



# Orange County Convention Center Package Shipping Instructions

## PREPARING YOUR SHIPMENT

FedEx Office is committed to providing you with an outstanding experience during your stay. All event packages being shipped to the Orange County Convention Center must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive 3–4 calendar days prior to the event start date to avoid additional storage fees (See storage fee schedule below). 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 Event Manager or Show Manager, unless the items are specifically for their use; this includes any deliveries to any other area of the Orange County 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 **407.363.2831**.

## PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

Hold For Guest: (Guest Name) (Guest Cell Number)  
c/o FedEx Office Business Center  
9800 International Drive  
Orlando, FL, 32819  
(Convention / Conference / Group / Event Name)

Box \_\_\_\_ of \_\_\_\_

FedEx Office Business Center  
9800 International Drive  
Orlando, FL 32819  
Phone: 407.363.2831  
Fax: 407.363.4731  
[Email: usa3996@fedex.com](mailto:usa3996@fedex.com)

Operating Hours  
Mon – Sun: 8:00am - 5:00pm

\*It's recommended that items being shipped arrive no more than 5 calendar days in advance from pickup date to avoid additional storage fees. 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.

\*Shipping labels must indicate "C/O FedEx Office". If the label does not have FedEx Office, it can end up in another area and become difficult to track down.

## SHIPPING AND RECEIVING INSTRUCTIONS

Show managers and exhibitors are encouraged to contact FedEx Office in advance of shipping their items to the Orange County 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 Manager who will communicate these needs to FedEx Office in advance of your event.

## PACKAGE DELIVERY/PICK-UP WITHIN THE ORANGE COUNTY CONVENTION CENTER

In most cases, FedEx Office will complete delivery or pickup of packages within the Orange County Convention Center, but please check with the business center for delivery limitations that may exist. See fee schedule below for delivery/pick-up fees. Please note that FedEx Office team members can lend dollies with a rental fee.



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## 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 arrived. 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 by the shipper but can be left at the FedEx Office Center for pick-up. 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- 1.0lbs.	\$2.00**	\$5.00
1.1-10.01bs.	\$10.00	\$15.00
10.1– 20.0lbs.	\$15.00	\$20.00
20.1-30.0 lbs.	\$20.00	\$30.00
30.1– 40.0lbs.	\$25.00	\$40.00
40.1-50.0 lbs.	\$25.00	\$50.00
50.1–60.0lbs.	\$25.00	\$50.00
Over 60.0 lbs.	\$25.00	\$70.00
Pallets & Crates*	\$150.00	\$150.00

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Flat Envelopes	No Charge
0.0- 10.0lbs.	\$5.00
11.0- 30.0lbs.	\$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

\*For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00, 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.

\*Any company that is shipping pallets or has a decorator, please reach out to the FedEx Office on-site at 407-363-2831 to make arrangements.

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.

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