

## **Package/Letter Locker System FAQs**

### **Where can I pick up my package or letter mail?**

- Your package or letter mail will be located in Fitz Hall Mailing Services parcel lockers. You will receive an email regarding the status of your item. Directions on how to retrieve your package or mail item will be in the email you will receive from UD Mailing Services.

### **What telephone number should I call if I have questions regarding an item I am expecting, but have not received an email regarding it or any other concerns?**

- Contact UD Mailing Services at telephone number is (937) 229-2455.

### **How many days will it take Mailing Services to process my package or letter mail so I can pick it up from the parcel locker?**

- Mailing Services will place your package or letter in the parcel locker system within three business days from when you receive your delivery notice from the shipper. Once your item is processed, you will receive a notification from the University that your package or letter mail is ready for pick up.

### **How many days do I have to pick up my package or letter mail from the parcel locker?**

- For items that do not need to be refrigerated or frozen, you will be given three days to pick up them up from the parcel locker. You will receive emails each day reminding you that you have an item to be picked up. On the 4th day, the item will be removed and you will receive an email notifying you the item is being held in Mailing Services for pick up (see FAQ below).

### **What happens to my package or letter mail once it is removed from the locker?**

- For items that do not need to be refrigerated or frozen, they will be kept in Mailing Services for an additional 7 days. You will receive another string of emails each day for 7 days reminding you that you have an item to be picked up. If the item is not picked up during that timeframe, the item will be returned to the sender.

### **Where will my package be kept if it requires refrigeration or if it is frozen?**

- Mailing Services has appropriate refrigeration/freezer units. Your package will be kept in Mailing Services and will be available for pick up during business hours. Please pick up ASAP as refrigerator/freezer space is limited. Items that require refrigeration, or if they are frozen, will only be kept for three days. After 3 days they will be returned to the sender.

**What are the parcel locker hours in Fitz Hall?**

- The parcel lockers are available 24/7.

**Is there parking available when I need to pick up an item from the parcel lockers?**

- Parking is available in the parking spots marked for Visitors in D Lot on the north side of Fitz. Please park in the proper location and follow parking instructions.

**What happens to my package if it is too big for the parcel lockers?**

- Your package will be kept in Mailing Services. You will receive an email regarding your package and when you can pick it up from Mailing Services at Fitz Hall.

**What happens if I can't carry my package to my residence hall?**

- The University bus system will be available to transport you and your package. Please click on the link below to see the route and schedule for specific times of transportation.

<https://udayton.edu/finadmin/divisions/fss/auxiliary/shuttle.php>

**OR**

- You can schedule a time to have your package delivered to your residence hall. You will need to be at the front desk to sign for your package at the agreed upon time.

**How will I know if I received letter mail?**

- Letter mail that is sent from home or a personal address will be scanned into our tracking system and contain a SQBX tracking number. Each piece of letter mail will be placed in a locker for your security. You will be notified you have a letter in the same manner as you would for a package. The same time limits that apply to packages also apply to letter mail.

**What should I do if I get a package out of the locker that does not belong to me?**

- Please call (937) 229-3844 during business hours and a Mailing Services representative will assist you.

**Is there a list of items not permitted?**

- Please reference the Health and Safety section of the housing contract for a list of prohibited items: <https://udayton.edu/studev/housing/2022-23-ud-housing-contract.pdf>

### **How safe are the lockers?**

- The lockers are very secure. Only the student will receive the email that pertains to their package or letter mail placed in the locker. It is not shared with anyone else. The building is very safe, especially since Public Safety is located just down the hall and there are cameras in each hallway.

### **What if student needs physical assistance (uses wheelchair or other assistive devices)?**

- Physical assistance is available during business hours. There is a buzzer located at wheelchair height by the Mailing Services green door. Ring the buzzer to notify University Mailing personnel that assistance is necessary.
- Individuals can also call Mailing Services at (937) 229-3844 during business hours for assistance.

### **How are special deliveries managed?**

- **Medications, eyewear, and textbooks**  
Packages containing these items take precedence. Mailing Services makes every effort to identify these items and they will be put in lockers that same day as soon as one is available. If by the end of the day a locker is not available, Mailing Services will hold the item and send a separate email stating the package is available in Mailing Services for pick up during business hours.
- **Flowers**  
Whenever possible, flowers should be delivered to the appropriate residence hall by the delivery person, if local. Flowers coming from 1800flowers are trackable through the carrier (ie UPS or FedEx) and will be received by Mailing Services. The student will be notified of the delivery via email and can pick up the flowers from Mailing Services during business hours.
- **Certified mail**  
Students will be emailed that they have a certified mail item. This type of mail will be kept in Mailing Services, since it usually has to be signed for (green card is signed and sent back to the sender via USPS). The items can be picked up at Mailing Services during business hours.

### **Will houses still have items delivered? Or what areas does this new system impact?**

- Houses, Campus South, Gardens, Irving Commons, and Lawnview Apartments are not affected by this change this year.

### **What happens to packages or letter mail for students in houses, Campus South, Gardens, Irving Commons, and Lawnview Apartments over school breaks?**

- These students should be aware that when there is a break on campus (spring, Easter, summer, Christmas, etc) their packages and letter mail will be received at Mailing Services by all carriers. Students will be notified by email when they have a package at our location. This is to protect their item from being stolen off their premises. Letter mail is sent back to the USPS for distribution once

school is back in session or forwarded to the home address in Porches during the summer.

**Can I use the University LYFT service to pick up a package that is too large to carry back to my residence?**

- Yes. LYFT operates from 7pm to 6am seven days a week. The university provides a \$6 dollar subsidy for each ride taken. Students can use LYFT for package pickup during normal LYFT hours of operation.

**Can I use the university shuttle bus to pick up a package that is too large to carry back to my residence?**

- Yes. The daily shuttle will stop at Fitz hall three times per day, at 10:20am, 1:20pm and 4:10pm. The link to the shuttle bus schedule is shared below.

<https://udayton.edu/finadmin/divisions/fss/auxiliary/shuttle.php>