

ADDRESSING STUDENT MAIL & PACKAGES

Combination Mailboxes: Students require a combination code to have access to mail. Please address mail using student *room number*.

Hill Residence (combination) - mailroom in Burton Hall

Boyd	280 P.O. Davis Drive
Dobbs	345 West Samford Avenue
Dowell	320 P.O. Davis Drive
Duncan	295 West Samford Avenue
Dunn	435 Duncan Drive
Graves	439 Duncan Drive
Hall M	282 P.O. Davis Drive
Hollifield	285 West Samford Avenue
Knapp	302 P.O. Davis Drive
Leischuck	501 Duncan Drive
Sasnett	350 P.O. Davis Drive
Toomer	437 Duncan Drive

Quad Residence Halls (combination) - mailroom in Quad Center

Brown	246 Mell Street
Dowdell	266 Mell Street
Glenn	262 Roosevelt Drive
Harper	226 Mell Street
Keller	329 Quad Drive
Lane	301 Quad Drive
Little	304 Quad Drive
Lupton	300 Roosevelt Drive
Owen	330 Roosevelt Drive
Teague	302 Quad Drive

Key Mailboxes: Students require a key to have access to mail. Please address mail using student *box number*.

Village Residence Halls (key) - mailroom in Campus Mail Services Center

Aubie (H)	201 Wire Road
Eagle (G)	201 Wire Road
Magnolia (E)	201 Wire Road
Oak (F)	201 Wire Road
Plainsman (B)	201 Wire Road
Talon (A)	201 Wire Road
Tiger (C)	201 Wire Road
Willow (D)	201 Wire Road

South Donahue Residence Hall (key) - mailroom in room 1349

S. Donahue	391 South Donahue Drive
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Cambridge Residence Hall (key) - mailroom in Cambridge, first floor

Cambridge	735 Extension Loop
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Sample Residence Hall Address Format:

Student Name
Residence Hall Name
Room or Box # (of student)
Street or Drive # (of Residence Hall)
Auburn University, Alabama 36849

GENERAL INFORMATION

Contacts:

Whit Allen, Manager	Bobby Felton Jr., Assist. Manager
Office: 334-844-9597	Office: 334-844-4860
Cell: 334-703-4255	Cell: 334-740-6726
allenwh@auburn.edu	blf0001@auburn.edu

Fax: 334-844-4868

Email: cmail@auburn.edu

Web: auburn.edu/mailservices

Campus Mail Services Location:

Campus Mail Services Center
735 Extension Loop
Auburn University, Alabama 36849

Hours of Operation:

Lobby

Fall Semester:

Monday-Friday

7:45 a.m. - 4:45 p.m.

Spring and Summer Semesters:

Monday-Friday

7:30 a.m. - 4:00 p.m.

Package Retrieval

Fall Semester:

Monday-Friday

10:00 a.m. - 4:45 p.m.

Spring and Summer Semesters:

Monday-Friday

10:00 a.m. - 4:00 p.m.

Closed for Auburn University holidays.

Mail&Go Postal Kiosk Locations:

Foy Hall

Foy Dining Area

Student Center

Second Floor, Near Information Desk

Overton Rudd Center

First Floor, Near Center Stairwell

South Donahue

First Floor, Near C-Store

Village

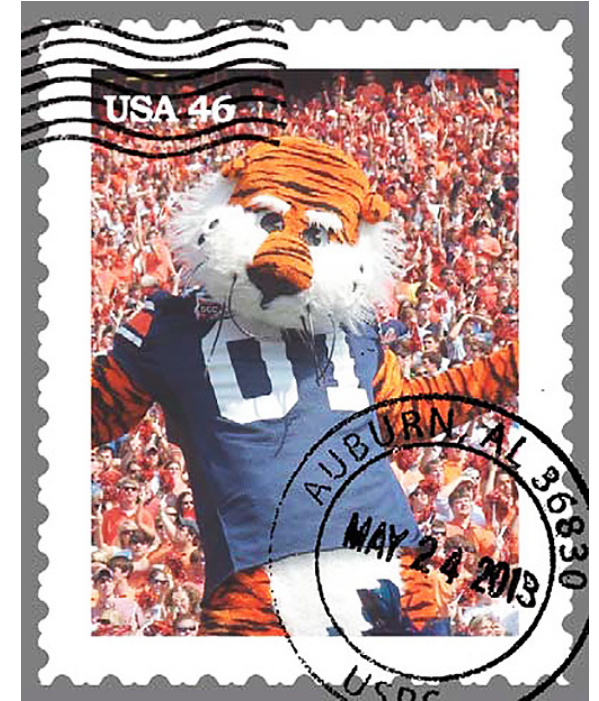
Dining Hall

Last kiosk pick-up is at 3:30 p.m. Monday-Friday

The contents of this brochure are available on the Mail Services website at: auburn.edu/mailservices.



Welcome to Auburn University!



MAIL SERVICES GUIDE for STUDENTS



FACILITIES MANAGEMENT

Mail Services

STUDENT MAIL DELIVERY

Mail is received from the United States Post Service (USPS) once daily at 6:30 a.m. Any packages that arrive after that time will be picked up for delivery the next business day.

UPS, FedEx, DHL and any other carriers deliver between 10 a.m. and 2 p.m. daily. Carriers such as UPS and FedEx have no set time for delivery. Pick up packages at your area mailroom.

All packages are received and processed by 2 p.m. daily. Students receive an email notification of their package arrival. ***A student I.D. is required before any package can be picked up.*** Unclaimed packages will be returned after 15 days.

Student letters are sorted and placed in mailboxes throughout the day. Please be patient as sorting mail takes time due to the quantity of mail received each day.

Outgoing mail is accepted at each of the resident hall mailrooms and other locations on campus.

Packages and/or mail of any kind should not be sent to you more than three days prior to your arrival on campus and no less than one week prior to your last residential day of the school year.

Student magazines should be addressed correctly (name, box or room number “depends on your residence”, street, city, state and zip). All incorrectly addressed magazines will be returned to sender or recycled.

If a package is small enough to be placed in a mailbox, we will do so. Make sure to check your mailbox frequently.

STUDENT MAILBOX KEY AND COMBINATION

Each residential student is assigned a mailbox key or combination during move-in at the beginning of the fall semester by the residential assistant of their assigned hall. Any student that is not assigned a key during that time can go to their residential mailroom to be assigned one by the mail clerk.

There will be a \$25 charge for misplaced or stolen keys. **NO EXCEPTIONS.** Report a lost or stolen key immediately to Mail Services staff or a Public Safety Officer.

FORWARDING ADDRESS

When you move out of University Housing, you are required to complete an online forwarding address form. Mail will be returned to sender if no forwarding address is submitted.

SHIPPING IMPORTANT ITEMS

When shipping important items (checks, passports, credit cards, medicine, etc.) use some form of tracking such as certified, signature confirmation, or express.

Please use the registered name of the student when sending mail or packages. Please **NO ABBREVIATIONS OR NICKNAMES.** Neglecting to do so could result in your package being returned to sender.

DO NOT SEND CASH IN THE MAIL! If you choose to send cash, it will be at your own risk. Mail Services will not be responsible for cash sent through USPS.

Perishable, medical, or refrigerated items should be clearly labeled.

INCORRECT ADDRESS AND MISSING BOX NUMBERS

Mail or packages received with missing or incorrect box numbers will be subject to delays in processing. Properly addressed mail will be first priority. Incorrect mail will not be processed until later that day, or the following day depending on the volume of mail received that day.

Do not use “PO Box” in the address.

Mail Services often receives items with an unknown name and no box number. Most often it is the name of a parent or person ordering merchandise for a student. Items received with an unknown recipient will be held up to three business days before being returned to sender. For someone to claim an unknown package, please have information such as a tracking number, name of sender and carrier, and I.D. to present to our staff.

If there is a problem with a package that hasn't been delivered, or is lost, please have the tracking number and carrier information available when asking for assistance.

Letters and packages must have the physical street address. Be sure to include the residence hall name, room number, and street address (*see sample on the back of this brochure*).

MAIL SECURITY

Your mailroom is responsible for the security of your mail. In order for us to provide security, we need your cooperation. Please make sure you lock your mailbox after each use. If you have any problems with locking your box, please contact your mail clerk for assistance. Your individual mailbox key (in residence halls with keys) is provided for your use only. Do not give it to your roommate or friends.