STUDENT MAIL DELIVERY

- Mail is received from the United States Postal 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 10:00 a.m. and 2:00 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 2:00 p.m. daily. Students receive an email notification of their package arrival. A student I.D. is required to pick up a package. Unclaimed packages will be returned after five 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 residence 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.

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.

FORWARDING ADDRESS

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

STUDENT MAILBOX KEY & 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 the Mail Services manager or the residence hall mail clerk.

INFORMATION FOR PARENTS

Need to mail something to a student on campus? Use our online formatting tool to verify a student's address: www.auburn.edu/mailservices/addresses.php

INCORRECT ADDRESS & 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, name of carrier and student I.D. to present to Mail Services 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).

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 student’s registered name 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.

INCOMING MAIL

- Incoming mail is opened daily. Packages that arrive after 2:00 p.m. may not be delivered until the following day. Students will be notified by email of their package arrival.

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.

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**GENERAL INFORMATION**

<table>
<thead>
<tr>
<th>Bobby Felton, Acting Manager</th>
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<tbody>
<tr>
<td>Central Office: 334-844-4860</td>
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<tr>
<td>Fax: 334-844-4868</td>
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<table>
<thead>
<tr>
<th><strong>Campus Mail Service Location</strong></th>
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<tbody>
<tr>
<td>Campus Mail Services Center</td>
</tr>
<tr>
<td>1161 W. Samford Avenue, Bldg. 8</td>
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<tr>
<td>Auburn University, Alabama 36849</td>
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</tbody>
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### Mail Services Business Hours

<table>
<thead>
<tr>
<th><strong>Fall Semester</strong></th>
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<tbody>
<tr>
<td><strong>Lobby Hours</strong></td>
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<td>Monday - Friday</td>
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<tr>
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<tr>
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### Closed for Auburn University holidays:

- **Memorial Day** | May 30, 2016
- **Independence Day** | July 4, 2016
- **Labor Day** | September 5, 2016
- **Thanksgiving** | November 23 - November 25, 2016
- **Christmas** | December 25, 2016
- **New Year’s Day** | January 1, 2017
- **Martin Luther King Jr. Day** | January 16, 2017

### Mail & Go Postal Kiosk Locations

- **Foy Hall** Near Foy Dining Area
- **Student Center** Second Floor (near information desk)
- **Overton Rudd Center** First Floor (near central stairwell)
- **South Donahue** First Floor (near C-Store)
- **The Village** Near Dining Hall

Last kiosk pick-up is at 2:00 p.m. Monday - Friday.

**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**

auburn.edu/mailservices