Problem Resolution Desk - Help regarding shipment and receiving information

Business Hours - M-F 8:00 am - 5:00 pm
Phone 409.722.5341 or 409.772.5340

Located at:
Materials Management Warehouse
14th and Strand

Email: logistics.problemresolution@utmb.edu
Web: http://www.utmb.edu/logistics/receiving/default.asp

Overnight Packages – When you need us to be on the lookout for special overnight packages, please provide the following information:

1. Courier who will be delivering the shipment and approximate date of arrival
2. Tracking Number for the shipment
3. The name of the company or person shipping the package to campus
4. Purchase Order number if there is one / if not state “it’s a personal”
5. The name of the person the package is being sent to
6. The Building, Room and L# where you would like the package delivered
7. Contact information for whom you would like us to call (Name and Phone Number)
8. Tell us in the email if you would like for us to call or email you back once the package has been received.

Do It Yourself Package Tracking
UTMB System for Campus Deliveries
If the Courier shows the package was signed for by UTMB go to
http://packagetracking.utmb.edu/default.asp
Enter the courier tracking number into the “Quick Ext Tracking # Search” field.

UPS PACKAGE TRACKING

FEDEX PACKAGE TRACKING
https://www.fedex.com/fedextrack/?cntry_code=us&tab=1&tracknums=&clienttype=wtrk

Researchers Responsibility

How you can help ensure your packages are delivered correctly:
1. Purchase Order related shipments need to have the proper L-code on the PO so the associated merchandise gets delivered timely and to the correct location. Please verify that the proper L-code is being used on all orders.

2. If the shipment is not Purchase Order related, then please make sure that your contact information in the ‘Campus Directly” has all the appropriate fields of information so packages can be delivered timely and to the correct location.
   a) Go to the “Campus Directory” and put in your own name
   b) Shipments coming in to you must read exactly the same as it appears in the ‘Campus Directory”
   c) Logistics delivers to L-codes. Please make sure that you have the appropriate L-code listed for your name. Otherwise this will slow down the shipment from reaching you timely.
   d) Logistics also sometimes needs to reach you regarding your shipment. Please make sure you have the necessary phone numbers listed so we can call you when needed.
   e) If you will not be in the location listed in the directory, then send an email to logistics.problemresolution@utmb.edu alerting Central Receiving where you would like the package delivered if different that what is listed.
   f) If you would like to pick up you shipments then email us each time and instruct us not to deliver the package and to call you when the package has been received and identified. We will do our best to catch if before it leaves out.
   g) Please remember we receive thousands of packages each day and they are almost all white or brown boxes and envelopes. Therefore we will need as much information as you can provide to track and locate your shipment. The more information you have the less time it will take us to find it.

The next page is how your information needs to look in the Campus Directory so Logistics can deliver personal packages timely. If your information does not have the correct building, room number and L-code listed along with correct phone numbers, Logistics will have difficulty finding you and where to deliver your shipments. All users should check the accuracy of their information annually and update when necessary. Please update if needed.

**How to Update?** - Enter your contact information in the “Campus Directory.” In the middle of the screen is a grey bar that has Directory Information with 3 buttons “Edit Data”, “Refresh”, and Add to Contacts.” Click on “Edit Data” This will take you to https://ebizhr.utmb.edu/psp/ps/EMPLOYEE/HRMS/c/ROLE_EMPLOYEE.E1_DIRECTORY.GBL?&cmd=login
Sign in utilizing your utmb login and password. Please make sure you enter all the information correctly and have a ✓ under Public Display? For Building and room information, L-code information and all phone numbers you want us to try and reach you at when needed.
<table>
<thead>
<tr>
<th>Directory Information</th>
<th>Edit Data</th>
<th>Refresh</th>
<th>Add to Contacts</th>
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<tbody>
<tr>
<td>Mendoza, Rafael C</td>
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<td><a href="mailto:racmendoza@utmb.edu">racmendoza@utmb.edu</a></td>
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<tr>
<td>Title</td>
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<td>Logistics Operations Supervisor</td>
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<tr>
<td>Receiving</td>
<td>(409) 772-5454</td>
<td>(409) 772-3093</td>
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<tr>
<td>Materials Mgmt Warehouse</td>
<td>13</td>
<td>(409) 771-0267</td>
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