



**CVM
Policies and
Procedures
Handbook**

Subject: *After-hours, Weekend & Holiday
Package Receiving & Delivery*

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Guidelines for After-hours, Weekend and Holiday Package Receiving and Delivery

When a business-related package or packages addressed to an individual employee arrives (at the Communications Desk) after-hours, on the weekend, or during break periods, the following procedures should be followed:

1. Check the package for storage directions (e.g., refrigerate, store at room temperature, freeze) to insure that proper handling instructions are followed. Log in package indicating date, time of arrival, vendor, carrier (UPS, Fed. Ex., etc.), and PO number, if visible.
2. Determine whom the package is to be routed to within CVM and call each CVM number available for the person. This includes pager number, if listed. If the employee does not answer, leave a message at each number called with your name, the date/time, number of packages, who sent the package(s) and the disposition of the packages.
3. If the employee does not answer at the CVM number(s), call the employee's home number. If there is no answer, but there is an answering machine, leave a message with the same information as listed in #2 above. The responsibility of the caller is completed.
4. If there is no home answering machine, the caller should continue to attempt to contact the employee twice daily, i.e., once in the morning and once in the evening until a message can be left or the individual is contacted.
5. Individual picking up package must sign log with date and time package was released. If delivered, note the same on log.

Approved: _____

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10/4/12

Date