

## FAQ's

### Express Mail

1. What is express mail?
  - A. Express Mail includes mail and packages where a shipping premium is paid for delivery to the end-user within one or two days. Items may consist of express mail, overnights, next-day air savers, 1-day priority mail, etc., and generally delivered by carrier services, such as FedEx, DHL, or USP.
  
2. Does Central Mail accept and Deliver express mail?
  - A. Due to the expediency of delivery, Central Mail and Central Receiving does not accept express mail. All express mail should be delivered directly to the department location on campus. Departments that place express mail orders are responsible for accepting and receiving their order(s) and must be present to receive their order(s) at their location.
  
3. What if an express mail package arrives for my department at Central Mail or Central Receiving?
  - A. If an express mail arrives at Central Mail and/or Central Receiving, the package will be declined, and the carrier service will be sent directly to the department.
  
4. I expect an express mail delivery, but there will be no one in the office to accept it.
  - A. If a department is closed or an exceptional circumstance arises, please contact Central Mail @ 285-8369 or [delivery@bsu.edu](mailto:delivery@bsu.edu) to make special arrangements for your express mail.