

AWC UNCLAIMED PACKAGE HANDLING

UNCLAIMED PACKAGES

During normal business operations packages may be delivered to AWC that are never claimed by the intended recipient. Packages that remain unclaimed in the AWC Mailroom for 30 days with three (3) attempts to contact the recipient will be returned to sender. The AWC Mailroom will follow these procedures when handling unclaimed packages.

1st Notice –

- Student is notified when the package arrives by placing a notification tag in their student mailbox.
- Package is logged on the “Student Package Log” with all the required information.
- Date of first contact is written on the exterior of the package with permanent marker.

2nd Notice – If the student fails to pick up their package within one (1) calendar week:

- Student is notified with 2nd Notice on following Thursday.
- “Student Package Log” is updated
- Date of 2nd contact is written on the exterior of the package with permanent marker.

3rd Notice – If the student fails to pick up their package one week after 2nd Notice:

- Student is notified with 3rd and Final Notice containing the date (30 days from date of first contact) when student must claim their package before it will be sent back to the sender.
- “Student Package Log” is updated and the package is moved to the Unclaimed Property Storage Room and logged into the “Unclaimed Student Property Log”
- Date of 3rd and final notice is written on the exterior of the package with permanent marker.

Returning Packages

- **Packages will be shipped back three weeks after the 3rd notice.** If no return address can be found, the package will be turned over to the Purchasing Department and placed in the auction. An appropriately completed surplus form must be submitted with the package.