

National Campus All Staff Quick Reference Guide

(Revised Draft 12.02.16)



Website - www.ustanationalcampus.com

Phone - (407) 675-2500

USTA National Campus Welcome Center Hours:

Mon.-Sat – 7:30 am – 10:00 pm

Sunday – 7:30 am – 8:00 pm

*During tournaments or events, the hours may vary

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I. Rendering, Website, National Campus Hours of Operation

TBD

II. Important Contact Information

- POLICE, FIRE, EMS – call 911
- MEDICAL FIRST AID ON CAMPUS – Ed Ryan – (719) 433-2902
- GENERAL MANAGER – Tim Cass – (505) 264-9609
- DIRECTOR OF FACILITIES – Joe Crowley – (347) 820-0978
- FACILITY MANAGER – Robbie Balenger – (407) 461-2552
- BUILDING OPERATIONS MANAGER – Joaquin Rivera – (407) 634-8700
- DIRECTOR OF EVENTS – Elissa Hill – (561) 908-4634
- DIRECTOR OF TENNIS - Kathy Woods – (407) 280-4208
- GUEST EXPERIENCE MANAGER – Rafael Rivera – (407) 969-5613
- FRONT DESK - Jody Viancos – (407) 675-2501
- TOURNAMENT DESK –
- COLLEGIATE CENTER –
- CAFÉ/CENTERPLATE – Francisco Mezquita – (407) 885-0176
- PRO SHO/FROMUTH – Dave Emkey – (610)-568-2254
- TRANSTAR TRANSPORTATION – (407) 992-0063

III. Emergency & Safety Procedures

- Know who the Manager-On-Duty is and how to contact them.
- Do not allow visitors to access office-designated spaces. Refer these visitors to Front Desk staff.
- Know what an Emergency-Related Incident is:
 - An incident that requires a response and assistance from Medical Services, the Fire Department or the Police Department.
 - Know who to contact for a medical, fire or police emergency.
- What to do prior to any emergency:
 - Know your surroundings before an emergency occurs.
 - Know where the designated exit locations are associated with your work space in case you need to self-evacuate due to a fire or smoke condition.
 - Know where the nearest AED is located if you need one.
- Know what to do if you are outside on the Grounds and there is lightning sighted or you hear an alarm for approaching lightning?
- Know what to do if you receive a “Bomb Threat” on the telephone or any other type of threat and to then directly contact the Manager-On-Duty.
- Know who to contact to report a facility emergency, such as water leak, smell of gas or a power/electrical outage.

Remember, if you “See Something-Say Something”, and make sure that you call the Manager-On-Duty.

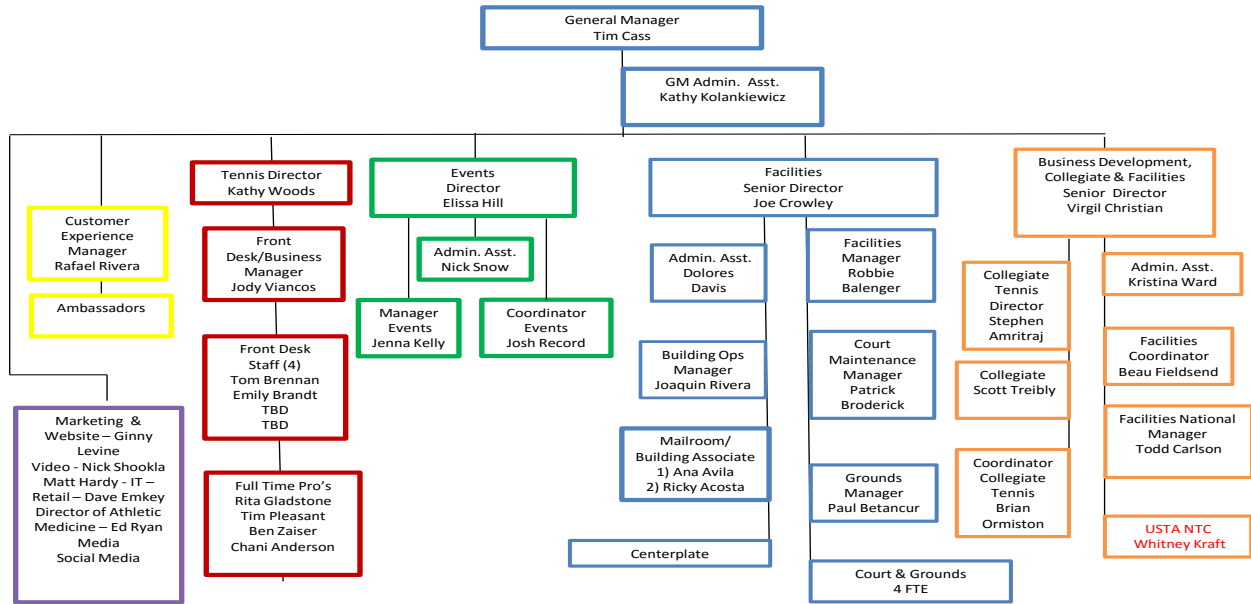
Everyone is on the safety & security team.

Do your part to keep your fellow staff and our facility safe.

IV. National Campus Operations Staff

National Campus Operations Staff

November 23, 2016



V. Staff Parking



VI. Name Tags



This is your first touchpoint with our guests. It's designed to strike a conversation not only with our guests but with other members of our team. Now you are part of making memorable experiences!

How do I wear it? It is recommended that you wear it on your upper left part of your chest or above your ID badge on your lanyard.

When do I wear it? When you are, as Disney puts it, "on stage" with guests or as we like to call it now, "ON COURT".

VII. USTA National Campus Creative Brief

INNOVATE

INSPIRE

MOTIVATE

EDUCATE

➤ **Vision + Mission**

The USTA National Campus will deliver the world's finest tennis experience for all who visit, use, and work at the facility. It will be the epicenter of innovation for the sport of tennis, as well as for training and developing the next generation of tennis players, officials, and industry professionals. The USTA's National Campus will be customer-focused and revenue generating, providing the most functional amenities and conveniences. With staff empowered to deliver exceptional customer service, the facility's design and operation will maximize opportunities for collaboration and allow staff to achieve balanced work life integration.

➤ **Attributes + Identity**

From the second you turn on to USTA Blvd., you realize you're in a special place. Everywhere you look across the wide-open vistas of this 64-acre facility, you are surrounded by tennis, a sea of courts that call for you to find yourself in the game. The energy here is palpable, the excitement contagious. This will be a facility will help to make tennis more accessible and more enjoyable for more people thereby bringing new and diverse audiences to our sport. What is taking shape in Lake Nona today will help to shape a better and more vibrant tomorrow for the sport of tennis in the U.S.

The USTA National Campus will be a model facility that will be widely recognized as the new *Home of American Tennis*.

VII. USTA National Campus Creative Brief

➤ Design Inspiration

This complex—the largest tennis facility in the world—will be a hub of activity, a center of learning, and a haven of fitness and fun.

It will be a place where function is paramount and opportunities to pursue your game are endless. The design style will foster a modern and spirited philosophy. The approach to all design-related projects should convey a sense of optimism and authenticity with the goal of feeling inclusive, forward thinking and inviting. We will aim to create a clean, open and fresh lifestyle environment and seek to develop strong community support and engagement.

➤ Target Market

100 courts will be open to the public and serve all levels of play for all ages. Everything that is so unique and wonderful about tennis will be showcased right here at this world-class facility designed to inspire all those who aspire to be better players, coaches, officials, and tennis administrators—as well as those who simply seek to enjoy the sport of tennis. This facility will be a real game-changer, a peerless home for a sport without peer, and a welcoming oasis and destination for those who want to make tennis a part of their lives—or their livelihood.

➤ Products + Services

The USTA National Campus will house the association’s Community Tennis and Player Development divisions, respectively focused on strengthening the game’s grass roots and producing the next generation of American champions. The facility, featuring 100 total courts, will feature areas specifically devoted to junior competition, collegiate competition and professional competition. It will be a home to, among other things, tournaments, clinics and camps. It will provide a place for families to enjoy a fun, shared activity; a place for social interaction and enjoyment; a place for coaches to come and learn to be better coaches; and a place for weekend warriors to come and compete and follow their dreams of winning their own version of a US Open title.

Within the campus you will find distinctive destinations that feature their own unique level of energy, intensity, and excitement. For the youngest players and for adults just learning the game, there will be an area featuring eight 36-foot and eight 60-foot courts that will allow them to learn and play the game more quickly and easily. The tournament and league area features 20 Plexicushion Acrylic and 32 Har-Tru courts, promising to produce enough electricity to power a small country, and enough noise to challenge the most durable of decibel meters. The Team USA area will be utilized part of the year by USTA sections and coaches throughout the country to work collaboratively with USTA Player Development in sharing ideas and insights to help each better understand the latest innovations in teaching and learning the sport. The Collegiate Tennis area will have 12 Plexicushion Acrylic courts and future plans call for an additional tournament show court, where the singular sizzle of the collegiate game will provide some high-voltage excitement.

VII. USTA National Campus Creative Brief

In addition, there are areas to create and implement experiential learning opportunities for coaches and providers. Opportunities will include structured observations, work study, internships, fellowships and apprenticeships.

➤ **Tournament and League**

This area will include 32 Har-Tru green clay courts and 20 Plexicushion hard courts. The space will include a tournament administration building, complete with trainer rooms, officials area, public restrooms, and a tournament check-in area. The Courtside Café will reside next to the building. This area will allow the USTA to deliver events like never before and will set a new functional standard for the sport.

➤ **Collegiate Tennis**

This area will feature 12 Plexicushion Acrylic courts, space for a future tournament stadium court and will serve as the home of the University of Central Florida's men's and women's varsity tennis programs. The courts will be equipped with high-mast TV quality lighting for televised events and have elevated seating for 1,200 people with room on the north and south end for additional seating. The area will allow two collegiate matches to be played simultaneously. Additionally, it will feature a pavilion for public restrooms, team locker rooms, and an area for trainers and officials. The Collegiate Café will be open for food service during events.

➤ **Team USA**

This area will be utilized by the 17 USTA Sections, along with local coaches and their players throughout the country to work collaboratively with USTA Player Development. The Team USA Area also will provide training facilities for tennis officials and coaches throughout the United States.

➤ **High Performance**

The High Performance and Player Development headquarters will be relocating here from Boca Raton, and their dedicated area will feature eight DecoTurf hard courts, six European red clay courts and six Rebound Ace indoor courts, a state-of-the-art fitness center including a sand pit and straight track, along with a lodge that can house up to 40 players. In addition, the area will be utilized for Team USA Events.

➤ **Indoor Tennis Courts**

This area will showcase six Rebound Ace indoor courts with a viewing area. These courts will be utilized by USTA Player Development, used during inclement weather to allow events to be completed, and in the evenings for lessons and local programming.

VII. USTA National Campus Creative Brief

➤ **36/60' Nemours Family Tennis Zone**

The Nemours Family Zone features tennis sized for age and ability – allowing all family members to get on the court and in the game. The Nemours Family Zone consists of eight 60-foot tennis courts and eight 36-foot PowerGame tennis courts with a SportsBase, with the smaller courts helping players of all ages enjoy the game together and promoting tennis fundamentals.

In addition to the smaller courts, low-compression balls and shorter racquets are used, producing longer rallies, more control and more fun.

➤ **USTA Welcome Center**

The two story USTA Welcome Center will house the association's Community Tennis administration staff, the Campus Operations team, a state-of-the-art pro shop, a staff fitness gym, locker rooms, a multi-purpose room and the Net Post Grill. Views of the whole Campus can be seen from the second floor of the building.

➤ **Technology**

The facility will be an epicenter for tennis innovation and education. It will incorporate the latest technology to provide an unparalleled playing, training and educational experience for players, coaches, officials, administrators and spectators. The campus will have an in-house TV network allowing for messaging and programming to be seen throughout the campus. In addition, PlaySight will be the official livestreaming and court analytics partner of the campus. 26 courts will be PlaySight *smart courts* and the other 58 courts can be livestreamed.

➤ **Pro Circuit**

As the future home to American Tennis, the campus will be home to several Pro Circuit events giving our aspiring American professionals an ideal venue to showcase and develop their talent. The Pro Circuit staff will be able to utilize the many resources of the campus to test innovative ideas to help all Tournament Directors hosting Pro Circuit events each year enhance the efficiency and effectiveness of their events.

➤ **The USTA Officiating Academy**

The National Campus will be home to the national training center for USTA-certified officials. The site will be used to develop innovative methods for teaching, evaluating and certifying officials. Given the sheer volume of matches to be held on campus, the site promises to be a hotbed of officiating activity.

VII. USTA National Campus Creative Brief

➤ Conclusion

The USTA National Tennis Campus will deliver the world’s finest tennis experience, serving as an epicenter of innovation and growth for the sport, supporting the USTA’s mission to grow the sport of tennis in the U.S., by bringing together in one place the resources and people that will drive tennis forward.

For those who love the sport of tennis, it will be the ultimate destination; a welcoming environment that promises to energize and invigorate all those who make the journey there. For players of every level—from beginners to the very best—the USTA National Campus in Orlando, FL., will offer an all-encompassing experience; an unequaled immersion into the sport that has never been, and cannot be, experienced anywhere else.

VIII. National Campus Welcome Center

- The Front Desk in the Welcome Center will serve as the “command post” for the National Campus.
- Lost children should be taken to the Front Desk.
- Lost and found items should be taken to the Front Desk.
- Tours of the National Campus will be conducted Tuesdays-Fridays from 11:00-12:00. No reservation needed, just meet in Welcome Center lobby.

IX. Hours of Operation

- **Front Desk:**
 - Mon-Sat: 7:30 am – 10:00 pm
 - Sun: 7:30 am – 8:00 pm
 - These hours may vary for tournaments & events
 - **Net Post Grill, Courtside Café & Collegiate Café**

- **Net Post Grill** (located in the Welcome Center): TBD
 - Collegiate Café (located at the Collegiate Building): TBD
 - Courtside Café: (located outside the Tournament Administration Building):
Mon – Sat: 7:30 am-9 pm
Sun – 7:30 am-8 pm

- **Player Development:**
 - Monday-Friday 9:00 am – 5:00 pm
Sat: 9:00 am – 1:00 pm
Sunday: Closed

- **Courts & Grounds:**
 - Mon-Sat: 6:30 am – 10:00 pm
 - Sun: 6:30 am – 8:00 pm

- **Pro Shop:**
 - Mon-Thurs: 7:30 am – 9:30 pm
 - Fri-Sat: 7:30 am – 9:30 pm
 - Sun: 7:30 am – 8:00 pm

X. USTA National Campus Alcohol Policy

The only alcohol permitted on the USTA National Campus is alcohol sold by Centerplate at the Net Post Grill, Courtside Café and the Collegiate Café. Centerplate holds the liquor license and is responsible for all alcohol sales.

XI. Prohibited Items at the USTA National Campus

- Coolers, food and beverages (except medical, dietary, or infant)
- Smoking/e-cigarettes
- Video recording devices
- Pets – service animals and service animals in training are permitted at HOAT.
- Weapons of any kind or objects that appear to be weapons
- Unmanned aerial vehicles (drones)
- Skateboards, scooters, hover boards, roller blades, and bicycles
- Swimming or fishing in ponds
- Any other items as determined by USTA that may be potentially harmful or disruptive
- Patrons shall comply with the Campus Code of Conduct

XII. Staff Fitness Center Rules

- Use equipment properly and follow directions carefully.
- Proper attire must be worn including shirts and sneakers.
- No food or glass containers permitted.
- Wipe down the equipment after each use.
- Please return all equipment to its place.
- Limit your use of equipment to 20-30 min. if others are waiting.
- Music devices must be used with earphones.
- Keep the Fitness Center clean.
- Use equipment at your own risk.
- The USTA assumes no liability for injuries or accidents that may occur.
- Staff is not permitted to use the Player Development gym.

XIII. Employee Discount Program

Full time employees and immediate family, spouse, partner, children and step children. Please show your staff ID for the following National Campus discounts:

- **Court Time** – Complimentary court time on a “walk on” basis (if there is an open court) and/or same day reservation (see front desk).
- **Lessons and Programming** – 25% off
- **Retail** – 40% off Adidas Apparel and Footwear in the shop and 25% off all other retail.
- **Food & Beverage** – 15% off @ Net Post Grill, Courtside Café and the Collegiate Café.
- For a list of other **Friends & Family Discounts**, visit the USTA Intranet for all available up to date offers.

XIV. Internal Catering Process

The internal catering process is an important part of your meeting planning. Here at the USTA National Campus, we are privileged to have an in-house food service provider (Centerplate). Centerplate has been contracted with the USTA National Campus to provide all food and beverage at the Home of American Tennis (HOAT).

➤ **What does this mean for you as a meeting planner?**

1. Centerplate is the exclusive provider for food and beverage at the Home of American Tennis (HOAT). Centerplate must be used first, when considering your food and beverage needs. No external catering or food can be brought in without the permission of the HOAT General Manager / Tim Cass. The GM will only approve these requests when Centerplate cannot fulfill your request.
2. Centerplate will provide first class service to your catered needs. Centerplate will provide all food and beverage set-up, teardown and staff for your event.
3. Centerplate menus are available on-line and/or hard copy for your convenience.
4. Centerplate has a Catering Manager available to assist you with your catering planning needs.

➤ **This is how to order your food and beverage from Centerplate:**

1. Centerplate has two options for ordering your event's food and beverage:
 - a. On-Line at EZ-PLAN-IT.COM
 - i. Instructions for using EZ-PLAN-IT can be provide by Michelle Ham (see below)
 - b. Contact the Centerplate catering sales manager (Michelle Ham at 407-246-9390 or email: michelle.ham@centerplate.com)
2. You will need to provide Centerplate with the following information for your event:
 - a. Your Name
 - b. Your Department and Budget code
 - c. The date, time and location of your event (i.e. Main HOAT building, 2nd Floor, Conference Room #1)
 - d. Number of attendees
 - e. Your planned menu
 - f. Time and type of food and beverage is required
 - g. Any special instructions
3. Centerplate will provide you a Banquet Event Order (BEO) with all your event details, menu and pricing for your review and signature

Once your event is complete, Centerplate will provide an invoice to be submitted through finance for general payment. The invoice and BEO will be processed through finance using your appropriate departmental budget code(s).

XV. USTA National Campus Service Culture

“We inspire a love for American tennis by creating memorable experiences for everyone.”

- **SAFETY** – We consider the welfare of our employees and guests first.
 - I make the environment safe.
 - Know and follow policies and procedures & avoid unsafe shortcuts
 - Identify, correct and immediately report safety concerns
 - I prioritize the health and well-being of everyone.
 - Demonstrate care and safety of everyone onsite and afterwards.
 - Know and promote basics to injury prevention
 - Appreciate and encourage the safety efforts of others.

- **FRIENDLINESS** – We provide a caring and inclusive atmosphere where everyone is treated as individuals.
 - I project a positive image and energy.
 - Smile
 - Be open and approachable
 - Thank guests and each other
 - I greet and engage guests.
 - Treat everyone as individuals
 - Listen attentively
 - Embrace diversity
 - I am a great resource for our guests
 - Seek out knowledge that will help everyone
 - Share my knowledge
 - If I don't know, I ask

- **EXPERIENCE** – We promote an engaging and memorable environment for guests and employees.
 - I create a memorable experience.
 - Create fun
 - Promote social connections
 - Take immediate action to fix “faults”
 - I understand that “every day is game day”!
 - Manage your appearance
 - Own your “court”
 - Promote the Tennis Experience over Results
 - Promote Positive Atmosphere on and around court.

- **EFFICIENCY** – We strive for our efforts to be simple, easy, and hassle-free.
 - I am prepared so guests get the most out of their experience.
 - Ask clarifying questions
 - Be informed about the facility and activities
 - Observe for opportunities to improve the experience; take action
 - I use my time and resources wisely.
 - Leverage digital resources to enhance the experience
 - Look for opportunities to conserve and be resourceful
 - Collaborate courageously

XVI. Staff Etiquette – Office Guidelines

The rules governing office etiquette aren't necessarily documented in your employee handbook – they tend to boil down to common sense and courtesy.

- Treat everyone with respect and dignity. Never engage in any actions that may embarrass people or make them feel uncomfortable. Always use 10 foot 5 foot rule with everyone you come into contact with. (See someone within 10 feet of your radius, make eye contact and smile. When they approach within 5 feet, greet them.
- Try to avoid taking telephone calls on speaker phone. If you must, use the quiet room. Watch your volume on telephone calls, so that you do not disturb other employees.
- Be mindful of smells. Avoid strong smelling perfumes or colognes. They may be ok with you, but might annoy your co-workers that are sensitive to smells, or allergic.
- Be sensitive when on a phone call, others may over hear your personal conversations. Be mindful of your volume, you must, use a quiet room for privacy so not to disturb others. Always have your cell phone set on vibrate, to avoid disturbing other people with your cell ring tone.
- Always strive for a POSITIVE and turned-on work environment.
- Getting along is not optional. Avoid turf battles and conflict with those in your department, and with other departments.

XVII. Open Office Environment

The items that follow are the overall guidelines for working in the entire office space including at workstations, quiet rooms, meeting & conference rooms, collaboration spaces, breakroom, etc.

- Always leave your space the way you would expect to find it.
 - Push in your chair;
 - Lower your workstation to seated height;
 - Clean up after yourself;
 - Remove anything you brought with you to the space;
 - Remove writing from writable surfaces; and
 - Wipe down all hard surfaces.

- Be mindful of strong smells – Control food odors by eating and disposing of smelly foods in the breakroom. Avoid excessive use of perfumes, colognes, and scented lotions.

- All audio should be listened to through headphones – voicemail, videos, music, conference calls.

- Avoid generating unnecessary noise – such as humming, muttering, singing, tapping & whistling

- Respect your colleagues' privacy – Hearing a co-worker's conversation does not mean you may join.

- Be mindful of your personal volume – Use soft seating and collaboration areas for conversations.

- Look before you interrupt – A red clip on your colleagues monitor is a signal that they should not be disturbed.

- Be aware of the size of your meeting when booking conference rooms – booked rooms unoccupied for 10 minutes will be considered available.

- No colonizing – refrain from “claiming” a seat as yours in our shared environment.

- Talk to people directly when they violate these guidelines and be open to feedback and respond graciously when people tell us we're being distracting.

XVIII. Workplace Guidelines

SIGNAGE – For guidelines targeted at specific areas, thoughtfully designed and placed signs will be visible as reminders to be respectful of co-workers and the open workspace environment.

➤ Meeting / Conference Rooms & Collaboration Spaces

1. Disconnect from monitor.
2. If you ordered food, clean up and remove it immediately following your meeting.
3. Leave this room the way you would expect to find it.
 - a. Chairs pushed in
 - b. Remove all food, drinks, and personal items
4. This space is unassigned & non-bookable [or this space is unassigned & bookable via Outlook]

➤ Quiet Room

1. No food in Quiet Room.
2. If you are listening to a virtual meeting/teleconference and not heavily participating, this room is not for you. Please use one of the open environment spaces (soft seating, workstations, etc.)
3. Leave this room the way you would expect to find it.
4. This space is unassigned & non-bookable [or this space is unassigned & bookable via whiteboard]

➤ Copy Room

1. We encourage keeping electronic files; print / copy only when necessary. Remove printed items in a timely manner.
2. Notify Mailroom when copy paper or cartridges are low.
3. Report any issues with equipment to IT.
4. Notify Mailroom when supplies are low [if you use the last of something, replenish it from supply cabinet]
5. Please recycle.
6. Place documents from printer in designated area.

XVIII. Workplace Guidelines

➤ Breakroom

1. Noise should be contained as much as possible out of respect for others around
2. Place food and beverage in waste/recycling areas when finished
3. Place dirty dishes in dishwasher
4. Clean up any spills; check microwave for food splatter.
5. Be mindful of preparing foods with offensive odors.
6. Housekeeping will remove all food [unless noted otherwise] from refrigerators on Friday of every week
7. This space is unassigned & non-bookable

➤ Wellness Room

1. No food in Wellness Room.
2. Leave this room the way you would expect to find it.
3. Wipe down hard surfaces.
4. This space is unassigned & non-bookable

XIX. Sending and Receiving Packages

The Mail Center Services includes the prompt and accurate daily delivery of interoffice, FedEx, UPS, and USPS mail to the USTA National Campus employees and designated areas for mail sorting daily in the morning and afternoon.

- Each work copy room has USPS bin where all mail, inter office and FedEx can be placed for pick up and are collected daily throughout the day.
- Several special services are offered by the Mail Center such as i.e.; Certified Mail return receipt, USPS Priority and Express Mail. To request special services please see Ana Avila or Richard Acosta in the Mail Center and they will assist further with special services.
- Incoming inter office and mail is sorted in each departments designated mail sorting bin located in work copy room or other designated area.
- All outgoing USPS mail collected in the morning will be postage metered and be given to the Mail Carrier by noon. All mail collected after noon will be mailed out next business day.
- FedEx, UPS, Certified, Priority and Express mail are logged and are delivered daily.
- Last pick up for Inter Office is done at 4 PM.
- Any inter office mail that needs to be sent to other office locations after final pick up has occurred need to be brought down to the Mail Center no later than 4:15 PM to ensure that it is included with overnight package.
- Paper, toner, FedEx supplies and stationary request can be emailed to Ana Avila or Richard Acosta.

FedEx

- To ship FedEx packages, employees can come down to the Mail Center and request that a shipping label be processed.
- Request a return shipping label to be processed in the event that an employee is traveling and needs to return items back to the campus or to their next travel destination.
- All employees needing a user ID for FedEx need to send an email request to Ana Avila or Richard Acosta to be set up. Information needed is department's budget code and contact number.
- Last pick up for the day for all outgoing FedEx packages is done at 4 PM.
- Package needing to go out same day after final pick up has occurred need to be brought to the Mail Center by 4:30 PM.
- Any packages brought to the Mail Center after scheduled pick up of FedEx has occurred will not go out and will be shipped out following business day or can be taken to the Local FedEx station.

FedEx Ground

- **FedEx Ground Services** and FedEx Express are not the same services. We do not have a daily schedule pick up for FedEx Ground and when requesting Ground Services a pick up request will be scheduled same day and packages will get picked up following business day.
- When requesting Ground services please keep this in mind if your package has to be too its destination, delivery time for Ground services can be from 3 to 5 business days.