



POA Package Cabin Procedures

Location and Access

Packages that exceed the capacity of your post office mailbox will be delivered to the POA package cabin, located at 125 Valley View Circle. This facility is available for POA members and non-POA members. Non-POA members pay an annual fee equal to the POA dues. To inquire about membership, please contact the POA office at (828) 689-9229 or email liz@wolflaurelpoa.com.

The package cabin is accessible 24/7 and is closely monitored by security cameras. To enter, please input your four-digit PIN code by first pressing the pound key (#), followed by your code. Each POA member is assigned their own personal code, which is confidential. Unauthorized sharing of this code will result in revoking package cabin privileges, as determined by the POA board.

Package Handling and Storage

- **Sorting:** Packages are sorted alphabetically by the member's last name and placed on designated shelves. Packages that do not fit on shelves will be organized alphabetically along the wall inside the cabin.
- **Large Items:** Items such as furniture, appliances, grills, and tires are NOT permitted for delivery directly to the cabin. All deliveries of large items must be arranged in advance and delivered to a designated drop-off location other than the cabin. If a large item is delivered to the cabin, an additional fee may be applied. The fee will be determined by the POA board on the specifics of the delivery.
- **Pickup:** Due to space limitations, it is imperative that packages are collected promptly upon delivery. Packages not picked up within 30 days could incur a storage fee which will be determined by the POA board.

Sorting Schedule

Packages are sorted by our staff Monday through Saturday around 2pm; and no sorting takes place on Sundays. Please refrain from interfering with our staff or delivery drivers while they are sorting packages.

Renters

- **Short-Term Renters:** Those staying less than 60 days, DO NOT have access to the package cabin. POA members who will be renting their homes must not share their PIN codes with short-term renters or this will result in revoking package cabin privileges.
- **Long-Term Renters:** Those staying more than 60 days must coordinate with the Package Cabin Coordinator to make arrangements for package pickup.

Perishable Packages

Please collect your perishable packages promptly upon arrival. They will be disposed of after 3 days if not picked up.

Parking

Please do not park in the delivery driver's designated parking spot, clearly marked with a sign on the far-left side of the package cabin. Instead, park in the area with the parking blocks. Additionally, please be cautious not to hit the rain gutters while parking your vehicle.

Contact Information

For any questions or assistance regarding package pickup, please contact the Package Cabin Coordinator, Donna Dickey, at (828) 380-5854 or email donna@wolflaurelpoa.com.

Courtesy

We ask that all POA members treat our staff with respect, as they play a crucial role in the efficient operation of the package cabin.

Thank you for your understanding and cooperation.

Courier Delivery Schedules & Package Return Instructions

****Please note that the courier delivery schedules listed below are estimates only and may vary. Delivery times can be affected by factors such as weather conditions, volume of packages, and other unforeseen circumstances.*

We appreciate your understanding and patience in this matter.

Amazon:

Drivers (independent contractors) deliver throughout the day

Drivers are supposed to put all packages on sorting table, they are NOT to place them on shelves.

Returns: Amazon drivers DO NOT accept returns.

DHL (international packages):

Driver comes once every 2 months

Returns: DHL DOES NOT accept returns.

FedEx Express:

5 days a week Mon-Fri (Drivers will only come for special pick up/overnight delivery)

Returns: Notify Package Cabin Coordinator if you have a FedEx Express return so she can notify the driver for pick up. Place return on outgoing table inside Package Cabin with the appropriate FedEx Express return label. MUST have bar code return label which displays delivery address.

***Package Cabin Coordinator: Donna Dickey (828)380-5854 or donna@wolflaurelpoa.com.

FedEx Ground:

6 days a week Mon-Sat

Drivers DO NOT come in the mornings. They usually arrive between 4pm-6pm.

Returns: Place return on outgoing table inside Package Cabin with the appropriate FedEx Ground return label. MUST have bar code return label which displays delivery address.

Floral Deliveries:

Local florists deliver to package cabin

UPS:

Mon-Fri between 1:30pm-3pm (depends on load or weather)

Drivers DO NOT drop off packages on the weekends.

Returns: Place return on outgoing table inside Package Cabin with the appropriate UPS return label. MUST have bar code return label which displays delivery address.

USPS (packages):

Mon-Fri between 2pm-3pm

Sat-Sun between 12pm-2pm

***Please note that USPS may have multiple deliveries on certain occasions.

Returns: Place return on outgoing table inside Package Cabin with the appropriate USPS return label. MUST have bar code return label which displays delivery address.