



# FedEx Office is the assistant that **never takes a break.**

When you've got an event to manage, success means being ready for anything.

As prepared as you are, in this line of work, surprises just come with the territory. Bring it on — you've got a powerful network available right here at the convention center. A conveniently located FedEx Office is the secret weapon of savvy professionals like you. So why not let us help you make it look easy? It is easy, when you work with a company that's as multi-talented as you are.

## Special services:

- 24-Hour Access to Self-Service Computers and Printing
- Pre-Convention Printing
- Signs, Posters and Banners
- Onsite Receiving, Handling and Tracking
- Document Finishing and Binding

## FedEx Office® services at this location:

- Send electronic files to us before the event and we'll have them printed and ready for you when you arrive.
- Why lug your materials to and from the event? Lighten your load — we'll ship them via FedEx Express® or FedEx Ground®.
- Our printing, copying and binding services give you premium office capabilities away from the office.
- Need posters and signage? We quickly produce high-quality signs for your booth, hospitality room or presentations.
- Access our self-service computers for faxing and internet connectivity.
- If you're short on tape, staples or other office supplies, we've got the little essentials that make a big difference.
- Meet your sustainability guidelines by printing pre- and post-event marketing materials on recycled papers with soy-based ink.





## Meeting Planning Made Easy

Whether you need to communicate critical messages to attendees or direct traffic flow with signage, turn to the FedEx Office network of resources for support before, during and after the event.



ONLINE

**Go online and print on your schedule.** With FedEx Office® Print Online, you can send your print order from your computer to the FedEx Office® Print and Ship Center in your hotel or convention center — before the event or between sessions — 24 hours a day, 7 days a week. Simply upload your files, preview, edit and print. If you're headed to a trade show across town from your hotel, you can pick it up or have your completed project delivered wherever you want.



PRINTING

**Large-format printing gets you noticed.** We can help you make a standout statement at your event with custom signage. Our large-format production centers can help you make a splash with can't-miss signs, banners, posters and prints so your event or booth gets noticed. Expect quick turnaround and expert color-matching on everything including rigid signs, specialty prints, window clings and floor graphics. Let us show you how to get noticed – in a big way.



RETAIL

**FedEx Office can be your onsite print provider.** At one time, having an in-house print facility was the perfect solution for many organizations. These days, however, maintenance, equipment leases and staffing can be costly. Similar to the services we offer at hotels and convention centers, FedEx Office® Onsite Solutions can be a flexible and scalable solution providing the newest technology, dedicated FedEx Office team members, and better access and productivity for you.



SHIPPING

**Rely on our dependable FedEx® shipping.** If you need to ship a package quickly and efficiently to or from your event location, look no further than your nearest FedEx Office® Print and Ship Center. Choose from FedEx Express®, FedEx Ground®, FedEx Home Delivery® and FedEx International Ground® services. Did you know that FedEx Ground is faster to more locations than UPS Ground? We also offer extended dropoff hours to better fit your schedule.

Go to [fedex.com/conventions](https://fedex.com/conventions) or visit our onsite center:

Miami InterContinental Hotel  
100 Chopin Plaza  
Miami, Fl. 33131  
Manny Pose  
1.305.960.2030  
[manuel.pose@fedex.com](mailto:manuel.pose@fedex.com)

## Inbound Guest Packages - Shipping Instructions

Please follow the recommended label addressing standards, illustrated below, to prevent package routing delays. All packages received by FedEx Office require a release signature before being released from FedEx Office's custody to the intended recipient. Release signatures are captured at the time of package pick-up from the FedEx Office Business Center or during delivery of package(s) to the recipient. Inbound receiving and applicable delivery fees will be applied on a per package basis, as outlined in the fee schedule below. These fees are applied in addition to any shipping/transportation charges.

Please use the name of the recipient whom will be onsite to receive and sign for the package(s). Please do not address your package(s) to the Hotel Staff or a Show Manager as this could cause confusion in package sorting or your package(s) to be delayed. Packages (excluding pallets/crates) will be available for pick-up inside of the FedEx Office Business Center. Package deliveries may be scheduled by contacting the FedEx Office Business Center at (000) 000-0000. Package deliveries should only be scheduled after the recipient has checked into the hotel.

**Please schedule your shipment(s) to arrive 1 - 2 days prior to the event start date.**

### Event Shipment(s) – Label Standard:

Affix a label with the following information (in addition to the airbill).

**(Event Name) (Arrival Date)**  
**Hold For Guest: (Guest Name) (Guest Cell Number)**  
**(Guest Company Name) (Meeting Room) (Booth Number)**  
 Street Address  
 City, State, Zip

### Individual Shipment(s) – Label Standard:

Affix a label with the following information (in addition to the airbill).

**Hold For Guest: (Guest Name) (Arrival Date)**  
**(Guest Cell Number)**  
 Street Address  
 City, State, Zip

## Outbound Guest Packages - Shipping Instructions

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 Express shipping supplies and airbill forms are also available and are complimentary. Outbound packages being 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 Fees

Package handling fees may be charged to a guest room, master account, FedEx account, or billed to a credit card. Fees are applied on a per item basis.

Weight Class	Inbound Receiving Fee	Inbound Receiving/Delivery Fee	Outbound Drop Off Handling Fee	Outbound Pickup/Handling Fee
0.0 – 1.0 lbs.	\$0.00	\$5.00	\$0.00	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$25.00	\$50.00	\$25.00	\$50.00
60.0 lbs. and Over	\$25.00	\$70.00	\$25.00	\$70.00
Crate & Pallet *	\$150.00	\$150.00	\$150.00	\$150.00

\* 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.

## Package Storage and Oversize Item Fees

Package Storage Fees will apply to each package received and stored for more than five calendar days. Items measuring over 6.5 feet on all sides are considered oversize and will be assessed the Oversize Fee if stored for more than five calendar days.

Days	Storage Fee/Day	Oversize Fee/Day
1 – 5 Days	No Charge	No Charge
6 – 7 Days	\$25.00	\$25.00
8 Days and Over	\$50.00	\$25.00

**Terms & 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.