Applies to: This policy applies to all packages deposited in the mail room and left unclaimed beyond designated timeframes.

GUIDELINES:
Issued: May 31, 2024
Author: Laurie Brady, Steve Hendel and Tom Clifton

PURPOSE:

Objective: This policy outlines the procedures for managing unclaimed packages left in the mail room. It aims to ensure efficient handling, minimize storage congestion, and maintain accountability for all incoming items.

DEFINITIONS:
Research Package: packages without complete address information.
Same Day Delivery: packages from a local store that are delivered by the store on the same day as ordered.

PROCESS:

1. Unclaimed Packages After 90 Days:
   o Due to a limitation in storage space after a period of 90 days, any packages that remain unclaimed will be subject to standard procedure.
   o An email notification will be sent to the recipient informing them of the unclaimed package and providing one week to arrange for pickup.
   o The priority is to return packages to the sender whenever feasible.
   o In cases where returning to the sender is not possible, alternative arrangements will be made.
   o Alternatives include donation to a charitable organization in accordance with company policy.

2. Research Packages After 30 Days:
   o Packages with unknown name or insufficient information will be called research packages.
   o After 30 days, any research packages left unclaimed will follow the standard protocol.
   o The preferred action is to return these packages to the sender.
   o If returning to the sender is not feasible, appropriate measures will be taken for their handling.
This may involve donation to a charitable organization, adhering to company guidelines.

3. **Perishable Packages After 24 Hours:**
   - Perishable packages left unclaimed for 24 hours will be disposed of.
   - It is important to note that our facilities lack refrigeration capabilities.
   - While efforts are made to ensure timely retrieval, refrigeration cannot be provided for perishable items.

4. **Letter Mail After Leaving the Lockers:**
   - Following the expiration of the 36-hour period, any unclaimed letter mail retrieved from the lockers will be promptly returned to the sender.

5. **Delivery agencies we are unable to accept**
   - Please note that our facility is unable to accept Deliveries from Whole Foods, Grubhub and similar, any same day delivery that doesn’t come with a name cannot be accepted.

**Responsibilities:**

- Mail room staff are responsible for monitoring package arrivals and initiating the unclaimed package process.
- Notifications regarding unclaimed packages will be sent to recipients in accordance with company communication protocols.

**Exceptions:**

- Exceptions to this policy may be granted under extraordinary circumstances, subject to approval by designated authorities.