



FedEx Office on location: Q&A



Looking to entice meeting planners and increase event bookings? Adding a FedEx Office on your property can help you offer total event solutions for meeting professionals and attendees.

How do I know if my location is suitable for a FedEx Office?

We'll figure it out together. To get the ball rolling, have the following information ready, then [reach out to us for a consultation](#).

- Number of group room nights booked in the past year
- Estimated group room nights predicted for next year
- Square footage of your meeting space
- Available square footage for a business and shipping center

What are the space requirements?

We can work with a variety of shapes and sizes. The ideal size of a business center is 500–600 square feet, with 800 square feet of space on the loading dock. Also, the ideal space has dedicated electrical and data service from the main point of entry.

Will I have to staff the FedEx Office?

No. We recruit, train, schedule and manage all FedEx Office employees. We'll make sure they meet the high level of service that you expect—and that we expect.



What's the cost to me?

Each location is unique. We'll work closely with you so we can identify and share all costs early in the process.

How long before it's up and running?

You can expect it to take six months from the date of the signed agreement, but it depends on your location and specific needs.

How will you ensure the new business center design matches the rest of the property?

Our architecture and design team will work with you. You'll have the opportunity to review and approve proposed furnishings, signage and other features to ensure the aesthetics match the vision you have for your space.

How will you help me market these services to my guests?

We'll provide marketing content for you to share on your website. We'll also furnish signage for your property (including digital) and customized marketing pieces. Plus, our team members will be available to your guests for pre- and post-event consultations and support.

What's the rent structure?

It varies based on financing options. FedEx Office shares revenue based on agreed terms.

Are these locations franchised?

No. All FedEx Office locations are corporate owned and operated.

Which shipping options will be available?

Guests and event planners will have access to both domestic and international FedEx shipping. They can, however, use any carrier for outbound shipping, as long as they have an account with the carrier. Incoming packages can be held for pickup or delivered on your property, no matter the carrier.

Which printing services will be available?

Your guests will have access to the full suite of FedEx Office print solutions. Whether they need extra meeting brochures on site or banners and signage of all sizes, you'll have the means to get it done. Plus, they'll get help with signage installation and receive personal support from our experts who work on location every day.

Once the decision is made, what's the process?

Every situation is different, but following are the basic steps.

1. Agreement of terms and a formal lease agreement

A FedEx Office project implementation manager will be assigned to your project and will manage the timeline and logistics leading up to the opening date.

2. Design and construction

This begins with architectural, engineering and site signage surveys. We'll partner with your designated property contacts to make sure everything meets the expectations you have for your space. During build out, you can count on careful management to ensure your guests' comfort and minimize disruption on your property.

3. Marketing, sales and hotel staff training

As opening day approaches, we'll provide you with marketing materials, supporting documentation and sales team training to help you communicate your new services to potential customers. Training is also available for other departments outside of sales and marketing, such as front desk, bell stand and loss prevention.

4. Performance management

You'll have a strategic account manager assigned to your property. He or she will partner with the store manager to make sure performance and revenue objectives are met.

How do I get started?

It's simple. **Request a consultation**, and a member of our team will contact you within 24 hours. Or go to **[fedex.com/conventions](https://www.fedex.com/conventions)** to learn more.

