



**CAMPUS MAIL – OUTGOING PARCEL / COURIER FORM**

Contact and Billing Information

Speed Chart: \_\_\_\_\_ Department Name: \_\_\_\_\_  
 Your Name: \_\_\_\_\_ Your Phone #: \_\_\_\_\_  
 E-Mail: \_\_\_\_\_ (a tracking ID will be sent to this address)

Service Requirements

When do you need this item to arrive? Date: \_\_\_\_\_ Time: \_\_\_\_\_  
 (leave this blank and we will choose the lowest cost option to you)

Do you require insurance?  No  Yes; Value: \_\_\_\_\_  
 Do you require a signature?  No  Yes  
 Can the item be left at the recipient's door?  Yes  No  
 Preferred carrier: \_\_\_\_\_ (leave this blank and we will choose based on cost)

For US/International Shipments (Customs Information)

Description of contents: \_\_\_\_\_  
 Reason for export: \_\_\_\_\_  
 Value of contents: \_\_\_\_\_

Phone number and/or email of recipient: \_\_\_\_\_  
 (if delivery problems occur, recipient can be contacted by the carrier directly)

**Policies and Procedures**

- 1) Mail and parcels will be picked up once daily, from a single mail room per department, between 8AM and noon Monday to Friday. Campus Mail is not responsible if your items are not ready at the time we pick up. We cannot pick up from individual offices.
- 2) If you require pickup outside of your department's scheduled times (such as for rush or next-day delivery requirements), you can call our on-campus courier service (604-822-9495) and we can make a special trip for a fee. Let the dispatcher know your required timelines to ensure we can meet your needs.
- 3) UBC Campus Mail can only be used for University business. We do not handle personal items.
- 4) In order to use our outgoing parcel/courier service, you must have previously set up the speed chart you wish to use for mail metering. Please see our website for instructions.
- 5) Campus Mail will send all items out to your specifications. But, we are not responsible for delays caused by carriers, customs, or delivery personnel. Please allow sufficient time for all deliveries. Surface international deliveries can take between 4-6 weeks.
- 6) We are unable to handle perishable or dangerous goods, pickups per stop in excess of 27kg, and other items that may be restricted for safety reasons. Please call us if you are unsure.
- 7) All parcels must have the recipient's address clearly marked on the outside of the parcel. Campus Mail is not responsible for addressing errors or incomplete addresses.