

## POLICIES

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# SHIPPING AND RECEIVING

The NAP of the Americas offers its customers a small staging area where equipment can be stored for a maximum of a week free of charge. There are Three (3) loading docks, each with a load leveler providing up to 20,000 pounds of capacity. The freight elevator should be used to transport all equipment to the NAP of the Americas.

### **Shipping of Documents/Small Packages**

All first class US Postal Service "letter" mail to the NAP of the Americas is restricted and should be addressed to Terremark headquarters. Package mail, such as FedEx packages, UPS deliveries, and from all other package mail carriers should be addressed to

Office -Addressee  
NAP of the Americas  
Materials Manager  
50 NE 8th Street  
Miami, FL 33132-1715

This is the shipping and receiving loading dock building entrance. Cargo elevators are located at this entrance.

### **Shipping of Equipment/Boxes**

Passenger elevators were designed solely for transporting building tenants and their guests to and from their offices. For this reason, all deliveries are restricted to the loading dock and freight elevator.

The loading dock normal business hours are from 8:00AM until 5:00pm. Your delivery personnel will need to deliver to the NAP of the Americas, located on the 2nd floor of the TECOTA building. Deliveries will be accepted after normal business hours as long as prior arrangements have been made between the customer and the NAP of the Americas.

The loading dock and freight elevator usage is subject to notification and scheduling with the Security Station for after hours deliveries. Your Customer Relations Manager will take care of this for you. A detailed list of the shipment including quantity, dimensions, weight and contact person will be needed. Inside delivery is required.

All shipments should clearly indicate Company Name, Contact Person and Return address. Deliveries need to be sent to:

NAP of the Americas  
Materials Manager  
50 NE 8th Street  
Miami, FL 33132-1715

This is where the loading dock is located. The freight elevator is also at this side.

### Receiving of Equipment/Boxes

Shipping and Receiving Department requires 48-hour prior notice of an intended shipment arrival. Notification must be in writing (email is acceptable), and forwarded to the appropriate Customer Relations Manager. Materials received at the Nap of the Americas on the behalf of a customer will be verified against appropriate documentation.

All shipments exceeding 100 pounds will need to be received by your own representatives or arrangements need to be made with your trucking company for inside delivery to the 2nd floor. A Terremark representative will be available to escort your delivery personnel to your cage or staging area.

No equipment can be 'dragged' over the floor. Proper transportation devices should be brought and used. No steel wheel jacks are allowed on the raised floor, only rubber wheels are allowed. Any metallic equipment delivered needs to be staged on some form of floor protection. I.e. masonite or pressboard can be used. The customer will be responsible for all damages to the NAP Floor.

### Staging Area

The NAP of the Americas offers a temporary storage facility for your equipment, which is shipped prior to your installation. The staging area will only be free of charge for one week and is only available to facilitate your installation process. If a longer length of time for storage is required, it needs to be pre-arranged with the appropriate Customer Relations Manager.

Usage of the staging area needs to be coordinated with your Customer Relations Manager. We require one week advanced notice and a detailed list of the equipment including dimensions and weight. Along with the shipment you will need to provide detailed information of the person(s) allowed to check out the equipment from the staging area.

The materials will remain in the storage area until a representative of the customer shows up to claim their materials. The representative will then sign for their materials acknowledging receipt and responsibility for the materials.

### Messengers

During normal business hours, messengers have restricted access to the building. The Base Building office requires messengers to sign in at the Security Station of the ground floor lobby. Messengers may then take the passenger elevator up to the NAP of the Americas Lobby (2nd floor), where they will be met by a NAP of the Americas representative. In the evening and on weekends and holidays, messengers will be asked to wait at the reception desk in the Lobby of the base building while the guard calls NAP of the Americas NOC who will facilitate arrangements to send or receive the package. After verification, messengers will be required to sign in before being granted access to the elevator and to sign out before leaving the building. When expecting a messenger after regular business hours, the customer can expedite the process by calling the Customer Relations Manager. CRM will contact the Base Building Security Station in advance and will notify the Building Management Office advising them of the special delivery.