

DISTRIBUTION SERVICES FAQ's

Where is my package?

Ask the vendor how they sent it, when they sent it, and the **tracking number**. Give this information to Mail & Distribution Services at (928) 776-2192 (on-campus dial x2192) and we will attempt to locate your package for you.

Can Mail & Distribution Services store my items until I need them?

Normal procedure is to get items to the end user ASAP - we do not have long-term storage.

Do Distribution Services hours change in the summer?

No. The hours do not change, however, when the college is closed on Fridays during the summer, we do not accept deliveries. Packages get held by the carriers until the following Monday.

Why can't the vendor deliver to my office?

Desktop deliveries do not occur on campus for many reasons. Please feel free to contact us for more detailed information.

Can I receive personal mail or packages?

No. College policy states that only people who live on campus in the residence halls may have personal items sent to the college.

Why was my package refused?

Properly addressed packages are not refused. Items that have no name, department, building number or delivery stop, etc. will be set aside. As time permits, we will attempt to contact the sender requesting information on the intended recipient. If the sender of the package does not know who ordered the item, it will be refused and returned.

How do I return an item?

Contact the vendor first for instructions on how to return an item. They may issue a "call tag", which is a prepaid label that gets delivered to receiving, or you may be issued a RMA # (return merchandise authorization). When issued an RMA #, it is common for the receiver to pay return postage. Bring your item to the Mail Center, Building 7 or send an email to distribution.services@yc.edu to request that we pick up your item from your designated delivery drop off. We will pick it up during our regularly scheduled delivery route.

How do I return an item ordered from Staples?

Have your purchasing liaison initiate a return through the Staples website. Once a return has been processed, **promptly** bring the item being returned to Mail & Distribution Services. Please make sure that the item is securely packaged for the return trip, preferably in the original packaging. Mark "Staples Return" on the package and we'll take it from there.

Misdelivered - this isn't mine?

If you receive a package that is not yours, call Mail & Distribution Services at (928) 776-2192 (on-campus dial x2192). We'll get it redelivered.