Welcome To Auburn University!

MAIL SERVICES GUIDE FOR STUDENTS

auburn.edu/mailservices

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

**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 // 334-844-8469

Mailing address is 132 East Thach Avenue.

**Sample Residence Hall Format**

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Residence Hall Name</th>
<th>Student’s Box Number</th>
<th>Residence Hall St., Dr., or Rd., City, State, Zipcode</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>Dunn Hall</td>
<td>Box 603</td>
<td>435 Duncan Drive, Auburn, AL 36849</td>
</tr>
</tbody>
</table>

**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

**General Information**

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

**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, 2019
- Christmas: Dec. 25, 2019
- New Year’s Day: Jan. 1, 2020
- MLK Jr. Day: Jan. 20, 2020
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.

If a package is small enough to be placed in a mailbox, we will do so. Make sure to check your mailbox frequently.

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.

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.

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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).

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.

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This guide provides general information and is subject to change. For specific questions, please contact Mail Services at mail@auburn.edu or call (334) 844-6000.