

RESIDENCE HALL ADDRESSES

Combination mailboxes require a combination code.
Include the student's box number on all mail.

Hill Residence Halls (combination)

MAILROOM 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 Avenue
Duncan	295 West Samford Avenue
Hollifield	285 West Samford Avenue

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)

MAILROOM 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)

MAILROOM BY TRANSIT BUS 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

South Donahue Residence Hall (key)

MAILROOM IN ROOM 1349 // 334-844-9580

Mailing address is 391 South Donahue Drive.

Cambridge Residence Hall (combination)

MAILROOM IN CAMBRIDGE HALL // 334-844-4869

Mailing address is 132 East Thach Avenue.

Sample Residence Hall Format

Student Name	→	John Doe
Residence Hall Name	→	Dunn Hall
Student's Box Number	→	Box 603
Residence Hall St., Dr., or Rd.	→	435 Duncan Drive
City, State, Zipcode	→	Auburn, AL 36849

GENERAL INFORMATION

Campus Mail Services Location

Campus Mail Services Center
1161 W. Samford Ave., Bldg. 8
Auburn, AL 36849
Central Office: 334-844-4860.



@AUFacilities



@au_facilities



@AU_Facilities

Mail Services Business Hours

FALL AND SPRING SEMESTER

Monday – Friday
10:00 a.m. – 11:45 a.m.
12:45 p.m. – 4:45 p.m.

SUMMER SEMESTER

Monday – Friday
10:00 a.m. – 12:00 p.m.
12:30 p.m. – 4:00 p.m.

CLOSED FOR AUBURN UNIVERSITY HOLIDAYS

Memorial Day	May 27, 2019
Independence Day	July 4, 2019
Labor day	Sept. 2, 2019
Thanksgiving	Nov. 27-29, 2019
Christmas	Dec. 25, 2019
New Year's Day	Jan. 1, 2020
MLK Jr. Day	Jan. 20, 2020



Welcome To Auburn University!

MAIL SERVICES GUIDE FOR STUDENTS



FACILITIES MANAGEMENT

auburn.edu/mailservices

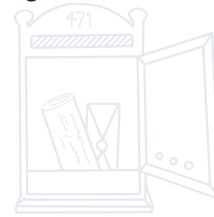
STUDENT MAIL DELIVERY

- ▶ 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 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.



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.



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.



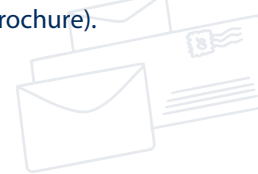
INFORMATION FOR PARENTS

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, box 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.
- ▶ Items not picked up within 14 days will be returned.
- ▶ Insure valuable items.



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>