

## **Central Shipping**

Updated: October 2009

The Facilities & Operations' Material Services unit is responsible for the Central Shipping function at the University of Michigan – Flint campus.

### **Helpful Suggestions**

The following are some suggestions that campus departments will want to use in expediting the shipping of packages:

1. Material Services does not supply packaging materials for items being shipped nor do we pack items for shipment. You'll need to obtain your own packaging materials and package your items before calling for pick up.
2. Do not use P.O. Box number. Complete address information is required when sending packages.
3. Be sure to include all address information about the receiving company or individual that you have where the package is being shipped to. It's a good idea to include the area code and telephone number, whenever possible, for the transportation company's information for delivery purposes, etc. International shipments require the receiving company's or individual's telephone number.
4. Include your department shortcode for billing charges associated with shipping the package.

### **Central Shipping (domestic & international)**

Packages are shipped daily from the Central Shipping via several transportation companies, such as UPS, FedEx, OfficeMax, etc.

The shipping process begins with a telephone call to the Material Services unit at either 766-6671 or Facilities & Operations at 762-3223 requesting that a package be picked up for shipment. There is wide variety of shipping services available that can be utilized such as next day air, second day air, ground, etc.

### **Domestic shipping service is briefly described below**

**Next Day Air** – packages that need fast, reliable service, the next business day. Some transportation companies guarantee delivery service by 10:30 a.m. This service is usually reserved for, but not limited to, packages that are time sensitive, contain high value items or require special handling, etc.

Second Day Air – packages that need to be delivered in the next two business days. Some transportation companies guarantee delivery by noon the second business day. This is a somewhat cheaper alternative to next day service that still expedites the delivery of the package.

Ground – packages that require routine service. This is the cheapest alternative.

*International shipping service is briefly described below*

Express – packages that need fast, reliable service, the next one or two-business day. Some transportation companies guarantee delivery by the end of the first or second day. This service is usually reserved for, but not limited to, packages that are time sensitive, contain high value items or require special handling, etc.

Expedite – packages that need to be delivered in the next four to five business days. This is a somewhat cheaper alternative to express service that still expedites the delivery of the package.

*Note: depending on the country that the package is being sent to, many international shippers do not offer a choice on service speed of delivery.*

It is critical for the department that is shipping a package to notify the Material Services staff of what type of service is required for the package when the initial telephone request is made. For all packages requiring next day, second day service, express or expedite the packages will be shipped out the same day that the department request is made. All packages requiring ground service will be shipped out the next business day (Monday through Friday).

Each package that is shipped requires Material Services staff to fill out the necessary documentation for the associated transportation company. With each package shipped, there is an associated tracking number. A package can be tracked from the time that it leaves the University until the time that it's received by a company's representative or individual. Tracking of packages can be performed by either Material Services staff or through the transportation company's web site on the Internet (assuming that the company has a web site established).

For international shipments, the required customs documents must be filled out. This is usually taken care of through a memorandum of what the package contains. The memorandum must include specific details of all items contained in the package being shipped, dollar value of the shipment, the address of who is shipping the package, which must include the individual's name and telephone number that they can be reached at.

Once a package leaves the University, it becomes property of the transportation company until the time that it's received and signed for by the company's representative or individual.

In most cases, packages are delivered, as described above, after the Material Services unit ships them. There are times when the packages may be delayed due to circumstances beyond the transportation company's control (bad weather, high security alerts, etc.).

Ground service packages are delivered between one day and up to five days in the continental United States, depending on the distance that the package is required to travel.

A good rule of thumb to follow when shipping packages is the quicker the delivery time, the heavier the package, and the further the package has to travel the more expensive the cost.

### OfficeMax Packages

Packages that are shipped back to OfficeMax must comply with the requirements that they have established in their catalog.

To receive full credit, items must be returned within 60 days of receipt, in the original manufacturers packing, unused and in resalable condition.

If an item is damaged or defective, OfficeMax's Customer Service department should be notified at (800) 817-8136 within 48 hours of receipt with your invoice number found on your packing slip. OfficeMax tracks all orders by this number rather than a release number.

If you receive a damaged or incorrect item, you must make a copy of the packing list, circle or highlight the item and state the reason for its return. Leave item in its original packaging and put a copy of the packing slip on the box.

When your OfficeMax package is ready to be returned, call Material Services for pickup service.

### Mail Room

U.S.P.S. letters and packages are sent out daily from the Mail Room.

If you need any further information, please contact one of the persons listed below to further explain the process:

Annette Holt – 766-6671 ([holta@umflint.edu](mailto:holta@umflint.edu)) – Central Receiving & Shipping

John Haley – 762-3149 ([jhaley@umflint.edu](mailto:jhaley@umflint.edu)) - Mailroom

Robert Keller – 762-3358 ([rkeller@umflint.edu](mailto:rkeller@umflint.edu)) - both