

July 20, 2020

What if I need to make changes to mail or delivery services during Phase 2?

Mail and delivery services will continue to pick up and deliver according to the instructions you currently have in place with Mail & Receiving Services. Please review your current mail/parcel delivery schedule and advise if a different level of services will be required to accommodate your department for Phase 2. To adjust your level of service, please contact Dwayne Weaver at ldweaver@uga.edu for package/freight deliveries and Susan Baxter at sbaxter@uga.edu for mail service.

Please review the additional information posted below.

June 11, 2020

Update to Mail & Receiving Services

As the university begins to reopen, your department may require a different level of delivery service for incoming mail, packages, and freight. If a different level of services will be required to accommodate your department for Phase 1 or beyond and that information is known or can be projected, please contact Dwayne Weaver at ldweaver@uga.edu for package/freight deliveries and Susan Baxter at sbaxter@uga.edu for mail service. If your level of service will differ for each reopening phase, please specify the phase or dates along with your instructions. For example:

Please note the following instructions for the ABC Department in Room 5 of the XYZ Building:

Phase 1 – starting June 15 – Wednesday afternoon, between noon and 3:00 p.m.

Phase 2 – starting July 15 – Tuesday and Thursday afternoon, between noon and 3:00 p.m.

Phase 3 – starting August 1 – Monday, Wednesday, and Friday afternoon, between noon and 3:00 p.m.

April 10, 2020

Update to Procedures for Receiving Services

Mail & Receiving Services will pick-up and deliver mail and packages based on the department's shipping and alternative pickup/delivery options. Before going to Receiving Services, please verify in UGAmart that your item has arrived. You can review the purchase order for a receipt of items. Please email Dwayne Weaver at ldweaver@uga.edu prior to picking up the item providing the PO number of the item to be picked up. Pickup of items will be between 8:00 a.m. and 3:00 p.m., Monday - Friday.

March 23, 2020

Update Additional Considerations for Furniture and Large Deliveries

Most furniture purchase orders are issued with delivery going direct to your department's location. These cannot currently be handled through Mail and Receiving Services due to the storage space required. As such, Procurement places departmental contact information on furniture orders. If you have an open furniture order, we suggest that you contact the vendor to discuss delivery/storage options and any associated costs instead of waiting for the vendor to reach out to schedule delivery. Your department probably worked closely with someone at the vendor for pricing, design and contract information. This is a great potential contact and most furniture orders have a quote attached that will likely include contact information at the vendor. Furniture vendors may be able to delay delivery and store the furniture until our operations return to normal or at least until you can arrange an alternate delivery date. Some may charge a temporary storage fee. If you are unable to be on site and cannot arrange a mutually agreeable time and date, please ask the vendor if they are willing to hold delivery and store the furniture (also asking if there will be a storage cost). If there is a storage cost, please send a comment in UGAmart on the Purchase Order to Angie Perteet at aperteet@uga.edu. If you feel the storage cost is not reasonable, you have the option to pursue a quote from a local storage company.

March 18, 2020

To: University Departments

From: Dwayne Weaver, Manager, Mail & Receiving Services

Subject: Continuity of Operations - Mail & Receiving Services Update

We have a few updates to the Mail and Receiving Services Business Continuity messaging from 3/16/20 (included below) that includes options for shipping and alternate delivery locations.

Many units have questions about UPS and FedEx parcels which are routinely delivered directly to the unit's Athens campus buildings. Mail & Receiving Services has coordinated with UPS and FedEx to establish operating guidelines for these deliveries.

- 1) UPS and FedEx will re-route the parcel to Mail & Receiving Services after the first delivery attempt if a building has a closed notification posted on the door of the building.
- 2) UPS and FedEx will attempt a delivery three (3) times if a building does not have a closed notification posted on the door. There is an exception for perishable goods. They will only attempt to deliver perishable goods once and then re-route to Mail & Receiving Services after the first delivery attempt.

Mail & Receiving Services will follow the delivery instructions selected by your department to re-deliver the parcel to you. Please continue to email your US mail delivery requests to Susan Baxter (sbaxter@uga.edu) and email your package/other delivery requests to Dwayne Weaver (ldweaver@uga.edu).

It is imperative that all units let central Mail & Receiving know their delivery arrangements because there were several instances already on Monday where we attempted to deliver, the business office was closed, yet the researcher expecting the delivery was not aware, so items may not have been received even though we attempted delivery.

Agreement on whether mail or shipments can be delivered to employee home or other remote locations is a decision that should be made between staff, faculty and their leadership. During this time, this is an option with exceptions of hazardous materials, chemicals (both trackable and non-trackable), etc. If units have a need for these materials, they should continue to be delivered in coordination with Central Resources Stores. Information is included at <https://research.uga.edu/coronavirus/>

We understand that your situation may have been rapidly changing over the last few days and we are ready to assist you with these physical mail items that cannot be handled remotely.

Mail & Receiving Services, 4435 Atlanta Highway, Athens, GA 30606

Dwayne Weaver (ldweaver@uga.edu) 706-425-3263

March 16, 2020

To: University Departments

From: Dwayne Weaver, Manager, Mail & Receiving Services

Subject: Continuity of Operations - Mail & Receiving Services

Mail & Receiving Services will continue to pick-up and deliver mail and deliveries as close to a normal schedule as possible. However, we understand you may require other arrangements.

Based on discussions with many departments, there are generally three service scenarios your department may want to consider. Submitting your request in one of these formats, as noted in the templates below, will be helpful as we schedule arrangements for all departments. Please email your US mail delivery requests to Susan Baxter (sbaxter@uga.edu) and email your package/other delivery requests to Dwayne Weaver (ldweaver@uga.edu).

1. **Operating on normal hours.** Mail and delivery can be handled during normal business hours of 8am-5pm, Monday through Friday. You can provide us with a departmental contact during this time if you wish. (FirstName LastName at xxx-xxx-xxxx office or cell phone number.)

2. **Operating at reduced or different hours.** Your location may have special needs. For example: The front doors may be locked, and someone should be called to open it for deliveries, or you need a pickup/delivery time that differs from your normal schedule, etc. You would provide us with a departmental contact for delivery during this time. (FirstName LastName at xxx- xxx-xxxx office or cell phone.)
3. **Operating remotely.** Please suspend all mail and delivery. Several departments have already requested the suspension of all inbound freight and US mail. We can temporarily honor this request but will not be able to store sensitive merchandise such as perishable goods for more than a couple of days. There may be some rare exceptions where mail needs to be picked up, etc. You would provide us with a departmental contact during this time to verify any exceptions. (FirstName LastName at xxx-xxx-xxxx office or cell phone.)