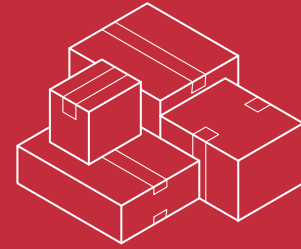




FEDEX SHIPPING SERVICES: SENDSUITE



1. What is SendSuite?

SendSuite is a FedEx shipping service provided by University Print & Mail Services that allows your department to ship FedEx packages directly from campus for **shipping rates up to 65% lower** than list pricing.

2. How do I get a SendSuite account?

Contact Wendy Covert at 801-585-7459 or wendy.covert@utah.edu and ask for help setting up a SendSuite account.

3. How do I get shipping supplies?

We provide envelopes, boxes, packs, and airbills at no charge. To order, call 801-581-3930 or email shipping@utah.edu before 2:00 pm for same-day delivery, M–F.

Calls after 2:00 pm will have supplies delivered the following business day.

4. Who do I contact if I have questions about a FedEx package delivery, or to check the delivery status?

Print & Mail does not deliver or receive FedEx packages; they are delivered directly by FedEx. For assistance with a FedEx package that's supposed to be delivered to a university address, contact FedEx at 1-800-GoFedEx (1-800-463-3339).

5. When will my SendSuite FedEx package be picked up to ship?

Our mail carriers pick up FedEx packages from designated SendSuite drop-off locations on campus in the afternoon, M–F.

View the following schedule for pickup times (times are approximate):

Drop-off Location	Address	Pickup Time
Radiology	729 Arapeen Dr., Back Room	3:15 pm
School of Business	1655 Central Campus Drive, Dock	3:25 pm
Chemistry Department	315 South 1400 East, Dock	3:30 pm
Biology Department	257 South 1400 East, Rm 201	3:45 pm
Park Building	201 Presidents Circle, 1st Floor Lobby	3:50 pm
Merrill Engineering	50 Central Campus Dr.	4:00 pm
USTAR—Bioengineering	36 South Wasatch Drive, 3rd Floor	4:05 pm
EEJMRB (Biochemistry & Pathology)	15 North Medical Drive East, 2nd Floor	4:20 pm
BPRB (Bio-Polymers Research Building)	20 South 2030 East, 2nd Floor Mailroom	4:25 pm
EIHG (Human Genetics)	15 North 2030 East, Rm 2100	4:30 pm
Huntsman Cancer Hospital	1950 Circle of Hope Drive	4:35 pm
Huntsman Cancer Institute	2000 Circle of Hope Drive, LL376	4:40 pm
Maxwell Wintrobe Research	26 North Medical Drive, 3rd Floor	4:45 pm
University Print & Mail Services	1795 E South Campus Dr, VRT USB 135	M–F, 8 am to 5:30 pm



6. What if my package is too large for the drop box?

Please call us at 801-581-6171 by 2:00 pm for a special pickup.

7. How late can I drop off my package to go out to FedEx?

For FedEx Express packages, if you're not utilizing a SendSuite drop-off location, please bring your package to Print & Mail (135 VRTUSB) by 4:30 pm to ensure it's logged, labeled, and ready for the courier.

For FedEx Ground packages, please drop your package off at Print & Mail by 3:30 pm for same-day shipping. Packages dropped off later will be picked up by the FedEx Ground courier the next day.

8. How shall I address my package?

- Log in to your SendSuite account
- Go to the "Send To" page
- Next to the "Ship To" section, include the recipient's full address including the zip code and a phone number
- If you don't have their phone number, type in yours

It is important to note that FedEx **does not** deliver to PO Boxes.

For help shipping a domestic package, scan this QR code and watch the video:



[printing.utah.edu/
how-to-ship-sendsuite-
domestic-package/](https://printing.utah.edu/how-to-ship-sendsuite-domestic-package/)

9. Can I send a FedEx package to a PO Box?

No. FedEx **does not** deliver to PO Boxes.

10. How do I bill the recipient?

- Log in to SendSuite
- Go to the "Billing & Services" page
- Click on the dropdown menu above the "Bill To" section, and select "Bill Recipient"
- Input the recipients FedEx account number
- Also input your chartfield (It's required as a backup payment)

11. When do I need a customs declaration for international shipments?

In order for your internationally shipped package to pass through customs, you are required to provide an accurate description of your package's contents, especially for ones containing dry ice.

To declare your items:

- Log in to your SendSuite account
- On the "Contents" page:
 - Describe your packages items under "Content Description"
 - State the package's value

For help shipping an international package, scan this QR code and watch the video:



[printing.utah.edu/sendsuite-
how-to-ship-fedex-
international-packages/](https://printing.utah.edu/sendsuite-how-to-ship-fedex-international-packages/)



12. Can I tape multiple packages together that are going to the same address?

No. Each SendSuite package must be labeled separately.

13. What if my package contains dangerous materials?

Print & Mail accepts dangerous material classified as UN3373 (Biological Substance) or UN1845 (Dry Ice). Any other dangerous material must be sent through the Office of Environmental Health and Safety (OEHS).

Please contact the OEHS for assistance shipping dangerous materials.

Steve Natrop

801-581-5450

steve.natrop@ehs.utah.edu

Dana Parker

801-581-5300

dana.parker@ehs.utah.edu

14. How do I package shipments containing Dry Ice?

- Log into SendSuite
- Go to the “Contents” page
- Under the “Content Description” section, state that your package contains dry ice

Helpful Tip: To prevent build up of pressure, **do not** place dry ice in an airtight container.

15. What if my shipment is packaged in styrofoam?

FedEx will **only** ship styrofoam containers if they are inside a box.

16. Can I use a green card with a SendSuite FedEx package?

No, green mailing cards don't provide the shipping information required to process a SendSuite package.

17. Can a SendSuite shipping form be used off campus, in another state or internationally?

No. SendSuite is a University of Utah shipping service and your FedEx packages **must be** processed through Print & Mail **before** being shipped.

Please note that FedEx packages shipped using SendSuite will be lost if dropped off at a FedEx location.

To ship FedEx packages with rates 65% lower than retail using SendSuite, login to SendSuite on your desktop. The application will ensure that your department is securing the discounted contract rates for the university.

Please note that SendSuite ordering software can only be accessed on university servers. To order while off campus, be sure to remote into your work computer/server.

Benefits of the system include:

- Rate shopping
- Shipment tracking
- Electronic address books
- Immediate access to shipment history
- Simplified billing using Chartfield

For SendSuite training, scan this QR code and watch the videos:



[printing.utah.edu/
helpful-tips/#sendsuite](http://printing.utah.edu/helpful-tips/#sendsuite)

NEED HELP? For questions about SendSuite, how to use the system, or for help with SendSuite FedEx packages, please contact us at 801-581-6171.