How to Complete a Service Request

A Service Request is required for

- Standard campus pick up of parcels that need to be delivered to another campus address or sent off campus
- USPS or international mail

*Note: Campus mail does not require a Service Request*

**STEP 1**

Link to [Service Request login](#).

From the [University Services website](#), the Service Request link can also be found under the [Logistics](#), [University Stores](#), and [Mail Services](#) main pages.

**STEP 2**

To access the Service Request, sign in using your MSU NetID and password.

*Note: If you already have an application running that requires an MSU login, you will automatically route to the Service Request.*

**STEP 3**

Below is the Service Request.

*Note: You may use the Org Ref ID field to enter any information that will help you track you an item. If you leave that field blank, the system will populate the field with the last eight digits of the Service Request ID number.*
To have the Service Request auto-populate your contact information and account string, complete the User Profile.

Note: If you have an account in the University Stores online catalog Shop at State, it will automatically fill in the information from that profile.

You can create a profile or change existing information by clicking the User Profile link.
STEP 4

- Choose the Service Type from the drop down menu and complete all other required fields under Sender Information.
- If you choose Campus Pickup, Campus Relocation, or FedEx/UPS Freight, the Recipient Information fields will appear and must be completed.
- Click the Submit button.

Note: Customs paperwork is required if you are mailing internationally. Mail weighing 16 oz. or more, as well as padded envelopes, require customs documentation. Select the applicable USPS Customs Form or UPS/FedEx International Shipping Form. Hazardous materials require completion of the Hazardous Materials Worksheet.
STEP 5

Once the Service Request is submitted, a pop-up window with order details will appear.

- Print out the document and enclose it with the parcel or mail being picked up.
- Enclose a copy of the International Customs Form or Hazardous Materials Form, if necessary.

**IMPORTANT:**

Please fill out a new Service Request for each mail or parcel pick up, rather than making copies. When obsolete departmental account strings are listed on the Service Request it can result in a processing delay. To help us be as efficient as possible, please verify the account string you are using is valid.

**IMPORTANT:**

Please print this document and keep with item or accountable mail item to be delivered.

**Click here to activate**

**Pickup Reference ID:** 37771217285

**Service Information**

- **Sender Name:** Your Name
- **Sender Address:** Your Address
- **Sender Phone:** Your Phone #
- **Sender Department:** Your Department
- **Sender Email:** Your Email@msu.edu

**Recipient Information**

- **Service Type:** Campus Pickup
- **Contact Name:** Recipient Name
- **Routing Name:** Recipient Building
- **Phone Number:** Recipient Phone #
- **Alternate Contact:**

**Additional Information**

- **Weight:** Enter weight
- **Quantity:** Enter Quantity
- **Dimensions:** Enter Dimensions
- **Vendor RBA:**
- **Replacement Value:**
- **Account Number:** MSDT10006—6555

**Time/Date Processed:** 12/21/2011 8:44:00 AM

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MICHIGAN STATE UNIVERSITY

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