

Welcome to Duke! Here is your Survival Mail Guide to CAMPUS MAIL SERVICES!



Duke Campus Mail Services handles over 3 million pieces of U.S. Mail and 136,000 parcels yearly for the University and Health System. This includes letters, postcards, magazines, newspapers for students living on East & West Campus. In order to ensure timely delivery of your mail and packages, we have created this Survival Mail Guide to get you through with the basic mail services. For more resources, [visit our website](#).



The Student Mailbox Center - SMC is located on the Lower level of the Bryan University Center. All packages will be available for pickup at the Bryan Center, whether you are on East or West Campus.



Mailboxes & Parcel lockers are accessible in the Bryan Center during 7am - 11pm.

*The SMC is open 8:30am-5:00pm (M-F)
Closed weekends and University holidays.*

First Years, International, and Transfer Students

You will receive an email detailing your mailbox assignment with instructions where to pick up your key. This mailbox is assigned to you for your entire undergraduate career at Duke, please be sure to keep your key over breaks and vacations! It is extremely important to use your mailbox number on all incoming mail and packages to help identify your items. Also, you will need to use your key to open your mailbox (once mail has been placed in the box we are unable to retrieve it for you due to federal law). All US Mail and packages will be delivered to the Student Mailbox Center in the Bryan University Center for you to pick up.



Using your Mailbox



When sending or receiving mail, it is important to use the below address template, to ensure delivery. Always include your mailbox number, or else your mail may be returned! All mailboxes are assigned to a single person, and the name on the mail must match the name on the mailbox (please ensure any preferred names (no nicknames) are updated on [DukeHub](#). If the name on your mail does not match the name on your mailbox, your mail may be subject to delays as we try to research and verify the address. Please know that it is against the law to share your mailbox with anyone.

Please use address format below:

Name	Sam Student
Address Line 1: Street Address	1332 Campus Drive
Address Line 2: Box and Dorm Info	Box 99000, Kilgo Quad House A #101
City, State ZIP	Durham, NC 27708

The ZIP Code for all dorms is 27708, but [street address for East and West Campus](#) locations varies by dorm!

Package Delivery and Services



All student packages are received at the Central Mail Processing Center and we handle all private carrier (e.g. DHL, FedEx, UPS, etc.) deliveries. Under normal circumstances, we make every effort to process them within 24 hours. Please know that delivery times will vary during at the start of semester, so please allow 24-48 hours for package delivery to the Student Mailbox Center.



All packages, regardless of carrier (FedEx, UPS, DHL, USPS, etc.) are delivered to our Mail Processing Center, where they are received, sorted, scanned and prepared for delivery. Then packages are transported to campus locations. When your package is dropped off at the processing center, your carrier may mark the package as “delivered”, which means that Duke has taken possession of the package, but it is NOT ready for pickup.

E-MAIL NOTIFICATION

Once the package is received to its final destination, Campus Mail Services will receive the packages and stage them in the Mail Center. Then you will be sent an e-mail when your package is ready for pickup at the SMC. Please read the e-mail as it will tell you how to collect your package. Also, please refer to “Subject Line” for the following codes:

Code 111	<i>Package is at the Mailbox Center! Come to the Service Window to collect your package with your mailbox number and ID (Physical Version or Digital version are both acceptable)</i>
Code 333	<i>Package is in your Mailbox! Go to your Mailbox to collect your package. You must have your key to access your mailbox; CMS cannot get it for you.</i>
Code 555	<i>Package is in a Parcel Locker! Go to your mailbox to collect a key for the locker bank opposite the Window Service desk.</i>
Code 777	<i>Package is in the Smart Locker! Follow instructions in the email for locker access. Smart locker is located up the ramp from the mailbox center, between the service desk and the elevator.</i>

Please note: Your package will NOT be ready for pickup until you receive one of the above emails.

In most cases, please allow 24 hours for packages to be processed and transported to the Student Mailbox Center. Also, during peak times, such as, start of semester and Move In, processing times will take 24-48 hours and may be longer.

- Expedited delivery packages (e.g. overnight, two day, etc.) are given priority, and are generally ready for pick-up the same day they arrive, or the morning after, depending on delivery time.
- Ground packages are processed in the order and day they are received, and cannot be expedited in any way.

Note: We ask that you wait a day or two before reaching out to us to track down any missing or delayed parcels.

If you have not received a notification that your package is ready for pickup though your tracking information says the package has been delivered, you can [reach out to us by email](#). Please include your name, box number, and tracking information.

Please note that we are unable to track anything without a tracking number, so first-class mail, post cards, etc. cannot be traced in our system. This means things like credit cards, driver’s licenses, and other important documents MUST have the correct address, as they will be impossible to track.

If you would like a friend to pick up a package for you, please send them a message with permission, including your full name and box number, as well as their full name. They will need to show the Mail Center attendant this message, as well as their Duke ID to pick up your package.

Smart Parcel Lockers

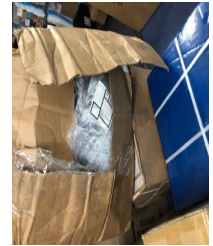


Recently, Campus Mail Services added Intelligent Parcel Lockers to expedite packages and speed delivery at the Student Mailbox Center. The Smart Locker is conveniently located in the hallway at the top of the ramp, between the elevator and the Student Mailbox Center.

The Student Mailbox Center service window is also available for packages too large to fit in a mailbox. See our website for a [full list of hours and holidays](#).



We do our best to deliver your packages quickly, and carefully, but sometimes damage can occur. Most damage to packages happens because they are poorly packaged or they are way too heavy from the start. We try our best to mark packages with visible damage with a note, alerting you to potential damage, but Duke takes no responsibility and you will have to deal with the shipper directly for any refunds or exchanges that may be required.



Mailing Restrictions

There are several types of restrictions on the types of packages we are equipped to handle here at Duke Campus Mail Services. We ask that you please abide by the following policies when ordering things to be delivered to campus:

- **Weight:** Packages may weigh no more than 75 pounds
- **Length:** Packages may be no longer than 108 inches in any one dimension
- **Perishable/Refrigerated:** Packages cannot be refrigerated during handling and delivery through Duke Campus Mail Services. We recommend express shipping and prompt pickup if you have no other way to get these products, but Duke accepts no responsibility for damage.
- **Medicine:** Medicine can be delivered to Duke, but we recommend finding an alternative, such as the Duke Pharmacy or a local alternative, if they have particular special handling requirements or are time sensitive.
- **Prohibited Items:** Duke follows the same restricted mailing guidelines for prohibited items per the carriers (FedEx, UPS, DHL, USPS, etc.), in addition to any policies laid out by Duke PD, or Student Affairs, as well as applicable state and federal laws.

Accommodations:

If you have any questions about these restrictions, or need to arrange for delivery of an item that does not fit within one or more of the above restrictions, please [contact us via email](#) before placing your shipment to ensure correct handling. Failure to arrange delivery beforehand may result in your item being returned, or forfeited.

Please note that Campus Mail Services has no way to transport large packages to East Campus at this time. Students will be responsible for transporting all packages from the mailroom to their dormitories, even on East Campus. For students needing to transport large items, Duke Mail Services has a limited number of dollies available to borrow. Dollies are first-come, first-serve and cannot be reserved. You will be required to leave either your Duke ID or Driver's License/State ID until you have returned the dolly. If not returned, you will be charged the full replacement cost, usually around \$150.

Mailbox Administration

Freshmen mailboxes get set up automatically over the summer before their first year, and first years will be notified when their key is ready for pickup. If you did not get a notification, or lost your e-mail notification, you can [contact campus mail](#) services to get your mailbox assignment.

Transfer or International Students - If you are a transfer or international student who was not assigned a mailbox and you would like to rent a mailbox, please come directly to the SMC Window Service counter at the Bryan Center. The Mailbox rental fee is billed before the start of each semester as the rental fees are subject to change per semester. If you lose your mailbox key, there is a \$20 fee for a replacement key. If you fail to return your key when you close your mailbox, you will be charged \$20 to replace your key. All fees are billed directly to your student bursar account.

Summer & Winter breaks - You may still receive mail in your mailbox as normal. If you plan to be away from campus, and would like your mail to be forwarded to a new address, please stop by the Student Mailbox Center – SMC to arrange and forward mail. Mail is forwarded once a week, and may take the US Postal Service several days to be received. Please note that only First-Class mail and packages shipped through USPS are eligible for forwarding; all other mail will be held at the Mail Center as normal. There is no charge for temporary forwarding of your mailbox.

Study Abroad, Leave of Absence, etc. - If you are taking a semester away from campus (e.g. Study abroad, Leave of absence, etc.) You have two options: You may elect to do nothing, and your mailbox will continue to receive mail as usual and you can come collect your mail at your leisure. You may also temporarily close your mailbox, and CMS staff will forward your mail to a forwarding address. You will still be held responsible for any fees associated with your mailbox over the term of your temporary closing.

Moving Off-Campus or Closing your mailbox - If you are taking leave off-campus for more than a semester, you will need to come to the SMC, clear out your mailbox and return your key. Then go to Window Service counter and fill out the necessary paperwork to permanently close your mailbox. Please note: if you close your mailbox you will no longer be able to receive mail and/or packages at Duke. If your box is closed before Duke's Administrative Add/Drop deadline, the fee for that semester will be credited to your account automatically. Please note that boxes closed after the Add/Drop deadline are not eligible for a refund.

All administrative mailbox functions (e.g. opening, closing, replacing keys) and requests are accepted between 8:30am and 11am will be processed immediately. Administrative functions requested after 11am will be completed as soon as possible, and you will be notified via email with updates to your request. Charges and refunds are finalized overnight the day they are processed, and will appear on your bursar account automatically, but may take a billing cycle to appear.

Additional Duke Programs

Blue Devil Delivery

Duke Stores provides many services and delivery options for Appliances (e.g. microwave, refrigerators, etc.) Linens, and computers. These services provide delivery directly to the dorms. Please check out what services and options that are available at the [Duke University Stores - Blue Devil Delivery website](#).

Student Worker Program

Duke Campus Mail Services - CMS participates in Duke's work/study program. You are required to apply and must qualify for the Federal Work Study program. If you are eligible for work/study, you can apply for student worker positions as they become available. Positions are for 10 hours per week, between 9am - 5pm (MON – FRI) and scheduled around your classes. Positions are generally posted at the start of each semester on DukeList, and at the Service Desk. Also, CMS will pilot students working during the summer sessions, but you must be enrolled during the Summer sessions to qualify to work.

For more information about Campus Mail Services and array of services, please visit website at postoffice.duke.edu