Central Stores Frequently Asked Questions (FAQ)

The main office will be closed. Can I request that my packages be held until we reopen? Yes. Call 285-8429 to notify us of the temporary closure.

My department has moved how do I ensure that my packages will be delivered to my new location?

Central Receiving will make every attempt to deliver your packages to the correct location. In the event that a move has occurred please call 285-5429 to notify us of your new location.

What to do if the delivered package is damaged or if not received in the normal next day processing time?

Immediately contact the Receiving Office. For damaged packages, retain the box and packing material and have your tracking number and order number available.

How do I get used campus mailers? Email: CentralStores@bsu.edu.

Where's my order?

Once your order has been placed it will go through an approval process. Once this process is complete, your order will be delivered. Delivery generally occurs the next business day. Accepted packages are scanned into our tracking database then are delivered on the following business day.

If I order an item that is out of stock will it be delivered once it does come into stock?

Out of stock items are not automatically delivered, you will have to place order again once the item is available.

How do I purchase standard copy paper from Central Stores?

Standard white 20lb copy paper and 30% recycled paper can be ordered through Central Stores. In an effort to save the university money we keep standard white paper in stock. Specialty papers such as colors, special sizes and 3-Hole Punch paper can be purchased using Office Max on SciQuest.

Does Central Stores have a catalog to view?

A catalog can be requested by contacting CentralStores@bsu.edu.