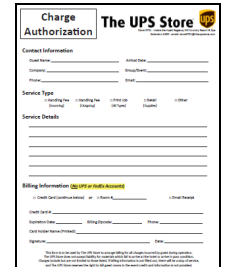


## Outgoing Shipping Instructions

After your conference is over, if you need to ship your materials we will be happy to help you! Please use the following instructions to ensure your return shipping goes smoothly.

### Do you already have labels?

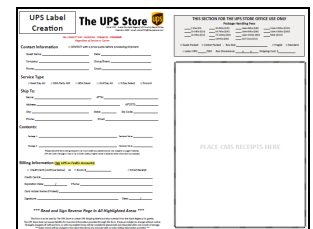
- Fill out the "Authorization Form - PreLabeled." We will process all packages, including FedEx Express and Ground shipments. This is the same form you may have filled out for your incoming packages to process your handling fees.
- The sections 'Contact Information,' and 'Billing Information' must be filled out. Leaving these blank may result in a delay in shipping your packages.



The image shows a 'Charge Authorization' form from The UPS Store. It includes sections for 'Contact Information' (Name, Address, City, State, Zip, Phone, Fax, Email), 'Service Type' (Shipping, Handling Fee, Insurance, etc.), and 'Billing Information' (UPS or other account, Billing Cycle, etc.).

### Do you need labels made?

- Fill out our "AuthForm - Label" for each different address your packages will be sent to. If all packages are going to the same address, you only need to fill out one form. All labels generated with The UPS Store will be through UPS. We cannot generate labels for FedEx, USPS, or other carriers.
- The sections 'Contact Information,' 'Ship To,' 'Service Type,' 'Contents,' and 'Billing Information' must be filled out. On the reverse side of this form, please initial, print your name, and sign where indicated. This allows us to act as your shipping agent with UPS. All other sections are for The UPS Store office use as we process your package.
- Be sure to fill out the 'Contact Information' with your own information as you are the shipper on record.



The image shows a 'UPS Label Creation' form from The UPS Store. It includes sections for 'Contact Information', 'Ship To', 'Service Type', 'Contents', and 'Billing Information'. There is a large blank area for a label and a section for 'PLACE YOUR RECEIPT HERE'.

### For Either Form

- When filling out your billing section, keep in mind we can not use UPS or FedEx account numbers. Charges for shipping and/or handling fees can be applied to either your guest room here at the Hyatt or to a credit card. Cash transactions are restricted to those made inside the Business Center during normal operating hours (8am-3pm, Monday-Friday).
- Do you need extra items packed, or maybe the box you used to ship your items here is now too damaged to use? **We can pack for you!** See a UPS Store associate to arrange packing service for an additional charge depending on the size and fragility of items packed. Everything packed with the UPS Store gives you the assurance of our Pack and Ship guarantee!

### Getting Ready To Go

- Prepaid labels can be printed in the Business Center public computer kiosks (credit card use only, \$5 for the first ten minutes of use, \$0.15/page for black and white copies), or they can be emailed to our store email, [store5751@theupsstore.com](mailto:store5751@theupsstore.com) and we will print up to five for you for a single \$2 charge.
- Once your items are packed, pre-made labels are affixed if present, and your needed form is filled out, place all packages together at your table *with your form* to be picked up by a UPS Store associate. (If you do not have packing tape, we will tape your boxes for you.)
- All handling charges will be made on the next business day. If you need a receipt, you *must* check the box marked 'Email Receipt.' *Receipts are not automatically generated and sent only on request.*
- Questions? Contact us (210) 365-3456 or email [store5751@theupsstore.com](mailto:store5751@theupsstore.com)!

**The UPS Store cannot ship alcohol, firearms, or ammunition.  
Certain hazardous materials may be otherwise restricted.**

# Charge Authorization

# The UPS Store®



Store 5751 - Inside the Hyatt Regency Hill Country Resort & Spa  
Extension 6490 - email: store5751@theupsstore.com

## Contact Information

Guest Name: \_\_\_\_\_ Arrival Date: \_\_\_\_\_

Company: \_\_\_\_\_ Group/Event: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## Service Type

- Handling Fee (Incoming)     Handling Fee (Outgoing)     Print Job (All Types)     Retail (Supplies)     Other

## Service Details

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## Billing Information **(No UPS or FedEx Accounts)**

- Credit Card (continue below)    **or**     Room # \_\_\_\_\_     Email Receipt

Credit Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Billing Zipcode: \_\_\_\_\_ Phone: \_\_\_\_\_

Card Holder Name (Printed): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This form is to be used by The UPS Store to arrange billing for all charges incurred by guest during operation. The UPS Store does not accept liability for materials which fail to arrive at the hotel or arrive in poor condition. Charges include but are not limited to those listed. If billing information is not filled out, there will be a stop of service, and The UPS Store reserves the right to bill guest rooms in the event credit card information is not provided.



# UPS Label Creation



**We CANNOT SHIP : ALCOHOL - TOBACCO - FIREARMS**  
Regardless of Service or Carrier

## THIS SECTION FOR THE UPS STORE OFFICE USE ONLY

### Package Handling Fees

___ 1-9lbs (\$5)	___ 30-49lbs (\$20)	___ Case<49lbs (\$30)	___ Crate<150lbs (\$150)
___ 10-19lbs (\$10)	___ 50-74lbs (\$35)	___ Case>50lbs (\$60)	___ Crate>150lbs (\$200)
___ 20-29lbs (\$15)	___ 75-100lbs (\$60)	___ Case>100lbs (\$90)	___ Pallet (\$150)
	___ 100+lbs (\$90)	___ Golf Clubs (\$15)	

Guest Packed    Center Packed   -   Box Size: \_\_\_\_\_    Fragile    Standard  
 Labor HRS: \_\_\_\_\_/\$60   Box Dimensions: \_\_\_\_\_ x \_\_\_\_\_ x \_\_\_\_\_   Shipping Cost: \$ \_\_\_\_\_

## Contact Information

CONTACT with a price quote before processing shipment

Guest Name: \_\_\_\_\_ Date: \_\_\_\_\_

Company: \_\_\_\_\_ Group/Event: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## Service Type

Next Day Air    NDA Early AM    NDA Saver    2nd Day Air    3 Day Select    Ground

## Ship To:

Name: \_\_\_\_\_ ATTN: \_\_\_\_\_

Address: \_\_\_\_\_ APT/STE: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## Contents:

Package 1: \_\_\_\_\_ Declared Value: \_\_\_\_\_

Package 2: \_\_\_\_\_ Declared Value: \_\_\_\_\_

Please describe items being shipped in as much detail as possible above. Use margins on page if needed.  
UPS will cover damage or loss of up to \$100 unless a higher value is declared when shipment is processed.

## Billing Information **(No UPS or FedEx Accounts)**

Credit Card (continue below)   **or**    Room # \_\_\_\_\_    Email Receipt

Credit Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ / \_\_\_\_\_   Phone: \_\_\_\_\_

Card Holder Name (Printed): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_

**\*\*\* Read and Sign Reverse Page In All Highlighted Areas \*\*\***

This form is to be used by The UPS Store to create UPS Shipping labels and ship material from the Hyatt Regency for guests. The UPS Store does not accept liability for incorrect information provided through this form. Prices are subject to change without notice. Packages dropped off without form or with incomplete forms will be considered abandoned and discarded after one month of storage.  
\*\* Guest rooms will be charged in the event that forms are returned with no other billing information provided. \*\*



**PARCEL SHIPPING ORDER (PSO)**  
**Terms and Conditions – The UPS Store**

Subject to these terms and conditions, this The UPS Store® center (“We”, “Us”, or “Our”) will receive, forward and/or pack parcel(s) for you the customer (“You” or “Your”). The carrier for Your parcel(s) accepted by Us (“Carrier”) will be UPS® unless a different carrier is named here \_\_\_\_\_. Your parcel(s) accepted by Us are subject to refusal for shipment by the Carrier. You represent that Your true name and address appear on the shipping label. You confirm the accuracy of the “Ship To” address (\_\_\_\_\_ initial here).

We do not accept hazardous material, Other Regulated Material-D class (ORM-D), illegal items or articles of unusual value, including but not limited to cash. In addition, the Carrier’s tariff, service guide, or terms and conditions may specify other restricted items. Certified locations may accept some forms of ORM-D.

We do not transport Your parcel(s). The Carrier transports Your parcel(s) pursuant to a contract between Us and the Carrier, which incorporates the Carrier’s applicable terms and conditions of service. Accordingly, the transportation of Your parcel(s) is subject to the Carrier’s terms and conditions of service in effect on the date of shipment (in the case of UPS as the Carrier, the UPS Tariff/Terms and Conditions of Service in effect as of the date of shipment (“UPS Terms”) are available at [www.ups.com/terms](http://www.ups.com/terms)). A copy of the UPS Terms is also available on request at Our location. The Carrier’s terms and conditions setting forth the Carrier’s rights, responsibilities, and limitations of liability with respect to the transportation of Your parcel(s) are hereby incorporated in full into this PSO. **The UPS Terms contain a MANDATORY BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER, which apply to any controversy or claim, whether at law or equity, arising out of or relating to provision of services by UPS, regardless of the date of accrual of such dispute, except for claims that may be filed in courts of limited jurisdiction such as small claims, justice of the peace, magistrate court, and similar courts with monetary limits on their jurisdictions over civil disputes.**

We are Your agent for receiving and forwarding Your parcel(s) to the Carrier. We are not the Carrier’s agent. You agree that We will be deemed the shipper of Your parcel(s) with the Carrier and that You are not the shipper under the Carrier’s terms and conditions. You therefore will have no rights directly against the Carrier. Any rights You may have to recover damages or other compensation with respect to the transportation of Your parcel(s) (including for loss, damage, or Carrier’s failure to timely deliver) are limited to those rights described in the Carrier’s terms and conditions of service in effect on the date of shipment or in this PSO, including under the optional Declared Value Program or optional Insurance Program (each as defined and described below) or, in the case of UPS as the Carrier, UPS’s Guaranteed Service Refund (GSR) program. You agree that We, as the shipper of Your parcels, are solely entitled to any discounts or adjustments to the charges that We pay the Carrier for transporting Your parcel(s).

Except as expressly set forth in this PSO, We assume no liability for the delivery of Your parcel(s) or for loss or damage by any cause to the parcel(s) or their contents that occurs after We tender Your parcel(s) to the Carrier. The Carrier’s driver may deliver parcels without a signature unless You request a signature on delivery and pay any applicable charge. You agree that the Carrier is not liable for loss or damage occurring after delivery of the parcel(s) and that the Carrier’s liability for lost or damaged parcel(s) is limited by the Carrier’s terms and conditions (including, in the case of UPS as the Carrier, the UPS Terms) and by this PSO. You also agree to all terms and conditions in this PSO, including all terms and conditions related to Your participation in the optional Declared Value Program or optional Insurance Program.

We are not liable for the Carrier’s failure to timely deliver. Any statement by Us regarding a probable date and (if applicable) time of delivery is an opinion and only an estimate, and is not warranted in any manner. **We are not liable for any consequential, indirect, special, incidental or punitive damages, or any loss or damage resulting from delays in shipping or delivery.**

We are not liable for Carrier’s failure to properly collect or remit funds for C.O.D. parcels. You assume all risk if consignee’s form of payment is accepted by the Carrier. You must agree to one of these payment types when processing a C.O.D.: \_\_\_ Guarantee Funds or \_\_\_ Personal Funds. If You do not designate “Guarantee Funds,” You agree to accept all risk of nonpayment, insufficient funds and forgery in accordance with the Carrier’s terms and conditions, and that We will not be liable under any instrument tendered for C.O.D. parcels.

We are trained in packaging parcels and You acknowledge that packaging standards to withstand shock, vibration and compression have been explained to You by Us. Our responsibility for damage to items caused by improper packing by Us is limited to any applicable Declared Value Program, Insurance Program, or other program that We may offer and for which You have paid any applicable charge. Shipments containing “**food**” (as defined in section 201 (f) of the Federal Food, Drug, and Cosmetic Act), will be accepted for transportation only according to the following terms and conditions. You assume all responsibility to establish and maintain all records required under 21 CFR Part 1 Subpart J §§ 1.326-1.363. In so doing, You assume the legal responsibility under 21 CFR § 1.363 for establishing and/or maintaining records that would otherwise be required to be maintained by Us. You agree Your records will comply with 21 CFR § 1.352 and identify the immediate recipient of the transported food; the origin and destination points of shipment; the date the shipment is received and the date released; the number of packages shipped; a description of the freight describing the type of food received and released; and the route of movement. You agree expressly to make all records required by 21 CFR § 1.352 available to the FDA as required by 21 CFR § 1.361. You commit, and recognize that it is Your responsibility, to ensure that all such records are maintained consistent with the record retention and availability requirements provided in 21 CFR § 1.360 and § 1.363. You agree that within 45 days of the date of shipment, You will obtain or request from Us any information needed from Us to satisfy these responsibilities. You recognize that these obligations with respect to establishing and maintaining records cannot be terminated.

Neither We nor The UPS Store, Inc. is responsible for interruptions to or failures of electronic processes, including transmissions of shipping order information.

**Limitations of Liability and Exceptions.** Our sole and exclusive liability, and the Carrier’s sole and exclusive liability, with respect to loss or damage is strictly limited to the amounts set forth in this PSO. Liability for loss or damage is strictly limited to Your actual damages or \$100 per parcel, whichever is less (if Carrier is USPS, limit is \$100 or less for domestic shipments, depending on USPS service level), unless You declare a higher value and pay the applicable charge for a higher authorized value (under the Declared Value Program or Insurance Program, as applicable). We and the Carrier are not liable or responsible for items of unusual value, precious metals, negotiable instruments, or items prohibited from shipment, or for which the Carrier’s liability is excluded, under the Carrier’s terms and conditions. If UPS is the Carrier, UPS’s liability for a parcel containing a check or checks is limited to the stop payment and check(s) reissuance cost, and in any event will not exceed \$100 per parcel, and UPS’s liability for a parcel containing a phone card, gift certificate, gift card or other similar printed matter with an exchange value is limited to the replacement cost of the physical card or printed matter, and in any event will not exceed \$100 per parcel. In no event will We or the Carrier be liable for the face value of any check(s), phone card, gift certificate or gift card. Additional terms and conditions governing loss or damage claims can be found in the Carrier’s tariff, service guide, or terms and conditions (which, in the case of UPS as the Carrier, the UPS Terms can be accessed at [www.ups.com/terms](http://www.ups.com/terms)).

**Declared Value Program.** Certain Carriers (including UPS), offer a declared value program providing declared value limits for loss or damage, subject to terms and conditions (including monetary limits) (“**Declared Value Program**”). You may not participate in the Declared Value Program for those parcel(s) that You elect to include in any Insurance Program. The declared value product will be available only if You have complied with all terms and conditions of the applicable Declared Value Program. We surcharge the cost of this product. If You elect to participate in the Declared Value Program

and You pay any applicable charge, We will declare value for Your eligible parcel(s) through the applicable Carrier. You expressly acknowledge that the value of each parcel does not exceed the amount You listed below as the “Declared Value” and that is stated on the CMS shipment receipt. If You do not list a “Declared Value” amount below, You agree that the value of each parcel does not exceed \$100. If You do not declare value above \$100 and pay an additional charge for a parcel containing items of greater value than \$100, You will not be entitled to recover more than \$100 for loss or damage to the items in that parcel. The Carrier’s terms and conditions, including monetary limits, for its Declared Value Program are located in the Carrier’s tariff, service guide, or terms and conditions (which, in the case of UPS as the Carrier, can be accessed at [www.ups.com/terms](http://www.ups.com/terms)).

**Insurance Program.** If the Carrier for Your parcel(s) is not UPS, We may, in lieu of participation in the Carrier’s Declared Value Program, offer You the opportunity to add Your parcel(s) to parcel insurance coverage carried by Us in connection with one or more insurance programs (individually and collectively, the “**Insurance Program**”). The Insurance Program covers physical loss or damage to parcels for which We arrange the transportation, but only if the Insurance Program is available and is elected by You, and then only up to the amount of value You have declared under the Insurance Program. The Insurance Program is intended to insure the parcel but is not intended to provide insurance to You. You are neither an insured nor an additional insured under Our applicable Insurance Program policy and the terms of Our Insurance Program policy will strictly govern in the event of a claim and will include limitations, restrictions and exclusions. Your election to add Your parcel(s) to the Insurance Program is entirely optional. We do not receive any portion of the premium for, or otherwise profit from, Your election. You have the option of obtaining protection from an alternative source or not at all. If You elect to add Your parcel(s) to the Insurance Program, any claims against or disputes with any person or entity arising out of or relating to that election or the Insurance Program MUST be pursued in arbitration, not in any court proceeding, and MUST be pursued on an individual basis only, not in any form of class or representative action, whether in arbitration or in court; however, notwithstanding the foregoing, individual claims or disputes that qualify for state courts of limited jurisdiction (such as small claims, justice of the peace, magistrate court, and similar courts with monetary limits on their jurisdictions over civil disputes) may be brought in any such court having jurisdiction. Complete terms and conditions of the Arbitration Agreement/Class Action Waiver applicable to such disputes are available at: <https://www.theupsstore.com/guarantee-arbitration>.

**Claims Filed Through Us.** If You or the consignee has a claim for loss or damage to Your parcel(s) under either the Declared Value Program or Insurance Program, You agree to make the claim through Us. If You make such claim through Us, We will submit a claim to the Carrier, or insurance provider, as applicable, as the shipper of the parcels and We will remit to You any recovery on the claim paid to Us by the Carrier or insurance provider for Your parcel(s). You expressly agree that We have no liability if any claim is denied or paid only in part by the Carrier or other declared value or insurance provider. In the event You make a Guaranteed Service Refund (GSR) request to UPS, You agree to provide to UPS (and hereby authorize Us to provide to UPS) Your name and address to be used by UPS to process the request.

**Filing a Claim under the Declared Value Program.** Any and all claims under any Declared Value Program must be in writing and received by Us within the Carrier’s required time frame (if the Carrier is UPS, nine months from delivery or, in case of failure to make delivery, within nine months after a reasonable time for delivery has elapsed). Claims not made within the prescribed time frame are waived and will not be paid. For all damage claims, the original packaging materials must be made available for the Carrier’s inspection prior to reshipment. All claims for loss or damage must be supported by the shipping documents, including but not limited to this PSO and a copy of the CMS shipment receipt, and proof of the value of the lost or damaged items for any declaration of value over \$100.

**Filing a Claim under the Insurance Program.** If You elect to participate in the Insurance Program, and You have a claim for loss or damage to Your parcel(s), any and all such claims under the Insurance Program must be filed by Us as the insured party for loss and damage within the insurance provider’s required time frame. Claims not made within the prescribed time frame are waived and will not be paid. Damage claims must: (i) include reference to the Carrier’s source document or pickup record number and date of shipment or copies of other documents sufficient to identify the shipment involved, and the insured value of the affected goods; (ii) assert the liability of the Carrier for the alleged loss or damage and must be accompanied by the Carrier’s written acceptance or denial of liability for the alleged loss or damage, which will include the amount of liability accepted, if applicable; (iii) make claim for payment of a specified or determinable amount of money; and (iv) be accompanied with a copy of the original invoice or, if no invoice was issued, other proof, certified to in writing, as to the actual cost or replacement cost of the property or extent of the damage to the property. Depending on the applicable Insurance Program policy, other or additional requirements may apply.

**Filing a UPS Guaranteed Service Refund (GSR) request.** If UPS is the Carrier for Your parcel(s), if You believe any parcel is eligible for a refund under the UPS Service Guarantee as set forth in the UPS Terms, You must contact Us at the location that shipped the parcel(s) within 15 calendar days of the date of scheduled delivery. If You do not contact Us within the prescribed time frame, any claim to a refund under the UPS Service Guarantee is waived and will not be paid.

We are an independently owned and operated franchise of The UPS Store, Inc. and solely responsible for all aspects of Our operations. We are the exclusive employer of all employees of Our business. You acknowledge and agree that The UPS Store, Inc. is not liable for any of Our acts or omissions and is not the employer or joint employer of the employees of Our business.

This PSO constitutes the entire agreement between You and Us, and supersedes all prior, subsequent and contemporaneous agreements, understandings, and representations, written or oral, relating to the subject matter hereof.

By signing below, You acknowledge that (i) You have read and reviewed the terms and conditions described above in their entirety, (ii) You agree to be bound by all such terms and conditions, and (iii) by so signing, this PSO constitutes binding and enforceable obligations of You. **YOU FURTHER ACKNOWLEDGE AND AGREE that, except as expressly set forth in the UPS Terms, any claims against Us or UPS (including its affiliates) arising out of or relating to provision of service by UPS are subject to individual, mandatory binding arbitration, as set forth in the UPS Terms available at [www.ups.com/terms](http://www.ups.com/terms).**

Please list contents:

Parcel 1 \_\_\_\_\_ Declared Value \$ \_\_\_\_\_ Parcel 2 \_\_\_\_\_ Declared Value \$ \_\_\_\_\_  
Parcel 3 \_\_\_\_\_ Declared Value \$ \_\_\_\_\_ Parcel 4 \_\_\_\_\_ Declared Value \$ \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name: \_\_\_\_\_

Customer’s initial \_\_\_\_\_