

## FAQ's

### Central Mail Delivery

1. Why is mail only being delivered twice a week?
  - A. As a result of necessary budget reductions and the transition to the incentive-based budget model, Purchasing Services has adjusted the Central Mail delivery schedule to maximize current resources while balancing and prioritizing the entire university community's need for the critical functions this area performs each day. Therefore, campus mail delivery will remain two days per week on Tuesdays and Thursdays for the foreseeable future.
2. When will mail start being delivered to departments five days a week?
  - A. As a result of necessary budget reductions and the transition to the incentive-based budget model, Purchasing Services has adjusted the Central Mail delivery schedules to maximize current resources while balancing and prioritizing the entire university community's need for the critical functions this area performs each day. Therefore, campus mail delivery will remain available two days per week on Tuesdays and Thursdays for the foreseeable future.
3. How do I get my mail on the non-delivery days?
  - A. Departments are welcome to pick up their mail at Central Mail on Monday, Wednesday, and Friday between 8:00 am and 3:15 pm by appointment. Please note, appointments are necessary to ensure that all mail and packages are bundled and prepared for you upon arrival. Standing appointments are permissible, as well as pick up for multiple departments by a single representative based on the agreement between all departments involved. Please find the link to schedule a mail pickup from Central Mail on non-delivery days here. [Schedule Central Mail Pickup](#)
4. Are packages from UPS, FedEx, and Guy Brown Office Supply orders included in the weekly mail delivery?
  - A. Yes, mail delivery also includes packages that are normally delivered with your mail.
5. How do I send out mail and packages on non-mail delivery days?
  - A. Listed below are three options for sending out your mail/packages five days a week.
    - i. Courier Service pick up. See [Courier Service FAQ](#) for more information.
    - ii. If you have mail/packages labeled and ready to go out, you can utilize the campus mailboxes located across campus. Please see the [Central Mail website](#) for campus mailbox locations and hours of pickup.
    - iii. You are welcome to bring your mail/packages out to Central Mail by 3:00 pm to be sent out the same day.
6. How do I send out mail and packages on non-mail delivery days?
  - A. Listed below are three options for sending out your mail/packages five days a week.

- i. Courier Service pick up. See [Courier Service FAQ](#) for more information.
  - ii. If you have mail/packages labeled and ready to go out, you can utilize the campus mailboxes located across campus. Please see the [Central Mail website](#) for campus mailbox locations and hours of pickup.
  - iii. You are welcome to bring your mail/packages out to Central Mail by 3:00 pm to be sent out the same day.
7. Can I make a standing appointment to pick up my mail?
  - A. Standing appointments are permissible and pick up for multiple departments by a single representative based on the agreement between all departments involved. To schedule an appointment with Central Mail for non-delivery day pick up, please click [Schedule Central Mail Pickup](#). Please note that standing appointments have to be scheduled for each separate day.
8. Do I need to provide identification to pick up mail packages from Central Mail?
  - A. Yes, you will need to present either your Ball State I.D. card or a valid driver's license.
9. Can someone else pick up the mail for my department?
  - A. Yes, pick up for multiple departments by a single representative is permissible based on the agreement between all departments involved. To schedule an appointment with Central Mail for non-delivery day pick up, please click [Schedule Central Mail Pickup](#)
10. Can one person pick up mail for multiple departments?
  - A. Yes, A single representative may pick up mail for multiple departments based on the agreement between all departments involved. To schedule an appointment with Central Mail for non-delivery day pick up, please click [Schedule Central Mail Pickup](#)
11. What if I have scheduled a pickup time for my departmental mail and packages and haven't picked it up and/or communicated that I need to cancel my scheduled pickup time?
  - A. If you are unable to meet your scheduled appointment, please cancel your request through the link sent to your email and notify Central Mail of your cancellation. The mail and packages for that pick-up will be reprocessed for the next available delivery day.
12. What if I forgot to put in a piece of mail that needs to go out today and the Central Mail employee has already been by my department?
  - A. Listed below are three options for sending out your mail/packages five days a week.
    - i. Courier Service pick up. See [Courier Service FAQ](#) for more information.
    - ii. If you have mail/packages labeled and ready to go out, you can utilize the campus mailboxes located across campus. Please see the [Central Mail website](#) for campus mailbox locations and hours of pick-up.
    - iii. You are welcome to bring your mail/packages out to Central Mail by 3:00 pm to be sent out the same day.

13. What happens if I forgot to pick up my departmental mail and packages after I scheduled an appointment?

- A. Central Mail delivers on Tuesday or Thursday, so if you miss an appointment, you will get a delivery on the next delivery day.

14. How do I cancel my scheduled mail and packages appointment?

- A. If you are unable to meet your scheduled appointment, please cancel your request through the link sent to your email and notify Central Mail of your cancellation. The mail and packages for that pick-up will be reprocessed for the next available delivery day.

15. What other campus service does Purchasing Services provide with the same personnel delivering mail?

- A. Purchasing Services provides several critical services to the campus community that is all performed by fourteen Central Stores Material Handlers, including:

- Central Mail Processing and Delivery, including campus mailboxes
- Package Delivery
- Bulk Item Delivery
- Courier Service
- Central Store Order Processing and Delivery
- Custodial Supply Delivery
- Central Receiving and Processing
- B-24 Equipment Request Delivery and Pick-up
- B-450 Move Request (all moves related to a B-450)
- Departmental Moves
- Short- and Long-Term Storage Management
- Electronic Excess Auctions (GovDeals) and Physical Excess Auctions
- Excess Catalog Maintenance and Order Processing
- Recycling Pickup and Processing
- Capital Asset Tagging