

# **FAQ's – Distribution & Property Control Services**

## **SHIPPING/RECEIVING**

**Can you track a package?** *Yes, if you provide us the tracking number we can look it up in our Web Tracking System. This will provide the date, time and signer of the package. Send your tracking number to our email [distributionservices@csusm.edu](mailto:distributionservices@csusm.edu)*

**What is the university's UPS/FedEx account number?** *We do not give out the university's account numbers. If you'd like an inbound shipment to be charged to your chargeback number contact Distribution Services. We can provide the sender a pre-paid shipping label.*

**How late can I bring a FedEx item to go out the same day?** *We need to have your FedEx item by 2:00pm so we can process it prior to our daily pickup.*

**Can I send FedEx or UPS to a PO Box?** *No, the only provider that ships to PO Boxes is the US Postal Service.*

**Where can I get a FedEx Shipping Form?** *We don't use FedEx shipping forms on campus. You'll need to fill out the "Shipping Form: FedEx/UPS" that can be found on our website under "Shipping & Receiving" in the menu on the left side. Put this completed form with your outbound FedEx item and we will process the shipping label for you.*

**What is the fastest way to ship documents?** *We suggest FedEx Overnight for your time specific deliveries. FedEx Priority Overnight is delivered the next business day by 10:30am to most locations. FedEx Standard Overnight is delivered the next business day by 3:00pm to most areas. If you need earlier delivery or same day delivery, contact Distribution Services at 4526.*

**How long does it take for FedEx International to make it overseas?** *In most cases it takes 3 to 5 business days to ship overseas. However, you must take local holidays into consideration and items can get held up in customs so plan ahead when possible.*

**What is the least expensive way to send a parcel?** *We suggest you use UPS Ground services. If your item is heavy or bulky UPS is an economical way to ship. It also provides tracking.*

**Can I request a special pickup for my outgoing item(s)?** *Yes, if you have items to ship that are heavy or bulky please email [distributionservices@csusm.edu](mailto:distributionservices@csusm.edu) Let us know if we need to bring a small cart or large flat bed dolly to pick up your item(s). Provide the room number and how many items we are picking up.*

**Can you move equipment or boxes from one office to another?** *No, we do not provide moving services to the campus. You'll need to contact Planning Design & Construction or visit their web page for more information.*