

DRAFT: SUBJECT TO CHANGE

Mailing Systems delivers FedEx shipments Questions and Answers

1. Q. What time will Mailing Systems receive FedEx packages?
A. FedEx will deliver all UNM packages to our facility by 8:30 am Monday through Friday.
2. Q. Which departments will Mailing Systems serve?
A. Mailing Systems will receive packages for Main Campus departments within the boundaries of Central, Lomas, Girard and University with the exception of the Bookstore, Zimmerman Library and IT. Main Campus departments not located within these boundaries will continue to receive deliveries directly from FedEx. The Health Sciences Center packages will continue to be delivered to the dock at 915 Camino de Salud and UNM Hospital packages will continue to be delivered directly to the Hospital dock.
3. Q. Will I receive my packages at the same time I currently receive them from FedEx?
A. UNM Mailing Systems will deliver packages according to FedEx service guarantees and policies. First Overnight packages which are guaranteed to be delivered by 8:00 am will continue to be delivered by FedEx. If delivery is not possible, FedEx will leave a notice at the department and then deliver the package to the Mailing Systems facility. Your department may then choose to pick it up or it will be delivered with the Priority Overnight packages by the FedEx guaranteed time of 10:30 am. All other overnight packages will be delivered by the FedEx guaranteed time of 3:00 pm.
4. Q. What if a package is improperly addressed or doesn't have a mail stop code?
A. Mailing Systems will utilize all available resources to determine the delivery point of packages. We will not refuse packages due to an improper address or missing mail stop code. If we cannot determine a delivery point, we will hold the package for three days to allow for inquiries.
5. Q. Will you handle FedEx Ground shipments?
A. No, items sent using the Ground method will continue to be handled by FedEx.
6. Q. How will you handle live specimens and temperature sensitive items?
A. Time sensitive and temperature sensitive shipments will be handled with extra care. Mailing Systems has a designated freezer and refrigerator prepared to store such items until they are picked up from our facility by FedEx. Mailing Systems' staff has been trained to handle dangerous goods.
7. Q. What time will FedEx receive UNM's outbound shipments that are picked up by Mailing Systems?
A. FedEx will pick up outbound packages each afternoon at 4:15 pm from the Mailing Systems facility.
8. Q. What is the latest time I can call Mailing Systems to pick up my FedEx packages?
A. Our last call for pickups will be 3:55 pm.

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9. Q. What is the latest time I can bring my FedEx packages to Mailing Systems for same day pickup by FedEx?
A. Packages will need to be at our facility by 4:00 pm in order to be picked up that day by FedEx.

10. Q. Will I continue to be billed by FedEx for outgoing shipments?
A. Yes, your account with FedEx will not change.

11. Q. Are there drop boxes located on campus?
A. Yes there are three drop boxes: SUB – pickup at 3:05, Centennial Engineering – pickup at 3:20 and UNM Business Center – pickup at 3:20. Pickup times are also posted on the boxes. In August 2011 there will be a fourth box installed at the SRC – pickup at 3:00.

12. Q. May we use the drop boxes to ship specimens and other packages with dry ice?
A. No, please call Mailing Systems at 277-4124 to arrange a pick-up.

13. Q. Can I still schedule pickups online via the FedEx website?
A. Yes, online is still the best way to prepare your outbound shipments. Mailing Systems will be notified of your pickup request by FedEx. You also have the option of calling us directly at 277-4124.

14. Q. Can I give my outbound FedEx shipments to a Mailing Systems route driver when they come to deliver the mail?
A. Yes, if your package is ready when your Mailing Systems courier arrives on your regular route schedule, they can pick it up for you at that time.

15. Q. How do I get supplies?
A. Mailing Systems will keep supplies stocked at our facility. You may call us to request the supplies you need and we will deliver them to you. You may also pick them up at our facility.