

<b>Central Texas College Materials Management Policy and Procedures Manual</b>	<b>Policy No. 415 November 2006</b>
<b>Federal Express Processing Procedures</b>	

## I. GENERAL

The Mail Room processes all items that are to be sent via Federal Express (Fedex). The Receiving and Shipping Department handles items to be sent by United Parcel Services and other freight carriers.

Fedex parcels are picked up at 3:00 p.m., Monday through Thursday from the Mail Room. Therefore, all items to be sent via Fedex must be delivered to Building No.153, Mail/Distribution Office by 2:30 p.m. to allow time for the air bill to be processed. If the item cannot be delivered to the Mail Room by this time, the sender should call extension 1174. Upon notification, Fedex will be contacted and a late pick up requested. In many cases Fedex will alter their route so that the scheduled pickup will be between 4:30 and 5:00 p.m. On Fridays, Mail Room personnel will drop the package in Killeen or Copperas Cove. If it's too large, the department will be required to make arrangements for the package to be delivered to the Fedex Distribution Center in Temple, Texas.

If the above arrangements cannot be made with Fedex, or they have already picked up, the air bill will be made out and the sender must hand carry the item to one of the local Fedex drop boxes. Mail Room staff will provide the sender with the locations and pick-up times. If the item is too large to go into the drop box or pick up has already been made, it may be taken to the Fedex Distribution Center located at 3101 Kegley Road, Temple, Texas, which will accept items until 7:00 p.m. The Mail Room personnel will remain available after 5:00 to process air bills, if notified, but will not deliver them to the drop boxes or the distribution center.

## II. STATESIDE DELIVERY

The following information must be provided in order to complete the air bill for state side delivery packages:

- A. Department or name of person sending package.
- B. Recipient and/or company name.
- C. Recipient's telephone number.
- D. Exact street address - Fedex **cannot** deliver to PO boxes, PO Zip codes, APO, and FPO.
- E. City, State and Zip code.

### III. INTERNATIONAL DELIVERY

In addition to the information required for stateside delivery stated above, the following information is unique when using Fedex internationally:

- A. Be sure you know the exact address. Remember, some countries do not have states or provinces, nor do they use Zip or Postal Codes. Fedex cannot deliver to an APO or FPO. The address must be precise.
  
- B. Be sure you know the contents of the parcel, their approximate value, and where it was manufactured, for **Duties and Tax** purposes.