Sheraton Atlanta Hotel

Package Handling Procedures

The Sheraton Atlanta Hotel is pleased to accept and store all boxes and shipments required for scheduled meetings/programs according to the following policies:

- All boxes must be labeled with group name, date of program, group on-site contact as well as the Catering or Convention Service representative in charge of your meeting/group.
- The hotel cannot accept responsibility for acceptance and/or storage of boxes received more than three (3) business days prior to the scheduled start date of the meeting/program.
- After your event, any boxes to be shipped out of the hotel must be properly packaged and labeled with shipping address, return address and method of payment on your departure date.
- The hotel is not responsible for packing or for supplying any packing materials. Any items or materials left behind without shipping instructions will be discarded three (3) business days after your departure date.
- Meeting Professionals MUST notify their Catering or Convention Service representative of any shipments to the hotel at minimum of seven (7) business days prior to the event.
- All Exhibitors, Vendors, and Attendees of a Convention or Trade Show in which an outside drayage company/decorator is utilized MUST ship all their freight and materials through their decorator. Please do not ship directly to the hotel, as all packages will be turned over to the drayage/production company assigned to the event. It is highly recommended that the Meeting Professional is advised of this and communicates this with all Exhibitors.
- Catering or Convention Service representative must review the Exhibitor Service Kit prior to distribution to Exhibitors by customer or official drayage/decorator.
- Packages should be received during regular business hours: Mon-Fri @ 7:00am – 5:00pm. There is no forklift on property and all trucks must have a lift gate.
- If third parties Vendors are used for office equipment such as copy machines, computers, faxes, the hotel cannot be responsible for moving them due to liability. Clients must notify the company of this and ensure that the product is picked up prior to the ending time of their contracted meeting space/office. In addition, these companies must load and unload to final meeting room destination.
- Payment for this service must be established prior to receiving our package(s). All packages will be held until a payment method has been confirmed.

Loading Dock Hours of Operation

Monday through Friday: 7:00am – 5:00pm

Service Fees

Charges incurred shall be applied to the RECEIVER of material, thus, applied to an individual guest room account/folio or Group Master Account, or charged to an individual credit card. These charges cover the cost of labor, processing, receiving, tracking, storing, and delivering. Note that additional storage fees will apply for packages received more than three days prior to the start of an event.

The price for receiving will be based on pounds. Weights will be taken off the FedEx, UPS, or DHL boxes. These packages do not need to be weighed at the hotel. On the rare occasions when packages are received from another source and do not include weight information, the packages will be weighed at the hotel or the weights will be estimated.

Rate Highlights

DESCRIPTION	CHARGE
Receiving / Handling / Delivery *Boxes and Individual Packages*	• 0 to 5 Pounds = $5.00 each • 6 to 20 Pounds = $10.00 each • 21 to 50 Pounds = $15.00 each • Over 50 Pounds = $25.00 each • *Charges assessed per each Individual Box/Package*
Receiving / Handling / Delivery *Pallets*	$75.00 each
Receiving / Handling / Delivery *Crates*	Please contact your Catering or Convention Service representative in advance with specific details regarding size, shape, weight. Charges will be determined based on this information.
Storage	No Storage fees will apply for the first (3) three days prior to the start of an event. If Storage exceeds three (3) days, a $25 per item per day Storage Fee will be added. Bundled units (ie: Pallets) will be charged @ $25 for each piece contained in the bundled unit.
Outbound Processing	$5.00 per Box/Piece Minimum Fee Note that this charge applies whether guest uses own personal shipping account, uses hotel's account (with charges posted to the master account), or provides a credit card.

Package Labeling

The Hotel has very limited storage and is not able to store large quantities of boxes and packages. Boxes and packages should not arrive at the Hotel more than three (3) business days prior to the start of an event or meeting. All deliveries should be addressed as follows:

Name of Group and On-Site Contact (address to the person who will be looking for it)
c/o The Sheraton Atlanta Hotel
165 Courtland St NE
Atlanta, Georgia 30303
Hold For: _____Name & Date_____ Conference

Box(es) ____ of ____ (Multiple Boxes MUST be numbered)
Name of Hotel Catering or Convention Service Manager

- The Shipper's Return Address should include the shipper's name, address, and telephone number.
- Multiple packages within a single shipment should be numbered in sequence (ie: 1 of 3, 2 of 3, 3 of 3). It may be helpful to make note of individual package contents so that careful records of all materials may be maintained and the sender alerted in the event of damage or non-receipt.
- Heavy boxes (over 50 pounds) should be identified so that (either yours or ours) can avoid injury while lifting them.
- If there is more than one on-site delivery location, please label the boxes with their specific delivery destination (ie: Office in _____ Room / Registration in _____ Room).
- We require that Exhibitors ship all freight and materials to the designated drayage company, which will deliver boxes to the appropriate exhibit booth location.
- For exhibit shows that are not using a drayage company, the following information must be provided to all Exhibitors by the event organizer or meeting professional: All packages are held in the Purchasing Department of the hotel and can be claimed via client request to the mail room. Payment must be established for the handling fees.
- Send shipping information in writing to your Catering or Convention Service representative. Be specific regarding the number of boxes shipped; point of origin (company/city); how they were shipped; when they are to arrive; when/where they should be delivered once they arrive; the size, weight, and relative condition of the boxes; tracking numbers; plus any other helpful information that will assist in the proper handling and processing of your shipment.

Package Handling Internal Procedures

Shipping & Receiving Hours of Operation*
These are the minimum hours of operation where there is an associate trained to handle package deliveries (designated staff). This does not mean there is additional staff nor are these the published hours of the Loading Dock.

Monday – Friday	7:00am – 5:00pm (Mailroom attendant)
Saturday	7:00am – 3:00pm (Mailroom, Bellmen or Banquet Houseman)
Sunday	7:00am – 3:00pm (Bellmen or Banquet Houseman)

** Hours may be adjusted based on the needs of the groups in-house.*

Daily Delivery and Pick-Up Times (Monday – Friday)

FedEx

Daily Delivery	Pick-Up
Air: 7am – 11am	4:00 pm
Ground: 10am – 2pm	

UPS

Daily Delivery	Pick-Up
Air: 7am – 11am	4:00 pm
Ground: 1:00 pm	

DHL

Daily Delivery	Pick-Up
Air: 7am – 11am	Upon Request

Incoming Package Procedures:

Individual Meeting Attendee

- Package is received by Mailroom and is logged and verified
- Determine the weight of the package
- A four-part Package Fee Notification Receipt is completed and attached to the Package
- Package is stored in the Mailroom and delivered upon request by Mailroom to meeting room or Bell Stand to guest room
- Guest signs for charges on the Package Fee Notification Receipt and provides method of payment
- The guest will receive one copy of the four-part Package Fee Notification Receipt and the other copies will be kept in Mailroom for posting
- Shipping Agent will post charges
- Two copies will be filed and one copy will be given to Accounting

Transient Guest

- Package is received by Mailroom and is logged and verified
- Determine the weight of the package
- A four-part Package Fee Notification Receipt is completed and attached to the Package
- Package is stored in the Mailroom / Bell Stand, and delivered by Bellman upon request by the guest
- Guest signs for charges on the Package Fee Notification Receipt and provides method of payment
- The guest will receive one copy of the four-part Package Fee Notification Receipt and the other copies will be kept in Mailroom for posting
- Shipping Agent will post charges
- Two copies will be filed and one copy will be given to Accounting

Outgoing Package Procedure:

Individual Meeting Attendee

- Mailroom or EMS's will provide a four-part Package Fee Notification Receipt to be completed (plus blank Airbill, if needed)
- Guest signs for charges on the Package Fee Notification Receipt and provides method of payment
- The guest will receive one copy of the four-part Package Fee Notification Receipt and the other copies will be kept along with the package(s) for shipping out
- Shipping Agent will post charges
- Two copies will be filed and one copy will be given to Accounting

Transient Guest

- Guest will bring Package(s) to the Concierge Desk or Bell Stand and a four-part Package Fee Notification Receipt will be completed by the Agent (using blank Airbill, if needed)
- Guest signs for charges and provides method of payment
- The guest will receive one copy of the four-part Package Fee Notification Receipt
- Package(s) will be picked up by the Shipping Agent and brought down to the Mailroom along with the other three copies of the Package Fee Notification Receipt
- Shipping Agent will post charges
- Two copies will be filed and one copy will be given to Accounting

NOTE: Hotel Policy for Unclaimed Packages - These will be held for 30 days after the group/guest departs. Attempts to contact the shipper will be made by the Mailroom Staff with the assistance of CCS Managers as needed. On the 31st day, Package(s) will be discarded.

Frequently Asked Questions from Guests

How do I tell if a guest has a Package?
If the guest has a Package at the hotel, (s)he will receive a message in the guest room. The message is actually input into Galaxy by Mailroom Staff, which activates the message light on the guest room telephone. The Package Tracking Tool should have the updated information on the J: drive as well. All packages, envelopes, boxes, crates and pallets are stored in the Mailroom / Bell Stand.

What time are Packages delivered to the Hotel?
Most carriers deliver between 7am and 2pm, Monday thru Friday, and between 9am and 1pm on Saturday.

What if the guest says we have a Package but there is no Message?
The majority of the time, this happens when the Package has someone else's name on it, or it has no name at all. Another reason may be that it was addressed to a non-guest. In this case, we must have a tracking number and run it through the carrier's website to determine if it was in fact delivered.

How do I arrange for a Package to be delivered?

NOTE: Typical delivery time is within 20 minutes however, during busy periods, guests should be advised it may take longer.

- Guest will dial “0” for the operator who will then notify a Bellman for package delivery

After Package Room Hours:

- Security or Manager On Duty will have access to the Package Room to assist Banquet Housemen or Bellmen