In order to provide the most efficient service, Housing Services contracted with service provider Luxer One to handle package delivery for Mission Bay Housing Tenants. Couriers like DHL, FedEx Ground, FedEx Express, FedEx Home, United States Postal Service, UPS, and others arrive at varying times throughout the day. Each package is delivered into a locker at the North Building package room. Pick-up is available 24 hours a day, 7 days a week, every day of the year.

**Enrollment**
- Tenants must sign up for LuxerOne prior to receiving any packages. If the Tenant is not signed up, the package will be returned to sender.
- Luxer One registration is at [https://app.luxerone.com/login](https://app.luxerone.com/login) and click “Create An Account.” Follow the prompts to enter an email address, a secure password, and residential address, including apartment/unit number. Click “Request Access” on the page showing UCSF Mission Bay Housing. Tenant can enter a mobile phone number to receive text alerts about packages.
- Each person in an apartment (including children) should have their own Luxer One account to ensure package delivery.
- Amazon Locker registration and all related policies are available at [http://amazon.com/locker](http://amazon.com/locker). Amazon Lockers should be used when ordering directly from Amazon. However, orders fulfilled by secondary suppliers on the Amazon site will be delivered to Luxer One lockers.
- Upon moving from UCSF Mission Bay Housing, the Tenant is responsible for providing businesses and couriers with a forwarding address. Housing Services will not have the ability to forward packages on the Tenant’s behalf. Housing Services will disable the former Tenant’s account, and the Tenant and his/her Other Occupants will no longer be able receive packages.

**Delivery**
- Packages will be delivered by all couriers to the Luxer One Locker package center in the North Building.
- Packages should be sent to the Tenant's regular apartment address (the one from the Housing Agreement, or “lease”).
- The name and address on the package need to match the registered Luxer One account information. If the name or address does not match those registered in the system, the package will be returned to sender.
- The tenant will receive an email or text (per the preferences in their Luxer One account), notifying the tenant of package delivery.

**Retrieval**
- Pick-up is available 24 hours a day, 7 days a week, every day of the year.
- The tenant will have 7 days to pick up the package from the locker. After that time, the package will be returned to sender.
- Packages will be available in the North Building, 1st floor, down the long hallway past the mailboxes.
Tenant will enter the code that was issued to them, and the appropriate locker door will automatically open.

If the tenant is not available to pick up a package, he/she can give a trusted friend the access code to retrieve the package.

A photo and signature will be collected by the Luxer One system for security purposes.

Limitations
- There is a parcel size limit of 75.75” high x 38” wide x 25” deep. Any items exceeding these measurements will be returned to sender.
- Regular postal envelopes will be delivered to the Tenants' US Postal Service mailboxes, located in the lobbies.
- Groceries and perishable items (food boxes) may be delivered to Luxer One lockers. Luxer will notify that the package is perishable, and the tenant will have 3 days to retrieve perishable items. After 3 days, the item will be returned to sender.
- Local florists may not be able to access Luxer One locker, so they will deliver perishable arrangements to the Housing Services office.
- A Tenant will be deactivated automatically from the Luxer One system after one year of non-use.

Customer Service
- Tenants may obtain assistance by calling Luxer One at (415) 390-0123, 24 hours per day / 7 days per week.