74th Annual ICA Conference
Gold Coast, Australia | June 20-24, 2024

ICA 2024 gold coast

shipping instructions
DSV Fairs & Events and Gaffneys Event Logistics Australia Pty Ltd (GEL) has been appointed as the Official Freight Forwarder and Customs Broker for the 74th Annual ICA Conference 2024. We provide specialized freight forwarding services and transportation arrangements for exhibit materials, including on-forwarding after the event.

The following instructions are provided to assist you in the planning of your exhibition shipping arrangements. Please read carefully.

DEADLINE DATES – The following is the date your goods MUST BE READY!

PICK-UP FOR AIR FREIGHT: May 22, 2024

DOCUMENTS: Please email your completed documents 1 business day before we pick up your freight for GENERAL CARGO ONLY.

*If you are shipping non-perishable food products, your documents may require legalization. We will need your documents at least one week in advance to allow time for the legalization process.

*NOTE: For equipment that require special licenses through the special departments of the government of Australia, catalogs and HS code descriptions are needed one month before pick up for approval process.
Quotation Request

Participating at an exhibition is an investment and requires a logistics budget different from a general cargo budget. Things to consider are temporary import bond fees, warehouse storage charges before and after the event, on-site handling, forklift fees, storage of your empty packing materials and specialty handling – all things that a general freight forwarder cannot offer.

We understand that working within a budget is crucial for most companies and we strive to provide quality service at reasonable rates. Please allow us the opportunity to see how DSV Fairs & Events can help meet both your shipping needs and your budget!

If you would like an estimate of cost prior to shipping, please complete the quotation request form on the left margin of this Adobe PDF by clicking on the paperclip icon. Please keep in mind that for us to provide as accurate a quote as possible, complete and correct details are important.

Please also note that completion of said form does not secure or schedule your shipment. To ensure the best possible rate, be sure to contact us as soon as possible.
Packing / Case Marking

We recommend that your shipment is palletized or crated to ensure that your items arrive safely and together. The outer packaging must be rigid and strong enough to preserve the integrity of your shipment through its duration to and from the show. It is advisable to use inner packing materials to further secure your cargo.

To enable quick identification and handling of cargo, all cases must be clearly labeled on two exterior sides. The details may be stenciled or printed directly onto the packaging unit, or you may use the Label on the left margin of this Adobe PDF by clicking on the paperclip icon.

It is the exhibitor's responsibility to ensure that your freight is well packed. We recommend plastic/fiber cases, or well-built crates, as they best withstand the multiple handling necessary for international moves. If you must use cartons, please ensure that both the internal and external packaging is sufficiently strong to protect your goods while in transit. If your cargo requires special handling (i.e., it must be laid on its side, cannot be laid on its side, or is fragile), you must mark these instructions clearly on the outside of the case. Please notify us of any special requirements prior to pickup of your shipment.

DSV Fairs & Events cannot be held responsible for damage to your shipment if your packaging is inadequate for international shipping.

ICA 2024
Gold Coast Convention and Exhibition Centre
C/o GEL Events Pty Ltd
Name of Exhibitor: _____________________
Stand Number: _____________________
Case Number: _______ of _______ 
Gross/Net Weight: _____________________
Dimension: _____________________

All business is undertaken according to the Standard Trading Conditions, copies of which are available upon request.
If you will be sending your freight in wooden crates or on wooden pallets, they must be either heat treated or fumigated, and officially marked under ISPM15 specifications prior to the pickup of your freight. This rule applies to all newly assembled, repaired, or recycled unprocessed raw wood packaging materials of both hardwood and softwood.

As of September 16, 2005, these same laws pertain to all goods entering the United States (including U.S. goods being returned). Please contact your pallet vendor for the purchase of treated wooden pallets or plastic pallets. Please refer to this website for further information.


Wood packing materials MUST be marked with the IPPC logo and the two letter ISO code for the country that treated the WPM. The marking must also include the unique number assigned by the national plant protection organization to the company responsible for ensuring the WPM was properly treated, and either the abbreviation HT (heat treatment) or MB (methyl bromide).
Restricted Items

There are restrictions regarding the exportation of certain items out of the United States. If your shipment contains any of the below items, please contact our team to discuss your shipment for approval and further requirements.

- Lithium-Ion Batteries and All Other Types of Batteries
- Laptops, iPads, or Any Other Items Containing Lithium-Ion Batteries
- Military / Defense Equipment / Weapons / Ammunition / Fireworks
- Aerosol Cans / Compressed Gas / Paint
- Alcohol, Drugs / Pharmaceuticals / Tobacco
- Animals / Leather / Products Related to CITES / Textiles
- Plants / Seeds
- Medical Devices / Equipment Regulated under FDA or FCC
- Candy / Food Stuffs / Drinks (Exception: non-perishables to food shows)
- Jewelry
- Toys / Motorcycle Helmets (Subject to European CE)
- Some Electronic Devices (Subject to European CE)
- Hand Sanitizers / Glass Cleaners / Any Other Cleaning Solvents
- Counterfeit Goods / Licensable Goods

If you are shipping any Dangerous Goods or Restricted items, please supply us with the MSDS and IATA Dangerous Goods (air) documents in advance of shipment for the items that require this so that we can check for any special requirements that maybe needed.
All business is undertaken according to the Standard Trading Conditions, copies of which are available upon request.

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**Required Documents for Items Sent by Air:**

- Commercial Invoice & Packing List (CIPL)
- Shipper’s Letter of Instruction (SLI)
- Credit Card Authorization
- Credit Application
- U.S. Customs Power of Attorney
- On-Site Contact & Return Form

**Optional / If Applicable**

- Insurance
- ATA Carnet
- Letter of Authority / Foreign POA
- Health Certificate (Food and Drink)
- ISMP15 Heat Treatment or Fumigation
- Product Brochures
- IATA Dangerous Goods Declaration
- Material Safety Data Sheet (MSDS)
A commercial invoice and packing list are necessary to clear your goods through Customs. This document must be typewritten and include the name by which each item is known, as well as the model and serial numbers of each item, if available. Please utilize the supplied templates and return by email in Excel format so we may make any necessary adjustments on your behalf.

For manufactured products, it is also required to indicate the component material (i.e., metal/plastic/wood). You must include the quantity of each item being shipped, and the fair market value for each item on the invoice. If these items have no commercial value, a value for “Customs Purposes Only” must be declared. Please indicate on your invoice(s) if your freight is to be returned, disposed of after the show/consumed or given away. Such items must be listed on a separate invoice, or clearly mentioned separately, with individual values. Generally, such items are subject to import duties. Separate packaging of these materials would be preferred.

All food items, temporary entry items (including items moving under an ATA Carnet), give-away items, and other promotional items for permanent entry should ALL be packed separately.

The final tab on this invoice includes the most common Harmonized Tariff Codes used for your reference. A web link to the U.S. Census Schedule B website is also provided if more assistance locating a specific tariff code is needed.

Please use fair market value to avoid any inspection and re-calculation by Australian Customs. Please mention unit and total values for each product. Temporary shipments needs to mention as CIF or C&F, otherwise Customs will determine the value of the goods and may add the transport charges to the declared value.
Payment Terms & Conditions—DSV requires all customers to have either an active credit account or a valid credit card on file for payment guarantee.

Credit Card Authorization Form—The credit card authorization form is a guarantee of payment. This guarantee still allows you the option to pay by company check or ACH but does not offer any terms (COD). Payment is due upon receipt. All credit card transactions are subject to a 3.5% banking fee + $5.00 processing fee.

Credit Application Form—An approved credit application establishes your billable account with DSV for both current and future business. This is the only option that provides terms (Net 10, Net 30, etc.) and prevents your account from being set up as a COD account.

If a credit application has not been received and/or approved by our credit department, our invoices are payable upon receipt. Invoices for all charges from your door to delivery at booth are due before the opening of the show. Charges for shipments returning to the United States must be paid prior to delivery to your facility.

Payment methods and instructions:
DSV accepts payment by credit card, ACH, wire, and check. Electronic payment (ACH/wire) is preferred, as it is the most efficient and reliable method. Remittance details should be emailed to L902remittance@us.dsv.com and mandy.henry@dsv.com. Please indicate your company name, your DSV customer number, and total payment amount in the subject line.

Checks should be sent to:
DSV Solutions, Fairs & Events
1100 S Tamiami Trail, Suite B
Venice, FL 34285

Transfer funds to:
ABA: 026010786   SWIFT: NDEAUS3N
Account: 4075443001
Nordea Bank Finland
1211 Avenue of Americas, 23rd Floor
New York, New York 10036

All business is undertaken according to the Standard Trading Conditions, copies of which are available upon request.
Export Compliance

Shipper’s Letter of Instructions (SLI) – Completion of this form is required, as it enables DSV to act as an authorized agent for export control, U.S. Customs, and U.S. Census purposes to transmit export information electronically via AES.

Import Compliance

U.S. Customs Import Power Of Attorney (POA) – Completion of this form is mandatory if DSV USA is to customs clear your freight, as it enables DSV to act as your agent in filing entries with U.S. Customs, and processing import documents on your behalf. Please complete and sign as per the attached instructions.

Please note that in order for this document to be accepted by U.S. Customs, it must be signed by a company officer (for US Corporations, US Partnerships: President, Vice President, Secretary of the Corporation, Treasurer, Chief Executive Officer, Chief Financial Officer, Chief Information Officer) of your organization, and must be valid for at least six months.

Your Customs Broker – If you already have your own U.S. Customs Broker and would like for them to customs clear your freight when it returns from your show, a DSV POA is not needed. In this situation, please provide the name, address, and contact info of your Customs Broker on the On-site Contact & Return Form so that we can coordinate the return with them.
On-Site Contact & Return Form

This form is required and an important one as it will serve as your written instructions for DSV to handle your freight before and after the event.

We want your site experience to be as seamless and positive as possible. Providing us with your preferred booth delivery day and time in advance, will allow us to deliver your freight to your booth on your schedule. Having your site representative’s contact information will help our staff on site should we have any questions or need to speak to someone from your organization before or after the event.

What happens with your freight after your event is as important to us as shipping to your event. We understand that sometimes it is not known in advance if your freight will be sold, shipped to another event, placed in storage, or if it needs to ship back to the U.S., but giving us as much information as you can now will allow for a smooth return.

Please use the Return and On-forwarding section to let us know your intentions after the event, even if you do not plan to ship anything back to the U.S.. Not to worry, nothing is set in stone! One of our onsite representatives will visit your booth at the end of the event to confirm the next steps.

* If you prefer for your U.S. Customs Broker to Customs Clear your freight upon return to the U.S. from the show, please provide us with their contact details so that we can coordinate the clearance with them for you.

All business is undertaken according to the Standard Trading Conditions, copies of which are available upon request.
TSA Screening & Security

The TSA requires that we inform shippers that all cargo tendered for transport by air is subject to a search or inspection in accordance with federal regulations. Upon arrival at destination, your freight may show signs of screening prior to departure out of the USA. This may include your freight having TSA labels or TSA tape on the exterior of your packaging.

**Customs Examination at Destination** - Please be advised that your shipment may be subject to a Customs examination at destination. Shipments are randomly selected. It is imperative that your commercial invoice/packing list be as accurate as possible as Customs will be looking for any discrepancies.
Insurance (Optional)

DSV Fairs & Events is pleased to offer insurance coverage written specific for Events abroad. Most standard cargo insurance policies typically only cover the transportation of goods from your U.S. door to the foreign port or airport and excludes Events. In addition to the standard insurance coverage, we also offer coverage for Events to include warehouse storage (before and after the event) and coverage at the venue, up to 60 days from arrival foreign port or airport.

If you wish to purchase additional insurance coverage provided by DSV Fairs & Events, please complete the Insurance Form on the left margin of this Adobe PDF by clicking on the paperclip icon and return to us prior to freight pickup.

DSV Cargo Insurance
Comprehensive coverage for unforeseen events

- All-Risk cover
- World-Wide coverage
- Coverage on all modes of transportation
- Claims handling within 7 days after receipt of full documentation
ATA Carnet

While DSV can import your exhibition freight on a temporary basis under our temporary import bond in the country of your exhibition, there may be times when it is either recommended or required to instead use an ATA Carnet. Some examples of when this may be necessary are if your cargo has a high value, you are shipping a vehicle, or if you plan to send the same freight to multiple countries within one year.

ATA Carnets are commonly known as “Merchandise Passports” and will allow your freight to leave the U.S. under a Surety Bond issued by the U.S. Council of International Business. This U.S. Bond is recognized in 86 countries across the globe, prevents the need for a temporary import bond in the country of your exhibition, and allows for a smooth re-entry back into the U.S. by avoiding regular U.S. import regulations. Cargo under an ATA Carnet MUST return to the U.S., or face steep customs penalties, duties, and taxes.

In most cases it is less expensive and wiser to not use an ATA Carnet, but your DSV International Project Manager will discuss with you all your options to ensure you are sending your exhibition cargo in the best manner possible.

If it is determined that using an ATA Carnet is in your best interest, DSV Fairs & Events can apply for this on your behalf to simplify and streamline the process for you.
Air Freight Deadline
Quotation Request
Packing / Case Marking
Solid Wood Packing Material
Restricted Items
Required Documentation
Commercial Invoice & Packing List
Payment Terms
Export / Import Compliance
On-Site Contact & Return Form
TSA Screening & Security
Insurance
ATA Carnet
EORI

EORI Number

EORI Number – Not Required for shipping to Australia

All business is undertaken according to the Standard Trading Conditions, copies of which are available upon request.
**Overseas Temporary Import Customs Bonded Shipments** - Under Temporary Import, all overseas Customs bonded shipments must provide a Commercial Invoice/Packing List (CIPL) or ATA Carnet must be issued for transit customs clearance. Goods for Events may be imported 3 weeks prior to the exhibition and re-exported within 3 weeks of the closure of the exhibition. Request for extension of these periods must be made in writing (with reasons stated) and approval will be granted on a case-by-case basis. As an alternative to the temporary import, exhibitors can have their goods imported into Australia by utilizing the ATA Carnet.

Exhibits imported under the temporary import but are subsequently not re-exported shall require conversion to permanent import permit, but they must remain in a bonded warehouse until conversion is complete.

**Permanent Import Shipments** - All goods sold, disposed, or given away or not re-exported at the end of the exhibition will be subject to duties and taxes.

Any Customs Duties/VAT applicable to shipments that are sold during the event will be for the account of the respective freight agent or direct exhibitor who engages our services. DSV will not collect duties/VAT from the local buyer. Therefore, the exhibitor should include duties/VAT in their invoice to the buyer. An outlay fee of 10% of the paid Customs Duty/VAT amount will apply.

**Sold Exhibits** - Charges will apply for handling from exhibition stand to venue loading bay. Please contact us for charges relating to onward services. All duties/taxes/VAT payable/disposal of debris/conversion of temporary import to permanent import fee will be for the account of the exhibitor/their appointed forwarder.
**Return Instruction** - It is imperative that all exhibitors complete and sign the Return Shipping Instruction. Exhibitor should either visit our site office or contact our DSV representative at the earliest opportunity to complete their disposal instructions. If there is any amendment to the return instruction, the exhibitor will have to provide DSV with the revised instruction immediately.

If the exhibitor has sold their exhibits to a 3rd party during the event it is the **SOLE** responsibility of the exhibitor to oversee the collection of their exhibits. DSV will not accept responsibility for any loss or damage.

**Cargo Handover** - Exhibitors must contact DSV to arrange for any handover of cargo. They will have to handover cargo to DSV together with DSV’s Cargo Handover forms before they leave the exhibition. DSV will not be held responsible for any sort of loss or damage incurred due to an exhibitor not completing or signing the forms correctly.

**Unattended Cargo at Close Of Event** - Complete return instructions must be provided by agent or exhibitor to DSV prior to the show closing. Failure to do so will result in transfer of consignment to DSV warehouse and any such movements will be subject to additional transportation and warehouse storage charges. DSV will also not be responsible for any missing/damage cargo that is picked up on request of the show organizer to clear the hall if cargo is not properly handed over to DSV.

**Disposal** - Upon delivery of your goods during move in, if your cases are not required to be redelivered to your booth after the show, please advise us to arrange for disposal. Fees for disposal shall be charged to exhibitors who require DSV for such service. Otherwise, we will transfer the empty cases back to storage and relevant charges will apply.

All business is undertaken according to the Standard Trading Conditions, copies of which are available upon request.
If I will not have a return shipment, do I still need to complete the On-site & Return Form?
Yes, please write in all caps on the body of the page, “NO RETURNS” and return the form to us.

How long does it take for my return items to be shipped back after the show?
The average turnaround time is 6-8 weeks for ocean freight and 14 days for airfreight, but this can vary depending on country of export, so please contact your Project Manager.

Will my credit card be automatically charged when my shipment is picked up from my facility?
No, an invoice will be issued when details of the shipment are confirmed. You will need to advise at that time if the credit card previously submitted should be charged or if you will be remitting a company check or ACH/wire payment.

How do I contact DSV on site?
Your Project Manager will advise you of the contact details of DSV staff at the exhibition site.

Can DSV help me with shipments to the next event or other International Events?
Yes, most definitely. DSV Fairs & Events has a global network of exhibition logistics specialists, and we can handle any exhibition or event shipment, anywhere.

Can you extend your deadlines?
It is very possible that we can extend your pickup by a day or two. Please contact your Project Manager directly so that we can look to see what options are available for you.

Can I ship my laptop with my freight?
We highly recommend that you do not ship your laptop with your freight, as the lithium-ion battery requires special handling, additional charges, and will be subject to further regulations.
Thank you for reviewing our shipping instructions and we hope that it was helpful to you with the planning of your shipment and documents. It is our philosophy and belief that proper planning, accuracy of documents, and a proactive approach are all critical for a successful shipment to an exhibition. We will be with you every step of the way!

As your exhibition freight forwarder, the staff of DSV Fairs & Events will be happy to assist you in any way necessary. If you have questions that are not answered here, or require any other information about the show, please contact us at your convenience.

We appreciate you allowing DSV Fairs & Events the opportunity to be your exhibition logistics provider, and we wish you an extremely successful show.