

**2023**



**ISHM Customer Service ~ Frypan Partners LLC, Betsy Fry**  
**GENERAL & FREIGHT INSTRUCTIONS**

Email: FrypanOK@aol.com ~ Call or Text: 405-623-8183

<p><b>INBOUND</b> Freight Instructions</p>	<p>If you're shipping in display materials, Ship To:  <b>ISHM Adv Whse c/o ABF Freight Terminal, 1117 E Grand Blvd, Oklahoma City, OK 73129</b></p>
<p><b>Submit Forms by 5/12/2023</b></p>	<p>On-Time Freight will be delivered to your booth on Monday, May 15, 2023, Exhibitor move-in May 15 too                  Submit all forms by 5/12/2023:                  Notification forms &amp; Payment Arrangement form for On-Site Service Charges</p>
<p><b>SHIP TO</b></p> <p>On-Time Receiving Window</p> <p>Late Window</p> <p>Include OutBound Instructions</p>	<p><b>ISHM Advance Warehouse. <u>ABF Terminal, 1117 E Grand Blvd., Oklahoma City, OK 73129.</u></b>                  OKC Convention Center does NOT have receiving services.  <b>DO NOT SHIP DIRECTLY TO THE NEW OKC CONVENTION CENTER.</b>  <b>An substantial Out Of Area Penalty of \$250.00 applies to shipments made directly to the convention hall. Goods may not be delivered to you in time for exhibit display.</b></p> <p><b>May 1 thru May 12, 2023 ABF Hours: Mon-Fri from Midnight to 8pm Each Weekday. Closed Saturdays &amp; Sundays</b></p> <p><b>Goods Received After May 12 Will Be Accepted &amp; Will Be Delivered to Exhibit Hall, subject to Late Fee</b>                  Scheduled late drayage to OKC Convention Center will be Tuesday, May 16 at 8:00 am</p> <p>In your display materials, pack the instructions to advise your exhibit staff about out-bound preparations. Provide Frypan Partners with a <u>copy</u> of your <u>Bill of Lading</u> or customer bar-code labels for UPS or FedEx or other small package out-bound shipments.  <b>Please Note:</b> Frypan's office copies are NOT your shipping documents. These are for reference ONLY when tracking outbound shipments. Stop by the Frypan Service Desk during exhibit hours for help.  <b>MAKE PAYMENT ARRANGEMENTS for On-Site Service Charges. Do this BEFORE show close.</b> Otherwise, your shipment will be force shipped ABF and will incur additional charges from Frypan. To help your staff, an on-site ABF Freight Desk will be open Thursday 5/18 to assist if you have questions.</p>
<p><b>NEW EXHIBIT HALL</b></p>	<p><b>OKC CONVENTION CENTER, 100 Mick Cornet Drive, Oklahoma City, OK 73109</b>                  Halls C &amp; D, Loading Dock is located on the east side of the building. Access from Gaylord at SW 5th Street. <b>Walk-in move-in from south end of convention hall, a small dock is positioned there.</b></p>
<p><b>MOVE-IN</b> Mobile Displays / Trailers</p>	<p>MONDAY, As Scheduled MAY 15 - 10AM- 5PM, by special appointment</p>
<p><b>EXHIBITORS</b>  <b>MOVE IN &amp; SET UP</b>                  Thank you for your help with year's unique complication!</p>	<p>Because of scheduling constraints at the Convention Center, ISHM's set up and move in times have been seriously affected. We ask for your understanding and patience. Exhibitor move-in times will vary by booth size &amp; complexity and all exhibiting companies will be advised individually when their move-in time will be. We are planning to have set up time in the evening on Monday and early on Tuesday morning. Further, ISHM's Tuesday opening will be pushed a wee bit later to 10:30 AM, so exhibitors will have more time to move in &amp; set up.</p>
<p><b>PARKING</b></p>	<p>The most convenient parking is in the lot directly south of the exhibit hall OR in the parking garage to the north. Trolley service is also nearby.</p>
<p><b>REGISTRATION &amp; Exhibitor Check-In</b></p>	<p>Register for the event in the Main Lobby. Then <b>Exhibitors also CHECK-IN</b> at the ISHM Exhibit Information Desk inside the exhibit hall.</p>
<p><b>EXHIBIT OPENS</b>  <b>WED &amp; THURS EXHIBIT HOURS</b>  <b>TEAR DOWN BEGINS</b></p>	<p>TUESDAY, MAY 16, 10:30 AM, Exhibitors may access Hall at 6:00 AM to complete set up                  7:30 AM - 5:00 PM WED MAY 17, and 7:30 AM-11:00 AM THURS MAY 18, 2023                  11:00 AM THURSDAY, MAY 18 - Vacate ASAP by 4:00 PM Same Day</p>

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<b>OUTBOUND</b> Freight Instructions	<p><b>Tear Down Begins at 11:00 AM THURSDAY, MAY 18 - Vacate ASAP by 4:00 PM Same Day</b>  <b>Freight Pick-up window is open 1:00 pm to 4:00 pm ON 5/18 ONLY.</b> At 4:00 pm, any remaining outbound shipments that are improperly labeled, unrouted, not picked up, otherwise complicating hall clearance, or which haven't had transit freight payment set up in advance will be force-shipped via ABF Freight, charged to your ABF account or via FREIGHT COLLECT. Coordination Surcharge will apply to forced shipments. If you're not sure, open an ABF Freight account in advance to save \$ &amp; be easy</p>
<b>SHIPMENTS</b>	<b>Coordinated by Frypan Partners LLC, Betsy Fry 405-623-8183 FrypanOK@aol.com</b>
SMALL PACKAGE SERVICE Ground-Air-2ndDay Frypan arranges Small Pkg pick-up Copy Labels for Frypan	<p>For small packages moving Ground, Air, or Second-Day: <b>EACH PIECE MUST BE LABELED</b>, Be smart! Include pkg count (#1 of 3, #2 of 3, etc) Be smart, drop off your small packages at Frypan's desk.</p> <p><b>Bar-coded Customer Labels are <u>required</u> for each piece in your shipment</b></p> <p>No need for you to schedule pick-up. Frypan will get your properly labeled small packages on the move! We will check booths for small package shipments, but smart exhibitors drop off small packages at Frypan's desk, just to be sure everything's right.</p> <p>If bar-coded customer labels are not affixed to your shipment, material will be palletized &amp; re-routed to be force-shipped via ABF Freight, billed to your account (if provided) or Freight Collect. <b>NO EXCEPTIONS.</b> Coordination Surcharge will apply</p>
<p><b>Frypan arranges pick-up for Small Package services.</b>                  Should plans change &amp; you set up your own pick-up, Frypan must be notified on site.                  Change of plans without notice may incur additional charges. Please don't make us hunt for packages that have gone out some other way.</p>	
COMMON CARRIER, LOGISTICS Exhibitor Arranges for pick-up LTL Freight or Logistics Services Copy Bill of Lading for Frypan	<p><b>Pick-up Window: Thursday, May 18 - 1pm-4pm, Be sure pick-up carrier has correct paperwork</b></p> <p>Arrange pick-up at <b>OKC Convention Center, 100 Mick Cornet Drive, Oklahoma City, 73109</b>                  Dock is accessed from Gaylord at SW 5th Street</p> <p>A copy of your Bill of Lading should be provided to Frypan Partners, for reference only</p>
Missed Window	<b>Freight not picked up by 4PM on Thursday May 18 will be re-routed to ABF Freight, on your ABF account or via Freight Collect. NO EXCEPTIONS. Coordination Surcharge will apply</b>
OUTBOUND PREPARATION  COPY FRYPAN WITH YOUR OF LADING OR SMALL PACKAGE LABELS  <b>We use copies for reference, not for placement on your shipment</b>  <b>SEND IN YOUR FORMS</b> In-Bound Freight Notice Out-bound Freight Notice of Lading or Coded Labels Labor Order Trailer Notice Payment Arrangement <b>THANK YOU</b>	<p><b>PLEASE ADVISE YOUR EXHIBIT STAFF - Include Info with Display Materials</b></p> <p><b>Confirm that your OUTBOUND Freight Forms have been provided to Frypan Partners.</b> This is the notification that freight is in your booth to be processed out from the Exhibit Hall. Frypan Partners service desk is manned during the event. Stop by the Frypan Service Desk during exhibit hours. We don't bite.</p> <p><b>Each package must be identified.</b> UPS, FedEx or other Small Package Services require that each piece must have bar-coded customer label attached to each piece. LTL shipments by Common Carrier or Logistic Services must have a <i>Bill of Lading</i> If you plan for outbound shipment, include ID label for each piece corresponding to Bill of Lading. If shipping internationally, customs documents are required. Please be SURE Frypan has office copies of your shipping documents.</p> <p><b>Pack up &amp; label goods for shipment.</b> Drop off small packages at the Frypan desk, but leave LTL freight in your booth. If needed, Frypan Partners will shrink wrap for shipment. However, if your shipment requires banding, please advise Frypan Partners before the close of the exhibit. Banding material and assistance will be available or provided. Extra pallets are on hand if you need one.</p> <p><b>If you prefer to carry out your goods</b> or take your shipment directly to a UPS or FedEx store, that's no problem. But ... <b>if this approach is a change to your original outbound plan</b>, please be sure Frypan Partners knows not to look in your booth for your pre-arranged shipment.</p>
<p>Special Note: ISHM 2022 outbounds routed on <b>FedEx Freight &amp; FedEx Express</b> were seriously fouled up by this carrier in OKC last year. In our opinion, FedEx Freight may well understand general LTL shipments, but does not realize the intricacies for LTL with trade shows. We urge you to consider this all too frequent factor with FedEx as you make your plans to ship out from Oklahoma City.</p>	