

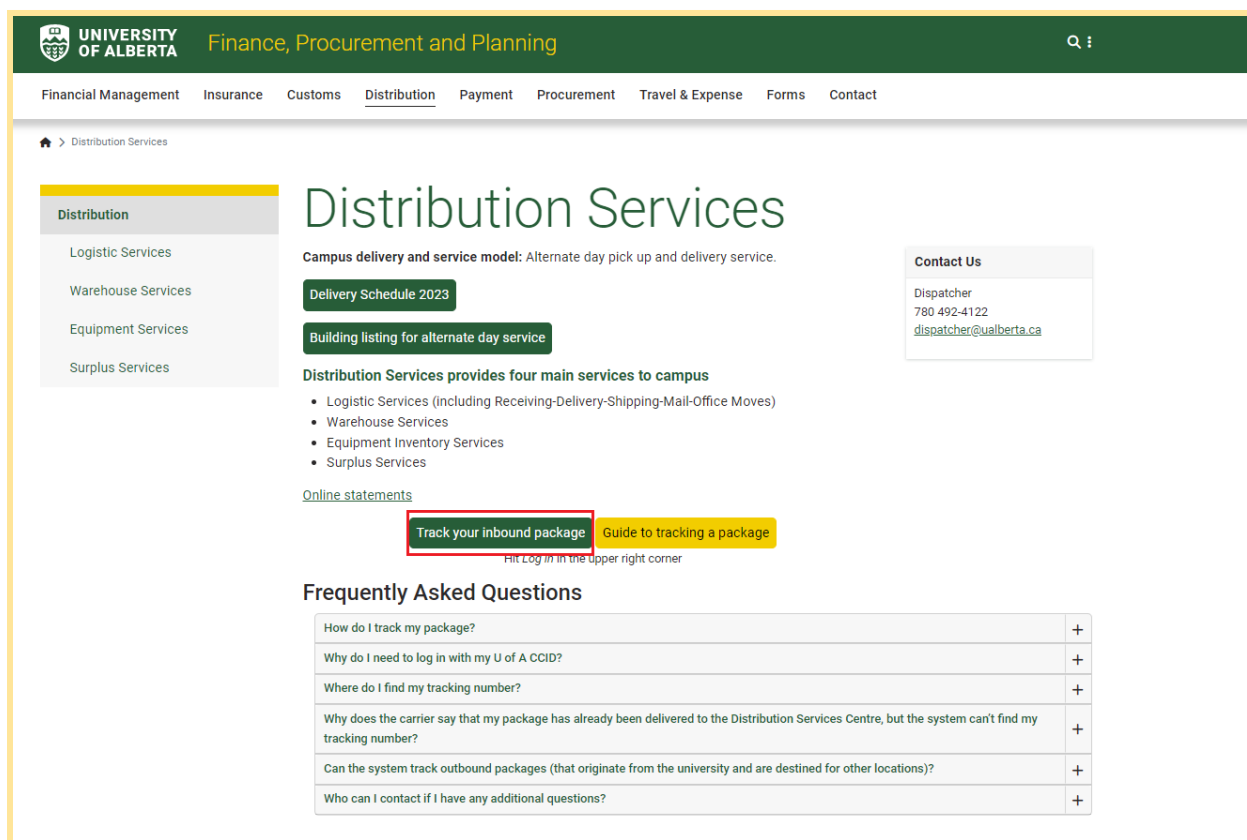
The Distribution Service Centre (DSC) package tracking system provides up-to-date information about your campus delivery once it has been received and processed by Central Receiving.

## What you'll need

1. Your University of Alberta CCID
2. Tracking number of your package (provided by your sender or delivery carrier such as Canada Post, FedEx, UPS, etc.)

## How to access the “Track Your Inbound Package” system

1. Visit the [Distribution Services Centre](#) webpage and click on the **Track Your Inbound Package** button.



| Question   | Answer |
|--|--------|
| How do I track my package?   | +      |
| Why do I need to log in with my U of A CCID?   | +      |
| Where do I find my tracking number?  | +      |
| Why does the carrier say that my package has already been delivered to the Distribution Services Centre, but the system can't find my tracking number? | +      |
| Can the system track outbound packages (that originate from the university and are destined for other locations)?                                      | +      |
| Who can I contact if I have any additional questions?  | +      |

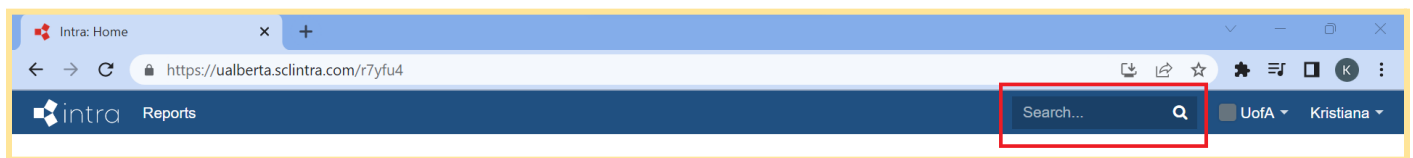
2. You will be redirected to the SCLintra page. Click on **Log In** in the top right corner of the screen.



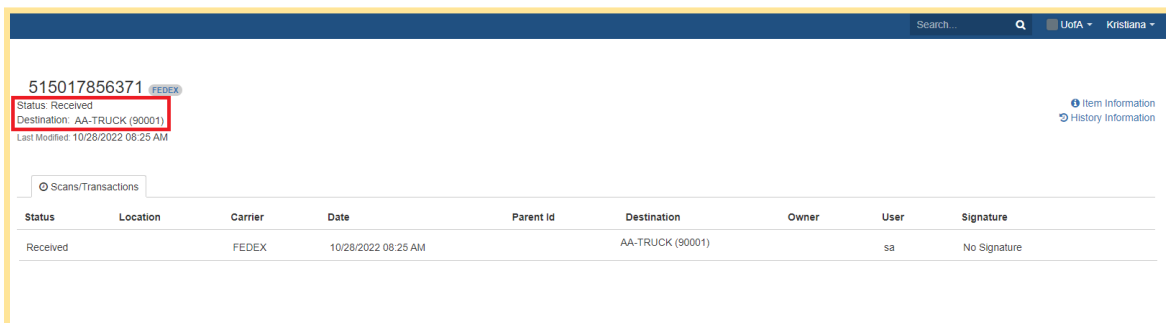
3. Click on **Log in with SSO** to be directed to the U of A single sign-on (SSO) page, where you will enter your U of A CCID and password. You will then be redirected to the tracking system page.



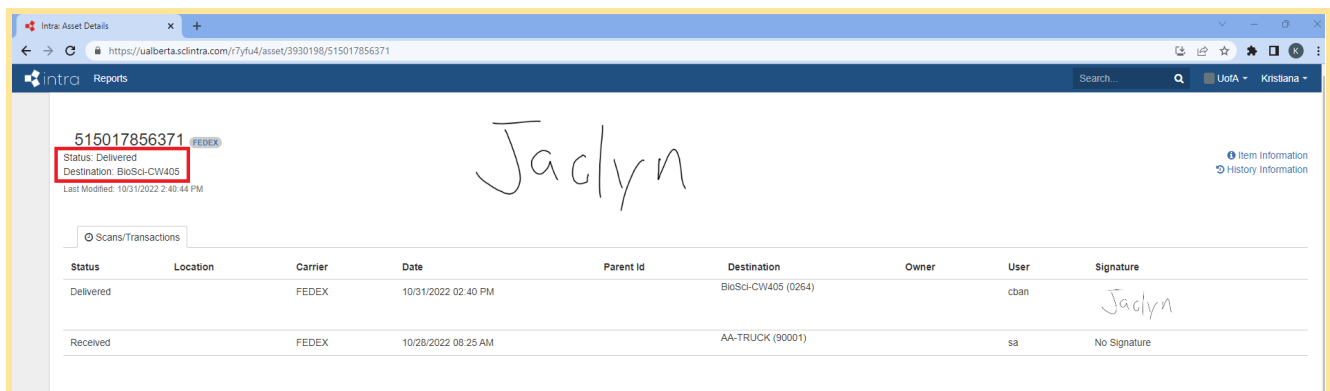
4. Enter your tracking number in the **Search** field at the top of the page. Hit **Enter** on the keyboard or click on the magnifying glass.



5. If the DSC Receiving Office has received the package from the carrier and processed the shipment, the status will display **Received**. This means that the package will be scheduled for delivery.



6. Once the shipment has been delivered to you, the status will display **Delivered** and where it was delivered (destination). If a signature was obtained, an image of the signature will be displayed.



## Frequently Asked Questions

### 1. Why do I need to log in with my U of A CCID?

The Distribution Service Centre package tracking system is only available to U of A clients.

### 2. Where do I find my tracking number?

Your unique tracking number is assigned to each parcel by a carrier service such as FedEx, UPS or Canada Post, which allows the recipient to monitor the movement of the parcel. Tracking numbers for packages can usually be found in the shipping confirmation email from the sender or carrier service.

### 3. Can another person in my faculty/department/unit track my package for me?

Anyone with a U of A CCID can log into the system and search for a tracking number on behalf of someone else.

### 4. Why does the carrier say that my package has already been delivered to the Distribution Services Centre, but the system can't find my tracking number?

Double check that your tracking number has been entered accurately. If the parcel information still does not appear, please contact DSC at [receive@ualberta.ca](mailto:receive@ualberta.ca).

### 5. Can the system track outbound packages (that originate from the university and are destined for other locations)?

No, the system does not track outbound packages at this time. The system only tracks shipments that have been received by the DSC on behalf of the U of A.

### 6. Who can I contact if I have any additional questions?

If you have a technical question about the DSC tracking system, please email [techsupport@sclogic.com](mailto:techsupport@sclogic.com).

For all other inquiries, contact DSC at [receive@ualberta.ca](mailto:receive@ualberta.ca) and include the following information:

- Tracking number
- Carrier (Name of the company delivering the shipment)
- Vendor (Who you bought it from)
- Origin point (Where it is coming from)
- PO number
- Type of package/shipment (Envelope, box, pallet, # of boxes, approximate weight)