

## Routine Employee Mail and Package Processing (USPS)

Reminder/Clarification - mail is available as a convenience only for **business-critical requirements**. It is Clemson's expectation that mail is picked up as **infrequently** as possible to maintain business functions. For examples, paying bills, where we have 30 days to pay in most cases, would support picking up invoices every couple of weeks and still meet our requirements to pay on time. Further, one person picking up and sharing mail for multiple areas could also be an option. Business needs are determined by your area however, be safe and plan so you are only picking up mail as little as possible.

Faculty/Staff Mail: All mail will be delivered and stored at the Dillard Building located at 105 Klugh Avenue. Mail will be available for pick up between 10:00 am and 4:00 pm Daily. Employees picking up mail must present a valid Clemson Employee Identification Card along with either a valid Driver's License, a valid state identification card or a valid passport. Any outgoing USPS mail or UPS packages can be brought to the Dillard Building for processing. Please call or email one of the following key contacts with questions:

Key Contacts:

Wes Harvell at 864-985-8623, [wharvel@clemson.edu](mailto:wharvel@clemson.edu)

Mail Smart 864-656-7720, [mailsmart@clemson.edu](mailto:mailsmart@clemson.edu)

Hours of Operation: Pick-Up: 10:00 am - 4:00 pm, Drop-Off: 8:00 am - 3:00 pm, Monday through Friday

Updated information will be available on the website:

<https://www.clemson.edu/campus-life/campus-services/print-smart/mail-services/>

## Mission Critical Employee Mail and Package Processing (FEDEX, UPS, other 3<sup>rd</sup> party)

The following outlines how we will handle **MISSION CRITICAL** package delivery beginning Monday 3/23/2020:

- Critical buildings listed below will continue to have carriers attempt deliveries there first. The main contact for the building needs to ensure carriers have access during the hours of 10:00am to 12:00pm. (we are still confirming hours with UPS on when they are most likely to be delivering on campus and will update hours if necessary). Do not have carriers call for access as they do not have phones and will not call. If they cannot buzz in or come right in it will be treated as unable to deliver.
- If something is unable to be delivered to a critical building or location; as a backup plan, carriers will be able to deliver to the ASB warehouse. Warehouse will not accept any controlled substances or hazardous materials. However, warehouse will contact the main contact for the building about any deliveries they receive to coordinate pickup.
- The warehouse will also accept mission critical deliveries for non-critical buildings and will attempt to email the addressee to let them know they have a package. Expectation is addressee makes arrangements to pick up critical packages within 24-48 hours. Warehouse will plan to accept

people for package pickups from 11am-3pm and you must contact the warehouse at [surplus@clemsun.edu](mailto:surplus@clemsun.edu) to confirm you have a package PRIOR to arriving for pickup

- We intend to operate the warehouse Monday-Friday. There is a possibility we may scale back days and/or hours of operation based on demand over coming weeks.

**FedEx Express and Ground pick-up:**

Contact: 1-800-GO-FEDEX to have package rerouted

**UPS pick-up:**

1-800-PIC-KUPS

We also strongly suggest you consider only placing orders for items that are truly considered critical for business as this time - all routine office supply orders should be held until campus returns to a normal schedule.

Critical Research Facilities include:

Rich lab  
CETL  
AMRL  
DEIC  
BRC  
LSF  
Poole  
Sirrine  
Earle  
Hunter  
Kinard  
Long  
Godley-Snell

## **Print Center Services**

The Print Center will be open for critical print projects. Please contact the Print Center Manager, Corey Kirby (910-616-0687) to check the status of current print jobs or to request services for new/critical print jobs. If you have other questions regarding print center services, please call or email one of the key contacts below.

Key Contacts:

Corey Kirby 910-616-0687, [kirby9@clemsun.edu](mailto:kirby9@clemsun.edu)

Print Center: 864-656-0687, [cuprint@clemsun.edu](mailto:cuprint@clemsun.edu)

Hours of Operation: 8:00 am - 5:00 pm, Monday through Friday

Updated information will be available on the website:

<https://www.clemson.edu/campus-life/campus-services/print-smart/index.html>

## Managed Document Services (Printer Supplies & Break/Fix Service)

### Printer/MFD Supplies

For printer supplies please contact Print Smart at [printsmart@lists.clemson.edu](mailto:printsmart@lists.clemson.edu) or 864-656-0202 with the tag number of the printer that requires supplies. Print Smart will schedule a time for you to pick up the supplies at the Dillard building located at 105 Klugh Ave. For break/fix service Print Smart will only provide service for multi-function devices in critical locations. Please contact [printsmart@lists.clemson.edu](mailto:printsmart@lists.clemson.edu) or 864-656-0202 with the tag number of the printer that requires service. Otherwise, print smart will provide alternate routing for your print job if it is considered a non-critical printer. Please call or email one of the following key contacts with questions:

Key Contacts:

Greg Nichols at 864-364-4383, [gnicho2@clemson.edu](mailto:gnicho2@clemson.edu)

Print Smart at 864-656-0202, [printsmart@lists.clemson.edu](mailto:printsmart@lists.clemson.edu)

Hours of Operation: 8:00 am – 5:00 pm, Monday through Friday

Updated information will be available on the website:

<https://www.clemson.edu/campus-life/campus-services/print-smart/>

## Student Mail and Package Processing

Incoming Student Mail will be accepted and stored at the Student Post Office located in the Union Building, however the Front Desk/Checkout will be closed. Emergency items, such as medication will be available for pick up. Pick up must be arranged in advance by emailing [stupo@clemson.edu](mailto:stupo@clemson.edu) and providing tracking numbers for the package containing the emergency items. Letter mail will be made available via mailboxes. For Douthit residents, please call or email to arrange pick up. No retail services (mailing, purchase of stamps, etc.) will be available. Any standing/recurring subscription-style food services will be held for 48 hours and returned to sender.

Key Contacts:

Wes Harvell at 864-985-8623, [wes.harvell@ricoh-usa.com](mailto:wes.harvell@ricoh-usa.com)

Student Post Office at 864-656-2351, [stupo@clemson.edu](mailto:stupo@clemson.edu)

Hours of Operation (email/phone only): 8:00 am – 5:00 pm, Monday through Friday

Updated information will be available on the website:

<https://www.clemson.edu/campus-life/campus-services/print-smart/student-mail-services/>