

Holocaust Museum Houston

5401 Caroline St. (713) 942-8000 x 108 or 118

Houston TX 77004 (713) 942-7953 Fax

trunks@hmh.org

Holocaust Museum Houston Curriculum Trunk Information and Instructions

Please keep these pages for your reference

Once Holocaust Museum Houston's Education Department has received the letter of liability and the Curriculum Trunk Confirmation Form, only then will the trunk be confirmed for delivery. Please read the following information and instructions carefully. If you have any questions, email trunks@hmh.org.



Trunks are confirmed as a first come first served basis. It is important that the Liability Letter and Curriculum Trunk Confirmation Form be returned to the Museum's Education Department as soon as possible to secure the dates requested.

Curriculum Trunk Arrival

The courier service will deliver the Curriculum Trunk to the front office. The courier service may possibly alter the scheduled delivery date (a day or two before or after the requested date) due to holidays or their inability to deliver during the requested institution's hours of operation. This does not occur often. The Museum personnel does not know the time the trunk will be delivered.

The shipping company does not cover inside delivery other than to the front office. If the courier is asked to move the trunk to a classroom or any other room inside the building, there will be a \$25.00 charge to the school.

Inventory the Trunk upon Arrival

The Inventory Sheet will be located in the trunk. Review the inventory when the trunk arrives to ensure the accounting of when the trunk is received corresponds to the pre-shipment accounting. If there are any discrepancies, make a notation on the sheet and fax it to 713.942.7953, attention *Trunks*. The discrepancy(ies) need(s) to be filed with the Museum's Education Department within 48 hours of the delivery date. It will be noted and filed for the trunk's return and post inventory count. If the discrepancy(ies) have not been filed within 48 hours of the delivery date, the borrower will be responsible for the missing contents of the trunk. Upon the Education Department receiving the fax, if there are any questions, the Museum personnel will contact you. *If there is not an inventory sheet in the trunk upon delivery, contact the Education Department immediately.*

The borrower is responsible for only those items listed as being present on Holocaust Museum Houston's Curriculum Trunk Inventory Sheet. If the Inventory Sheet has a

notation that an item(s) is not present in trunk upon shipment, the borrower is not responsible for that item(s).

Preparation for Trunk Pick-Up

If you would like to keep the trunk an additional week because of unforeseen circumstances, you must contact the Museum's Education Department at least 48 hours prior to pick-up. Otherwise, there will be a \$25.00 charge to amend the bill of shipment. However, depending on the time of the year and the type of trunk, the trunk may be expected at another school the following week and the request will be denied.

Reminder

The borrower will receive an *email* at least one day in advance of the impending pick-up. If for some reason the borrower is not able to be at the school the day the trunk is to be retrieved, it is the responsibility of the borrower to have someone else guarantee the trunk is in the front office and ready for its return on the scheduled day of pick-up. If the trunk is not in your school's front office on the scheduled pick-up day, the school will be charged \$75.00 for excess shipping charges.

Inventory

Inventory the Curriculum Trunk prior to its return and place the Inventory Sheet in the trunk. Return items in the same condition that you received them (remove page markers, erase pencil notations, remove book numbers, place in same sections, etc.). The borrower will be charged \$25.00 if the books returned need to be cleaned-up in any way.

Packing the Trunk

Pack the trunk properly so that minimal shifting of the materials occurs. If the trunk is packed improperly, there will be a \$25.00 charge. If the trunk is packed improperly and damage to material occurs because of improper packing, the borrower will be charged \$25.00 for improper packing and the cost of the damaged materials. The Museum personnel do understand that things do shift during the shipping process. However, if the trunk is packed properly and tightly, the materials do not shift around as much and become as damaged. *Please remember that in order for the Museum to continue to provide this resource free of charge, cost of materials damaged needs to be kept to a minimum as fuel costs continue to rise.*

It is the responsibility of the borrower to have all the materials packed properly inside the trunk and in the front office the scheduled day of pick-up. If materials are missing on this day, the trunk is still going to be retrieved, and it will be the responsibility of the borrower to return the missing item(s) to the Museum at the borrowers' expense. The borrower will be charged for any missing items not in the trunk upon its return.

Feedback

In order to continue providing our Curriculum Trunks free of charge, it is essential that the sponsors understand the true impact of their gift. As “payment” for receiving the trunk, the Museum asks for a **Letter of Thanks** to the sponsor of the trunk written by the teacher and/or the students impacted by the trunk. Place the letter(s) in the trunk and it will be forwarded to the recipient. The sponsor’s name is on a plaque inside the cover of the trunk. If there is no sponsor plaque inside the trunk, address your letter to “Sponsor”.

Complete the evaluation sheet after you have finished using the Curriculum Trunk and place it with the Inventory Sheet and the Letter(s) of Thanks. The Museum invites the borrower’s feedback to better know how to improve the Trunk Program.

Return Address

The Curriculum Trunk should have a return address label inside the trunk. The label will send the trunk to its proper destination. Please tape it to the top of the trunk. If you do not find a label, **please create a label with the below address and tape it to the top of the trunk:**

**Paul Jensen
Gateway Logistics Group
18201 Viscount Rd.
Houston TX 77032**

Please note that all changes to the scheduled pick-up must be approved by the Education Department at Holocaust Museum Houston at least 48 hours prior to date of requested retrieval and a charge of \$25.00 will be incurred!

Curriculum Trunk Pick-Up

Courier Services

Holocaust Museum Houston will arrange for the courier to pick-up the Curriculum Trunk at your school. Please have the trunk ready and waiting in the front office by 8:00 a.m. on the scheduled date. Please notify the front desk that a courier will be coming to pick-up the trunk. The courier does not inform Museum personnel of the time of pick-up so please have the trunk ready.

Bill of Lading

If your school receives a bill of lading by fax, the borrower is to mark “collect” or your institution will be billed for the shipping costs. The borrower is also to sign the sender signature.

Method of Payment: Holocaust Museum Houston pays for all shipping and handling, so please select “collect”.

The Museum hopes you find the Curriculum Trunk Program enriching and beneficial to you and your students. If you have interest in other programs the Education Department offers at Holocaust Museum Houston, please access our website at www.hmh.org.