

Hello Exhibitors,

We hope that your conference was a HUGE success! When it is time to start packing your items and shipping them out. We know a lot of you have flights to catch, or would rather be at the Spa instead of having to pack up all of your items. To give you that opportunity and to make the load-out easier, we are providing you with the payment information to have filled out in advance!

You can drop your package(s) off to FedEx, or we can pick the items up from your booth to avoid the long lines.

If you are leaving your packages at your booth, please do the following steps:

Please clearly label your packages with the company's name and how many pieces are going to the address you provided.

1. If you are using a FedEx Account/Credit Card

- a. **If they are all going to the same address**, you will only need to fill out the **1** form versus multiple.
- b. **If you are sending items to multiple addresses**, you will need to fill out **1** form per additional address.

We are unable to create a label for your shipment, unless we have all the contents and the package in our possession to process the shipment

We are unable to charge any shipments to your room

2. If you have Pre-paid labels/Freight

- a. Please provide your payment information (FedEx Acct. or CC#), email address, name, and phone number to charge the handling fees to.
- b. **If you are needing to print your prepaid labels**
 1. Please email them to usa1060@fedex.com and we are able to print them for you.

If you are a guest at the hotel

- c. Please speak with a FedEx Office team member about charging the handling fees to your room.

***If you are dropping your packages off at FedEx Office, please follow the same steps as if you were leaving them at your booth.**

***During your load-out, it is difficult to process shipments due to the volume of packages. Upon completion of the load-out, we will begin to process those shipments and email receipts and tracking information. ***

***We are able to receive packages for outbound via UPS and other 3rd party couriers and Freight companies as long as a Pre-Metered is provided. Handling fees still apply. ***

If you are needing your item(s) packed or your box is in poor condition, we are able to pack the items for you. If all items are going to the same address and we are able to consolidate the items into a larger box for you, this will help cut down on the shipment cost and the amount of tracking numbers. This will also help save on the cost of the outbound handling fees.

If you have any other questions, please reach out to FedEx Office at 480-596-1028 or email us @ usa1060@fedex.com.



The Westin Kierland Resort & Spa Shipping Instructions

PREPARING YOUR SHIPMENT

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive four days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names, unless the items are specifically for their use (e.g., hotel specifications, rooming lists, or signed documents); this includes arranging for deliveries to all areas on the property.

If a package has not been picked up by the recipient and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office Business Center at **480.596.1028**. Package deliveries should only be scheduled after the recipient has completed the check-in process.

PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

(Guest Name) (Guest Cell Number)
c/o FedEx Office at The Westin Kierland Resort & Spa
6902 E. Greenway Parkway
Scottsdale, AZ, 85254
(Convention / Conference / Group / Event Name)

Box ____ of ____

FedEx Office Business Center
The Westin Kierland Resort & Spa
6902 E. Greenway Parkway
Scottsdale, AZ 85254
Phone: 480.596.1028
Fax: N/A
Email: usa1060@fedex.com

Operating Hours
Mon – Fri: 7:30am - 6:30pm
Saturday: 7:30am - 4:00pm
Sunday: 12:00pm - 5:00pm

SHIPMENTS WITH SPECIAL REQUIREMENTS

Meeting and event planners, exhibitors and attendees are encouraged to contact FedEx Office in advance of shipping their items to The Westin Kierland Resort & Spa with any specific questions. If you have any special needs (e.g., refrigeration requirements, after hours delivery requests, or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to FedEx Office in advance of your event.

ON-SITE PACKAGE DELIVERY

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of The Westin Kierland Resort & Spa, but please consult with a FedEx Office team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, FedEx Office team members will work closely with those vendors for proper package routing and release items directly to those vendors if they are on the property when the shipments arrive. Any decorator or drayage packages requiring overnight storage by FedEx Office will be assessed a handling fee. If your meeting /event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address. Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting or disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

PACKAGE DELIVERY TO GUEST SUITES / MEETING ROOMS

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites at The Westin Kierland Resort & Spa, but please consult with a FedEx Office team member for any specific delivery limitations that may exist. FedEx Office is not authorized to leave packages unattended in guest suites and/or meeting rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in guest rooms and/or meeting rooms.



The Westin Kierland Resort & Spa Shipping Instructions

UPON YOUR ARRIVAL

Packages will be available for pickup at the FedEx Office business center; a handling fee will apply. Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at **480.596.1028**; a delivery fee will apply. Package deliveries should only be scheduled after the recipient has completed the check-in process. In order to maintain the proper chain of custody, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

UPON YOUR DEPARTURE

FedEx Office offers pack and ship services and packaging supplies, such as boxes, tape, etc., which are also available for purchase at the FedEx Office business center. All outbound packages must have a completed carrier airbill affixed to each package. FedEx Express® shipping boxes and airbill forms are available and are complimentary. Outbound packages and freight to be picked up by a third party courier should be coordinated directly with those vendors, and communication should be sent to FedEx Office, indicating when those items will be picked up. FedEx Office will not make arrangements for freight or third party courier transportation and/or pickup. Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
Envelopes up to 1.0 lb.	\$2.00	\$5.00
0.0 – 1.0 lb.	\$2.00	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$35.00	\$50.00
60.1 – 150.0 lbs.	\$35.00	\$70.00
Pallets & Crates*	\$150.00 or \$0.75/lb. > 200 lbs.	\$150.00 or \$0.75/lb. > 200 lbs.

Package weights will be rounded up to the nearest pound.

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00 or \$0.75/lb. > 200 lbs., which is applied to each pallet/crate handled.

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Envelopes up to 1.0 lb.	No Charge
0.0 – 10.0 lbs.	\$5.00
10.1 – 30.0 lbs.	\$10.00
30.1 – 60.0 lbs.	\$15.00
60.1 – 150.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

ADDITIONAL SERVICES

Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Property nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Property nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt on the Property, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Property, you agree to be bound by any additional terms and conditions that the Property or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.



HCO Parcel Management Credit Card Authorization Shipment Form

Instructions

It is essential that we protect the security of our customer's credit card data and personal information. This includes the processing, handling and storing of a customer's credit card, credit card data and/or receipt. The use of the Credit Card Authorization Form (CCAF) is restricted to Parcel Management locations only and the transaction must be completed (tendered in OTP/FPOS) immediately after the pickup or delivery has occurred and the credit card information must be disposed of in the Iron Mountain shredding bin. Under no circumstances should credit card data be temporarily or permanently retained within the Business Center and FedEx Office cannot accept credit card data via email or fax transmittal.

Sender's Information:

Ship to this Address: Yes or No	
Name:	
Address:	
City:	State:
Zip Code:	Phone Number:
Email Address:	

Recipient's Information:

Name:	
Address:	
City:	State:
Zip Code:	Phone Number:
Email Address:	
Signature Required: Yes or No	

Delivery Options:

Overnight (Next Business Day):	2 Day: AM Standard	Ground/Home Delivery
First Priority Standard	Express Saver (3 Bus. Day)	Declared Value:

----- DETACH AND SHRED IMMEDIATELY AFTER THE TRANSACTION IS TENDERED -----

FedEx Account #	Fedex Office Account #
Name on Credit Card/ Account Holder:	Credit Card Type : Visa Master Card AMEX Discover
	Expiration Date Security Code Billing Zip Code:
Credit Card Number :	Account Holder Signature :