

Hill Residence Halls (combination)
 IN BURTON HALL | 334-844-3458

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

Quad Residence Halls (combination)
 IN QUAD CENTER | 334-844-4128

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

Village Residence Halls (key)
 BY TRANSIT STOP | 334-844-3449

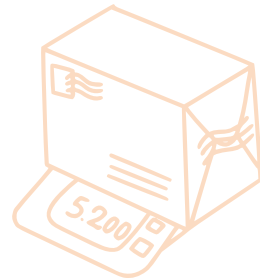
- Aubie (H)** 201 Wire Road
- Eagle (G)** 201 Wire Road
- Magnolia (E)** 201 Wire Road
- Oak (F)** 201 Wire Road
- Plainsman (B)** 201 Wire Road
- Talon (A)** 201 Wire Road
- Tiger (C)** 201 Wire Road
- Willow (D)** 201 Wire Road

S Donahue Residence Hall (key)
 IN ROOM 1349 | 334-844-9580

391 South Donahue Drive
 Auburn, AL 36849

Cambridge Residence Hall (comb)
 IN CAMBRIDGE HALL | 334-844-4869

132 East Thatch Avenue
 Auburn, AL 36849



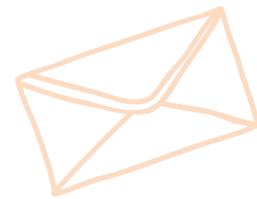
GENERAL INFORMATION

Campus Mail Services

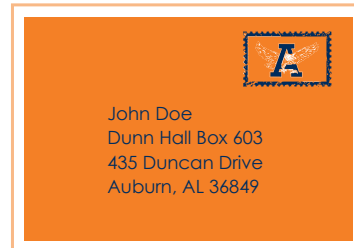
Campus Mail Services Center
 1161 W. Samford Ave., Bldg. 8
 Auburn, AL 36849 | 334.844.4860

Fall and Spring Semesters

MONDAY – FRIDAY
 10:00 a.m. – 11:45 a.m.
 12:45 p.m. – 4:45 p.m.



Sample Format



Summer Semester

MONDAY – FRIDAY
 10:00 a.m. – 12:00 p.m.
 12:30 p.m. – 4:00 p.m.

Closed for AU Holidays

Memorial Day May 25, 2020
 Independence Day July 4, 2020
 Labor Day Sept. 7, 2020
 Thanksgiving Nov. 23-27, 2020
 Christmas Dec. 25, 2020
 New Year's Day Jan. 1, 2021
 MLK Jr. Day Jan. 20, 2021

SOCIAL MEDIA

-  @AUFacilities
-  @au_facilities
-  @AU_Facilities



Welcome To Auburn University!

MAIL SERVICES
 GUIDE FOR STUDENTS



FACILITIES MANAGEMENT

auburn.edu/mailservices

STUDENT MAIL DELIVERY

- Mail is received from the United States Postal Service (USPS) once daily at 7:00 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 3:00 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 mail rooms 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 & 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 mail room 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.

MAIL SECURITY

Your mail room 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.

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. Items not picked up within 14 days will be returned. Insure valuable items.

STUDENT MAILBOX KEY & COMBINATION

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.

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, box number and street address (see sample on the back of this brochure). Do not use "PO Box" in the address.

FORWARDING ADDRESS

When you move out of University Housing, you are required to complete a USPS online forwarding address form. Received mail is returned to sender if there is no forwarding address. **USPS online form: <https://moversguide.usps.com>**

INFO 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**

