

# SHIPPING & RECEIVING, MAIL SERVICES, & COURIER

## I. POLICY

In order to provide the college with efficient, cost-effective postal services, Facilities Services shall maintain shipping and receiving, mail, and courier services.

## II. REFERENCES

Reserved

## III. DEFINITIONS

- A. Central Receiving: A centralized location for the receiving, processing, and distribution of all packages and supplies and shipping from the college.
- B. FIX IT: The college's customer service and communications system administered by Facilities Services.
- C. Mail: Letter and small packages sent and received through the United States Postal Service (USPS).

## IV. PROCEDURE

- A. Unless approved by one's supervisor, all college-related mail, packages, and material must be received at an official college receiving location. College-related mail, packages, or supplies must not be sent to a private address or post office box.
- B. Mail Services
  - 1. Mail Services is responsible for the processing of the college's incoming and outgoing USPS mail and inter-office mail.
  - 2. Mail Services operates from 8:00 a.m. to 4:30 p.m. Monday through Friday.
  - 3. Incoming USPS mail is delivered to the Taylorsville Redwood Campus twice a day.
  - 4. Mail Services provides daily USPS and inter-office mail pickup and delivery services between all campuses.

5. For outgoing mail, deliver it to the nearest campus mail facility. For campus locations that do not have mail facilities, schedule a pick-up with Central Receiving.
6. Outgoing mail must be received by Mail Services at the Taylorsville Redwood Campus by 3:00 p.m. for same day processing.
7. All college mail must display the college's correct address as either the return address or the recipient's address:

Salt Lake Community College  
Attn: *Name or department name / mail stop code*  
P.O. Box 30808  
Salt Lake City, UT 84130-0808

8. Employees and students may not receive personal mail through Mail Services at any SLCC location.
9. Mail Services at the Taylorsville Redwood Campus provides the following counter services for personal mail:
  - a. stamps, envelopes, etc.; and
  - b. weighing and posting.

#### C. Central Receiving

1. Central Receiving is responsible for the processing and distribution of all non-USPS packages and supplies received by the college as well as shipping from the college.
2. Central Receiving's hours are from 8:00 a.m. to 4:30 p.m. Monday through Friday except college recognized holidays.
3. Receiving Packages
  - a. Except as noted, all non-USPS deliveries must be sent to Central Receiving at:

Salt Lake Community College / *Your name*  
2675 S 900 W  
Salt Lake City, UT 84119
  - b. Upon receiving packages, Central Receiving will:
    - (1) inspect the package for damage;

- (2) scan the package into the package tracking software; and
    - (3) distribute the items to the appropriate campus.
  - c. The courier makes rounds in the morning and again in the afternoon.
  - d. Employees and students may not receive personal packages through Central Receiving at any SLCC location.
4. Shipping College-Related Packages Using an External Carrier
- a. Send items to be shipped with a courier requisition to Central Receiving.
  - b. Provide the full street address of the recipient.
  - c. Central receiving will ship by the most economical method.
  - d. Items not received at Central Receiving by 12:30 p.m. will be processed the following business day.

#### D. Courier Services

1. Courier Services provides pick-up and delivery support for Central Receiving and Mail Services.
2. Courier Services also provides:
  - a. off-campus delivery or pickup; and
  - b. urgent pick-up or delivery of inter-office mail, USPS mail, packages, next-day mail, and off-campus deliveries.
3. A pickup and delivery requisition can be submitted to Central Receiving or to FIX IT through the college email system or by calling 801-957-3911.
4. To ensure that the courier can accommodate same day delivery, urgent shipments require prior approval of the Central Receiving manager, supervisor or designee by calling 801-957-2200
5. When a department has arranged with the Central Receiving technician for courier delivery, items must be delivered to the campus central pickup point by the department unless the department has made other arrangements.

#### E. Receiving Damaged Items

1. Central Receiving will keep damaged items in the state in which they are received and in the original shipping container until instructions for further action are received.

2. Central Receiving will fill out a damage report for any damaged items, irregularities, or discrepancies between the items ordered and the items received including:
  - a. the vendor's name and purchase order;
  - b. the date received;
  - c. a list of the damaged items including a description of the damage; and
  - d. the condition of the shipping container.
3. The damage report will be sent to the Purchasing office.
4. When department members receive a package they shall:
  - a. inspect the contents of the package for damage; and
  - b. report any damage, irregularities, or discrepancies to the Purchasing office and the Central Receiving office.
5. The Purchasing office, Central Receiving, and the purchaser will cooperate to determine liability for damaged items, file claims, or request replacements for the damaged items.

F. Deliveries to locations other than Central Receiving

Deliveries directly to any other location require prior authorization from the director of Fleet and Logistics or the Central Receiving facilities supervisor.