



SCHOOL of  
OSTEOPATHIC  
MEDICINE

**Procedure:** US Mail & Express Delivery Services  
**Functional Area:** ADMINISTRATIVE

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**Status:** FINAL  
**Effective:** 4/1/2022  
**Procedural Contact:** UIWSOM Site Lead  
**Responsible Office:** UIW Operations  
**Last Reviewed/Updated:** 8/25/2023

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**Purpose:** The purpose of this procedure is to outline the steps required for sending/receiving mail and packages via US Mail or Package Delivery Services.

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I. Procedure - All incoming/outgoing UPS/FedEx deliveries should be addressed to/from the Broadway Campus address. US Mail may be addressed to the SOM address (7615 Kennedy Hill).

**A. Outgoing USPS Mail/Packages**

1. For Business mail to be sent out, please place envelopes/packages in the basket between A244 and A243 in Building 1, Dean's Suite for pickup.
2. Please complete a US Postage Slip (forms are next to the outgoing mail basket) and paper clip it to the envelope/package.
3. Mail is picked up M-F, between 3 and 4 PM – please ensure that your outgoing mail is dropped off by 2:30.

**B. Incoming USPS Mail/Packages**

1. All mail will be delivered to the Broadway Campus, then brought to SOM daily. Mail will be sorted into individual mailboxes found in the workroom in Building 1, second floor (across from the kitchen). If you have a package delivery that will not fit in your mailbox, you will be notified via email regarding how/when to retrieve it.

**C. Package Delivery Service - UIWSOM has a regularly-scheduled route with UPS. Packages can be picked up daily between 12 and 2 PM**

1. Individuals shipping or receiving packages should notify the SOM Site Lead ([maflore19@uiwtx.edu](mailto:maflore19@uiwtx.edu)) by 11 AM for same day pickup. It is preferred that shippers package their own items; however, if you don't have a box, materials will be made available to you. Next day envelopes are also available in the mailroom at SOM.

- a) For Business-related items, contact the Dean's Admin ([atobin@uiwtx.edu](mailto:atobin@uiwtx.edu)) for the appropriate account to be charged.
- b) Email UIW's S&R Clerk at [cmsanch3@uiwtx.edu](mailto:cmsanch3@uiwtx.edu) prior to package drop-off to confirm shipping details - please be sure to provide the *correct* zip code to ensure delivery. **Note:** UPS cannot deliver to a PO Box.
- c) S&R will use the information provided to generate a shipping label. Shipper will complete and sign a confirmation form at the time of drop-off and receive the tracking number at that time.

2. Incoming packages should be sent to 4301 Broadway, CPO 121 **Attention <your name>**, San Antonio, TX 78209. Once received, they will be delivered to your office. If you're not in your office, you will be notified, via email, that you have a package for pick up and you can coordinate pick up with the SOM Receptionist.

- a. Email [SOMReceptionist@uiwtx.edu](mailto:SOMReceptionist@uiwtx.edu) to confirm that you're expecting a delivery and include any helpful/relevant deliver information (i.e. name of delivery service, date of delivery, confirmation number).
- b. If issues with your delivery occur, please contact UIW Shipping & Receiving Manager at [cmsanch3@uiwtx.edu](mailto:cmsanch3@uiwtx.edu) and cc UIWSOM Site Lead in order to best address your issues and ensure that problems do not continue to occur in the future.

3. If a package is inadvertently delivered to UIWSOM directly, it will be accepted by either our Receptionist or Security (dependent upon where it is delivered) and you will be notified of delivery via email and informed of where you can retrieve your package.