COURIER SERVICE

Website

Enter courier.cciu.org into your browser.

On the welcome page, click on “Enter the CCIU Courier System.”

If you are a new user, click on the “Sign up for a Username” button. If you are a returning user, log in using your e-mail address.

If you forget your password, click “Retrieve password by e-mail button,” and your password will be sent to you.
New Users

Enter the signup code into the box and click the submit button. The signup code is *priority* (lower case).

Fill in the boxes that require information and click the next button.
Enter your e-mail address and select a password. Enter your location from the dropdown box to select your default location. Click the next button to continue.

You may now log in using your new user name (e-mail address) and password.
Returning Users

Most times, you will want to select the button to “create a new courier request.”

There are two other features that can be accessed from this page: a history of your requests and other instructions about the courier service.
Creating a new request (page 1)

Required Fields

**Requestor District**: The district that you entered when you signed up the first time will show as a default in this box. If you want to request a pickup from a different district location, use the dropdown box to select another district.

**Destination District**: From the dropdown box, select the district to which the item is to be sent. ("IU" should be chosen for all CCIU programs.)

**Item Type**: From the dropdown box, select the type of item to be sent.

**Delivery Priority**: There are four choices, as follows:

1. Standard 3-Day. Delivery will generally occur within 3 business days of the request.
2. Priority Next Day Requested. Delivery will generally occur the next business day after the request.
3. Deliver On Date. Pickup and delivery will occur between 8 a.m. and 4 p.m. on the date specified.
4. Delivery Completed By Date: Pickup and delivery will occur on or before the date specified.

Note: Cut-off time for requests is 2:00 p.m. Requests after that time will be considered to be made on the next business day.

Optional Fields

**Item Description**: Tell us any details about the item that will help us provide better service.

**Additional Notes**: Provide any additional information that will help us provide better service.
Notes:

1. Selections you made on the previous page will carry over to this page.

2. If a building is on the dropdown list, you do not need to provide an address. If you request pickup or delivery from a building designated as “Other” on the dropdown list, you will be prompted to enter an address (see below).

**Requestor Building:** The building that you entered when you signed up the first time will show as a default in this box. If you want to request a pickup from a different building, use the dropdown box to select another district.

**Destination Building:** From the dropdown box, select the building to which the item is to be sent. (All CCIU programs are listed as destination buildings.)

**Destination Person:** Enter the name of the person to whom the item is to be sent.

**Quantity:** Enter the quantity of the item, if required. For large items, a quantity will be required; for small items (like envelopes), a quantity is not required.

**Deliver Date:** A deliver date is required if you have chosen “Deliver On Date” or “Delivery Completed By Date” on the previous page. Please note that the format is mm/dd/yyyy (e.g., 08/22/2006).
Creating a new request – Using “Other”

Many of the dropdown boxes have an option called “Other.” Here are some tips on how to use this feature:

**Item Type**: For “Other Large Item,” please include the quantity when prompted. For both “Other Large Item” and “Other Small Item,” it will help us if you will tell us what the item is under “Item Description.”

**Requestor District/Building and Destination District/Building**: When “Other” is selected, you will be prompted by a screen similar to the one below for the information we will need to pick up and deliver your item(s).
Confirmation screen

Your request will receive a confirmation number. You do not need to print this page because you may access all requests by going to the main menu and clicking on the button “show existing requests for the past.”

You may choose the “Return to the Main Menu” button to enter another request or click on “Logout” to quit.
To Print Labels

The courier label printer is located in the courier/video room west of the blue courier bins on the first floor at ESC.

You may print labels from your desk or by using the computer next to the label printer.

To print a label from the database:

- Enter FileMakerPro
- Click on “File”
- Click on “Open Remote”
- Click on “Server 1”
- Click on “Courier”
- Use “Labels” for account name
- No password is required
FAQs

- I’m a new user to the website and I keep getting a message that says: “Sorry, your Username was not found.” Why can’t I log in?

  Start with the section marked, “Welcome, first-time visitors.” Click the button marked “Sign up for a Username.” Enter the signup code you were provided or e-mail cciucourierservice@cciu.org to request the signup code. After you provide the information required, you will be returned to the log-in screen so that you can log in with your new user name and password.

- I’ve lost my password. What should I do?

  On the log-in screen, click on the button marked, “Retrieve password via e-mail” and your password will be sent to you.

- I have something that MUST be delivered the next-day, but it won’t be finished by the 2:00 p.m. deadline. Can I still have next-day service?

  Yes, you can make a reservation through the website and we will put your delivery on the schedule. The item must be hand-delivered to the front desk by 7:00 a.m. the day of delivery.

- I want to have a computer picked up at my building, but it can’t be left out in a school building overnight. What do I do?

  You should schedule pickup for a specific date. The computer (or other valuable items) can then be put at the pickup location first thing in the morning the day of the pickup.

- When do I need to put a label on my items and when is it okay to just write the name of the recipient and the location?

  o For all envelopes going to scheduled stops, no label is required.
  o For all envelopes put in the priority-delivery bin, no label is required.
  o For all packages, please use a label (or two) regardless of whether the stop is scheduled or on-demand.
  o For all envelopes placed in the standard-delivery bin, labels are required so that we will have the option of sending the envelope via U.S. mail.

  If you do not use a label, please make sure that the recipient’s name and location are clearly written.
- *I’m not in a hurry for my envelope to be delivered, but I don’t want to put it in the standard-delivery bin because I don’t want it to be sent via U.S. mail. What should I do?*

Put a “hand delivery only” label on the item and put it in the standard-delivery bin. We will deliver it via courier within three business days.

- *I have a package that needs to go via priority delivery, but it won’t fit into the red priority bin. What should I do?*

Put a “Priority” label on the package and leave the package on the floor in front of the courier bins.

- *How long does it take for an item to get to a district school if I put it in the blue bin at ESC to be delivered to the district office and then forwarded to the school via the district’s courier?*

*How long does an item take to get to the ESC if I send it to the district office through the district’s courier and then have it picked up at the district office by the IU’s courier?*

The IU courier goes to each district office every day. The schedule for the districts’ couriers is shown below:

<table>
<thead>
<tr>
<th>District</th>
<th>Schedule Used by Districts for Their Couriers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avon Grove</td>
<td>Daily – all schools 9:00 a.m. start</td>
</tr>
<tr>
<td>Coatesville</td>
<td>Daily – all schools 9:30 or 10:00 a.m. start</td>
</tr>
<tr>
<td>Downingtown</td>
<td>Twice daily – all schools 8:30 a.m. &amp; 11:30 p.m. start</td>
</tr>
<tr>
<td>Great Valley</td>
<td>Daily – all schools 1:00 p.m. start</td>
</tr>
<tr>
<td>Kennett</td>
<td>Daily – all schools a.m. start/complete by 2:00 p.m.</td>
</tr>
<tr>
<td>Octorara</td>
<td>Daily – all schools 4:00 p.m. start</td>
</tr>
<tr>
<td>Owen J. Roberts</td>
<td>Daily – all schools a.m. – high school &amp; middle school p.m. – elementary schools</td>
</tr>
<tr>
<td>Oxford</td>
<td>Daily – all schools 10:00 a.m. start</td>
</tr>
<tr>
<td>Phoenixville</td>
<td>Daily – all schools 8:00 a.m. start</td>
</tr>
<tr>
<td>T/E</td>
<td>Daily – all schools 8:15 a.m. start</td>
</tr>
<tr>
<td>Unionville</td>
<td>Daily – all schools 9:45 to 10:15 a.m. start</td>
</tr>
<tr>
<td>West Chester</td>
<td>Daily – all schools 8:15 a.m. start</td>
</tr>
</tbody>
</table>

- *How do I print my confirmation number?*

You can use File/Print on the tool bar of your web browser. However, there’s really no reason to print because the website stores a list of your requests which you can access at any time from the Main Menu page.

On the Main Menu page, just click the button that says “Show existing requests from the past.” You can use the dropdown box to select how many
days of history you would like to view. The information from your requests is available in chart form.

- **I think I’ve made a mistake on the request I sent. How can I check the records?**

  Go to the Main Menu page and click the button that says “Show existing requests from the past.” The information from your requests is available in chart form.

- **I made a mistake on the request I sent. What do I do?**

  First, enter a new request with the correct information.

  Then notify Courier Services by telephone at 484-237-5005 or courierservice@cciu.org. Please give us the confirmation number of the INCORRECT request and we will delete it from the system.

- **How do I enter a request for pickup or delivery for the following locations:**
  - Austill’s
  - CCRES
  - Chester County Library
  - Downingtown Post Office
  - Wachovia Bank
  - West Chester University Library

  From the Destination District dropdown box, choose “Other.” These locations will appear in the Destination Building dropdown box on the next page.

- **How do I enter a request for pickup or delivery for a location outside of Chester County (or a location that is not listed in any of the dropdown boxes)?**

  For delivery: from the Destination District dropdown box, choose “Other.” From the Destination Building dropdown box on the next page, choose “Other building.” You will be prompted to enter the required information about this location.