



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:

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

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

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 the expressed permission of an authorized representative of Marriott International, Inc. Any other use is expressly prohibited.

- 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.