

## Frequently Asked Questions

This document is a listing of frequently asked questions for the UCSF Last-Mile Delivery Program. For more information on the Last-Mile Delivery Program please visit the [Supply Chain Management website](#).

### BearBuy Questions

**Question:** *How do I select an Oyster Point shipping address in BearBuy?*

**Response:** Please review the [Last-Mile Package Delivery Guide](#) for instructions.

**Question:** *Can I choose any available Oyster Point address for delivery to my location?*

**Response:** No. Each campus location has an equivalent Oyster Point address. In order for Oyster Point to deliver to your location, you must choose the appropriate Oyster Point address for your location. Please review the [Last-Mile Package Delivery Guide](#) for instructions.

**Question:** *I am a Requester and I defaulted my Parnassus ship-to address in my BearBuy profile. However, why is my default address now an Oyster Point location?*

**Response:** To help Requesters quickly find and use Oyster Point addresses in BearBuy orders for the pilot, Supply Chain Management added Oyster Point addresses to Requester profiles based on previous Parnassus addresses saved in Requester BearBuy profiles or previous BearBuy order history. Please review the [Last-Mile Package Delivery Guide](#) for important guidance.

**Question:** *I am a Requester and I had added several Parnassus addresses in my BearBuy profile. However, now I see multiple addresses for each location that I did not see before.*

**Response:** To help Requesters quickly find and use Oyster Point addresses in BearBuy orders for the pilot, Supply Chain Management added Oyster Point addresses to Requester profiles based on previous Parnassus addresses saved in Requester BearBuy profiles or previous BearBuy order history. Please review the Package Routing Guide [Last-Mile Package Delivery Guide](#) for additional guidance.

**Question:** *I am a Requester and my address is defaulted to 616 Forbes at Oyster Point on all my orders. I have an order that has an item that should not be delivered to Oyster Point per the training. How do I change my shipping address?*

**Response:** To help Requesters quickly find and use Oyster Point addresses in BearBuy orders for the pilot, Supply Chain Management added Oyster Point addresses to Requester  
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profiles based on previous Parnassus addresses saved in Requester BearBuy profiles or previous BearBuy order history. However, BearBuy will still allow you to ship direct to your location. To learn how to select an Oyster Point address, please refer to the [Last-Mile Package Delivery Guide](#).

**Question:** *I am a Shopper, but I do not see any Oyster Point addresses that were added or defaulted in my profile.*

**Response:** To help Requesters quickly find and use Oyster Point addresses in BearBuy orders for the pilot, Supply Chain Management added Oyster Point addresses to Requester profiles based on previous Parnassus addresses saved in Requester BearBuy profiles or previous BearBuy order history. This was done only for Requesters. Users with other roles will not have Oyster Point addresses pre-populated in their profiles. To learn how to select an Oyster Point address, please refer to the [Last-Mile Package Delivery Guide](#).

**Question:** *I am at UCSF's Mission Bay campus, why can't I find the Oyster Point address for my location?*

**Response:** Beginning August 22, 2016, Parnassus is the only location that is participating in the pilot and can ship orders to Oyster Point. The pilot will expand to other locations approximately 4 months after the pilot begins. Please look for future announcements about the pilot expansion.

**Question:** *I need to ship to an off-campus location using a one-time ship-to address. Where is the Oyster Point address for off-campus locations?*

**Response:** The last-mile delivery program is only for the Parnassus locations beginning August 22, 2016. The program will expand to other UCSF campus locations approximately 4 months after the pilot begins. Oyster Point will not deliver to off-campus locations. For off-campus locations that do not have an existing address in BearBuy, continue using the one-time ship-to address to deliver the order directly to the location.

### Shipping Questions

**Question:** *Can I ship all my orders to Oyster Point for delivery to my location?*

**Response:** Most items can be shipped to Oyster Point. However there are certain types of orders that should be delivered directly to the campus location. Please review the [Last-Mile Package Delivery Guide](#) for important guidance on when to ship your orders to Oyster Point.

**Question:** *Am I required to ship-to Oyster Point for redelivery to my location?*

**Response:** You are strongly encouraged to ship orders to Oyster Point whenever appropriate. Shipping to Oyster Point helps with environmental sustainability and mitigating traffic, which are important components of UCSF being a good neighbor locally and globally. These are goals outlined in the University's Long Range Development Plan and shipping to Oyster Point helps to meet these goals.

**Question:** *Can I still have my orders delivered to my location?*

**Response:** Yes, ship-to addresses for your location are still available for use in BearBuy. However, most items should be shipped to Oyster Point. There are certain types of orders that should be delivered directly to the campus location. Please review the [Last-Mile Package Delivery Guide](#) for important guidance on when to ship your orders directly to your location.

**Question:** *I need to place an urgent order today that needs to be delivered by tomorrow morning. Do I need to ship my order to the warehouse?*

**Response:** Any shipment that requires a next day receipt prior to 2:00 p.m. should be shipped directly to your location.

Please note SCM Logistics delivery times. If your package is delivered to Oyster Point before 8:00 a.m. it will be delivered the same day. Packages received after 8:00 a.m. will be delivered the next business day.

**Question:** *Where should I ship DEA Controlled Substances?*

**Response:** There is no change to where you ship your DEA controlled substances. DEA Controlled Substances must still be shipped to an authorized Environmental Health & Safety (EH&S) DEA Controlled Substance receiving location.

**Question:** *Where should I ship radioactive items?*

**Response:** There is no change to where you ship your radioactive items. Radioactive items must be shipped to an approved Radiation Safety Receiving Laboratory.

**Question:** *Is there a cost for shipping my order to Oyster Point for "last-mile" delivery to my location?*

**Response:** No. There is no additional cost for Last-Mile delivery of packages shipped to Oyster Point.

**Question:** *If I use a P-Card to place orders, can the items be shipped to Oyster Point?*

**Response:** No. The last-mile delivery program is for BearBuy purchase orders only. SCM Logistics only has records of BearBuy purchase orders to properly deliver orders to your location.

**Question:** *Where is Oyster Point located?*

**Response:** 616 Forbes Blvd South San Francisco, CA 94080. Each campus location has an equivalent Oyster Point address. In order for Oyster Point to deliver to your location, you must choose the appropriate Oyster Point address for your location. Please review the [Last-Mile Package Delivery Guide](#) for additional guidance.

**Question:** *I need to return my order to the supplier. The order was shipped to Oyster Point and then delivered to my location. Do I need to send the return through Oyster Point?*

**Response:** Most orders must be returned directly to the supplier. SCM Logistics can assist with returning orders from Fisher Scientific, VWR, OfficeMax, or Give Something Back. Please see the question below for details.

**Question:** *I need to return my order from Fisher Scientific, VWR, OfficeMax or Give Something Back. The order was shipped to Oyster Point and then delivered to my location. Do I need to send the return through Oyster Point?*

**Response:** Yes. First acquire a RMA (Return Merchandise Authorization) number from the supplier. Once you received the RMA, attach the shipping label with the RMA number. If the shipping label does not have the RMA number, also handwrite the RMA number on your package. Place the package in your mail drop-off/pickup location and SCM Logistics will pick up the package.

### Delivery Questions

**Question:** *How long does it take for my order to be delivered from Oyster Point to my location?*

**Response:** Any packages delivered to Oyster Point before 8:00am it will be delivered same day. All other packages received after 8:00am will be delivered the next business day.

**Question: How do I track where my package is if I choose to ship via Oyster Point?**

**Response:** If the supplier provided you with carrier tracking information, check with the carrier or carrier website to track the order delivery to Oyster Point. Below are quick links to the major overnight carriers:

[USPS](#) - by receipt number

[FedEx](#) - by reference number or tracking number

[UPS](#) - by reference number, by tracking number or by email

[DHL](#) - by reference number or email

Please note SCM Logistics delivery times. If your package is delivered to Oyster Point before 8:00 a.m. it will be delivered the same day. Packages received after 8:00 a.m. will be delivered the next business day

**Question: I never received my package that was shipped to Oyster Point. What do I do?**

**Response:** Contact the supplier to confirm that the order was shipped and received by Oyster Point. If the package was shipped, ask for any carrier tracking number if available. With the tracking number, you can track the package via the carrier website.

Please note SCM Logistics delivery times. If your package is delivered to Oyster Point before 8:00 a.m. it will be delivered the same day. Packages received after 8:00 a.m. will be delivered the next business day.

**Question: I placed an order with the catalog supplier Fisher Scientific / VWR / OfficeMax / Give Something Back and selected my location as the ship-to address on my order. Why did the order get delivered to Oyster Point first and not directly to my location?**

**Response:** SCM Logistics has an arrangement with four suppliers, Fisher Scientific, VWR, OfficeMax and Give Something Back to complete "last-mile" delivery of UCSF orders for most San Francisco campus locations regardless of the shipping address specified on your order. This has been in place prior to the pilot and there will be no changes to this program. Orders for these suppliers will continue to be delivered to Oyster Point automatically and redelivered to your department.

**Question: What do I do if my package is received damaged?**

**Response:** If the package shows signs of external damage: You can refuse this package, the package will be returned the 616 Forbes Blvd for processing and the vendor will be contacted

for a replacement. If the content of the package is damaged: The end user is responsible for contacting the supplier to schedule a replacement.

**Question: Who should I contact to address concerns such as late delivery, damages, etc.?**

**Response:** Please send an email to [logistics@ucsf.edu](mailto:logistics@ucsf.edu) and add to the Subject line the phrase "Urgent" or "Non-Urgent".

1. Urgent Requests will receive a response within the same day
2. Non-Urgent Requests will receive a response within 24 hours of receipt

## Resources & Support

For more information about the last-mile delivery program pilot at Parnassus, visit the [Supply Chain Management webpage](#). Training materials for the pilot are available at the Supply Chain Management [BearBuy training webpage](#).

Questions:

- For general questions or comments about this program, please email [logistics@ucsf.edu](mailto:logistics@ucsf.edu)
- For BearBuy technical questions, please contact the IT Service Desk at (415) 514-4100 (option 2) or [appsupport@ucsf.edu](mailto:appsupport@ucsf.edu)