

FREIGHT MANUAL



Freight Forwarders & Loading Dock Management – GEL EVENT LOGISTICS

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GEL Event Logistics is the appointed contractor for the transportation of exhibitor freight and onsite logistics. GEL supply exhibitors with a door-to-stand freight service, providing peace of mind to exhibitors with complete tracking and email notification when the freight arrives onsite at the stand. GEL provide their customers with delivery labels, barcodes and consignment notes to attach to freight and are the recommended freight provider. However, exhibitors may also choose to use their own providers if preferred.

All incoming and outgoing freight will be managed by GEL including all exhibitor self-appointed freight companies, couriers and private vehicles.

AGHA and GEL do not take any responsibility for any lost, stolen or damaged freight.

Organisers Office - AUSTRALIAN GIFT & HOMEWARES ASSOCIATION (AGHA)



Postal Address	Locked Bag 103, Silverwater, NSW, 1811	Event Enquiries	events@agha.com.au
Ph Toll Free	1300 441 384	Sales Enquiries	sales@agha.com.au
Phone	02 9763 3222	Marketing Enquiries	marketing@agha.com.au
Fax	02 9746 9955	Accounts Enquiries	accounts@agha.com.au
Website	www.agha.com.au		

Venue – MELBOURNE CONVENTION & EXHIBITION CENTRE (MCEC)



Venue Address	1 Convention Centre Place, South Wharf, VIC, 3006	Fax	03 9235 8121
Delivery Address	Loading Dock, Off Normanby Road, South Wharf, VIC, 3006	Email	exservices@mcec.com.au
Phone	03 9235 8110		

ACCESS DATES AND TIMES

MOVE IN

Tuesday 29 th July	8:00am – 6:00pm	Early Access – permission required
Wednesday 30 th July	8:00am – 6:00pm	Early Access – permission required
Thursday 31 st July	8:00am – 9:00pm	Exhibitor access & freight deliveries
Friday 1 st August	8:00am – 6:00pm	Exhibitor access & freight deliveries

MOVE OUT

Wednesday 6 th August	3:00pm – 9:00pm	Move out
Thursday 7 th August	7:00am – 2:00pm	Freight Collection

Any freight NOT collected by 2.00pm on Thursday 7th August will be taken to GEL EVENT LOGISTICS depot and charged at the exhibitor's expense.

USING AN EXTERNAL FRIEGHT COMPANY

Freight

- Freight companies are expected to know their clients:
 - stand number,
 - stand name and
 - contact details for both delivery and collection.
- Confirm with your client that you can deliver without a signature, as not all exhibitors will be onsite when you deliver their freight OR alternatively, deliver when you know the client will be onsite.
- A copy of the delivery freight label is below for your information. This is provided to ALL exhibitors. Make sure the information is provided on the freight when you collect it.
- Please ensure you only deliver and collect as per the times above as outside of these hours may result in non-delivery/collection. If in doubt, please contact GEL.
- Please ensure the client(s) has the correct paperwork required for collection i.e., Con Notes.

Exhibitors note:

- Please ensure your freight company is aware of the move-in and move-out timing. If they don't collect your freight on time after the event, it will be classified as abandoned freight and will be taken back to the GEL depot at the exhibitor's expense. See 'Abandoned Freight' below.
- You must clearly display a consignment note on all pallets/crates to be collected and an emergency contact number. The truck driver must have a copy of the consignment notes for all items and correct information regarding your company, otherwise they will not be able to collect the items.
- Use the AGHA delivery labels.

FREIGHT LABELS

[Freight Labels TO the Fair](#)

[Freight Labels FROM the fair](#)

HOW CAN YOU MAKE DELIVERIES EASIER?

- Provide a 'one point of contact' from your freight company for us to liaise with regarding your freight.
- Consolidate your freight into one vehicle and not have numerous vehicles requiring access to the dock on numerous occasions.
- Prior to the Fair advise GEL Events of the quantity of freight you have for our Fair. Once we know this information, we can manage the freight delivery onsite by:

- a. Offering you space on the dock/floor for distribution of your freight to your clients.
 - b. Depending on quantity and timing, potentially provide some labour for assistance in managing your freight.
 - c. Depending on the quantity, potentially provide early access for delivery.
4. For multiple client freight deliveries, it would be a requirement for your freight company to have a representative onsite to manage the delivery from your client(s) perspective.
 5. In any case, please ensure that only AGHA Gift Fair freight is consolidated in the delivery. Any other delivery to the venue for other events will not be managed onsite within our space.

HOW CAN YOU MAKE COLLECTIONS EASIER?

1. Provide a 'one point of contact' from your freight company for us to liaise with regarding your freight.
2. Prior to the Fair closing, advise GEL Events of the quantity of freight you have for collection at our Fair. Once we know this information, we can manage the freight collection onsite by:
 - a. Offering you space on the dock/floor for consolidation of your client's freight.
 - b. Depending on quantity and timing, potentially provide some labour for assistance in managing your freight collection.
 - c. Depending on the quantity, potentially extend access times for collection.
3. For multiple client freight collection, it would be a requirement for your freight company to have a representative onsite to manage the collection from your client's perspective.

ACCESS TO THE LOADING DOCK

Access to the loading dock is via Normanby Road. The loading dock is a one-way system. The MCEC has a vehicle checkpoint at the dock entry to monitor access and ensure orderly unloading.

There's no direct address for the loading dock. However, if you enter the coordinates below into your map, it will take you to the loading dock entrance. Enter through pillars 3-4.

-37.8275062,144.9512963

The loading dock can be a bit difficult to find. It is split across two levels (the upper and lower). The upper dock (pink) is on the same level as Doors 11-17 and is the main dock used for exhibition bump-ins. The Lower Dock covers Doors 9-10 (yellow). The lower loading dock is intended for smaller vehicles (up to 8cm), couriers and exhibitors.

Whilst driving on the loading dock, please turn on your hazard lights and drive slowly, looking out for pedestrians and other vehicles.

- A 30-minute unloading limit applies to all vehicles on the loading dock. Times for larger vehicles are at the loading dock attendant's discretion.
- Any person wishing to gain access to the venue outside the scheduled hours must seek approval from the venue through the Event Organiser at least 24 hours in advance.
- There is no parking available on the loading dock during move in and move out of the exhibition.
- The venue and event security are responsible for allowing access to the loading dock and into the Exhibition Halls.
- By law, the venue is required to maintain clear access for egress from all emergency exit doors leading onto the loading dock.
- There will be a holding lane where vehicles can wait for loading dock access when required. All drivers must stay within their vehicles whilst in the holding lane.

There may be delays in accessing the loading dock due to the scale of the event and the amount of freight delivered and collected during move-in and move-out. Please be patient with this process.

Once you advise us of your delivery requirements, we can manage your access to the dock and potentially expedite drop off and/or collection.

LOADING DOCK MAP

Download the MCEC Exhibition Centre Loading Dock by [CLICKING HERE](#).

ABANDONED FREIGHT

Any freight that is left behind at the venue after 2.00pm on Wednesday 7th August is classified as abandoned freight. AGHA have a responsibility to get ALL freight off the floor by this time in order to have the space cleaned and handed back to the venue. Therefore, all abandoned freight is sent to GEL Events depot at an additional cost to the exhibitor for transport and storage.

Exhibitors with abandoned freight will receive a phone call from AGHA or GEL before this happens explaining that the freight has not been collected. In turn, they will no doubt contact their account representative from your freight company. Unfortunately, there is only so long we can wait until we need to make a call for the pallets/crates to be removed from the venue.

In the past, reasons for abandoned freight has been due to external freight companies turning up late onsite after 2.00pm, not wanting to wait for access on to the loading dock or turning up without having a consignment note(s) for a client. If you are providing services to exhibitors for freight collection, please ensure they have the correct paperwork and/or a consignment note.

By working with us on your multiple deliveries/collections and taking on board suggestions within this document, we can certainly ensure a smoother process in terms of access on the loading dock and delivery/collection of your client's freight.

Any item(s) left behind that is not labelled will be deemed as rubbish and disposed of.