

Are You Missing Your Campus Amazon Delivery? Well here may be why...

The University has recently learned that UPS, LaserShip and the US Postal Services are no longer making the majority of Amazon deliveries to campus. As the Richmond community is now the site of an Amazon distribution center, it appears that Amazon is contracting with **independent individuals** to make deliveries to campus.

Their new delivery system is changing how we receive campus deliveries at the University Post Office and how departments and individuals could be receiving packages. For now, this is how we understand the new model affects us:

- Unlike UPS/USPS, independent drivers appear to have no idea of where campus departments are located
- Without going through the US Mail or UPS, University Mail Services has no way to track or check on any pending deliveries should they not show up as expected
- Drivers going directly to your campus department may attempt to deliver packages at all hours and all days of the week. If they are unable to deliver, they may return the package to Amazon as undeliverable
- Deliveries that used to come in daily to campus Mail Services in time to go out with the daily mail run may no longer arrive in time for the same day's delivery
- We are finding packages left in unsecured mail rooms or left at the wrong departments across campus

- **To assist with this change in Amazon deliveries, please note the following:**
- Please refrain from ordering **faculty/staff personal items** for delivery at the University. University Mail Services cannot be responsible for redelivering faculty and staff personal items. If you cannot get deliveries at your personal residence, we do have a limited number of mailboxes for rent at the University Post Office that are available at a first-come first served basis. If ordering something for UR business purposes and of value, request a signature on delivery to ensure your package gets to you and is trackable. We will redirect drivers to the appropriate departments with a map if they show up at the University Post Office with items addressed to your campus department.
- We will continue to accept all **student deliveries** at the University Post Office, but storage capacity is limited.
- If late in the business day, the University Post Office will accept departmental deliveries to ensure that they get to their intended department as quickly as possible. While a portion of these items has come through UPS and US Mail before and we did previously transport them, many have always gone directly to the departments. We do have space and labor constraints but will do our best to support everyone while we evaluate any long-term impact of these changes.
- If a driver attempts to deliver packages to your work place, please take the time to check and only accept those that belong to your building. Redirect them to the appropriate location or send them to the University Post Office please.
- We are checking mail rooms and picking up stray packages that appear to have been off loaded by Amazon drivers

- Let us know if you are experiencing any other delivery issues. You can reach the Mail Services Office Team at 289-1860
- We have reached out to Amazon locally to advise them of our situation and to request that a better solution for campus deliveries. We will continue to update the University community if more information becomes available.
- Thank you!