

Package Room Policies & Procedures

In order to provide tenants with efficient package service delivery, Housing Services has contracted with Luxer One & Parcel Pending, to handle package delivery at the Mission Bay & the Tidelands housing properties. Couriers like DHL, FedEx Ground, FedEx Express, FedEx Home, United States Postal Services (USPS), UPS, and others arrive at varying times throughout the day. At Mission Bay housing, each package is delivered into a locker in the North Building, at 525 Nelson Rising Lane. At the Tidelands housing, each package is delivered into a locker at 590 Minnesota street and 600 Minnesota street. Pick-up of packages is available 24-hours a day, 7-days a week, every day of the calendar year.

REGISTRATION

- Tenants must register their name and address for a package locker prior to receiving packages. If a tenant is not signed up, the package(s) will be returned to the sender.
- For signing up for a LuxerOne account, tenants should follow the link below
- For signing up for a LuxerOne account,
 - o **Step 1:** Visit <https://app.luxerone.com/login>. Click “Create an Account.”
 - o **Step 2:** This step is very important to the registration process. Follow the prompts to enter your name, email address, a secure password, **THE HOUSING OFFICE ADDRESS (1505 4th Street)**, and enter your unit number.
 - o **Step 3:** Click “Let’s Get Started” and the next page will pull up “Nearby Luxer One Locations.” Select your UCSF Mission Bay Housing address from the dropdown menu and then click on “Request Access.”
 - o **Step 4:** Enter your mobile phone number if you would like to receive text alerts about packages. Once these steps are complete, tenants will receive a an email or text from Luxer One to confirm registration for packages.
- For signing up for a Parcel Pending locker account, tenants can follow the links and instructions below:
 - o **Step 1:** Click on the link to the building you live in
 - [Parcel Pending in the Tidelands at 590 Minnesota Street](#)
 - [Parcel Pending in the Tidelands at 600 Minnesota Street](#)
 - o **Step 2:** You will be directed to a page where you will need to enter the following:
 - First Name
 - Last Name
 - Email Address
 - Create a username, password, and confirm your password.

- **Step 3:** Once Step 2 is completed, the user will receive an email from Parcel Pending to confirm the registration of the account – once you click on the confirmation link in the email, you will be prompted to enter your unit information. **Please pay close attention to the “Property Address.”** Confirm the accurate building address at the Tidelands.

PLEASE NOTE: Each person in an apartment (including children) should have their own package delivery account to ensure package delivery to the accurate address and tenant.

DELIVERY

- Packages will be delivered by all couriers to:
 - The Luxer One package locker room located in the North building at 525 Nelson Rising Lane on the Mission Bay campus.
 - The Parcel Pending mail/package locker rooms in the Tidelands at 590 and 600 Minnesota Street.
- Packages should be sent to the tenant’s regular unit/apartment address (the one listed from the UCSF Housing Agreement/Lease.)
- The name and the address on the package need to match the registered Luxer One and Parcel Pending account information. If the name or address does not match those registered in the package locker system, the package will be returned to sender.
- Once a tenant receives a package, the tenant will receive either an email or text message or both, depending on their preferences in their Luxer One or Parcel Pending account.

PLEASE NOTE: The tenant is responsible for editing their own preferences in their package locker account settings. If no communication preferences are selected in the account settings, the tenant will not receive a message that their package has arrived nor will they receive reminders.

PICK-UP

- Package 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 their package from the assigned package locker. After that timeframe, the package will be returned to sender by the courier.
- At the Mission Bay Housing campus, packages will be available in the North building, 525 Nelson Rising Lane, 1st floor, down the long hallway past the mailboxes.
- At the Tidelands, 590 & 600 Minnesota Street, packages will be available in each building in the mail/package delivery room.
- Tenants will enter the code that was issued to them, and the appropriate locker door will automatically open.
- A photo and signature will be collected by the package locker systems for security purposes.

LIMITATIONS

- Regular postal envelopes will be delivered to the tenant's USPS mailboxes, located in the lobbies of the housing properties at Mission Bay and the Tidelands.
- Groceries and perishable items/food boxes may be delivered to the package locker systems. Luxer One and Parcel Pending will notify the tenant that the package is "perishable" and the tenant will have two days to retrieve the package in their locker. After two days, the item will be thrown away and the tenant will be charged for the removal of the package.
- Local florists may not be able to access the package locker rooms, so they will deliver perishable arrangements to the Housing Services offices located at:
 - o Mission Bay, 1505 4th St #101
 - o The Tidelands, 590 Minnesota Street, #101
- The package locker vacation feature will be turned off on both, the LuxerOne and Parcel Pending package systems, during our heavy package delivery months of November through December.

CUSTOMER SERVICE

Tenants may call the vendor customer service lines for help with their package locker systems at:

- LuxerOne (Mission Bay) at (415) 390-0123, 24-hours a day, 7-days a week.
- Parcel Pending (The Tidelands) at (855) 316-4756, 24-hours a day, 7-days a week.

Amazon Lockers

- Amazon Locker registration and all related policies are available at <http://amazon.com/locker>. Amazon Lockers should be used when ordering directly from Amazon. However, orders fulfilled by secondary suppliers on Amazon will be delivered to the package lockers.

Move-Outs

- Upon moving out from UCSF Housing at Mission Bay and the Tidelands, the tenant is responsible for providing businesses and couriers with a mail forwarding address at least two weeks prior to leaving the UCSF Housing property. Housing Services will not have the ability to forward packages on the tenant's behalf after the tenant move's out of the UCSF Housing property. Housing Services will disable the former tenant's account, and the tenant and his/her other occupants will no longer be able to receive packages.