

# 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 156,000 parcels yearly for the University and Health System. This includes letters, postcards, magazines, newspapers for students living on East & West Campus. 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 <postoffice.duke.edu; link text: website>.



*The Student Mailbox Center – SMC is located on the Lower Level of the Bryan University Center on West Campus.*

*The SMC is open 8:30am-5:30pm (M-F)  
Closed weekends and University holidays.  
(No access between 11:00pm - 7:00am)*



*Do you have mail related questions, issues and/or concerns, or need to make special arrangements?*

*Please contact the Student Mailbox Center at (919) 684-4104 or send an e-mail to [dukepostoffice@duke.edu](mailto:dukepostoffice@duke.edu)*

## Mailbox Assignments

First-Year students will receive an email detailing your mailbox assignment along 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. You will need to use your key to open your mailbox. Please be advised that due to Federal Law, once mail has been placed in the box, we are unable to retrieve it for you.

International and Transfer students should contact CMS at (919) 382-4500 for more information.



## Using your Mailbox and Addressing Mail



When sending or receiving mail, it is important to use the address template below to ensure delivery. Always include your mailbox number or 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.duke.edu; link text: 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.

**Proper Addressing:** Please use these addressing formats when listing your address information. See information below:

<b>Format:</b>	<b>For packages (e.g. FedEx, UPS, USPS, etc.)</b>	<b>For US MAIL (letters/flats)</b>
Name: (Student's Name)	SAM STUDENT / BOX 93399	SAM STUDENT
Address Line 1: Residential Hall Address	KILGO QUAD HOUSE /A # 101	
Institution:	DUKE UNIVERSITY	DUKE UNIVERSITY
Address Line 2: BOX	1328 CAMPUS DRIVE	BOX 93399
City, State and ZIP CODE	DURHAM NC 27708	DURHAM NC 27708-3399

Note: The ZIP Code for all dorms is 27708, but street addresses for East Campus residence halls vary by dorm. You can find a directory for East Campus dorms [here](#).

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## Package Delivery and Services



All student packages are received at the Central Mail Processing Center which is located off campus. Campus Mail Services handles most private carrier (e.g. DHL, FedEx, UPS, USPS, etc.) deliveries. Please know that delivery times will vary during at the start of semester, especially during peak times.

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 one location where it is fine-sorted by location (e.g. Student, University and Hospital) and destination. Packages are scanned and prepared for final delivery to campus and other locations. When packages are delivered at the processing center, the carrier may mark the package as “delivered,” which means that Campus Mail Services has taken possession of the package, but it is NOT ready for pickup.

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 < <https://postoffice.duke.edu/locations>; link text: hours and holidays>

## E-mail Notifications

Once the package is received at the Student Mailbox Center, an email notification will be sent when your package is “Ready for Pick-Up” at its location. Please read your e-mail and refer to Subject Line for following codes. See below:

<b>Code 111</b>	<i>Package is at the Student Mailbox Center! Come to the Service Window to collect your package. Please provide your mailbox number and present Student ID. (Physical or Digital version are both acceptable)</i>
<b>Code 333</b>	<i>Package is in your Mailbox! Go to your Mailbox to collect your package. You must have your key to access your mailbox; CMS staff cannot get it for you.</i>
<b>Code 555</b>	<i>Package is in a Parcel Locker! Go to your mailbox to collect a key for the locker bank opposite the Window counter or Service desk.</i>
<b>Code 777</b>	<i>Package is in the Smart Parcel Locker! Follow instructions in the email for locker access and location. Use KIOSK touch screen and put in PIN # or scan barcode to get package.</i>

**Note: Packages will NOT be ready for pickup until you receive one of the above emails from Campus Mail Services.**

In most cases, please allow 24 hours for packages to be processed and transported to the Student Mailbox Center. 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, Next day, 2nd 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 an e-mail 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 <<mailto:dukepostoffice@duke.edu>; link text: 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, postcards, 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.

## Smart Parcel Lockers



**Campus Mail Services adds Intelligent Parcel Lockers to expedite delivery!**  
**Duke Smart Locker are located on both West and East Campus now!**

- Bryan University Center near the Student Mailbox Center. (West)
- East Union Marketplace, Blackwell and Randolph Residential halls. (East)

**E-mail notifications are sent for Parcel delivery, and you will get a Code 777 in Subject Line. First, read e-mail to tell you what location to get your package! Follow steps below:**

- 1) The e-mail will provide a pin # and/or a barcode,
- 2) Go directly to KIOSK Touch screen,
- 3) Enter pin # or scan barcode to get package. Door will open. Close locker door. Done!

Campus Mail Services - CMS was successful with their first Parcel locker pilot program at the Bryan University Center!

CMS installed more Smart Parcel lockers on East campus last year! There are three additional locations where packages are delivered directly to these lockers daily. They are located at East Union Marketplace Lobby, Blackwell Residence Hall Breezeway and Randolph Residence Hall Breezeways. Please follow e-mail notification. (Code 777) (See pictures below.)



East Union Marketplace (Lobby)



Blackwell Residence Hall Breezeway



Randolph Residential Hall Breezeway

In addition, Amazon Lockers were installed on campus for AMZ packages. There are 7 locations total. See list below:

**Here are the locations where Amazon (AMZ) Lockers were installed at Duke University.**

- |                |                        |                |
|----------------|------------------------|----------------|
| • SWIFT        | - 300 SWIFT AVENUE     | CENTRAL CAMPUS |
| • BELL TOWER   | - 40 BRODIE GYM DRIVE  | EAST CAMPUS    |
| • BLACKWELL    | - 50 BRODIE GYM DRIVE  | EAST CAMPUS    |
| • RANDOLPH     | - 51 BRODIE GYM DRIVE  | EAST CAMPUS    |
| • EAST UNION   | - 1324 CAMPUS DRIVE    | EAST CAMPUS    |
| • EDENS QUAD   | - 117 EDENS DRIVE      | WEST CAMPUS    |
| • KEOHANE QUAD | - 101 WANNAMAKER DRIVE | WEST CAMPUS    |



Duke is not responsible for the Amazon locker deliveries.

**DUKE CAMPUS MAIL SERVICES "WE TRULY CARE" about your packages and shipments! See Mailing restrictions below:**



We do our best to deliver your packages quickly, and carefully, but sometimes damage can occur. Keep in mind most damage to packages happens because they were packaged poorly. Campus Mail Services does our best to mark all packages with visible damage with a note, alerting you to potential damage. Duke Campus Mail Services is not responsible for these situations. You will have to work with the shipper and vendor directly for any refunds/exchanges that may be required.



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## Mailing Restrictions

There are several 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
- **Medicine, Perishable and Refrigerated items:** Campus Mail Services cannot be held responsible for handling these items.

Prohibited Items: Duke follows the same restricted mailing guidelines for prohibited items per 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 <mailto:dukepostoffice@duke.edu; link text: email> before placing your shipment to ensure correct handling. Failure to arrange delivery beforehand may result in your item being returned or forfeited.

For students needing to transport large items, Campus 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 the dolly is returned. If not returned, you will be charged the full replacement cost of \$150.00.

## Mailbox Administration

All administrative mailbox functions (e.g. opening, closing, replacing keys, etc.) and requests are handled out of the Student Mailbox Center. Any charges that are initiated will appear on the bursar account.

For additional information on the subjects below, please contact Duke Postal Operation direct line at (919) 382-4500.

- **Transfer or International Students**
- **Summer & Winter breaks**
- **Study Abroad, Leave of Absence, Medical Leave of Absence, etc.**
- **Moving Off-Campus or Closing your mailbox**
- **ADA and Disability accommodations**

## Additional Duke Programs

### *Blue Devil Delivery*

Duke University Stores provides many services and delivery options for various items (e.g. micro-fridges, linens, furniture, etc.) and the services they provide locally. Please visit their site to check out what services and options that have available.

< [dukestores.duke.edu/bluedevildelivery](https://dukestores.duke.edu/bluedevildelivery); link text: Duke University Stores - Blue Devil Delivery> website.

### *Campus Mail Services to provide "Package and Key services" for First-Year students on East Campus again!*

Last year was a Great success and these services will be provided on MOVE-IN WEEKEND for 2nd year in a row!

Great News! Campus Mail Services has partnered with Student Affairs and will participate with "MOVE IN" Weekend again. Our CMS team will contribute time handing out keys to First-Year students at Brodie Gym. Additionally, CMS will give out student packages to East Campus students (out of Crowell classrooms) and provide this service again this Fall.

For more information about Campus Mail Services and array of services, please visit website at [postoffice.duke.edu](https://postoffice.duke.edu)