



# Gaylord Texan Resort and Convention Center Package 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 hotel must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive 3–4 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 ship any items to the attention of the Hospitality Manager or Catering & Conference Manager, unless the items are specifically for their use (i.e., hotel specifications, rooming lists, signed documents); this includes any room drops or deliveries to any other area of Gaylord Texan Resort and Convention Center.

Shipments are held for a limited number of days. If a package has not been picked up 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 **817.722.2182**. Package deliveries should only be scheduled after the recipient has checked into the hotel.

## PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

Hold For Guest: (Guest Name) (Guest Cell Number)  
c/o FedEx Office at Gaylord Texan Resort and Convention Center  
1501 Gaylord Trail  
Grapevine, TX, 76051  
(Convention / Conference / Group / Event Name)  
Box \_\_\_\_ of \_\_\_\_

FedEx Office Business Center

Gaylord Texan Resort and Convention Center

1501 Gaylord Trail

Grapevine, TX 76051

Phone: 817.722.2182

Fax: 817.722.2184

Email: usa5518@fedex.com

Operating Hours

Mon – Fri: 6:00am - 9:00pm

Saturday: 6:00am - 9:00pm

Sunday: 6:00am - 9:00pm

## SHIPPING AND RECEIVING INSTRUCTIONS

Meeting organizers and participants are encouraged to contact FedEx Office in advance of shipping their items to Gaylord Texan Resort and Convention Center with any specific questions. If you have any special needs such as refrigeration requirements, after hours delivery requests or changes to your meeting dates or rooms, please work directly with your Event Services Manager who will communicate these needs to FedEx Office in advance of your event.

## PACKAGE DELIVERY WITHIN THE HOTEL

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of Gaylord Texan Resort and Convention Center, but please check with the business center for specific delivery limitations that may exist. In cases where a drayage company or decorator is used, FedEx Office team members will release any drayage directly to the decorator if they are onsite when the shipments arrive. If any drayage or parcels require overnight storage, FedEx Office will request handling fees be collected from the decorator. If you are using a drayage company or decorator for exhibitor packages, these packages must be shipped directly to the drayage company or decorator specified address. Please note that FedEx Office team members cannot lend out any moving equipment to a guest, which includes pallet jacks, dollies, and flatbed carts.

## PACKAGE DELIVERY TO GUEST SUITES

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites at Gaylord Texan Resort and Convention Center, but please check with the business center for specific delivery limitations that may exist. FedEx Office is not authorized to leave packages in guest suites that are not occupied. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in the suite.



# Gaylord Texan Resort and Convention Center Package Shipping Instructions

## UPON YOUR ARRIVAL

Packages will be available for pickup inside the FedEx Office business center (receiving fee will apply). Pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at the number located on the previous page (delivery fee will apply). Package deliveries should only be scheduled after the recipient has checked into the hotel. 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

All outbound packages must have a completed carrier airbill affixed to each package. Packaging supplies (boxes, tapes, and etc.) are available for purchase within the FedEx Office business center. FedEx Office offers pack and ship services in the business center; while packaging supplies are also available for purchase. FedEx Express® shipping boxes and airbill forms are available and complimentary. Outbound packages to be picked up by a third party courier should be coordinated in advance with a FedEx Office team member. Outbound handling fees will be applied to all packages, 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
Flat Envelopes	No Charge	\$5.00
0.0 – 1.0 lbs.	\$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.	\$25.00	\$50.00
Over 60.0 lbs.	\$25.00	\$70.00
Pallets & Crates*	\$0.75 / lb. (\$150.00 Minimum)	\$0.75 / lb. (\$150.00 Minimum)

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Flat Envelopes	No Charge
0.0 – 10.0 lbs.	\$5.00
11.0 – 30.0 lbs.	\$10.00
31.0 – 60.0 lbs.	\$15.00
Over 60.0 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.

\* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$0.75 / lb. (\$150.00 Minimum), which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The labor fee can be charged in 15 minute increments.

\*\* No handling fees will be charged for outbound packages weighing 0-1 pound that are brought to the FedEx Office Business center by a guest.

## 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 Hotel nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Hotel 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 at the Hotel, 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 Hotel, you agree to be bound by any additional terms and conditions that the Hotel or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.



# Gaylord Texan Resort and Convention Center Decorator Package Shipping Instructions

## DECORATOR SHIPPING INSTRUCTIONS

FedEx Office is proud to be a partner of Gaylord Texan Resort and Convention Center in offering Guest Package Services onsite. This service includes receiving all inbound packages shipped to the hotel's physical address. FedEx Office staff is onsite in both the Business Center and the Parcel Office to meet the needs of the guests and employees of the hotel.

FedEx Office understands the role of the Decorator. As such, a customized workflow has been created to allow FedEx Office to effectively operate the parcel area of the property without impeding the work of the Decorator.

## INBOUND PACKAGES

Two different options are available for every Decorator package arriving at the property's loading dock.

### A. Immediate Release Packages

Provided that the Decorator is on the property and ready to take possession/custody of the packages upon their arrival, FedEx Office will complete an immediate release of the Decorator labeled packages to the Decorator as soon as packages are received from the carrier.

### B. Received and Processed Packages

Any Decorator packages received and processed by FedEx Office that are stored overnight will incur applicable receiving fees. Payment by the Decorator will be required at time of package release. As a sign of our partnership with Decorators, we are pleased to offer discounts of the retail handling fees assessed on processed packages.

To provide a seamless experience for guests, and reduce confusion regarding package locations, Decorators are encouraged to emphasize the offsite receiving address for event shipments. This workflow will avoid FedEx Office handling fees on Decorator packages delivered directly to the property.

## OUTBOUND PACKAGES

FedEx Office is available to setup an outbound shipping desk within or nearby the meeting space to handle outbound shipments, as long as advanced notice and approval is provided during the event planning stages. Outbound handling fees apply to all outbound packages taken into possession by FedEx Office.

### **FedEx Office Business Center**

Gaylord Texan Resort and Convention Center  
1501 Gaylord Trail  
Grapevine, TX 76051  
Hotel Ext: 81470  
Phone: 817.722.2182  
Fax: 817.722.2184  
Email: [usa5518@fedex.com](mailto:usa5518@fedex.com)

### **Operating Hours**

Monday–Friday: 6:00am - 9:00pm  
Saturday: 6:00am - 9:00pm  
Sunday: 6:00am - 9:00pm

### **Guest Package Office**

Hotel Ext: 81625  
Phone: 817.722.2187  
Email: [pm5518@fedex.com](mailto:pm5518@fedex.com)

## 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 Hotel nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Hotel 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 at the Hotel, 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 Hotel, you agree to be bound by any additional terms and conditions that the Hotel or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.



# Gaylord Texan Resort and Convention Center Outbound Shipping Instructions for Events

## HOW TO SCHEDULE OUTBOUND SHIPPING

A FedEx Office Team Member can be made available at the meeting room listed below to assist and accept outbound packages. During this time, ample shipping supplies will be available to support all of your packaging and shipping needs.

Meeting Room: \_\_\_\_\_

Date: \_\_\_\_\_

Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_

Event Name: \_\_\_\_\_

Event Contact Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

The FedEx Office Business Center can also accept packages during normal business hours. Packaging supplies (boxes, tape, cushioning, etc.) are available for purchase at the FedEx Office Business Center during the hours listed. Complimentary FedEx Express® shipping supplies and airbills are also available 24 hours a day.

### FedEx Office Guest Package Services

Hotel Ext: 81625

Phone: 817.722.2187

Fax: 817.722.2188

Email: pm5518@fedex.com

Business Center Ext: 81470

Business Center Phone: 817.722.2182

Email: usa5518@fedex.com

### Operating Hours

Monday–Friday: 6:00am - 9:00pm

Saturday: 6:00am - 9:00pm

Sunday: 6:00am - 9:00pm

## Follow these 4 steps to expedite the processing of your package

1. Complete a Shipping Airbill Form and be sure to include the Credit Card or FedEx account number, as well as your personal or business return address and not the address of the hotel.  
Please note: Outbound handling fees are applied to all packages, regardless of carrier, and are assessed in addition to the shipping/transportation charges.
2. Ensure all of your packages are properly sealed.
3. Affix the carrier's airbill form to each outgoing package.
4. Take your package(s) to the FedEx Office processing area during the times listed above or to the FedEx Office Business Center during normal business hours.

Once you have completed the steps above, FedEx Office will process your package(s) into the FedEx Office Package Tracking System and securely store them until release to the carrier. Retain your tracking number(s) and you're all set! With FedEx Office Guest Package Services, it's that simple.

## OUTBOUND HANDLING FEES

PACKAGE WEIGHT	DROP OFF BY GUEST	PICKUP BY FEDEX OFFICE
Flat Envelopes	No Charge	\$5.00
0.0 – 1.0 lbs.	No Charge	\$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.	\$25.00	\$50.00
Over 60.0 lbs.	\$25.00	\$70.00
Pallets & Crates*	\$0.75 / lb. (\$150.00 Minimum)	\$0.75 / lb. (\$150.00 Minimum)

\* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$0.75 / lb. (\$150.00 Minimum), which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The labor fee can be charged in 15 minute increments.



Thank you  
for your business.

### Gaylord Texan Resort and Convention Center

Please note that inbound receiving fees are charged on a per package basis determined by weight using the table below. These fees will be charged to your room unless other arrangements are made prior to checkout. By accepting your package at this time, you agree to pay all applicable handling charges.

PACKAGE WEIGHT	PACKAGES RELEASED AFTER HOURS
Flat Envelopes	No Charge
0.0 – 1.0 lbs.	\$2.00
1.1 – 10.0 lbs.	\$10.00
10.1 – 20.0 lbs.	\$15.00
20.1 – 30.0 lbs.	\$20.00
Over 30 lbs.	\$25.00
Pallets & Crates	\$0.75 / lb. (\$150.00 Minimum)



To determine the fee you will be charged, please reference the weight that is displayed on each package label.

For questions or concerns, contact us at:

Phone: **817.722.2182**

Hotel Ext: **81470**

Email: **usa5518@fedex.com**



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## Outbound Handling Fees

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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.	\$25.00	\$50.00
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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.	\$25.00	\$50.00
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Please note that outbound handling fees are charged on a per package basis determined by weight using the table below. These fees will be charged to your room unless other arrangements are made prior to checkout. Additional fees may apply if package requires repacking for shipping. By giving us your package at this time, you agree to pay all applicable handling charges.

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30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$25.00	\$50.00
Over 60.0 lbs.	\$25.00	\$70.00
Pallets & Crates*	\$0.75 / lb. (\$150.00 Minimum)	\$0.75 / lb. (\$150.00 Minimum)

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# Missed Delivery Slip

Gaylord Texan Resort and Convention Center ♦ 1501 Gaylord Trail, Grapevine, TX 76051 USA ♦ Phone: 817.722.2182

# SORRY WE MISSED YOU!

Guest Name: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Please contact FedEx Office Guest Package Services to reschedule a new delivery time for your package(s).

Thank you,

\_\_\_\_\_  
(FXO TM - Print Name)

**Guest Package Services ext: 81625**

Phone: **817.722.2187**

Email: **pm5518@fedex.com**

Fax: **817.722.2188**

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# Missed Delivery Slip

Gaylord Texan Resort and Convention Center ♦ 1501 Gaylord Trail, Grapevine, TX 76051 USA ♦ Phone: 817.722.2182

# SORRY WE MISSED YOU!

Guest Name: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Please contact FedEx Office Guest Package Services to reschedule a new delivery time for your package(s).

Thank you,

\_\_\_\_\_  
(FXO TM - Print Name)

**Guest Package Services ext: 81625**

Phone: **817.722.2187**

Email: **pm5518@fedex.com**

Fax: **817.722.2188**

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# Gaylord Texan Resort and Convention Center After Hours Guidelines

## LOCATING PACKAGES USING OUR ONLINE PACKAGE VIEWER

FedEx Office is pleased to offer hotel associates access into our package tracking database for the purposes of searching for guest or event packages outside of normal business hours. This access must never be given to a guest of the hotel or event participant due to confidentiality and security protocol. Access to the website is restricted to searching for and viewing information about guest or event packages. Retrieving packages from our secure space after hours is optional and not required by FedEx Office. Please refer to the Online Package Viewer Instructions document for further training.

Website URL: <https://fedexoffice5518.trackit.pro>

Username: **guest**  
Password: **packages**  
*\*neither are case sensitive*

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## AFTER HOURS PACKAGE RETRIEVAL FOR HOTEL GUESTS ONLY

Occasionally, guests are unable to claim their packages during normal business hours and will request the hotel provide them access to their packages during non-business hours. If the hotel decides to retrieve these packages, the following guidelines must be followed to maintain the appropriate chain of custody and secure access to the FedEx Office space. Failure to consistently follow these guidelines may cause FedEx Office to rescind after hours access to guest package storage areas, requiring guests to return during normal business hours.

[After entering FedEx Office's package storage room and prior to any package removal, locate and follow the instructions on the posted signs.](#)

CAGE:A02 = package is located on the 2nd shelf of rack "A" in the parcel cage area

BC:D01 = package is located on the 1st shelf of rack "D" in the business center storage area

[Once you have gained access to the secure location, locate the following posted documents](#)

### ▷ **Entry Access Log**

Print and sign your name and how many packages are being removed even if no packages are taken out.

### ▷ **After Hours Consolidated Package Report**

A complete list of every package in our possession. It is required that the person removing packages from our secure location, prints and signs for EVERY package removed. If all packages for one recipient are removed, one signature is acceptable as long as you indicate how many packages were removed on the After Hours Access Log.

### ▷ **After Hours Fees Slip**

A slip that should be given to the guest to indicate which handling fees will be charged to their room the next business day. **Non-hotel guests are not authorized to retrieve packages after hours due to our inability to charge fees to their guest room folio. Please inform them that they will need to come back during normal business hours and speak with a team member.**

## ACCEPTING OUTBOUND PACKAGES AFTER HOURS

During normal business hours, guests seeking to ship packages should be directed to the FedEx Office Business Center. If a hotel guest or event participant needs to ship a package during non-business hours, please follow the guidelines below:

### ▷ **Provide guest with a blank shipping airbill form**

All outbound packages must have a completed carrier airbill attached to each package. FedEx Express® shipping boxes and airbill forms are available and complimentary in the business center. Outbound packages to be picked up by a third party courier should be coordinated in advance with a FedEx Office team member. Outbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees. The guest will need to provide their own shipping airbill form or pre-printed label for all other carriers, in addition to a contact name and phone number.

### ▷ **Place the guest's package and airbill shipping form in the designated location**

FedEx Office will provide a secure staging location or will "sweep" these packages from a designated location each day. Please provide the guest a copy of our outbound handling fees. **Do not accept outbound packages from non-hotel guests.**





# Gaylord Texan Resort and Convention Center Online Package Viewer Instructions

## HOW TO LOGIN TO THE ONLINE PACKAGE VIEWER

FedEx Office is pleased to offer hotel associates access into our package tracking database for the purposes of searching for guest or event packages. This access must never be given to a guest of the hotel or event participant due to confidentiality and security protocol. For summary reports or if you cannot locate a package, please contact a FedEx Office Team Member.

Website URL: <https://fedexoffice5518.trackit.pro>

Username: **guest**  
Password: **packages**  
*\*neither are case sensitive*

Access to the website is restricted to searching for and viewing information about guest or event packages. Changes or edits to package records are disabled.

## USING THE ONLINE PACKAGE VIEWER

1. Login to the website using the URL and user/pass listed above. We recommend creating a bookmark for easy access.
2. From the Search screen, enter either first or last name into the To: field and wait a few seconds for your results. You can also enter either the whole tracking number or just the last 4 digits into the Tracking Number field. Combining search criteria in different fields will help you narrow the results, such as the Group (Event name).
3. Once the specific package is located, check the Location field to see where the package is physically stored. Cage = Parcel Cage, BC = Business Center
4. To clear your search and start fresh, click the “Clear” button at the far left of the search fields.

Home Contact Logout Help

FedEx Office

Search Archive Search

Print Signature Block Print Bar Code

Package Search

Enter text to search... Search Clear

Drag a column header here to group by that column

#	Id	To:	From:	Group	Status	Date	Time	Location	Tracking Number	Carrier	Type	Wgt
		Ash										
<input type="checkbox"/>	84251	ABDULLAH ABUHASHEM	MARY MAGDALENE	GUEST	STAGED	10/11/2016	15:14	CAGE:ZONE18	795501897925	FXE	PACK	28
<input type="checkbox"/>	84253	ASHLEY CLARK	TOMMY CRUISE	GUEST	STAGED	10/11/2016	15:14	CAGE:ZONE18	795501897929	FXE	PACK	1
<input type="checkbox"/>	84273	ASHWIN AGARWAL	YOKO ONO	GUEST	STAGED	10/11/2016	15:12	CAGE:ZONE09	795501897940	FXE	PACK	5
<input type="checkbox"/>	84279	ASHLEY AKINOLA AAKINOLA	LIONEL MESSI	GUEST	STAGED	10/11/2016	15:11	CAGE:I02	795501897950	FXE	PACK	55
<input type="checkbox"/>	84281	ABDULRASHEED ALABI AALABI	STEPHEN HAWKING	GUEST	STAGED	10/11/2016	15:11	CAGE:RTS2	795501897952	FXE	PACK	31
<input type="checkbox"/>	84290	ANNALISE ASHDOWN	LOUIS PASTEUR	GUEST	STAGED	10/11/2016	09:16	CAGE:ZONE09	936128994913711782	USPS	PACK	21
<input type="checkbox"/>	84291	AASHNA GARG	MARK WAHLBERG	GUEST	STAGED	10/11/2016	09:16	CAGE:ZONE18	936128994913711782	USPS	PACK	4
	7											145

**Important:** Please reference the After Hours Guidelines for proper package removal requirements.