

Custom Block: Learn How It Saves Time, Money & Headaches

Bob Ryley, *Senior VP Exhibition Sales, GES*

Tom Gilmore, *IMTS National Freight Manager, GES*

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GES – Global Experience Specialists

- Bob Ryley – Senior Vice President, Exhibition Sales
- Tom Gilmore – National Freight Operations Manager, IMTS

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- Custom Block Package was developed for IMTS 2006
 - ✓ Packaged services most commonly used, based on Freight Weight Density
 - ✓ Additional “optional” upgrades to provide additional cost certainty
- Goals in development – Cost Certainty, Remove the Peaks and Valleys for the same work
- How?
 - ✓ Crew and crew ability, now on the Service Contractor to manage
 - ✓ Equipment usage also now on the Service Contractor to manage
 - ✓ Focus is now on getting the work done – quickly, efficiently, and safely

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- There are a few Rules of the Road
 - a) Provide accurate freight and weight information, to get you placed in the correct CBP – this is really where it starts and ends!
 - b) Let us know what you're doing – place your orders by the deadlines
 - c) Have your freight (carriers) meet the target dates and times for check in
 - d) Get your payments for the CBP made by the deadline
- By doing these things, you can avoid additional expenses
- By meeting the order deadlines, you also get the advance order rates on any ala carte pricing

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- Review of the calculation, because this will save you headaches later

Here is what you need:

Total Freight Weight (all Display and Machinery, including skids)

Total Square Footage of your booth space

Custom Block Package

Total Freight Weight divided by your Total Square Footage

Example: 275,000 lbs. Freight / 8000 square feet = 34.37 lbs./sf

Purple Custom Block Package

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- How to avoid the problems - manage the issues ahead of time

We are here to help!

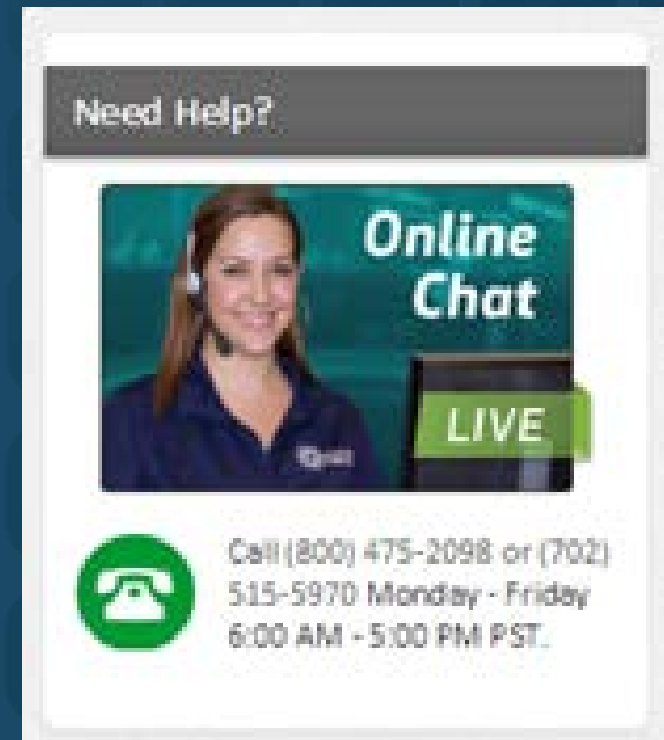
Over communicate, and there is almost nothing we can't help you with

Keep the details coming.

Repeat exhibitors, we can help you with recap's from the 2016 show

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- Let's talk about eliminating the Headaches.
We have staff to assist you.
- General Information, Questions, Furniture and/or Carpet Orders
 - GES National Servicenter
 - Business hours from 8am Eastern through 5pm Pacific Time
 - Translation Services available for International exhibitors
- 9 - time JD Power Award Winner
- Call Center Operation for Excellence in Customer Service
- Phone Toll Free: (800) 475-2098 or (702) 515-5970
- Online Chat usage over 65%



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- Let's talk about eliminating the Headaches.
We have even more staff to assist you.
- Located in Chicago is our GES/IMTS 2018 Service Support Team
Dedicated solely to IMTS 2018, beginning right now at this workshop
 - ✓ Handle overflow calls from the National Servicer
 - ✓ Manage calls elevated due to technical questions
 - ✓ CBP experts with a higher level of knowledge about McCormick Place
 - ✓ One Rep committed to each exhibit floor for even greater familiarity
 - ✓ One Rep dedicated to managing target information and requests
 - ✓ One Rep specializing in Equipment and Rigging Labor questions

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- Who manages these people – Tom? No Way! Bob? Not really.
- Amanda Butler – Exhibitor Service Supervisor
 - Part of the service team in 2014
 - Managed the Chicago based team in 2016
 - Contact Info: abutler@ges.com
(630) 539-4872

Going to be in Chicago? Let Amanda know. Stop by and see us, set an appointment to review your needs with Tom or one of our Operations Staff.

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Let's meet the Crew!

Carlos Rosas	630.295.6040	crosas@ges.com	Target Date Management
Arencenia Harris	630.539.4875	arharris@ges.com	Rigging/Freight Labor
Sharmin Boyd	630.295.6041	sboyd@ges.com	South Hall Level 3
Bryan Garcia	630.671.7986	bgarcia@ges.com	North Hall Level 3
Nya Carney	630.351.7763	ncarney@ges.com	East Hall Level 3
LaShae Singleton	630.539.4874	lasingleton@ges.com	East Hall Level 2
Kristina Vicory	630.351.7768	kvicory@ges.com	West Hall Level 3

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- We appreciate all of your time here at the workshop, and your participation at IMTS 2018
- Please join us at our Workshop booth space if we can answer additional questions

Thank You!