Student Parcel Notification and Inventory Management Policy

Below is outlined the notifications sent to students when a parcel is received at Mail Services (section 1) a.). Further notices are sent if a parcel hasn’t been picked up after 72 (3 days) and 168 hours (1 week) (section 1) b.). Section 2 details the communication to be sent by Mail Services staff before a parcel is forwarded, returned, or disposed of. Contact mailservices@carleton.edu or call 507-222-4151 with questions regarding this policy.

1) After a parcel is routed in Qtrak for a student they will receive a notice at their @carleton.edu email address:
   a. First notice reads:
      
      This is a notice from Carleton College Mail Services. You have received a parcel and it is awaiting pickup!
      
      Your parcel may be picked up from our window in the lobby of Sayles. We are open:
      [CURRENT PICKUP HOURS LISTED HERE]
      
      Note that parcels which have not been picked up after 15 business days will be considered abandoned. Such parcels will be returned to the sender or disposed of. If you are not currently on campus please contact us to make other arrangements for pickup or forwarding.
      
      Please bring your One Card at the time of pickup. If you have any questions or need to make other arrangements please contact mailservices@carleton.edu or 507-222-4151.

   b. If the parcel has not been picked up after 72 hours, and again after 168 hours, a second (and then third) notice will be sent to the student’s carleton.edu email address:
      
      This is strictly a reminder email. You recently received a notification of an item awaiting pickup at Mail Services. Please come to pick up the item at your earliest convenience.
      
      Note: parcels NOT picked up AFTER 15 BUSINESS DAYS WILL BE CONCIDERED ABANDONED. Such parcels will be returned to the sender or disposed of.
      
      If you are not currently on campus or unable to pick up your parcel in a timely manner (examples: your unable to come during Mail Services open hours, you’re abroad, have gone home for the weekend, studying remotely, etc.) please contact us to make other arrangements for pickup or forwarding (mailservices@carleton.edu, 507-222-4151).
      
      Please bring your One Card at the time of pickup. If you have any questions please contact mailservices@carleton.edu.
2) If the parcel has not been picked up after fifteen (15) or more business days, a final e-mail will be sent by Mail Services staff. The message text will be one of two below based on how the parcel was delivered (USPS, UPS, FedEx, etc.) and if it can therefore be forwarded, returned, or disposed of.

   a. If the parcel arrived via USPS and the recipient has a domestic forwarding address:

      We have previously contacted you regarding a parcel which arrived for you at Carleton:

      INSERT TRACKING NUMBER

      INSERT ARRIVAL DATE

      As the parcel has not been picked up and we have not received a response to our previous messages we will be forwarded to your home address on file with Carleton on [INSERT DATE 5 BUSINESS DAYS FROM TIME MESSAGE SENT] unless you contact us to discuss other options (reshipping, storage, prox pickup, etc.).

      Should you wish to make other arrangements please respond to this message or call Mail Services at 507-222-4151.

   b. If the parcel arrived via UPS, FedEx, campus mail, or if the recipient has an international forwarding address:

      We have previously contacted you regarding a parcel which arrived for you at Carleton:

      INSERT TRACKING NUMBER

      INSERT ARRIVAL DATE

      As the parcel has not been picked up and we have not received a response to our previous messages, your parcel will be disposed of by [INSERT DATE 5 BUSINESS DAYS FROM TIME MESSAGE SENT] unless you contact us to discuss other options (reshipping, storage, proxy pickup, etc.).

      Should you wish to make other arrangements please respond to this message (mailservices@carleton.edu) or call Mail Services at 507-222-4151.

   c. If Mail Services staff dispose of or forward a parcel for a student believed (they have an active mailbox) to be on campus a Community Concern Form will be filed stating that the student is not responding to messages.

3) Options available to students responding to any of these messages may include, but are not limited to:

   a. Designating a proxy currently on campus to pick up the parcel for you.
   b. Reshipping the parcel. Costs associated would be assessed to the student.
   c. Returning the parcel to the sender.
   d. Disposing of the parcel.
   e. Requesting Res Life place an item in long term storage.
4) If no response is received from the student by the date indicated, mark the parcel as Delivered in Qtrak. If the parcel is forwarded, mark it as Delivered in Qtrak and write “forwarded” in the name field. If it is disposed of, mark it as Delivered in Qtrak and write “Abandoned” in the name field.

5) If there are any questions or concerns regarding this procedure, please contact Mail Services staff:
   a. General contact: mailservices@carleton.edu, 507-222-4151
   b. David Entenmann, Mail Services and OneCard Program Coordinator, dentenmann@carleton.edu, 507-222-4173
   c. Locke Perkins, Assistant Director of Campus Services, locke@carleton.edu, 507-222-4187
   d. Judson Ulvestad, Director of Campus Services, julvestad@carleton.edu, 507-222-5428