

SHEPHERD UNIVERSITY

Facilities Management Standard Operating Procedure for Mail and Package Delivery

Application: All Staff

Origination: August 3, 2006
Rev: October 15, 2008

The Facilities Management Department is responsible for delivering on campus mail and distributing incoming packages and freight across campus that are delivered to the Facilities building. The following describes how this is accomplished in the areas listed.

Please make sure all packages have a complete address on them including the name of the recipient, the name of the department and the building name (i.e. Jane Doe, Education Dept., Knutti Hall). The 911 building addresses are not to be used for shipping purposes. Our contract with couriers is generally for one point of delivery (i.e. the Facilities loading dock). All student deliveries are made to Miller Hall by the courier.

Campus Mail:

Mail will be delivered once daily to each department on campus. Incoming mail is delivered and the outgoing mail is picked up daily between noon and 2:30 p.m. Outgoing mail is delivered to the Shepherdstown Post Office at 2:30 p.m. All Fed Ex Express and DHL packages are delivered to Postal Services by the courier. Once the packages are received at Postal Services, the recipient is notified by the mail room staff. If the recipient does not pick up the package from Postal Services, the package is delivered along with the incoming mail on the next business day.

In the event that your department has a large outgoing mailing, please call the Facilities Office at extension 5236 so the mail handler can be made aware of the mailing.

Package Delivery:

UPS, Fed Ex Ground and Fed Ex Home packages are received at the Facilities Management building. All packages received at the Facilities building are recorded as they are received and are scheduled for delivery the following business day. The current schedule allows for on campus package delivery to occur daily between 8:00 a.m. and 9:00 a.m. Packages that are shipped via UPS, Fed Ex Ground or Fed Ex Home and addressed to the Bookstore, Dining Hall and the Health Center are delivered to the respective location by the courier. Packages delivered to the wrong place should be refused and the courier should be directed to deliver it properly in order to maintain the chain of custody.

In the event that a package is needed immediately, please call the Facilities Office to confirm package arrival. Once arrival has been confirmed, the recipient or designated assignee can come to the Facilities office to pick up the package; a signature will be required to release the package.

Addressees will be notified when a shipment is received that requires special delivery (i.e. large packages that require more than one person to deliver) so that a work order can be originated to coordinate the delivery on a scheduled basis. Packages labeled as "perishable" will be logged in and delivered to the addressee as soon as possible. The addressee is welcome to pick these items up at the Facilities Offices if they so choose.

Signature Required for Delivery:

A signature is required upon delivery of most all packages. If the addressee is not available to sign for the package at the time of delivery, a designated assignee (such as the department secretary) may sign for the package. If the addressee and designated addressee are unavailable for signature, a note will be left for the addressee notifying him/her that the package is available for their pick up at the Facilities Management office.

Personal packages should not be shipped to the University. Should a personal package be received on campus, the addressee will be contacted to come to the Facilities Office to accept the package.