

## Information on small parcel deliveries during COVID-19 conditions

Inbound small parcel deliveries to campus by UPS, FedEx, DHL, and Amazon continue to be made to the address as indicated on the package label. The buyer should use the most appropriate delivery address for themselves for all purchases during COVID-19 conditions and monitor package tracking information provided by carriers. Deliveries may continue to a campus office/lab address, to Central Receiving, or to a home address for approved purchases.

All campus buildings have moved to 24-hour card access during COVID-19 conditions. Small parcel carriers have been granted expanded facility card access during normal business hours to exterior building doors in addition to any previously accessible inner doors so that direct delivery and pickups of packages can continue.

- If a campus office is occupied but the inner office door is locked, posting a sign on the door to alert the parcel driver to knock or to dial an extension for delivery is acceptable.
- If a campus office is unoccupied, packages that DO NOT require a signature will be left at the campus office door as per the package address. This is considered acceptable and secure as all exterior building doors are locked. Note that most small parcel carriers have waived signature requirements to reduce touchpoints with customers, however, some high-value and perishable deliveries will continue to require a signature.
- If a campus office is unoccupied, packages that DO require a signature will be taken to Central Receiving. These packages will be accepted and held for pickup by the recipient at their convenience.
- At no time will any package be left outside/exterior to a building.
- Outbound small parcel shipments will continue to be processed as normal. Carriers will continue to service daily routes as requested, and will receive on-demand pickup requests for campus via the respective parcel portal label creation tool, however, carrier specific Drop Boxes are being encouraged for outbound packages. The collection of all interior and exterior Drop Boxes will continue (do not place large packages on top or beside exterior Drop Boxes). For additional assistance with large outbound packages, contact Central Receiving.

For those customers processing outbound small parcel shipments from home, for example via UPS CampusShip, a UPS On-Call Pick-up can be made for an alternate address (such as a home address) rather than from the account address. Optionally, a pre-labeled package can be dropped off at a Drop Box or authorized carrier location (such as The UPS Store, FedEx Office, etc.). Search for service locations on the applicable web site.

As resources at Central Receiving are limited during this time, it is through this effort to continue as many direct deliveries to campus buildings or home addresses as possible.

Central Receiving is happy to assist carriers where items requiring signature are not deliverable inside buildings. Please review tracking information provided by carriers and contact Central Receiving at 631-6383 to arrange for pickup or delivery of items routed to Central Receiving.

## FAQ's

### 1. How will inbound perishable shipments be handled?

The buyer should use the most appropriate delivery address for themselves for all purchases during COVID-19 conditions and monitor package tracking information provided by carriers. Time-sensitive packages will require a signature. As such, for unoccupied campus offices, these packages would go to Central Receiving. Please contact Central Receiving to arrange for pickup or delivery; Central Receiving will make its best effort to contact the named recipient by phone/email, but appreciates assistance from purchasers in proactively contacting the department. An ID will be required for pickup; please contact Central Receiving if anyone other than the intended recipient will be picking up the package.

For any package undeliverable to campus, these packages are held at the respective carrier terminal. The named recipient will be contacted by phone/email for pick up per label information. The requisitioner's name, office phone number and email address are listed on issued University Purchase Orders. Note the following:

- Central Receiving cannot deliver or reship perishable packages to home addresses. Central Receiving does not have adequate refrigerated or freezer storage for packages.
- Carrier terminals: In addition to holding packages for pick up at a terminal, carriers may be able process a change of address if the shipper terms and carrier policy allow, however, carriers cannot guarantee same-day delivery due to the size of the South Bend service area. Also note, that for dry-ice shipments, carriers do not replenish dry-ice as this is not an included service for Next Day Air/Priority overnight shipments. There is limited storage capacity for these types of packages at terminal locations thus a pick up soonest is recommended.

### 2. Who can retrieve the package(s)?

Central Receiving: A University ID will be required for pickup; please contact Central Receiving if anyone other than the intended recipient will be picking up the package.

Carrier terminal: Only the person the package is addressed to can pick it up with valid photo ID.

### 3. How long would a package be kept before it would be sent back to the shipper?

Central Receiving: The package will be held indefinitely until picked up by the responsible campus recipient.

Carrier Terminal: The standard retention period is 10 business days at terminal locations, it is only 5 business days at authorized retail locations (i.e. The UPS Store, FedEx Office).

4. Who will the carrier contact if a package is undeliverable?

The requisitioner's name, office phone number and email address are listed on issued University Purchase Orders. This information should appear on the shipping label. For instances where the no recipient information is available, parcel carriers will contact the shipper account POC responsible for the shipment.

5. What is the address, phone number and business hours for Central Receiving?

Central Receiving is located at 100 Mason Service Ctr, Notre Dame, IN 46556  
Phone number: 574-631-6383  
Business hours are weekdays: 7:30 a.m.–3:30 p.m.

### **Following are additional carrier resources as applicable:**

Small parcel commodity oversight for Procurement Services:

[Jonathan.Hall@nd.edu](mailto:Jonathan.Hall@nd.edu)

574-631-5259

### **Amazon**

**\*\*Note that Amazon is an inbound delivery only relationship\*\***

**For questions related to order tracking and delivery information:**

About Deliveries Shipped with Amazon

**For questions specific to Amazon driver and campus route matters:**

Tara Graff - Area Manager, Amazon Delivery Operations DIN3

Mobile: 574-370-9810

[grafft@amazon.com](mailto:grafft@amazon.com)

Martina Harris - Field Quality Assurance, Amazon Logistics DIN3

Mobile: 206-678-6038

[thmarti@amazon.com](mailto:thmarti@amazon.com)

Amazon Fulfillment Center South Bend

5545 Chet Waggoner Court

South Bend, IN 46628

**Amazon process for undeliverable package:**

Packages marked as undeliverable to the package label address are returned to the Delivery Service Provider station where an attempt is made to contact the customer. If contact is successful, the package will be redelivered. After three unsuccessful attempts, the package is returned to the Amazon South Bend Fulfillment Center where the order is refunded and the item is returned to sender.

## [Federal Express \(FedEx\)](#)

### **For questions related to University FedEx Accounts:**

Wiley Payne - Sales Executive, FedEx Services

Mobile: 574-876-0868

Wiley.Payne.iii@fedex.com

### **For questions specific to FedEx driver and campus route matters:**

Matthew Purser - **FedEx Express** - Manager Station Operations SBN

Mobile: 574-274-2691

Matthew.Purser@fedex.com

### **FedEx Express Terminal**

5301 Lincoln Way West

South Bend, IN 46628

Phone: 574-236-7400

Nathan Treadway - **FedEx Ground** - Pickup & Delivery Manager SBN

Mobile: 574-247-9147

Nathan.Treadway@fedex.com

### **FedEx Ground Terminal**

5115 Dylan Dr

South Bend, IN 46628

Phone: 574.247.8800

### **FedEx process for undeliverable package:**

Package is placed on hold in the corresponding SBN facility (Express or Ground). The retention period for a standard package at a terminal location is 10 business days, but only 5 business days at a FedEx Office location. If the recipient is unable to arrange a pickup or an alternate delivery address in that time FedEx will return the package to sender. Depending upon shipper terms, an alternate delivery address can be requested by the recipient but only when an adult signature or direct signature is NOT requested by the shipper, per FedEx policy. Additionally, FedEx cannot guarantee same-day delivery due to the size of the South Bend service area. For perishable shipments, note that FedEx Express does not replenish dry-ice as this is not an included service for Express Priority/Standard overnight shipments. Only the person the package is addressed to can pick it up from the terminal with valid photo ID.

## United Parcel Service (UPS)

### **For questions related to University UPS Accounts:**

Kelli Davis - Account Manager, UPS  
Mobile: 574-440-4214  
kellidavis@ups.com

### **For questions specific to UPS driver and campus route matters:**

Todd Bollenbacher - Manager Station Operations SBN  
Mobile: 574-276-0641  
tbollenbacher@ups.com

Brad Sollars - Driver & Drop Box Supervisor  
Mobile: 574-239-8566  
bsollars@ups.com

UPS Distribution Center South Bend  
3800 LATHROP ST  
SOUTH BEND, IN, 46628  
Phone: 574-236-5525

### **UPS process for undeliverable package:**

UPS retains undeliverable commercial shipments for nine business days at the SBN terminal, less at retail locations, afterward the package is returned to the shipper. An attempt is made by the delivering driver to contact the recipient. If unsuccessful, the package is returned to the servicing terminal. UPS does not follow up with recipients daily for undeliverable packages. Package status is posted online at <https://www.ups.com>. If a change of address is required, calling 1-800-PICK-UPS and having an intercept put on the package to have the address adjusted would be the process. If a package is perishable, UPS will try to contact the recipient and determine an alternate delivery location or pick up. UPS does not supply or re-ice packages.

## United States Postal Service (USPS)

\*As operated by Mail Distribution on campus

Beginning on Monday, March 23, the Mail Distribution Center will be holding U.S. and campus mail for all departments. We are located within the St. Liam parking lot, north of the Main Building. Departments may pick up incoming mail and deliver outgoing mail at that location from 7:30am to 4:00pm, Monday through Friday. Feel free to contact the Mail Distribution Center at 631-6274 to check for mail in advance of making the trip to pick up.