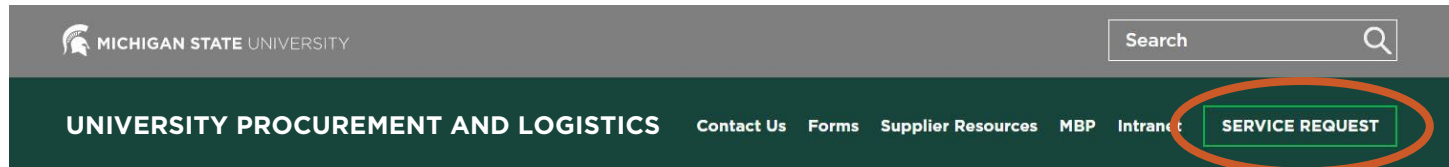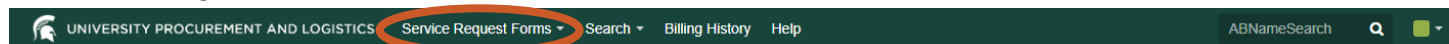# Submit a Service Request Form

Overview: This job aid demonstrates how to submit a Service Request Form to University Procurement and Logistics, which are required for the pickup of Parcels (delivering to another MSU address or being sent off campus) as well as Mail (whether U.S. Postal Service or international mail).

1. Go to upl.msu.edu and click on the **Service Request** button.
   Note: An MSU NetID and password is required to access the form.

2. From the Service Request Form home page, select the appropriate form type from the **Service Request Forms** drop-down or click on one of the green tiles. A search functionality, links to tutorials, and links to additional form attachments (e.g., USPS Customs form) are also available.
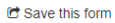

3. In this example, we are using the form for a U.S. Postal Service mail pick-up. All Service Requests function the same but have unique information that is specific to the type of request.
   a. Using the drop down, select the type of mail being picked up. A description of each option is available.
   b. Complete **Sender Information**. Pre-populated fields may be changed.
   c. Click **Save this information for future requests** to keep the information as the default.
   d. Complete **Shipment Information**.

e. To save the form for future use, click **Save this form**.

f. Click **Submit**.

U.S. Postal Service

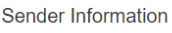**Save this form** ← E

A → **Type***
First Class

- **First Class**: Letters, flats, parcels
- **Priority**: First Class over 13 oz., mail in USPS Priority envelope or a flat envelope
- **Express Mail**: Overnight only
- **Media/Library**: Bound books, library to library mailings
- **International First Class**: International letters, flats, parcels
- **International Priority**: International First Class over 13 oz., mail in USPS Priority envelope or a flat envelope
- **International Express**: International overnight

B → Sender Information
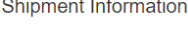
Name*

Account Number*

Building Name*

Sub-Account

Room Number

6555

Address*

Sub-Object

Phone*

Project

Department*

Org Ref ID

Email*

☐ Save information for future requests

C ↑

D → Shipment Information

Weight*
- ⦿ Under 1 lb.
- ○ Between 1 - 10 lbs.
- ○ Between 11 - 50 lbs.
- ○ Over 50 lbs.

Quantity

Special Instructions

Submit ← **F**

4. Once the form is submitted, a copy of the Service Request Form will open. Print and attach a copy, along with any additional required form (e.g., USPS customs form, export, or hazardous materials) to your mail and put it in your unit's respective mailroom for pick-up.

University Procurement and Logistics
MICHIGAN STATE UNIVERSITY

Service Request - U.S. Postal Service - First Class

MICHIGAN STATE
UNIVERSITY

If you have questions, please contact Logistics at (517) 884-6203.

5. In a new window, a confirmation that the Service Request Form has been submitted will appear. From that page, the Service Request Form receipt may be downloaded, or the user can return to the form or go to the Service Request Form home page.

Your U.S. Postal Service Request Form has been successfully submitted.

⬇ Download receipt   ◉ Return to request form   🏠 Go to home page