

UNCLAIMED AND UNDELIVERABLE PACKAGES

Section: Residence Halls

Policy: University Housing staff will treat unclaimed and undeliverable packages as abandoned property once reasonable efforts have been made to deliver packages to the resident, or have the delivery service return the packages to the sender.

Purpose: The purpose of this policy is to provide guidelines for the proper handling of unclaimed and undeliverable packages in University Housing residence halls.

Scope: This policy applies to all staff who process packages that are delivered to University Housing residence halls.

Procedure:

I. Unclaimed Packages

- A. Owners' have 10 calendar days, from the date of the first notification, to retrieve their packages.
- B. After 10 calendar days, packages that have not been retrieved will be considered unclaimed and treated as [abandoned property](#). On the 11th calendar day, staff will place the package in the unclaimed/undeliverable packages tub and note this action in StarRez.
- C. Unclaimed packages that cannot be returned will be donated. Staff will contact the coordinator for sustainability when the unclaimed/undeliverable packages tub is full and ready to be picked up.

II. Undeliverable Packages

- A. The owner of some packages cannot be identified. Delivery services such as Amazon do not pick up undeliverable packages and return them to sender. In these cases, staff will treat undeliverable packages as [abandoned property](#). Staff will:
 1. Attempt to identify the owner's contact information in StarRez and Advocate.
 - Packages may belong to previous residents, or live in another building on campus. The contact information of said individuals may be available in our systems; thus, staff will check StarRez and Advocate for contact information even if the name on the package does not match the current roster.
 2. When the owner is known, staff will make reasonable attempts to contact the owner. Each attempt should be documented in StarRez (if a current resident) or in the unclaimed/undeliverable package log (if not a resident).
 - The owner has 10 calendar days to retrieve the package. If not retrieved in 10 calendar days, staff will treat the package as unclaimed property, as described above.
 3. When the owner is unknown, the package is deemed undeliverable and staff will place the package in the unclaimed/undeliverable packages tub. Staff will note this action in the unclaimed/undeliverable package log.

- B. Undeliverable packages that are unable to be returned will be donated. Staff will contact the coordinator for sustainability when the unclaimed/undeliverable packages tub is full and ready to be picked up.
 - 1. For packages to be donated, staff will place an abandoned property label over the current name and address, without covering the barcode.

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