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.)