Q: Where’s my package?!? The USPS website shows that it has been delivered.

A: The USPS local parcel facility marks a package as “Delivered” when it has been tendered to the “delivery agent”. For UCF mail, the “delivery agent” is a USPS sorting facility in Orlando (see next page). This is why packages appear to have been delivered, but we’ve yet to receive them here at UCF.
The USPS Orlando plant operation consists of two (2) separate sorting facilities: a parcel facility and a letter facility.

Step 1
Parcels going to UCF are sorted at the USPS parcel facility each evening.

Step 2
Parcels are sent from the USPS parcel facility to the USPS letter facility the next morning.

Step 3
Parcels going to UCF are received at the USPS letter facility (the agent) and marked as “Delivered”.

Step 4
The letter facility sorts the letters that are going to UCF.

Step 5
Parcels and letters going to UCF are combined in the same area at the letter facility.

Step 6
Parcels and letters going to UCF are delivered to UCF daily. NOTE: Late-arriving parcels may be delivered to UCF on the next business day.