

SHIPPING INSTRUCTIONS

Frequently Asked Questions:

1. What express carriers arrive to the hotel?

COMPANY	PHONE NUMBER	WEBSITE
FedEx	1-800-Go-FedEx (800-463-3339) 1-800-477-7532	http://www.fedex.com http://www.fedex.com/pr_english/ - PR English http://www.fedex.com/pr/ - PR Spanish
DHL	1-800-Call-DHL (1-800-225-5345)	http://www.dhl.com
UPS	1-800-Pick-UPS (1-800-742-5877)	http://www.ups.com http://www.ups.com/content/pr/en/index.jsx - PR English http://www.ups.com/content/pr/es/index.jsx - PR Spanish

2. What services do the above carriers offer for shipping from Puerto Rico to other countries?

- FedEx – Next Day / Economy
- DHL – Next Day
- UPS – Next Day / 2nd Day / Ground (Also valid for the US although overseas)

3. Which Air Waybill should be used?

- FedEx – For all shipments leaving Puerto Rico must use International Air Waybill. **U.S. Airway bill not accepted** in Puerto Rico.
- DHL – Express Air Waybill.
- UPS
 - a. UPS Next Day Air – For shipping inside US territory and Puerto Rico.
 - b. UPS 2nd Day Air – For shipping inside US territory and Puerto Rico.
 - c. UPS Ground – For shipping inside US territory and Puerto Rico.
 - d. UPS World Wide Services Waybill – For shipping worldwide outside US territory and Puerto Rico.
- **If shipping outside US territory and Puerto Rico package must contain Commercial Invoice.**

4. What information should the guest take with them? Tracking number or Shipper’s Copy of Air Waybill.

5. Can liquor be shipped imported or exported of Puerto Rico? **No**, unfortunately law prohibits liquor to be sent through the mail with any carrier. If the guest persists on shipping such items, they will be held responsible if package is inspected or detained. Liquor can only be taken on airplanes if purchased at the airport.

6. Are packages received in Puerto Rico on Saturdays? No. Puerto Rico does not receive Saturday delivery by FedEx / DHL / UPS but can send outgoing packages to be delivery in the US on Saturdays.
7. Does the hotel offer shipping materials? **Yes, only if available.**
 - FedEx / DHL / UPS offer complimentary boxes for regular shipments.
 - If package does not fit the free or charge boxes, the hotel offers various sizes for sales.
 - The hotel also offers: packing tape and bubble wrap. See *Materials Available for Sale* list.
 - **All packages must be sealed in front of guest.**
8. Common reasons why packages might not be accepted by carrier:
 - Shipper or recipient information is incorrect or incomplete.
 - Shipping address must only be 6000 Rio Mar Blvd, Rio Grande, PR 00745.
 - Credit Card or Account number is not correct or included.
 - Credit Card expiration date is not included.
 - Packages are torn or present damage.
 - Package does not specify contents.
 - Incorrect Air waybill is filled out. (Example: FedEx US Air Waybill)
9. What happens if the guest uses an incorrect Air Waybill?
 - The Purchasing Department will attempt to contact shipper before leaving the hotel to change Air Waybill. If shipper has left the hotel Purchasing will attempt to contact cell phone number to inform of problem and provide new tracking number for correct Air Waybill. If shipper cannot be contacted, Purchasing will change Air Waybill and re-send package.
10. Until what time are packages received by the Purchasing/Shipping Department? 2:00pm
Monday – Friday

11. What time do the carriers normally arrive at the property? After 1:00pm (no specific time available).

12. Standard airway-bill required information:

- Account Number or Credit Card information (Number and Expiration Date)
- Sender's Name
- Sender's Phone Number
- Outgoing Address: **6000 Rio Mar Blvd, Rio Grande, PR 00745**
- Recipient's Name
- Recipient's Phone Number
- Recipient's Address
- Date and Signature

a. Specific Instructions for FedEx:

- Sections 1 and 2: Follow Standard Directions
- Section 3 (Shipment Information): All packages must include a brief description of contents, amount of packages to be sent, total weight (lbs.), box dimensions and total value for customs. (If package does not describe its contents package could be refused by FedEx).
- Section 4 (Express Package Service): If package is shipping Economy – must check mark **FedEx Economy**. If Economy is not checked package will automatically ship Express for a higher cost.
- Section 5 (Packaging): Check mark packaging used. If not listed specify in other.
- Section 6 (Special Handling): Check desired service: Hold at FedEx Location or Saturday Delivery. **Note: Saturday or Sunday Deliveries are not received in Puerto Rico.**
- Section 7a (Payment Bill transportation charges to): Check mark and fill requested information. If paying with a credit card fill out information in this area. **Don't forget the Expiration date!**
- Section 7b (Payment Bill duties and taxes to): Check mark and fill requested information.
- Section 8 (Your internal Billing Reference) Optional
- Section 9 (Shipper's Signature).

b. Specific Instructions for DHL:

- Sections 1 (Payer account number, credit card number and shipment value protection details): Check mark desired service and fill out information. **Don't forget the expiration date for Credit Cards!**
- Sections 2 and 3: Follow Standard Directions
- Section 4 (Shipment Details): All packages must amount of packages to be sent, total weight (lbs.) and box dimensions.
- Section 5 (Full Description of Contents): All packages must include a brief description of contents and quantities.
- Section 6 (Shippers Authorization): Signature
- Section 7 (Products and Services): Check mark desired services.

c. Specific Instructions for UPS (For all Air Waybills):

- Sections 1 and 2: Follow Standard Directions
- Section 3 (Weight): All packages must include total weight (lbs.) and box dimensions.
- Section 6 (Optional Services): Contents are automatically protected up to \$100. If package contents are worth more than \$100 please check mark and specify. For Next Day and 2nd Day Air check mark desired services.
- Section 8 (Method of Payment): Check desired service. **Note: Saturday or Sunday Deliveries are not received in Puerto Rico.**
- Section 9 (Receiver's/Third Party's UPS Acct. No. or Major Credit Card No.): If paying with a credit card or shipping charge is to be paid by Recipient fill out information in this area. **Don't forget the Expiration date!**
- Section 10 (Shipper's Signature)