

9/29/15

## **EVENT SHIPPING/RECEIVING** **PROCEDURES**

### **CONTACT INFORMATION**

- Dionne Williams; 403-585-4093
- [dwilliams@calgarystampede.com](mailto:dwilliams@calgarystampede.com)
- On duty Supervisor; 403-585-4083
- Hours of operation;

Monday – Friday from 9:00am – 4:30pm.

- Deliveries are to Dock Door #6. Arrangements can be made for other venues, proper notice will be required.
- After hours deliveries are to contact on duty Supervisor at 403-585-4083

### **INCOMING SHIPMENTS**

- Packages are counted to verify number of pieces with discrepancies recorded.
- Damages will be recorded and a picture taken.
- C.O.D. shipments will not be accepted.
- Smaller items will be stored in a secure area.
- Larger shipments i.e. skids will be stored as close to the event area as possible. Wrapped skids will not be opened.
- All boxes must have the following information clearly marked on them (improperly labeled packages will not be accepted):

Event Name

Event Dates

Event Room Name

## Event Coordinator Name

### Onsite client contact name & number

- Shipments will not be accepted more than 2 days in advance of the event, unless special arrangements have been made with advance notice.
- Packages will be accepted Friday for events taking place the following Monday.
- Items will be placed in the event room on request date.

## **OUTGOING SHIPMENTS**

- All outgoing shipments must be packaged, labeled and waybills provided by the client.
- Information has been provided, as well as the fore mentioned prefilled waybills.
- Unboxed shipments will not be accepted by any domestic courier company in Canada.
- Bubble wrap and shrink wrapped items can be shipped out but client must be aware of possibility of damage via travel. \*Special handling fee will be charged by courier company.\*
- If the client requires BMO receiving to fill out the waybill all information such as destination and level of service must be given via email or signed paper work stating they accept all associated charges from courier companies.

## **LEFT BEHIND ITEMS**

- All packages and or items left behind from an event will be held for 1 week before we dispose of them unless arrangements are made within that week.
- Efforts will be made to find the owner by informing the Coordinator via email with pictures and description of items.