



## **Shipping and Receiving Guidelines**

### **Shipping and Receiving Hours:**

- Monday – Friday: 8:00 AM to 6:00 PM

**For outbound packages and express letters the cut off time for same day shipping is 4:00 PM**

- Saturday: 8:00 am to 4:00 pm
- Sunday: As needed base off business demands

### **Carrier Delivery and Pickup:**

#### **FedEx – Delivers twice daily**

Daily Delivery - Scheduled Pickup  
Express: Once Daily - (Weekdays Only)  
Ground: Once Daily - (Weekdays Only)

#### **UPS – Delivers once daily**

Daily Delivery - Scheduled Pickup  
Express: Once Daily - On Call  
Ground: Once Daily - On Call

### **Service Fees:**

Charges incurred shall be applied to the RECEIVER of the item/material, thus, applied to an individual guest room account/Folio, Group Master Account or to an individual credit card. These charges covers the cost of labor processing, receiving, tracking, storing and delivering.

**NOTE:** Additional storage fees will apply for packages received more than three days prior to the start of an event or guest arrival.

The charge/price for receiving will based off pounds in accordance with the measured weight indicated on the FedEx, UPS, USPS or DHL package labels. On rare occasions when a package is received from another source and does not indicate weight information, the package will be weighed at the hotel or it will be estimated.

**All packages being received or delivered for Group Events storage will be arranged by the Events Management Team with the assistance from Loss Prevention.**

## **Rates and Description of Charges / Service Fees**

### **Storage:**

- Envelopes - \$5.00 per day
- Boxes up to 25lbs. - \$7.00 per day / Each Box
- Boxes 25 – 50lbs - \$15.00 per day / Each Box
- Boxes over 50lbs - \$30.00 per day / Each Box
- Pallets (10 Box Min) - \$50.00 per day per pallet
- Oversize Pallet - \$75.00 per day per pallet
- Crates (under 100lbs) - \$75.00 per day per crate
- Crates (over 100 to 300lbs) - \$100.00 per day per crate
- Crates (over 300lbs) - \$150.00 per day per crate



## Receiving and Delivery Instructions

- 1) The Loss Prevention Officer will receive and sign off acknowledging receipt of the delivery from the delivering source (FedEx, UPS, and USPS etc.).
- 2) The LP Officer will enter the Recipient/Guest information in to MS Shift to include the following:

<a href="#">Report New Incoming Package</a>	<a href="#">Today's Incoming Packages</a>	<a href="#">Quick Incoming Package Search</a>	<a href="#">Detailed Incoming Package Search</a>
<p><b>Report New Incoming Package</b> Renaissance New Orleans Pere Marquette   <b>Kenneth Bailey</b></p>			
<p><b>Package</b></p> <p>Date Received* <input type="text"/></p> <p>Carrier* <input type="text" value="Choose..."/></p> <p>Other Carrier <input type="text"/></p> <p>Package Type* <input type="text" value="Choose..."/></p> <p>Tracking #* <input type="text"/></p> <p>Total Pkgs* <input type="text"/></p> <p>Weight <input type="text"/></p> <p>Handling Fee <input type="text" value="Choose Fee..."/></p> <p>Other Fee <input type="text"/></p>	<p><b>Recipient</b></p> <p>Recipient Name* <input type="text"/></p> <p>Recipient Type <input type="text" value="Guest"/></p> <p>Room # <input type="text"/></p> <p>Company Name <input type="text"/></p> <p>Arrival Date <input type="text"/></p> <p>Departure Date <input type="text"/></p> <p>Convention Name <input type="text"/></p> <p>Convention Date <input type="text"/></p>	<p><b>Sender</b></p> <p>Sender Name <input type="text"/></p> <p>Company <input type="text"/></p>	<p><b>Notified</b></p> <p>Notification Type <input type="text" value="Choose..."/></p> <p>Notified To <input type="text" value="Choose..."/></p> <p>(F/L) Name <input type="text"/></p> <p>Dept Notified <input type="text" value="Select Department"/></p> <p>Associate Name <input type="text" value="Select User"/></p>
<p><b>Comments</b></p> <div style="border: 1px solid gray; height: 40px;"></div>		<p><b>Received By</b></p> <p>Associate Name* <input type="text" value="Select User"/></p> <p>Other (F/L) Name <input type="text"/></p> <p>Location Stored* <input type="text" value="Choose..."/></p>	

- 3) In addition to the label information on the package/box the LP Officer will mark each individual package/box with the recipient last name and the number sequence of the packages/boxes.
- 4) The items will stored in the assigned storage area by Loss Prevention.
- 5) The LP Officer will sign into PMS to check for arrival date of the pending recipient.
- 6) If PMS indicate an arrival date of the recipient, the LP Officer will enter a message alerting the guest of a package receipt to the reservation or notify Front Desk Operations of the receipt of the item(s) for a pending guest.
- 7) Loss Prevention upon being given notification of the arrival of the guest and/or request for packaging by the guest, the LP Officer will verify receipt of the items and produce a delivery form to the guest for the guest to sign acknowledging receipt of their items and the charges incurred. "SEE EXAMPLE"

<b>Received</b>		<b>Incoming Package No. 19-326</b> Renaissance New Orleans Pere Marquette 817 Common Street, New Orleans, LA 70112	
<b>Recipient</b>		<b>Sender</b>	
Recipient Name	Recipient Company	Sender Name	Sender Company
<b>Gitzi Barrenechea</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
Recipient Type	Room #	Carrier , Qty	Location Stored
<b>Guest</b>	<b>N/A</b>	<b>FedEx , 1</b>	<b>Package Room</b>
Email Address	Arrival, Departure	Handling Fee	Date & Time Received
<b>N/A</b>	<b>N/A , N/A</b>	<b>\$0.00</b>	<b>5/3/2019 14:30</b>
Convention Name	Convention Date	Received By	Department
<b>N/A</b>	<b>N/A</b>	<b>Lataisha Johnson</b>	<b>Loss Prevention</b>
<b>Delivery/Pick up - Pending</b>		<b>Narrative</b>	
By Name	Detail	Receiving/Delivery Comments	
<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	
Date	Time		
<b>N/A</b>	<b>N/A</b>		
Entered By			
<b>N/A</b>			
<b>Notified</b>			
<b>N/A</b>			
<b>Received Package (s)</b>			
Package	LB	Trk #	Fee
<b>Box - Medium</b>		<b>786989900351</b>	<b>\$0.00</b>
<b>Guest Signature</b>			
Date & Time	_____	Signature	_____

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8) The LP Officer will forward the signed received copy to the Fronts Desk or DTS for the charges to posted/entered to the guest room account/folio, Group Master Account or charged to an individual credit card.