



Talking Points: “Why was my UPS package delivered here?”

If a UPS Driver redirects a customer’s package to your store, they will leave a notice on the customer’s door.

Why did UPS send my package here instead of my home?

The UPS Driver considers security of packages a top priority when making deliveries. In this case, they did not want to leave your package unattended on your doorstep so they routed it for pickup at a nearby, secure location.

I got this notice on my door, why is my package not here yet?

There is a delay between when the UPS Driver leaves the notice on your door and when they are able to redirect your package here while still making all their other deliveries (sometimes it can even be the next day). In the future, you can track the package using the InfoNotice number before you go there to make sure it has been delivered and is ready for pickup.

How can I control where my packages end up in the future?

You can sign up to become a UPS My Choice® member at [ups.com/join](https://www.ups.com/join) which will activate delivery alerts and give you the ability to redirect one or all of your packages to a convenient location of your choosing for pickup.