

Date of Issue: 10th January 2024



SERVICE MANUAL

INFORMATION

RULES

CARGO

FORMS



SE-Asian Healthcare Show

SEACare

17TH - 19TH APRIL 2024

for exhibitors

The information provided here is designed to ensure a smooth participation.

URGENT NOTE

Issued on 10 Jan 2024

All Exhibitors and Sales Agents should take note of the following:

All issues re. your **BOOTH** – design, extra orders, posters etc.
Must be directed to the 2 Professional Project Managers

Ms Donna Quick:
donna@qube.com.my
Mobile: 6012-917 0322

Ms. Yi Leng
yileng@qube.com.my
Mobile: 6012-634 2602

All issues re. CARGO – Delivery Dates, Import Permits, etc must be directed to:

Mr Hafizzudin
R.E. Rogers (Malaysia) Sdn. Bhd.
hafizzudin@rogers-asia.com
Tel: +603 5510 8611
M: +6013 6762716

General Information

The Show is organised by **Qube Integrated Malaysia Sdn Bhd** and its worldwide network and can be contacted at the following address:

Qube Integrated Malaysia Sdn Bhd

No 32-3, Jalan Nautika B U20/B,
Seksyen U20, TSB Commercial Centre,
Sg. Buloh, 40160, Shah Alam,
Selangor Darul Ehsan,
Malaysia

Tel. : (603) 6151 9973 / 9673 / 9873

Email: operation@qube.com.my

Website: www.abcex.com

Venue

Kuala Lumpur Convention Centre is located in the heart of KL, overlooking the KLCC Park and the landmark PETRONAS Twin Towers

Address:

KLCC, Kuala Lumpur City Centre
50088 Kuala Lumpur

Tel. : (60-3) 2333 2888

Fax. : (60-3) 2333 2882

IMPORTANT CONTACTS

All Cargo Issues

Hafizzudin
Sales & Marketing Director

R.E. Rogers (Malaysia) Sdn. Bhd.
No.7, Jalan Warden U1/76,
Taman Perindustrian Batu Tiga,
40150 Shah Alam, Selangor, Malaysia.
Tel: +603 5510 8611
Hp: +6013 6762716

Email: hafizzudin@rogers-asia.com
Website: www.rogers-asia.com

All Issues on Booths, Furniture, Posters, Etc (Official Contractor Services)

Ms Yi Leng
Snr. Project Executive
Qube Integrated Malaysia Sdn. Bhd.

Tel: +603 6151 9973
Hp: +6012 634 2602

Email: yileng@qube.com.my
Website: www.qube.com.my

IMPORTANT LINKS

Programme

Always refer to the online version at:

<https://www.abcex.com/programme/>

Visa Invitations

Submit the Form:

<https://www.abcex.com/visa/>

Hotel - Travel

<https://www.abcex.com/travel/>

Banners for Emails / Logos

<https://www.abcex.com/ex.promotion2024/>

Definitions

The Organisers' in these rules include: Qube Integrated Malaysia Sdn Bhd. Their worldwide network, representatives and official contractors.

Programme

Always refer to the online version at:

<https://www.abcex.com/programme/>

Observance of Rules

Every exhibitor must observe all rules and regulations as laid down by the Organisers, the KLCC Management and the Malaysian Authorities.

Admission

The Show is open only to Trade and Professional Visitors. The Organisers' reserve the right to refuse admission to any person without giving a reason.

Exhibits for Display

Only exhibits pertaining directly to the Exhibition definition. The Organisers' reserve the right to have removed from the hall, any exhibit or items which in their opinion contravenes this regulation.

Order Forms

All Order Forms are to be submitted online.

Site Plans

The Organisers' reserve the right to alter the layout and positions of the stands, if in their opinion - this is in the best interest of the exhibition as a whole.

Exhibitors are NOT entitled to any form of compensation as a result of this.

Show Directory

The SHOW DIRECTORY is only issued as a pdf version, while a mini-edition is distributed to every visitors.

At the same time, a full colour extended version is maintained on the website.

Exhibitor Badges

All exhibitors will be required to wear the official 'Exhibitor's Badge' during the entire duration of the Show. In-house badges will not be recognised by the security staff. Badges can be ordered on Form 10.

Manning of Booths

Your booth must be adequately staffed and operational throughout the Show time; and this includes the final day of the event. Exhibitors are reminded that the breakdown and packing of exhibits must NOT take place until after the Show has closed on the final day.

Exhibitors may take orders on their own stands, but exhibitors may not hand out leaflets or solicit for orders in any way in the gangways, or draw attention to their stands by any kind of noisy exhibits, flashing lights or shouting. The Organisers reserve the right to determine the acceptable sound level and extend of demonstrations for AV presentations in the event of complaints from other exhibitors.

Exhibitors are advised NOT to arrange their onward flight on the last day! Early departure from the hall is strictly forbidden.

Stand Cleaning

The stand cleaning service will be provided by the hall management and is inclusive of the standard turnkey package cost. Packings and all other items left on the aisles at the end of each day will be removed by the cleaners.

Food & Beverage

The KLCC Management does not allow outside food and beverage to be brought into the venue. Just outside the hall is a cafe with reasonably priced food & drinks and these may be purchased and brought into the halls.

Payments

Payments for stand rentals should be made by **9th February 2024**. Each exhibitor is responsible for settling all accounts by the last day of the Show.

Cancellation

Application can be withdrawn before **9th February 2024** subject to a payment of 50 pct. of the total cost. After this period the exhibitor will not be allowed to cancel his participation.

The participation charges shall be payable in full together with any costs incurred by the Organisers.

IMPORTANT INFORMATION

The Organisers have appointed several 'official' service providers. All are reputable companies with extensive track records with our own exhibition.

Stand Construction

Exhibitors wishing to order turnkey solutions, upgrades or specially designed stands should seek advise from the official QUBE representatives.

Contact Persons:

Ms Yi Leng

Snr Project Executive

Mobile : 60-12 634 2602

Email : yileng@qube.com.my

Exhibitors, who wish to appoint their own contractors, should never the less liase with QUBE for instructions on floor marking, move-in times, etc.

NOTE:

**All matters relating to
booth design,
power supply, posters,
furniture - all issues must
be addressed to the**

OFFICIAL CONTRACTOR

Obstructing Gangways:

No part of any stand or exhibit including part of the stand (lighting, fascia, or other fitting) shall project into or overhang any gangway or obscure fire or exit signs and the common areas.

Exhibitors are not allowed to occupy areas outside of their stand boundaries.

Move-In

Exhibitors with standard booth options should report to the venue on Tuesday **16th April 2024** from 1500 to 2100 hours. Exhibitors with custom pavilions should co-ordinate with the Project Officers for specific instructions.

Tear Down

Friday 19th April 2024 1800 to 2200 hours.

It is strongly recommended that at least one member of your staff be stationed at your stand until the dismantling and safe removal / packaging of your exhibits has taken place.

All exhibits, booth structures and materials must be removed by **2200 hours on 19 April 2024.**

There-after any exhibits, materials etc which remain in the hall after this deadline will be removed by the fastest means possible.

The Organisers cannot accept responsibility for any loss or damage and any costs involved must be borne by the Exhibitor.

Security

General 24 hours Security will be provided by the Organisers.

Security begins at 00:00 hours on 17th April 2024 and will continue until 23:59 hours on 19th April 2024 at the conclusion of the tear-down.

Goods can only be removed from the Hall after the Security Document has been filled by the Exhibitor and stamped by the Organisers' Representative.

Exhibitors are advised to store away small and attractive items in lockable cupboards at the end of each Show day; as these are most at risk. Handphones and Notebooks are most at risk during Showtime and must never be left unattended.

Internet - WI-FI

Wi-Fi Service will be provided by the organisers.

This is only for 'light usage.'

Exhibitors requiring solid and dedicated Internet should inform the organisers for the relevant KLCC Form.

Damage to Halls/Property

The Organisers in conjunction with the KLCC management will inspect the Hall before built up and after breakdown.

Exhibitors are responsible for the cost of making damages to the KLCC premises

Dangerous Materials

Dangerous materials such as naked lights, temporary gas or electrical fittings, dangerous gases or highly flammable substances are not allowed in the hall. And no radioactive materials are to be used.

Fire Regulations

All materials used in stand construction must be properly fire protected to normal international standards and also in accordance with local regulations.

Insurance

The Organisers will have obtained a comprehensive general liability insurance against claims for bodily harm, injury or death, property damage or loss in the venue for a maximum of RM 1,000,000.

While every reasonable precaution will be taken to ensure security and a safe working atmosphere, the Organisers will not accept responsibility or be under any liability to Exhibitors.

Limitation of Liability

The Organisers shall not in any event be held responsible for any restriction or conditions which prevent the construction, erection, completion, alteration or dismantling of stands or the entry, sitting or removal of exhibits, or the failure of any services or amenities provided by the KLCC or other third parties.

Unforeseen Occurrences

In the event of any occurrence not foreseen in these General Information and Rules, the decision of the Organisers' shall be final.

This includes the Force Majeure Clauses mentioned in each Exhibitor's Contract.

SHIPPING INSTRUCTIONS

Exhibitors have three possibilities for shipping their cargos to the exhibition hall.

1. ROGERS Worldwide and its international network has been appointed as the official forwarder.

Your Project Manager is Rasyid with
Email: amir@rogers-asia.com

2. Air Courier Services can be used for small items/brochures etc. The delivery address should be your hotel.

3. Hand Carried Cargo for small items and equipment for the exhibition as part of their checked baggage on their flight to Kuala Lumpur

MATRADE Endorsement:

The Malaysian External Trade Development Corporation has endorsed the Show under the reference number 34253T.5.

This endorsement serves as an approval for the Show's high standard and international exhibitor / visitor focus.

This endorsement serves exhibitors in the following ways:

(i) Facilitation for Customs clearance of exhibits at points of entry

(ii) Facilitation for Immigration clearance of exhibitors and visitors.

(iii) Malaysian Exhibitors are eligible for subsidy.

Rogers Shipping Instructions

Arrival Deadlines

To ensure the timely delivery of your exhibits customs cleared to the exhibition site to coincide with the move-in schedule, all shipments must arrive by the following dates:

Seafreight Latest by 10 March 2024

Airfreight Latest by 30 March 2024

Videos Latest by 01 March 2024

Any cargo arriving after the above dates will be subject to a late arrival surcharge of not less than 25% of the handling charge.

Due to time constraint we may not have sufficient time to process your documents for temporary importation and as such your shipment will be treated as a permanent import incurring duty and taxes which will be passed on.

Consignee Instructions

All cargo forwarded to Malaysia by either sea or air must be consigned Freight prepaid to:

Name of Exhibition:

SOUTHEAST ASIAN HEALTHCARE SHOW

c/o R. E. Rogers (Malaysia) Sdn Bhd

No. 7 Jahn Juru Odit 01/76

Taman Perindustrian Batu Tiga

40000 Shah Alam Selangor,

Malaysia

Port of Discharge:

Seafreight - Port Klang

Airfreight - KLIA

Freight Charges

Unless agreed otherwise all cargo forwarded by either sea or air must be shipped freight prepaid. Any consignments arriving Malaysia on a freight collect basis will be subject to an intervention charge of 10% which will be levied to the freight cost and payment will have to be made prior to delivery of goods to the exhibition stand.

Pre Advise of Shipment:

It is essential to e.mail us

at rogersmalaysia@erkul.com.my

details of shipment prior to despatch.

We will require the following information:

Seafreight	Airfreight
Name of Exhibition	Name of Exhibition
Exhibitor:	Exhibitor:
ETD Port Klang	Estimate date of departure
Bill of Lading number	Estimate date of arrival KLIA
Vessel Name	AWB No
No. of pieces Meter cube / KG	Flight No No. of pieces Kilos

Documentation

So as to arrange customs clearance on your behalf, with minimal delay we will require the following documents:

Seafreight:

2 original & 2 copies of Bill of Lading

1 original & 7 copies of Invoice/Packing List 1 original 8-

1 copy of Insurance Certificate

1 original & 7 copies of Invoice/Packing List

1 original 8- 1 copy of Insurance Certificate

Airfreight:

1 original & 7 copies of Invoice/Packing List

1 copy of Insurance Certificate

It would also greatly assist if you would also supply where available a copy of your Descriptive Brochure covering the items as invoiced.

The required documents should be forwarded by air courier to reach us, not later than 7 days prior to the arrival of shipment at either Port Klang or Kuala Lumpur Intl Airport.

All invoices/Packing List should be made out to:

Name of Exhibition: SOUTH EAST ASIAN HEALTHCARE SHOW c/o R.E. Rogers (Malaysia) Sdn Bhd
No. 7 Jalan Juru Odit U1/76
Taman Perincustrian Batu Tiga
40000 Shah Adam Selangor,
Malaysia

All invoices/Packing List should be made out to:

Name of Exhibition:
SOUTH EAST ASIAN HEALTHCARE SHOW c/o R.E. Rogers (Malaysia) Sdn Bhd
No. 7 Jalan Juru Odit U1/76
Taman Perincustrian Batu Tiga
40000 Shah Adam Selangor,
Malaysia

Imports

You may either import as TEMPORARY IMPORT or PERMANENT IMPORT.

ATA CARNETS are also recognised in Malaysia.

Please inform us of your choice.

Case Markings

All cases and packages must be clearly marked as follows:

Name of Exhibition : SE-Asian Healthcare Show

Hall No./Stand No :

Exhibitor/Co's Name :

Stand Number :

Case Number Measurement :

Gross & Nett Weight:

DO NOT MIX temporary and permanent imports together in one case as this can cause delays in clearance and examination and will incur extra charges.

All cases must show import status i.e., Temporary or Permanent.

Close of Exhibition

We will return empty cases and packing material back to your stand as soon as possible after the close of the exhibition.

Where repacking is required, please ensure that a representative is present to supervise this operation and that prior to this complete return freight instructions have been given to our site personnel.

Re-Export

Re-export after the show may take a considerable time whilst the customs documentation is being completed. Please bare this in mind when planning further, use of your exhibits and displays.

Terms & Conditions - Insurance

These shipping instructions are subject to the standard terms and conditions of trading of R. E. Rogers (Malaysia) Sdn Bhd.

All works is undertaken by us at Owner's Risk and no insurance is provided by us.

Every exhibitor should make certain that all shipments are covered by a fully comprehensive insurance policy from the time of despatch from their works until returned to their works after the exhibition or until delivery to buyer or other destination.

Licences and Permits:

For all exhibits which require a licence or permit for the importation into Malaysia from Ministry Of Trade, Telecoms, National Electricity Board, etc we will obtain on your behalf and charges as received will be passed back at cost along with our handling charge of US\$60.00

Please note that we must have documents as detailed under item D of our Shipping Instructions by the stipulated date so as to obtain necessary permits where required to co-incide with customs clearance.

Terms of Payment:


All invoices as raised for this exhibition are due for immediate payment unless the services of our own offices or agent has been utilised.

Exhibitors representative should have sufficient funds to cover charges or alternatively payment may be made direct to our account details available on request.

Online Service Manual

All Order Forms should be submitted via your ONLINE SERVICE MANUAL.

Overview of Forms:

FORM 1	Forms Check List	
FORM 2	Payment Check List	
FORM 3	Show Directory & Preview Entry	
FORM 4	Catalogue & Video Advertising	
FORM 5	Promotional Opportunities	
FORM 6	Poster Printing	
FORM 7	Organise Your Own Seminar	
FORM 8	Visitor Invitations	
FORM 8-1	Visitor VIP Invitations	
FORM 8-2	Visitor B - 2 B Match Making	
FORM 9	Booth Personnel Requirements	
FORM 10	Exhibitor Badges	
FORM 11	Furniture - Lighting Orders	
FORM 12	Fascia Board	

Instructions for Service Manual

The information you provide in the Form will be used for the Exhibitor Directory, Show Preview, Invoices, etc.

Start Here <https://abcex.com/ex.login/register.aspx>

Email	Heidi@abcex.com
Password	Heidi100
Confirm Password	Heidi100
Stand Number	100
Prefix	Ms
Stand Manager	Heidi Jensen
Company	Heidi Corp.
Address	Koldinggade 2 Copenhagen K-Denmark
Tel	+45 - 62 21 79 12
Url	www.heidicorp.com.dk
Click her to Register	

SAMPLE

You'll receive this Auto Answer

Dear Ms. Heidi Jensen,

YOU ARE NOW ABLE TO USE YOUR PERSONAL SERVICE MANUAL

Just re-log into the page: <https://abcex.com/ex.login> and use your Email and Password.

Should you have any problems then please do contact us at:

Operations@abcex.com

Or on LiveChat.

We look forward to ensuring your smooth participation.

On behalf of the ABC Exhibitions Team,

Sincerely,

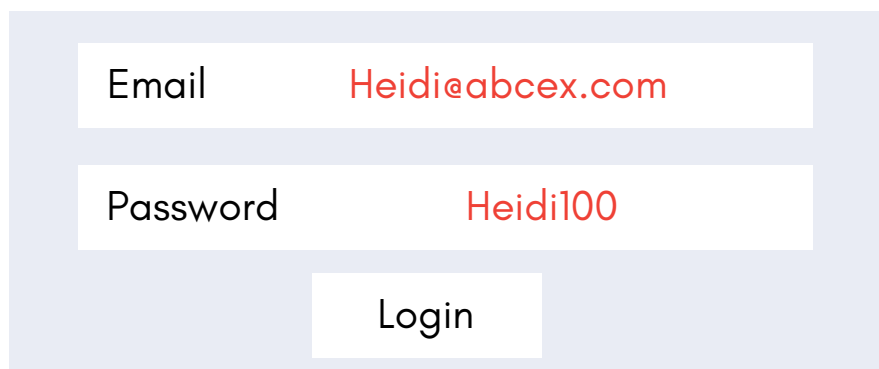
Donna Quick
Project Manager

M: 6012 917 0322

E: donna@qube.com.my

Now you're ready to start on your Online Service Manual

Click <https://abcex.com/ex.login>



The image shows a login form with a light blue background. It contains three input fields and a button. The first field is labeled 'Email' and contains the text 'Heidi@abcex.com'. The second field is labeled 'Password' and contains the text 'Heidi100'. Below these fields is a button labeled 'Login'.

Email	Heidi@abcex.com
Password	Heidi100
<input type="button" value="Login"/>	

SAMPLE Online Service Manual

Go ahead and log in as **Heidi** and go through all her Forms; this will give you an idea what is needed from you.

Need Help?

Send an email to:-

Donna Quick
Project Manager

M: 6012 917 0322
E: donna@qube.com.my