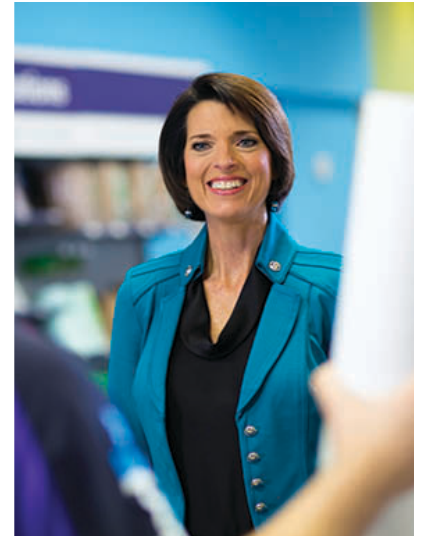




An Inside Team. On Your Side.



You need to stand out in the crowd. We're here to make that easy.

Because we have a FedEx Office onsite at Orange County Convention Center, our experts can help you draw traffic and increase sales with printed materials that are ready to start working when you arrive.

Start-to-Finish Convenience

Count on us for everything from posters and brochures to direct mail campaigns for lead follow-up. Need more of anything while you're here? We're standing by with fast turnaround to keep your exhibit running smoothly.

You can even pre-order printed materials for your next show location and have them waiting for you when you arrive. And as soon as the show ends, we can ship packages home or to your next destination.

We're Here to Help

Orange County Convention Center
9800 International Drive
Orlando, FL 32819
1.407.363.2831
USA3996@fedex.com

For personalized help, please contact:
John Gunning
Events Solutions Consultant
1.407.765.1612
John.Gunning@fedex.com

Here are just a few ways

FedEx Office can support

your event:

- Premium printing, copying and binding services
- Pre-conference file assistance
- Pack-and-ship services
- On-site parcel receiving, handling and tracking
- Mobility solutions, including scooters and segways
- Promotional products, from lanyard to bags and drinkware
- High-quality brand imaging on large-format signs and graphics

Find more FedEx Office locations at your favorite hotels and convention centers at [fedex.com/conventions](https://www.fedex.com/conventions) or call 1.800.GoFedEx 1.800.463.3339.



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

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.



Orange County 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 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.

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.

Promotional Products

We can provide everything for your event, from lanyards to promotional items.

Get all your materials from one convenient place.

- Portfolios
- Notebooks
- Writing Instruments
- Bags
- Wearables
- Drinkware





Scootaround

Personal Transportation Solutions™

Rental Rates for Public Shows:



SCOOTERS

Full Day: \$55.00

WHEELCHAIRS

Full Day: \$15.00



STANDUP SCOOTER

(for event management staff only)

Full Day: \$85.00

Rentals Available through the FedEx Office locations in the West, North and South buildings.

(Please inquire with FedEx for hours of operation)

Call Scootaround Toll Free at: 1-888-441-7575 or visit our website at www.scootaround.com



FEDEX OFFICE PUTS ENVIRONMENTAL STEWARDSHIP WITHIN EVERYBODY'S REACH

FedEx plays an important role in how the world connects. Not just how people connect with people, but also how they connect with the planet. With FedEx Office, you are connecting in positive ways you may not have realized: reducing waste, conserving resources and contributing to a healthier environment. Knowing you can count on FedEx Office for sustainable solutions is good news, considering people are more interested than ever in protecting the planet.

More than words

Greenspeak sounds good, but being eco-friendly *feels* good. So you want proof — and FedEx Office has it. Some of that proof can easily be seen in our centers.

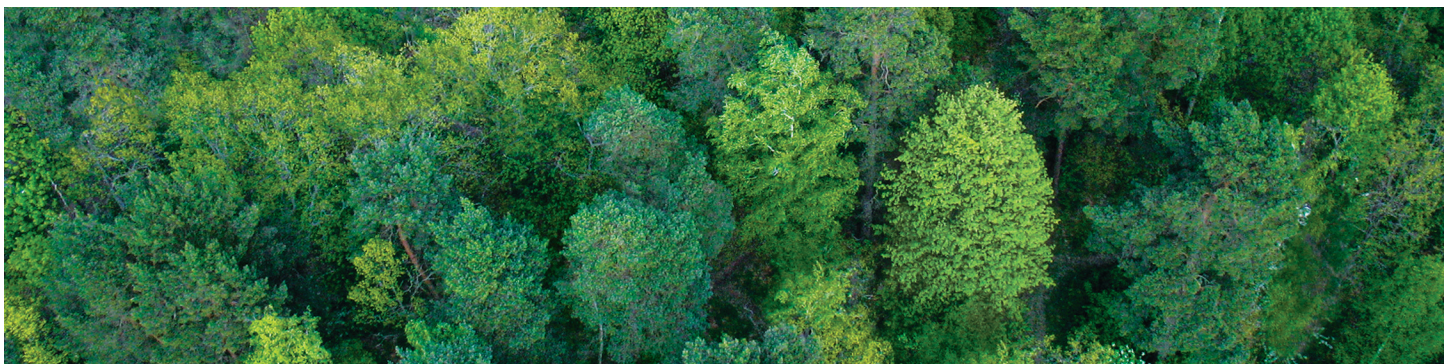
- In our many paper options certified by the Forest Stewardship Council (FSC), which assures you of responsible forest management.
- In our paper choices, of which 75 percent contain recycled material.
- In our free eCycling program that enables you to drop off some of your old electronics at select FedEx Office locations for recycling.
- In our shipping packages, which all contain recycled content.

Proof of our environmental stewardship also exists on the ground and in the air. But you don't have to take our word for it.

- The **EPA** has ranked FedEx Office #1 on their Top 20 Printers List of the largest green power purchasers in the commercial printing business, and has honored us with:
 - The EPA Green Power Partner of the Year designation.
 - The Leadership Award for our support of renewable energy.
 - The WasteWise Award for our waste-reduction efforts.
- The **Recycled Paper Coalition** has given us their Steward Award for recycled paper use.
- And the **Rainforest Alliance** has bestowed upon us their Energy Conservation Green Globe Award.

You can be sure that we are continuing our quest for better, more sustainable ways of doing business, offering tree-free paper and paper-free communication, for example. FedEx is a founding member of the Green Power Market Development Group and the Paper Working Group. And we are working closely with many other non-profit and governmental organizations, including Energy Star, the Global Environmental Management Initiative, the U.S. Green Building Council, the Recycled Paper Coalition and the Clean Air Coalition.

(continued)





A larger global commitment

All of our efforts at FedEx Office are part of a larger global commitment by FedEx that is manifesting itself in many real and exciting ways: solar-electric hubs, hybrid-electric and electric vehicles, and dramatic reductions in airline fleet fuel consumption.

What you can do to help

The best way to build a sustainable future is to insist on environmentally friendly solutions in your own life and work. Here at FedEx Office you can:

- Use our digital service offerings, such as FedEx OfficeSM DocStore and FedEx OfficeSM Print Online, to avoid driving and reduce carbon emissions.
- Choose certified and/or recycled papers and packaging.
- Use both sides of the paper when creating documents.
- Take advantage of our many other sustainable options for printing and shipping.

Most important, stay informed and up to date on the latest environmentally friendly initiatives and look for ways to contribute your own time and ideas. The more you are involved in the solutions, the more you realize that environmental stewardship connects us all.

For more information about FedEx initiatives, go to <http://csr.fedex.com>.