MESSENGER SERVICE

I. POLICY

A. The Messenger Service is designed to provide delivery of urgent official University messages and parcels to on and off-campus locations.

B. The customer will be charged monthly using the department's recharge number. The cost of service will appear in the general ledger under "Campus Messenger Service." The charge for delivery is based on one pickup at one location, and delivery to one location. Deliveries from one pickup location going to multiple locations will each be charged separately at the full regular rate.

II. PROCEDURES

A. Hours of Service

The Messenger Service is available for pickup and delivery from 8:00 a.m. to 12:30 p.m., and 1:00 p.m. to 4:30 p.m., Monday through Friday. Requests for service may be made from 8:00 a.m. to 4:00 p.m., Monday through Friday. The Messenger Service is closed weekends and University holidays.

B. Location

The Messenger Service is located in Campus Services Complex, Building A, and is a division of the Mail Services Department.

C. Requesting Service

To request service the customer should call x42774. The customer should supply the dispatcher with the following information: location of pickup and name of contact, location of delivery and contact, recharge number, and description of item for pickup/delivery.

D. Physical Specifications for Pickup/Delivery Items

1. Package Weight and Size Limitations
   a. The maximum weight of each item cannot exceed 70 pounds.
   b. The length and girth per package may not exceed 108 inches. These restrictions coincide with the U.S. Postal Service requirements.

2. No radioactive or hazardous materials will be handled by the Messenger Service. Contact Environmental Health and Safety (EH&S) for assistance.

3. Release of responsibility -- utmost care is used handling equipment. Mail Services can not be responsible for any damages incurred during a delivery.

4. Mail Services is not a moving service. No furniture or items over 70 pounds will be picked up.
E. Pickup/Delivery Locations

1. The Messenger Service goes to all on-campus locations.

2. The off-campus service extends to the Veteran’s Administration Hospital, UCSD Medical Center, Sorrento Valley, south to Chula Vista, east to El Cajon, and north to Oceanside. Off-campus pickups/deliveries are made twice daily. Delivery of items from campus to off-campus locations should be scheduled by 9:00 a.m. for a morning delivery and 1:00 p.m. for an afternoon delivery. Items from off-campus locations to campus should be scheduled by 10:30 a.m. for early afternoon delivery or 2:30 p.m. for early next day delivery.

F. Priority of Delivery

1. On-campus deliveries will receive priority handling.

2. Scheduling of delivery is based on when the request for pick-up is made.

3. Deliveries within campus areas are coordinated to minimize travel time.

4. In general, morning pickups will be delivered the same morning and afternoon pickups delivered the same afternoon.

G. Undeliverable Parcels

1. When no one is present at the delivery location, the messenger will try to find someone in a neighboring office to accept the item. If no one is available an “attempt to deliver” notice will be left and delivery rescheduled. Attempted deliveries will not be made until the department calls to reschedule delivery and it will be charged to that department’s recharge number.

2. Notify the Messenger Service, x42774, of incorrectly delivered or addressed packages immediately so corrections can be made. This will ensure that no charges will be incurred.

H. Rates

Rates are for one way trips and are based on the distance the messenger travels from the point of pickup to the point of delivery. There may be additional charges depending on the volume of the pickup or time delays.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Rate</th>
<th>Includes</th>
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</thead>
<tbody>
<tr>
<td>Campus</td>
<td>$5.00</td>
<td>Includes: TPC North and South, SIO, Thornton Hospital, La Jolla Professional Center, VA Hospital</td>
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<tr>
<td>Medical Center</td>
<td>$7.50</td>
<td>Includes: La Jolla (Downtown), Children's Hospital, Sorrento Valley, Mira Mesa, Miramar Road, Pacific Beach, Del Mar, Solana Beach, and Clairmont</td>
</tr>
<tr>
<td>Off-Campus</td>
<td>$10.00</td>
<td>Includes: North County, South Bay, East County, SDSU, Downtown San Diego, and Point Loma</td>
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A charge of $2.50 for each 15 minutes will be added to the above when the messenger is delayed or the volume of the pickup or delivery is excessive.