

## Lubbock Receiving & Mail Routes

### Receipt times:

Incoming USPS mail is delivered to Mail Services before 8am daily. Before 8:30am, a TTUHSC team member picks up PO Box mail, postage due, certified mail, and items sorted after TTUHSC mail was dispatched.

FedEx Express, FedEx Ground, UPS, Lone Star Overnight (Staples) typically deliver between 8:15am and 10:30am. Delivery times can vary depending on weather throughout the country, mechanical failures, or high volumes. It is rare, but there are times when the major carriers do not deliver until the afternoon. Other carriers, from Airgas to Yellow Freight will deliver anytime during the day.

### Delivery Routes:

Mail and items received at the loading dock are delivered throughout the campus together. The team member also services copiers acquired through General Services Lubbock.

There are six routes designated by color:

**Purple:** UC and basement of HSC building. The Team member helps receive incoming items prior to the route. UC deliveries begin at 11:00am. Basement deliveries begin at 1:30pm. Purple route locations receive service once per day.

**Red:** Physician's Medical Pavilion, Center for Cardiovascular Health, and Medical Office Plaza. Since the majority are clinical locations, red route locations receive service twice daily. Volumes (mail, other items, and copier use) may reduce specific stop locations to once daily service. Red route deliveries begin at 10:00am and 1:30pm.

**Blue:** First and Fifth floors of HSC building. Volumes (mail, other items, and copier use) dictate the service necessary for each specific stop location. Blue route deliveries begin at 10:00am and 1:30pm.

**Yellow:** Second floor of HSC building and Preston Smith Library building. Volumes (mail, other items, and copier use) dictate the service necessary for each specific stop location. Yellow route deliveries begin at 10:30am and 1:30pm.

**Green:** Third and Fourth floors of HSC building. Volumes (mail, other items, and copier use) dictate the service necessary for each specific stop location. Green route deliveries begin at 10:00am and 1:30pm.

**Black:** Locations outside the 3601 4<sup>th</sup> Street complex. Location of facility and volumes dictate the service provided for each specific stop. Offsite facilities are encouraged to use their street address so that items are delivered directly by USPS and other carriers. Black route deliveries begin at 9:00am and 1:00pm.

### More:

The responsibility of the General Service team member ends with delivery to the stop location. Team members are instructed not to split deliveries into multiple locations, rearrange or stock items, or wait while a department prepares items to be redelivered.

Urgent outgoing items may be brought to the loading dock. The team members at the loading dock can advise if a carrier has picked up for the day, process your item, and/or provide alternate drop off locations.

Note: Carrier pickup times have varied greatly since the pandemic began. All of the major carriers have suspended service guarantees. Refer to individual carrier web sites for details.

### Questions:

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