

## Mail and Packages FAQ

### [How do I address letters and packages going to my campus address?](#)

Please use the [What's My Address](#) [1] tool for a complete list of residence hall mailing addresses.

All mail, packages and overnight deliveries sent to students living on campus require the student's complete mailing address using this format:

Student's Name (**the full name as it appears on legal identification ? no nicknames**)  
Residence Hall Street Address, Room Number  
Chapel Hill, NC 27514

Use the [What's My Address](#) [1] tool for assistance.

**DO NOT** use the address for the Carolina Housing Office located in the Student & Academic Services Building (SASB North) to send mail or packages to students living on campus.

### [Can I receive overnight deliveries at my campus address?](#)

Yes, always use your residence hall address for all mail and packages including overnight deliveries. Because the package centers do not open until 11 a.m. on Saturdays, packages sent for overnight delivery on Saturday may not be delivered until Monday.

### [Can packages or letters be sent to my campus address before I move in?](#)

Please do not send **packages** to arrive at your campus address before August 13, 2018.

Please do not send **letters** to arrive at your campus address before August 21, 2018. Letter mail delivery to the residence halls begins on the first day of classes

### [Can packages or letters be sent to my campus address during Winter Break?](#)

Please do not send **packages** to arrive at your campus address before January 7, 2019.

Please do not send **letters** to arrive at your campus address before January 9, 2019. Letter mail delivery to the residence halls begins on the first day of classes.

### [I'm moving in during opening weekend, will I be able to get my package\(s\)?](#)

Yes! All Package Centers will be open during move-in for your convenience. [Visit the Package Pickup page for updated hours of operation.](#) [2]

### **When is the package center normally open?**

The Package Centers are open Monday ? Friday from 10 a.m. ? 6:30 p.m. and Saturday from 11 a.m. ? 4 p.m. The package centers are not open on Sundays or University holidays, and hours may vary during break periods.

### **When should I expect my mail to be delivered?**

Residents can expect mail delivery by 5:00 p.m., Monday through Saturday. Mail is delivered to your mailbox in your residence hall or community mailroom. Your room key will open your mailbox. The Post Office does not deliver on Sundays and Federal holidays. Mail service varies during break periods.

- [Mailbox/Mailroom Locations](#) [3]

### **Where do I pick up my package(s)?**

Packages and overnight deliveries are automatically routed to the package center zoned for your building. Remember: always use your residence hall address for all mail and packages, including overnight deliveries.

- [Package Pickup](#) [2]

### **I am having medication shipped to me that requires refrigeration. What do I do?**

Please notify the Residential Communication Services Manager at 919-962-3695 ahead of time to arrange for special handling.

### **I received an email delivery notification from UPS. Does that mean I can pick up my package?**

**NO!** An email from a carrier (UPS, FedEx, DHL, Post Office) or a vendor (Amazon, etc.) does not mean that the package is available to you. When a package is ready for pick up, you will receive an email from [housing@unc.edu](mailto:housing@unc.edu) [4].

Please understand that we receive a very high volume of packages on a daily basis. Each package is processed on the day it arrives. At the beginning of each semester, processing times may be longer due to high volumes.

### **Do I need anything to pick up a package?**

Yes! Your OneCard or photo I.D. is required every time you pick up a package.

### **Can I give my roommate my OneCard to pick up a package for me?**

No. Packages will not be released to roommates, family, friends, etc. Only you may pick up your own package(s).

### **Can I ship a futon to my campus address?**

Yes, however, you are responsible for transporting it to your room. Carts are available to assist in moving heavy, large or multiple packages from the package center to your residence hall.

### **I'm shipping all my stuff from out of state. Will my packages be delivered to my residence hall?**

No, all packages and overnight deliveries are automatically routed to [the package center zoned for your building](#) [2]. You will be responsible for transporting your packages to your room. Carts are available to assist in moving heavy, large or multiple packages from the package center to your residence hall.

### **Hinton James Package Center serves students living in what residence hall buildings?**

Beginning January 2018, you should pick up your packages at the Hinton James Package Center if you live in Ehringhaus, Hinton James, Horton, Koury, Taylor and Ram Village 5.

### **Morrison Package Center serves students living in what residence hall buildings?**

You should pick up your packages at the Morrison Package Center if you live in Avery, Carmichael, Craige, Craige North, Hardin, Morrison, Parker, Ram Village 1, 2 & 3, and Teague.

### **Spencer Package Center serves students living in what residence hall buildings?**

You should pick up your packages at the Spencer Package Center if you live in Alderman, Alexander, Aycock, Cobb, Connor, Everett, Graham, Grimes, Joyner, Kenan, Lewis, Mangum, Manly, McIver, Old East, Old West, Ruffin, Spencer, Stacy and Winston.

### **What should I do if I receive letter mail in my mailbox addressed to someone else?**

If you get mail in your mailbox addressed to a former resident (not addressed to you or your roommate), you are **required**

to take it to the community office. It is illegal to keep, open or discard mail not addressed to you.

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**Source URL:** <https://housing.unc.edu/residence-life/mail-and-packages/mail-and-packages-faq>

**Links**

[1] <https://housing.unc.edu/residence-life/mail-and-packages/whats-my-address>

[2] <https://housing.unc.edu/residence-life/mail-and-packages/package-pickup>

[3] <https://housing.unc.edu/residence-life/mail-and-packages/mail-service>

[4] <mailto:housing@unc.edu>