Package Deliveries:

Physical Plant receives packages from **UPS** and **FED EX** ground/express and sorts them to room/building. The physical plant **DOES NOT** receive packages from the **United States Postal Service (USPS)**, those packages are delivered to the Media Center at Cowan Hall or to the SUB by post office. The delivery times will vary depending on the student’s schedule during the fall/spring semesters and during the summer the deliveries are between 1-5pm. All student packages go to the SUB and then are received by whoever is on duty at the SUB. All the packages will say Buttrey.

**Missing:**

If the packages are missing and have not been received at the SUB by 5pm, the INFO desk needs to send an email or call with the Students name, confirmation number, and who the carrier it is coming through. With all the information given to the office at the Physical Plant it will be easier to track the package.

**Damages:**

Any damaged packages that are received at the Physical Plant by the carrier will be marked as damaged and pictures are taken to show the proof of the damage. Package will still be delivered to the SUB. Once the student receives the package it will be up to them to deal with the damaged package. The company that the student bought it from will be able to see by the confirmation code that it was received damaged. If the damage is not on the package they will have to deal with the company they bought it from.

**School off season:**

If school is out and the student is not in the dorms, all packages will be sent back to sender. We do not have room to hold packages for students or anyone on the campus. All students by end of the school year should have changed their address to where they will be living so the packages should hopefully be going that way. If the SUB decides to send the student their packages, the index # will be charged.

**Packages going off campus:**

Any packages that need to be picked up from FED EX or UPS can be brought up to the Physical Plant or asked to be picked up before 3 pm. Fed Ex Packages will not go out until the following day unless brought in before 10 am. All packages have to be put together taped up and labeled before taken to the Physical Plant or picked up. Index # is required in order to send out.