

FAQ's – Distribution 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*

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 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.*

MAIL SERVICES

I'm new to the university and my position requires me to ship out overnights and prepare outgoing mail. Do you provide any training? *Yes! We're happy to teach you about the services we provide the campus. From our webpage select "Training Request" in the menu on the left side. Fill out the form and let us know what information you'd like to know more about.*

Can you overnight documents to a PO Box? *Yes, but you must use USPS Priority Mail Express service. Fill out the form attached to the envelope and have it to our office no later than 2:00pm. The sooner we have it in hand the quicker we can have it processed by a window clerk at the Post Office. If you don't have a Priority Mail Express Envelope we have them available in our office.*

How late can I bring First Class Mail to your office? *You may bring your First Class Mail to our office up until 3:00pm for processing.*

I need to pull a letter from the outgoing mail, can I do that? *Yes, we can pull a letter prior to 4:15pm if you call 4526 or 4525. You'll need to let us know what department sent it out, the addressee and what type of envelope it is in.*

We mailed out a letter yesterday, can we get it back? *No, if it has been processed and the Post Office picked it up we can no longer retrieve the mail piece.*

Where can I get USPS supplies? *Go to the Distribution Services webpage and select "Supply Request" from the menu on the left side. You may select from inter-campus envelopes, FedEx supplies as well as USPS supplies. Box dimensions are included for your convenience.*

We have too many inter-campus envelopes in our office, can we return them to Distribution Services? *Absolutely! If your office receives more inter-campus envelopes than it sends out and you find yourself with an abundant supply, PLEASE return them to our office. We will refresh them and make sure there are no contents left behind before we send them on to another office. Put a note on them that reads: Empty - Return to: Distribution Services.*

What do I do if I don't know my chargeback number? *We do not give out chargeback numbers. We suggest that you contact your budget manager to get the correct chargeback information prior to mailing. If that person is not available, we will send out your mail and contact your budget manager for confirmation on the proper chargeback number.*

We have a new GF chargeback, how do I get new Mail Code Cards? *Please send your new chargeback number and title/description for the mail code cards to our department email at distributionservices@csusm.edu we will provide you with new bar-coded cards for your use.*

I have a UARSC Project Number can I send out mail from the meter? *Yes, please send us your UARSC Project Number and the Project Name for the mail code cards to our department email at distributionservices@csusm.edu we will provide you with bar-coded cards for your use.*

We have a new employee, should I notify you? *Yes, any time you have a change to your staffing please notify us at distributionservices@csusm.edu we will update our sorting bins to reflect the changes.*

My Postage charges seem high this month; can I see a breakdown of what was sent out?

Yes, on our Distribution Services webpage select “Mail” in the menu on the left side. Then select the “Postage Chargeback Reports” button. Now select the month in question and scroll down to your account number. This will show you what classification of mail was sent out, how many pieces, and the total cost.

We received mail that is not ours, what do we do? *Call 4526 or 4525 and let us know whose mail you have received in error. This will help us to provide additional training as needed. Then put the mail back in inter-campus mail for re-delivery.*