Shipping & Receiving

Asked and Answered

What are the delivery addresses for the docks?

- WAB - 200 Longwood Ave Boston, MA 02115
- NRB & HIM - 77 Avenue Louis Pasteur Boston, MA 02115

How do I contact someone at the dock?

- WAB Receiving – 432-1718
- WAB Mail Room – 432-1513
- NRB/HIM Mail & Receiving – 432-2769

What are the hours of operation?

- Hours of operation are 7:30am-4:00pm

What services are provided and not provided?

- Shipping and receiving accepts and delivers mail and packages up to 100 lbs. Provides tracking information, mailroom assistance and basic mail functions.
- Shipping and receiving does not crate or uncrate items, rearrange equipment, stock shelving or provide packing supplies.

Who should I contact if I’m having an issue?

- Please contact Devonne via e-mail devonne_countryman@hms.harvard.edu or 432-7909

How do I track a missing package?

- You can go online to UPS or FedEx and enter the tracking number.
- You can call the receiving department and give them the tracking number, name of recipient, senders name and recipient location.

What happens when a package comes in damaged?

- If a package comes in leaking or damaged the recipient is called and asked to come down, check it and accept or refuse it.

What is the weight restriction for package delivery?
• There is a 100 pound delivery weight limit for dock staff. Anything over 100 pounds need to have arrangements made with the vendor to deliver directly to them.

What happens when a large item comes in and is not set up as an inside delivery?

• Large items must be removed from the dock immediately upon arrival if inside delivery has not been arranged.
• There is no room on the dock or in the halls to store items

How should a move be coordinated?

• Large moves and dock time must be scheduled, contact Devonne via e-mail devonne_countryman@hms.harvard.edu or 432-7909

What are the delivery/moving truck restrictions?

• Delivery trucks may be up to 28’ long with a height restriction of 13’6”.
• Anything outside of those parameters needs to be coordinated.

What should be done with debris left from a move?

• Vendors must take any crating material with then when they leave. This includes pallets and large cardboard boxes.