Campus Mail Service

THE UNIVERSITY OF ALABAMA®

OVERVIEW & MOVE–IN PACKAGE INSTRUCTIONS 2024

WELCOME

- Introductions
- Comments / Q&As

CAMPUS MAIL SERVICE CENTER

- Provides service to all students, both on and off-campus
- Inside the Student Center, 1st Floor, Behind Starbucks
- 8 am – 5 pm, Monday through Friday
- Services:
  - Receiving mail and packages
  - Sending mail and packages
  - Summer Storage

*On –Campus Passport Acceptance Facility – Across campus

RECEIVING MAIL & PACKAGES

Every actively enrolled UA student is automatically assigned a **unique** 6-digit **Mailstop Code (MSC),** which allows them to receive mail and trackable packages through the mail center.

Students can locate their **MSC** by logging into myBama, clicking on the “Student” tab, and typing “MSC” or “Mail Stop Code”.

All student mail and packages must include the student’s unique MSC without exception. Failure to include the MSC# may result in delayed delivery or having the item returned to the sender.

Students who live on-campus will also be assigned a **District Number** enabling packages to be placed in a secure parcel locker most convenient to them. Off-campus student packages are generally placed in lockers at the Campus Mail Service Center (CMSC).

STUDENT ADDRESS

Address all student mail and packages using the following format:

PREFERRED

STUDENT ENROLLED NAME (FULL)
1831 UNIVERSITY STATION
MSC # _ _ _ _ _ _ DISTRICT # _ _
TUSCALOOSA, AL 35487-0001

ALTERNATE

STUDENT ENROLLED NAME- MSC_ _ _ _ _ _
1831 UNIVERSITY STATION
TUSCALOOSA, AL 35487-0001

Never *use the physical address of the student's residence hall or Greek house. USPS, UPS, FedEx, and Amazon do NOT deliver to the residence halls, so the item will be returned to the sender.*

Items incorrectly addressed are delayed and either returned to the sender or marked as "Mystery" and no notification is sent to the student.

SHIPPING vs DELIVERY

SHIPPING

- Comes from a common carrier:
  - USPS
  - UPS
  - DHL
  - FedEx
- Has a unique tracking number.

DELIVERY

- Delivered by a local delivery company:
  - Instacart
  - Spark
  - “Same-Day” Delivery from Wal-Mart, Target…
- Generally, a 3rd party, contracted individual in their private vehicle..
- Does NOT have a unique tracking number.

  An order number is not a tracking number.

ACCEPTED

ITEMS

- Letter mail
- Packages that come through the listed carriers (that are not prohibited)

CARRIERS

- USPS
- FEDEX
- UPS
- DHL
- AMAZON (not 3rd party)

NOT ACCEPTED

PROHIBITED ITEMS

- Alcoholic Beverages - regardless of the age of the recipient
- Illegal substances, including marijuana
- Tobacco and tobacco paraphernalia / Vapes and vaping paraphernalia
- Lighters, Matches, Kerosene and Butane
- Weapons and Ammunition
- Medications, including over-the-counter items, that are not mailed by a DEA-registered distributor (for instance - you can't send your child OTC sinus medication)

FREIGHT

- Large items that come from a freight shipping company (such as furniture)

DELIVERIES

- Instacart, Spark, Amazon 3rd party carriers, etc.

MAIL & PACKAGE PROCESS

MAIL & PACKAGES RECEIVED DAILY

ASSIGNED TO A STUDENT

ROUTED TO PARCEL LOCKER FOR PICK UP

85% OF ALL PACKAGES

SECURE, 24 HOUR ACCESS

EXPIRES IN 5 DAYS

STUDENT RECEIVES TEXT & EMAIL

REMAIN AT CMSC FOR PICK UP

MEDICINE
CAN BE REFRIDGERATED
RETURNED IN 5 DAYS

PERISHABLE
NOT REFRIDGERATED
DISCARDED IN 3 DAYS

LETTER MAIL
RETURNED IN 30 DAYS

OVERSIZED
TOO LARGE FOR LOCKERS
RETURNED IN 15 DAYS

OVERFLOW
NOT ENOUGH LOCKER SPACE
RETURNED IN 15 DAYS

EXPIRED LOCKER PACKAGES
RETURNED IN 10 DAYS

STUDENT RECEIVES TEXT & EMAIL

Text goes to the number in MyBama!

PARCEL LOCKERS

Campus Mail utilizes parcel lockers for most student packages. Over 1,400 parcel lockers are available at nine locations across campus, allowing secure 24-hour access for package retrieval.

LOCKER LOCATIONS & DISTRICT NUMBERS

LOCATION	DISTRICT	SERVES
PRESIDENTIAL I – GAMES ROOM	01	PRES I RESIDENTS
PRESIDENTIAL II – GAME ROOM	02	PRES II RESIDENTS
RIVERSIDE BREEZEWAY	15	RIVERSIDE, HIGHLAND, LAKESIDE RESIDENTS
PATY	20	PATY & JOHN ENGLAND RESIDENTS
CAMPUS MAIL SERVICE CENTER	30	BRYANT, OFF-CAMPUS STUDENTS; OPEN TO ALL STUDENTS
MAGNOLIA (NEAR PARKING DECK)	40	SORORITY HOUSE RESIDENTS, BURKE, PARHAM ; OPEN TO ALL STUDENTS
BRYCE LAWN	50	BRYCE LAWN, FRATERNITY HOUSE RESIDENTS; OPEN TO AL STUDENTS
RIDGECREST SOUTH	60	RIDGREST, BLOUNT
TUTWILER	70	TUTWILER

FEES

LETTER MAIL

There is no charge to receive letter mail for any student.

PACKAGES

On-campus students may receive trackable packages (UPS, USPS, FedEx, DHL, Amazon, etc.) at no charge.

Off-campus students are assessed a $2.50 fee per package, up to a max of $25 per billing period (Jan 1-May 31, and Jun 1 – Dec 31)

MOVE-IN PACKAGE SERVICE

- Packages may be sent to campus over the summer for the fall semester.
- There is no cost to students living on campus. Off-campus students are assessed the standard off-campus student package fees ($2.50 per package, up to $25 max per billing cycle).
- Dates
  - Send as early as June 1
  - Send before July 21
  - Items received after Aug 1 may not be ready for pick up when you arrive

MOVE-IN PACKAGE PROCESS

ITEMS RECEIVED	- Processed within 1-3 business days. - Student gets an email confirming receipt.
ITEMS STORED	- Items consolidated for each student. - Moved to final pick-up location.
READY FOR PICK UP	- The student gets an email with pick-up instructions in early August. - Items received by Aug 1 will be at the same location.

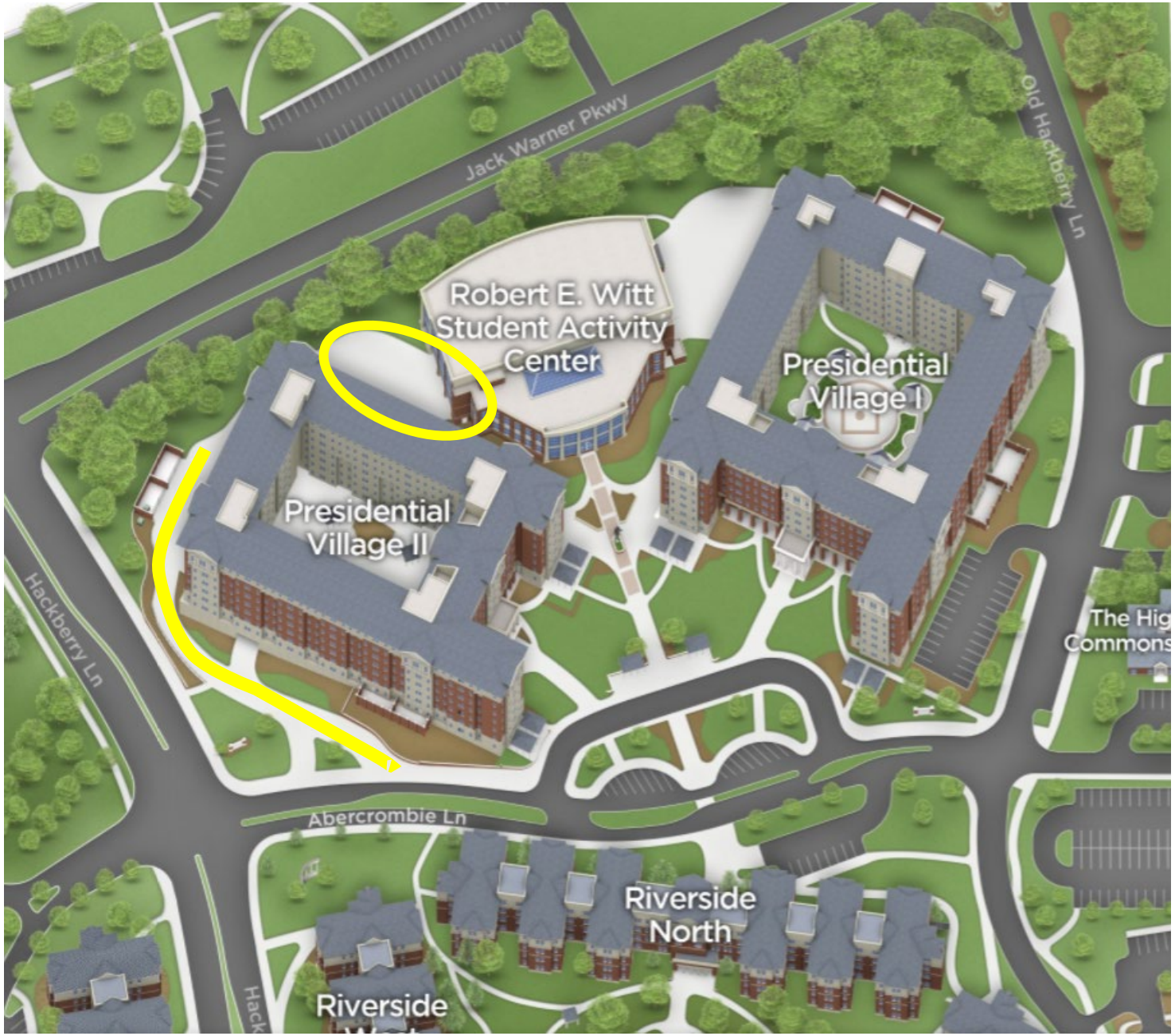
PICKING UP MOVE- IN PACKAGES

- The STUDENT must pick up the packages. Must know MSC and present ACTion card.
- Items can be picked up any days/hours we are open. (Email will provide)
- Remember! You need a way to pick them up, a way to transport them, and a place to take them.
  - You can drive up to most locations.
  - We can lend you a cart for 30 min
- We do not recommend trying to pick up packages during your allotted move-in window with Housing.
- Uncollected items will be returned to sender on October 1.
- Please note that we cannot accept tips/gratuities.

MOVE-IN PACKAGE PICK-UP LOCATIONS

RESIDENCE	PACKAGE PICK UP LOCATION
BLOUNT	JOHN ENGLAND JR HALL
BRYANT	WITT ACTIVITY CENTER STORM SHELTER
BRYCE LAWN	WITT ACTIVITY CENTER STORM SHELTER
MARY BURKE	BARNWELL HALL
HIGHLANDS	WITT ACTIVITY CENTER STORM SHELTER
EAST EDGE APARTMENTS (UA CONTRACT)	WITT ACTIVITY CENTER STORM SHELTER
UNION ON FRANK (UA CONTRACT)	WITT ACTIVITY CENTER STORM SHELTER
JOHN ENGLAND JR HALL	JOHN ENGLAND JR HALL
LAKESIDE	WITT ACTIVITY CENTER STORM SHELTER
PATY	JOHN ENGLAND JR HALL
PRESIDENTIAL	WITT ACTIVITY CENTER STORM SHELTER
RIDGECREST	JOHN ENGLAND JR HALL
RIVERSIDE	WITT ACTIVITY CENTER STORM SHELTER
TUTWILER	BARNWELL HALL
OFF-CAMPUS	CMSC
MARTHA PARHAM	BARNWELL HALL

WITT ACTIVITY CENTER STORM SHELTER

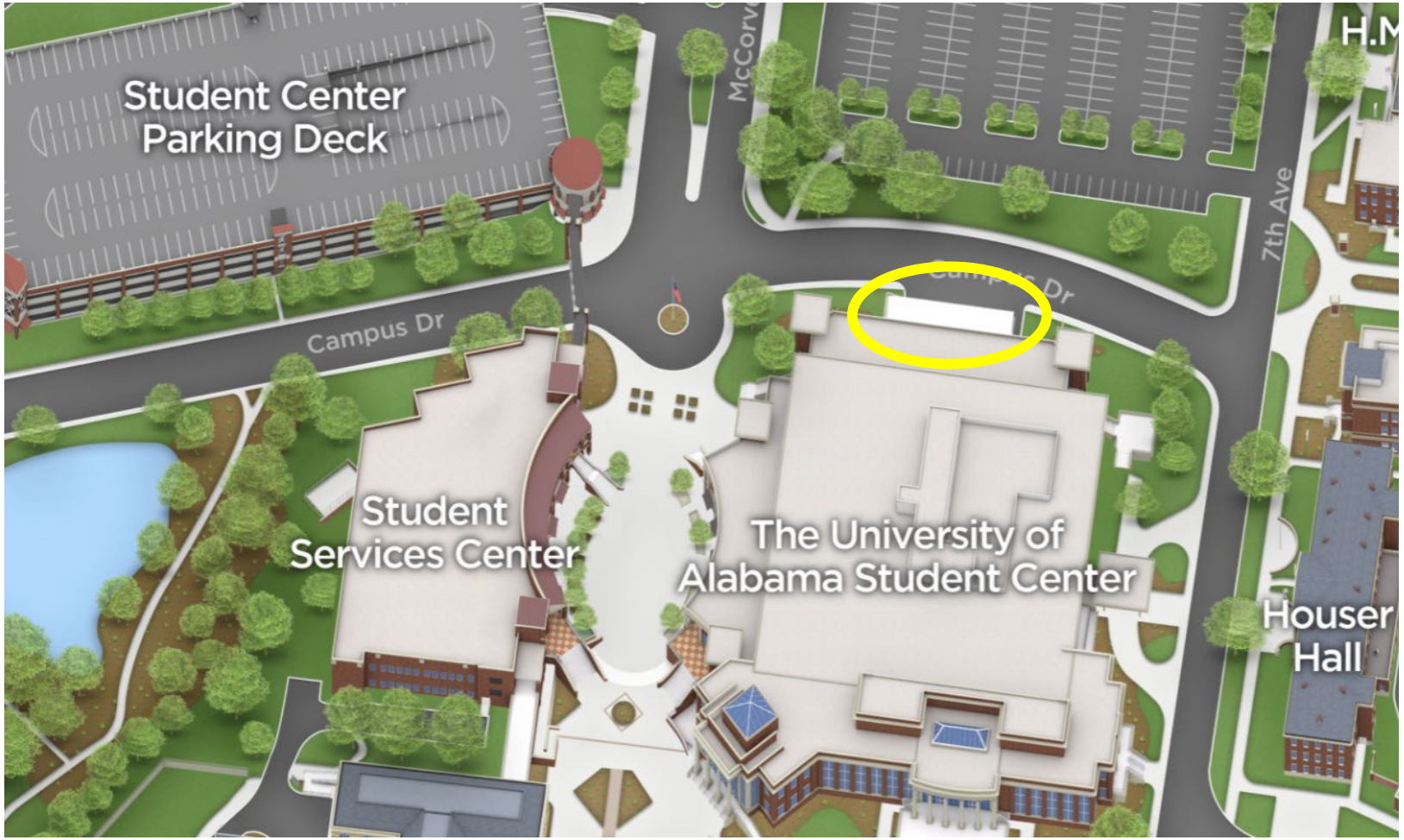


BARNWELL HALL

JOHN ENGLAND JR HALL

John England Hall packages ONLY available on scheduled move-in day.

CAMPUS MAIL SERVICE CENTER



LOADING DOCK – MUST START COLLECTION AT COUNTER INSIDE

MOVE-IN PACKAGES PICK UP DATES & TIMES

August 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3 Closed
4 Closed	5 8am - 5pm MOVE IN LOCATIONS	6 8am - 5pm MOVE IN LOCATIONS	7 8am - 5pm MOVE IN LOCATIONS	8 8am - 5pm MOVE IN LOCATIONS	9 8am - 5pm MOVE IN LOCATIONS	10 8am - 12pm MOVE IN LOCATIONS
11 8am - 5pm MOVE IN LOCATIONS	12 8am - 5pm MOVE IN LOCATIONS	13 8am - 5pm MOVE IN LOCATIONS	14 8am - 5pm MOVE IN LOCATIONS	15 8am - 5pm MOVE IN LOCATIONS	16 8am - 5pm MOVE IN LOCATIONS	17 8am - 5pm MOVE IN LOCATIONS
18 8am - 12pm MOVE IN LOCATIONS	19 8am - 5pm CMSC	20 8am - 5pm CMSC	21 8am - 5pm CMSC	22 8am - 5pm CMSC	23 8am - 5pm CMSC	24 10am -2pm CMSC
25 Closed	26 8am - 5pm CMSC	27 8am - 5pm CMSC	28 8am - 5pm CMSC	29 8am - 5pm CMSC	30 8am - 5pm CMSC	31 Closed

All times and dates subject to change

John England Hall packages ONLY available on scheduled move-in day

TIPS

- Peak season runs through Sept 15, with up to 8,000 packages received daily. Plan purchases accordingly!
- Address mail and packages correctly.
- Share the correct on-campus address and MSC with your student and family.
- Pick up packages quickly, especially from lockers.
- Buy important items early (books)!
- Send important items with tracking.

PACKAGE TRACKING

- Student receives email & text when we process to them, **not** when we receive the package.
- USPS – Delivered to Agent (Code used when USPS scans packages ready for UA pick up)
- If a carrier sends you a picture of a delivery as proof, it was probably not delivered to us.
- No email from Campus Mail?
  - Check our Package Tracker

LINK WILL BE AVAILABLE THIS FALL

SUMMER STORAGE

- Optional program designed to store student items on campus over the summer.
- Summer Storage Kit
  - Five 20” x 20” x 20” boxes, roll of tape, and storage throughout the summer.
  - $250 and $50 per additional box or singular non-boxable item.
  - Available for pick up anytime through August 28.

CONTACT & INFO

studentmail@ua.edu

205-348-MAIL

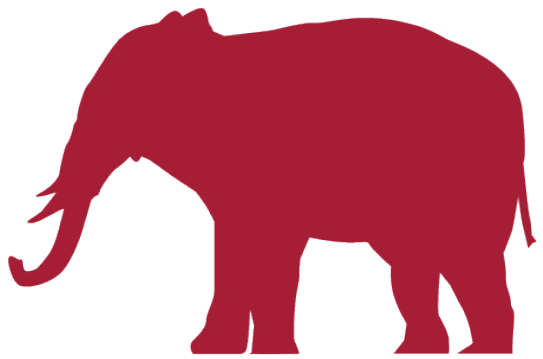
The basement of the
Student Center,
behind Starbucks

campusmail.ua.edu

Bama Bound, 2nd Floor, Booth 10

THE UNIVERSITY OF ALABAMA®

CAMPUS MAIL



QUESTIONS?