

# Mailing Services Package Guidelines

Below are some guidelines to assist you with ensuring you get your packages in a timely manner!!

- Address
  - All packages must be addressed as follows.
    - Slippery Rock University
    - First & Last Name
    - 1 Morrow Way
    - Building and Room
    - Slippery Rock, PA 16057
  - Failure to use the proper address can result in packages not being delivered correctly.
- DO NOT Come to the mailroom until you have received an email from James Altman
  - This will be an automated email from our tracking system.
  - You will get a 2<sup>nd</sup> email after 48 hours if you haven't picked up your package.
  - You will get a 3<sup>rd</sup> email after a week if you haven't picked up your package.
- DO NOT Call the mailroom asking if we have a package for you.
- Just because you got an email from your shipper doesn't mean we have gotten to your package yet. All packages must be logged into our tracking system, once logged in, and automated email is sent out.
- Please be sure to have a photo ID with you when picking up your package, if you do not have one, you won't be able to get your package.
- Hours
  - Packages are available for pickup from **Monday through Friday 8:30 – 4:00**
  - **These hours can change without prior notice.**
- Weekends
  - There is no package service on weekends, all packages received on Saturday & Sunday will be received from the Post Office on Monday Morning.
  - Do NOT go to the post office looking for your package!
- Parking
  - Parking is very limited, please do not block the Mail Van Spot as it must be able to get in and out.
  - Please do not park in blue Handicap Spot unless you have an authorized placard.
- Unable to Pick up IN person.
  - If you are unable to pick it up in person, you may respond to the email you were sent saying you have a package. You will need to list who is picking up your package in your place and they must have a photo ID when they pick it up.
- Missing Packages
  - If you have been sent an email stating your package has been delivered but have not received an email from us. Please wait until next business day and then email [james.altman@srp.edu](mailto:james.altman@srp.edu) with Missing Package in the subject line. In the body provide the tracking number, screen shot of tracking information, or you can forward the original email from your shipper saying it was delivered. We will research it and provide you and update ASAP.
- Failure to Pick Up Packages
  - Packages not picked up within 21 Days will be returned to sender.
- Finally Accidents will happen and packages may be given to wrong person, if you see a mistake please return to the mailroom with package to ensure all parties can be given proper material.