Pick Up Procedures

- Calls for service should be placed at least 24 hours in advance.
  (480) 247-8560

Please provide the following information when you call for pickup:
- Shipper Name & Address- (You)
- Address for delivery as well as a contact name & phone number
  ▪ Provide in detail where courier should park at delivery location
- Indicate same day or overnight service
- Provide # of boxes, weight, and ready time
- What time do you close? What time does the receiver close?
- Let the driver know that they can park in the 20-minute unloading area in front of the BSPB entrance.

- **ALL shipments must be taken to the BSPB lobby as this is the most convenient area for the driver to park.**
- There will be a cabinet behind the security desk in the BSPB lobby labeled “Research Department Courier”. Make sure all items are placed in cabinet prior to pick up so courier can quickly retrieve items and exit lobby.
- Pickups can only be scheduled during business hours - M-F 7AM-7PM
- All items must be pre-packed (dry ice etc.)
- Lastly, email the Research Office at COMPHX-ResearchOffice@email.arizona.edu when you schedule a delivery so that the cost can be cross referenced on all deliveries against the monthly invoice to ensure accuracy of all charges and that they are applied to the correct PI account (provide your account # in your email). Please provide the same information as above in your email.

- If you experience any problems, please contact COMPHX-ResearchOffice@email.arizona.edu so the company can be contact and the problem resolved ASAP.