carrier. (See Material Handling Form for Charges).
- Please be sure to see our Exhibitor Service Center located on the show floor to assist you with your outbound material handling preparation.
- Make sure you identify your company name and booth number when making arrangements with an outside carrier for shipping your exhibit at close of the show.
- Any shipments received outside of the outlined shipping instructions are subject to a 10% increase to the advance material handling rates.

Jurisdiction Information

Should any freight be received by Drury Lane, it will be consigned to SourceOne Events, Inc. and subject to the prevailing drayage rate plus any additional handling fees.

- The unloading and delivery of all display related materials from the Show Site receiving area to the exhibitor's booth, and unloading out from the exhibitor's booth to trucks at the receiving area, falls under the jurisdiction of SourceOne Events, Inc. and will be performed exclusively by SourceOne Events, Inc. The only exception to this rule is that exhibitors may "hand carry" items into the exhibit area, provided they do not go through the dock or loading area at the facility. The use of material handling equipment to assist them in either the loading or unloading of their materials is prohibited on the show floor.

We urge you to ship your materials in advance to the designated material handling/drayage warehouse.

Benefits of Shipping to Advance Warehouse

- Storage of your freight for 30 days prior to show.
- Tracking and notification of freight arriving at advance warehouse or missing items prior to show.
- Materials will not be refused due to lack of space for your exhibit prior to show.
- Peace of mind your materials will be in your booth for you to begin set-up at your assigned set-up time.
- Storage of empties during show and returning of empties at the close of show.

Please Note: Overtime/Double Time rates apply for labor and material handling rates before **8AM** and after **4:30PM Monday through Friday, Saturday and Sunday, and Holidays** during either delivery/pickup of freight or during the load-in/load-out of exhibitors freight.

CRCA is providing carpenter labor for the install and dismantle at no charge to the exhibitor as long as the labor is ordered in **ADVANCE** of the discount deadline date listed above. Orders received after the advanced deadline date will be charged the rate of \$119.00 per man per hour for the install and dismantle labor. For the Installation Labor in the event that the install is not completed by 5:00PM on Wednesday, January 19, 2022, the remainder of the installation will take place on Thursday, January 20, 2022 and the exhibitor will be charged the hourly labor rate of \$119.00 per man per hour. For the Dismantle Labor, if we receive this request after the discount deadline date, exhibitors will be charged \$119.00 per man per hour. If the dismantle labor is not completed by 3:00pm on Friday, January 21, 2022, the exhibitor will be charged \$119.00 per man per hour.

____ Plan A

All work is done under the direction of the exhibiting companies personnel. The exhibitor will direct SourceOne Events labor on how to install and dismantle their booth materials. Your representative must check in at our Service Desk to pick up the scheduled laborers. Upon completion of work, your representative must return the laborer to sign them out.

____ Plan B

All work is done under SourceOne Events Supervision and the exhibitor is not present during the installation and/or dismantle of the booth. In order to complete the work without your representative present, SourceOne Events must have the completed information **PRIOR TO THE INSTALL OR DISMANTLE** listed below:

Total # of Crates _____ Cartons _____ Fiber Cases _____ Special Handling _____

Booth Instructions: Attached _____

Carpet: With Exhibit _____ Rented from SourceOne Events _____ Color _____ Size _____

Electrical Placement: _____ Please attach diagram with placement

Graphic: With Exhibit _____ Shipped Separately _____

	No. Of Workers	Date	Time	Approx. Hours
Installation				
Dismantle				



Complimentary Table Exchange

Show Name: 2022 CRCA Trade Show & Seminars | Show Date: January 19-21, 2022 | Location: Drury Lane
Discount Deadline Date: January 5, 2022

The Complimentary table exchange will allow exhibitors to exchange the provided 6' x 30" high skirted for a 4' x 30" high or 8' x 30" high Skirted Table. Exhibitors are encouraged to order this service by the advanced deadline date of January, 5, 2022. Exhibitors who requested this service the day of exhibitor move in will not be denied, however SourceOne Events will have a limited selection of tables available at this time. Please fill out this information below if you would like to exchange your table:

I would like to exchange my 6' x 30" high table for a:

_____ 4' x 30" Skirted Table

_____ 8' x 30" Skirted Table

_____ Remove the 6' x 30" high table from my booth

Please Note: Exchanging a 6' x 30" high table for a 42" high table of any size is not allowed and will be charged at the rates indicated on the Furnishings – Tables Page. If you place your order after the discount deadline, you will be charged that Standard Rate for the table you choose.



Online Ordering: Save time and money by ordering online before the discount deadline date passes. Onsite orders are charged at an increased rate.



Freight Consolidation: Instead of shipping several boxes separately or on separate dates, and being charged the 200lb minimum for each shipment, consolidate to a shrink wrapped skid and only be charged one fee.



Freight Tracking: Be sure to have your tracking information readily available in case you need to reference it at show site.



Exhibitor Service Manual (ESM): Review the show's service manual and familiarize yourself with the rules, regulations, labor jurisdiction, and order deadline dates for best planning practices.



Show Travel Plans: Before you make your travel plans, be sure to review the show details. Give yourself plenty of time for show setup and move-out (empty freight can take time to return to your booth space).

Show Details

Login to the SourceOne Events website to check show information and your service order confirmation.

Sign In

I have previously registered and my password is:

Email

Password

[Forgot your password?](#) | [I have never registered. Sign Up](#)



Exhibitor Service Center

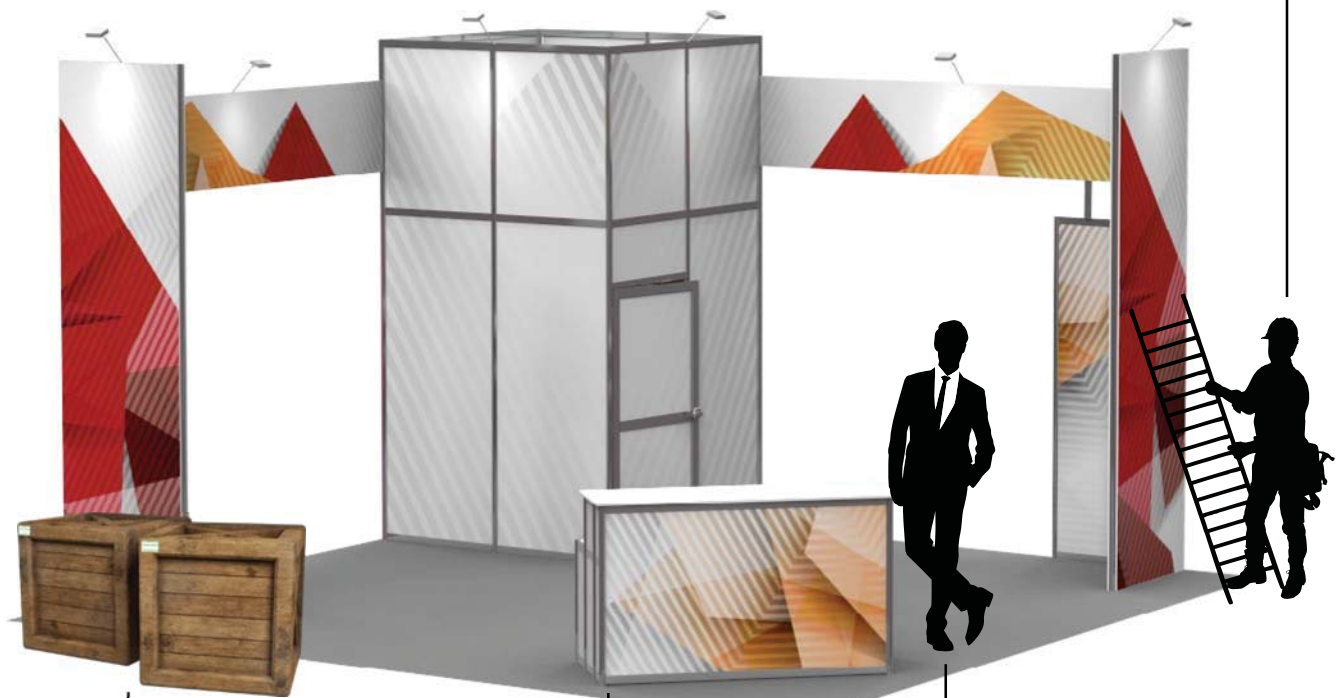
SourceOne Exhibitor Service Representatives are available to answer any questions and to provide any additional services you may need.

Empty Stickers

Available at the Exhibitor Service Center. Be sure to place one sticker with your company name and booth number on each piece to be stored.

Booth Labor

Check in with the Exhibitor Service Center prior to your labor start time to ensure you are on the schedule.



Freight Delivery

Make sure your shipment has been delivered to your booth space and that it is complete.

Freight Emptying & Removal

Remove contents of containers prior to applying empty stickers. No access is available during show hours.

Furniture & Carpet


Check your booth space and make sure your order has been fulfilled.

Show Attire

Bring proper clothing for setup, show duration, and move-out. Temperatures can fluctuate depending on the facility.

Material Handling Agreement

During move-out hours, be sure to visit the Exhibitor Service Center to fill out your outbound shipping info.



The form is titled "MATERIAL HANDLING AGREEMENT" and includes sections for Exhibitor Information, Material Description, and Shipping Information. It also features a "Thank you for using SourceOne Events for your Trade Show Shipping Solutions" message.



Outbound Booth Packing

Once your shipment is packed, return the completed Material Handling Agreement to the Exhibitor Service Center.



Outbound Labels

Apply one outbound shipping label to each piece of freight to be picked up. Do not label boxes with contents if they are of significant value.



Empty Freight Return

Once the aisle carpet is rolled back, freight empties will be returned to your booth space. Please be sure to give ample time for your freight return. You may purchase a "Priority Empty Return" to expedite the receipt of your empties.



Carrier Check-In & Freight Removal

Check the Show Details page for Driver check-in hours and the time your shipment must be picked up by your carrier to avoid forced freight and return to warehouse fees.



Booth Labor

Check in with the Exhibitor Service Center prior to your labor start time to ensure you are on the schedule.

Required Forms





Payment & Credit Card Authorization

Show Name: 2022 CRCA Trade Show & Seminars | Show Date: January 19-21, 2022 | Location: Drury Lane
Discount Deadline Date: January 5, 2022

Company Name: _____ Booth Number: _____

Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Primary Contact: _____ Email: _____

Phone: _____ Cell/Mobile: _____ Fax: _____

Secondary/Contact at Booth/Show Site: _____ Email: _____

Phone: _____ Cell/Mobile: _____ Fax: _____

Payment Policy

BY SUBMITTING THIS FORM VIA ELECTRONIC MAIL, FACSIMILE, POSTAL MAIL, OR IN ANY OTHER MANNER TO SOURCEONE EVENTS, INC., YOU AGREE TO BE BOUND BY ALL TERMS AND CONDITIONS PROVIDED TO YOU WITH THE "EXHIBITOR SERVICE KIT", INCLUDING BUT NOT LIMITED TO THE "EXHIBITOR TERMS AND CONDITIONS".

Payment for Services

- SourceOne requires full payment prior to the time services are ordered.
- We require a credit card authorization with initial order. For your convenience, we will only use this authorization to charge your account if indicated below by checking Method of Payment.
- We understand that your calculation is only an estimate of charges by SourceOne Events, and may not reflect the balance of the final invoice, which may include labor and material handling.
- Discount rates will not apply to orders received without payment.

NOTE: Services rendered during the exhibitor move-in will be added to your final invoice, included but not limited to Material Handling, Labor, Furnishings, Shipping Logistics, etc.

Method of Payment

- For your convenience, SourceOne Events, Inc. accepts Mastercard, VISA, Discover, American Express, checks, cash, ACH direct deposit, and wire transfers. Please contact SourceOne Events, Inc. for ACH and Wire Transfer Instructions. Any charge totaling \$10,000 or above that is to be paid by credit card in one transaction will be charged 3% surcharge.
- We do not accept purchase orders as forms of payments.
- All payments are to be made in U.S. funds drawn on a U.S. Bank.
- Exhibitors will be charged a \$50.00 fee for returned NSF checks.
- ACH and Wire Transfers will be charged a \$50.00 fee.

Third Party Billing

- SourceOne requires that the exhibiting firm is responsible for all charges incurred on its behalf.
- In the event that you have arranged for an exhibit house or such other third party to handle your billing, a Third-Party Billing Agreement must be completed. As the exhibitor, you are responsible for all charges incurred at the show, should your display house or such other third party fail to meet the required payment terms explained above.
- If third party does not pay for services, SourceOne Events, Inc. reserves the right to collect full payment from Exhibitors.

Cancellation of Order

- Orders cancelled by the Exhibitor prior to SourceOne Events Inc. move-in, or cancelled because of reasons beyond the exhibitor's control, please reference [Exhibitor Terms & Conditions on page 102](#), located in the green section of the kit. Reference item number 4 under Payment Terms.
- Orders Cancelled after installation are subject to a cancellation fee of 100% of the total order.

Calculation of Orders

(totals from SourceOne Events, Inc. order forms):

Booth Furnishings & Accessories	\$
Rental Exhibits & Graphics	\$
Labor	\$
Logistics & Material Handling	\$
Facility Forms - Send order to facility	N/A

Total Due to SourceOne Events Inc.

\$

Method of Payment

- Requires credit card with initial order

Credit Card on File:

☐☐☐☐

CVV2 number lets a merchant verify that the cardholder does in fact have the card in his or her possession.

Credit Card Number:

Exp. Date:

 /

CVV2:

Cardholder's Billing Address:

City: _____ State: _____ Zip: _____ Country: _____

Cardholder's Name: _____ Email: _____

Authorized Signature: X Date: _____

By signing this page you agree to placing this order and have accepted SourceOne Events, Inc. Terms & Conditions of this contract.

Order Payment Method:

- ☐ Charge the Credit Card listed in the Method of Payment Section of this form.
- ☐ Check Enclosed # _____ Dated: _____ / _____ / _____ Amount: _____
(Credit Card required on file)
- ☐ Wire Transfer on _____ from _____ in _____ (Please contact SourceOne Events, Inc. for ACH or Wire Transfer Instructions)
(Date) (Bank) (Amount)

Questions? Just Ask!

Call at 708.344.4111 or email exhibitorservices@sourceoneevents.com
Contact us online at www.sourceoneevents.com/exhibitor-services



Third Party Billing Authorization

Show Name: 2022 CRCA Trade Show & Seminars | Show Date: January 19-21, 2022 | Location: Drury Lane
Discount Deadline Date: January 5, 2022

Exhibiting Company Name: _____ Booth Number: _____

Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Exhibitor Primary Contact: _____ Email: _____

Phone: _____ Cell/Mobile: _____ Fax: _____

All invoices are due and payable upon receipt, by either party. By completing this form, you are agreeing to all terms and conditions mentioned.

Authorized Signature: _____ Date: _____

As an Exhibitor electing to use third-party billing, I understand and hereby agree that the ultimate responsibility for payment of all charges is mine. Further, I agree to be bound by all terms and conditions provided to you with the "Exhibitor Service Kit", including but not limited to the "Exhibitor Terms and Conditions". In the event that the named third party fails to meet the required payment terms, charges will revert back to me, the exhibiting company.

Payment Policy

Payment for Services

- SourceOne requires full payment prior to the time services are ordered.
- We require a credit card authorization with initial order. For your convenience, we will only use this authorization to charge your account if indicated below by checking Method of Payment.
- We understand that your calculation is only an estimate of charges SourceOne Events, Inc. and may not reflect the balance of the final invoice, which may include labor and material handling.
- Discount rates will not apply to orders received without payment.

NOTE: Services rendered during the exhibitor move-in will be added to your final invoice, included but not limited to Material Handling, Labor, Furnishings, Shipping Logistics, etc.

Method of Payment

- For your convenience, SourceOne Events, Inc. accepts Mastercard, VISA, Discover, American Express, checks, cash, ACH direct deposit and wire transfers please contact SourceOne Events, Inc. for ACH and Wire Transfer Instructions. Any charge totaling \$10,000 or above that is to be paid by credit card in one transaction will be charged 3% surcharge.
- We do not accept purchase orders as forms of payments.
- All payments are to be made in U.S. funds drawn on a U.S. Bank.
- Exhibitors will be charged a \$50.00 fee for returned NSF checks.
- ACH and Wire Transfers will be charged a \$50.00 fee.

Third Party Billing

- SourceOne requires that the exhibiting firm is responsible for all changes incurred on its behalf.
- As the 3rd Party on the exhibitors behalf, you are responsible for all charges incurred at the show on-site.
- If third party does not pay for services, SourceOne Events, Inc. reserves the right to collect full payment from Exhibitors.

Cancellation of Order

- For orders cancelled by the Exhibitor prior to SourceOne Events Inc. move-in, or cancelled because of reasons beyond the exhibitor's control, please reference **Exhibitor Terms & Conditions on page 102**, located in the green section of the kit. Reference item number 4 under Payment Terms.
- Orders Cancelled after installation are subject to a cancellation fee of 100% of the total order.

Calculation of Orders

(totals from SourceOne Events, Inc. order forms):

Booth Furnishings & Accessories	\$
Rental Exhibits & Graphics	\$
Labor	\$
Logistics & Material Handling	\$
Facility Forms - Send order to facility	N/A

Total Due to SourceOne Events Inc.

\$

Method of Payment

- Requires credit card with initial order

Credit Card on File:

☐☐☐☐

CVV2 number lets a merchant verify that the cardholder does in fact have the card in his or her possession.

3rd Party Credit Card Number:

Exp. Date:

 /

CVV2:

3rd Party Cardholder's Billing Address:

City: _____ State: _____ Zip: _____ Country: _____

3rd Party Cardholder's Name: _____ Email: _____

3rd Party Authorized Signature: X _____ Date: _____

By signing this page you agree to placing this order and have accepted SourceOne Events, Inc. Terms & Conditions of this contract.

Order Payment Method:

- ☐ Charge the Credit Card listed in the Method of Payment Section of this form.
- ☐ Check Enclosed # _____ Dated: _____ / _____ / _____ Amount: _____
(Credit Card required on file)
- ☐ Wire Transfer on _____ from _____ in _____ (Please contact SourceOne Events, Inc. for ACH or Wire Transfer Instructions)
(Date) (Bank) (Amount)

Questions? Just Ask!

Call at 708.344.4111 or email exhibitorservices@sourceoneevents.com
Contact us online at www.sourceoneevents.com/exhibitor-services