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.

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

Village Residence Halls (key)
BY TRANSIT STOP | 334.844.8469
John Dye
391 South Donahue Drive
Auburn, AL 36849

S Donahue Residence Hall (key)
IN ROOM (349) | 334.844.9580
391 South Donahue Drive
Auburn, AL 36849

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

Cambridge Residence Hall (comb)
IN CAMBRIDGE HALL | 334.844.4869
132 East Thatch Avenue
Auburn, AL 36849

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
Dobbins
345 West Samford Ave
Duncan
295 West Samford Ave
Holliday
285 West Samford Ave
Boyce
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

John Doe
Dunn Hall Box 603
435 Duncan Drive
Auburn, AL 36849

Welcome To Auburn University!

MAIL SERVICES
GUIDE FOR STUDENTS
auburn.edu/mailservices
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.

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 USPS 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.

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. All packages are received and processed by 3:00 p.m. daily. Students receive an email notification of their package arrival.

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.

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

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.
- USPS, FedEx, DHL and any other carriers deliver between 10:00 a.m. and 2:00 p.m. daily. Carriers such as USPS 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.

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 at 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.

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. Portable, 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

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