

EMU Mail Room Policies

- **EMU Mail Room services include shipping and receiving USPS, FedEx, UPS, & DHL mail and parcels, as well as the sale of USPS stamps.** Old EMU logo envelopes of various sizes are available free of charge for student use.
- **The Mail Room is open year-round**, although window hours change seasonally. Current hours are posted by the window at our location on the main floor of the Campus Center, Room 106. An EMU Broadcast Email is sent out to affected parties prior to any changes in our hours. *Please check your EMU email regularly so you stay up-to-date on this.*
- **Our email address is mailroom@emu.edu.** Phone number is 540-432-4253.
- **Each undergraduate student is provided with a campus mailbox**, which is used for on-campus as well as USPS mail. Campus mail is delivered free of charge, and *mailings to students should be alphabetized by last name*. Please restrict items to 3" x 5" or larger. Mailboxes are assigned at the beginning of the school year each August. New students and transfers for second semester receive their mailbox assignments in January. Mailbox numbers and combinations can be found by following these steps:
 - Login to myEMU
 - Go to Directory
 - Choose My Personal Information
 - Scroll down until you see your box # and combo*Please stop by our window if you need assistance in opening your box for the first time.*
- **Students may receive mail at EMU by using this address:**
 - Student's First & Last Name
 - EMU 1200 Park Road
 - Harrisonburg, VA 22802*Please do NOT use a box #. Please refrain from making EMU your Primary Mail Address.*
- **Parcels received for current students will be kept in the Mail Room up to 30 days, after which time they'll be returned to sender.** Reminder emails will be sent weekly after the initial notification email alerting the student to their parcel's arrival. *Please check your EMU email regularly so you stay up-to-date on this.* Parcels for former students will be returned to sender unless the Mail Room is notified by the individual and alternate arrangements made.
- **USPS First Class & Priority Mail will be forwarded to Primary Home Addresses for up to 3 months after a student leaves EMU.** If the Primary Home Address is EMU, items will be returned to sender. The link for updating an address with the United States Postal Service is <https://moversguide.usps.com/mgo/disclaimer?referral=MG82>. Please refrain from making EMU your Primary Mail Address, but use a U.S. residence if possible.
- **UPS, FedEx, DHL, and all other USPS parcels are NOT forwardable.** These will be returned to sender unless the Mail Room is contacted and other arrangements made.
- **Temporary/summer addresses can be updated following these instructions:**
 - Login to myEMU
 - Go to Directory
 - Choose Mail Room Summer Address from the left menu bar
 - Follow the prompts to update your temporary address*Forwarding policies are the same as above.*
- **The EMU Mail Room accepts cash or check only.** Unfortunately, we are unequipped to process debit or credit cards. A Park View Credit Union ATM is located by the Campus Bookstore on the second floor of the University Commons.
- **We encourage the reuse of boxes and padded envelopes.** Save your textbook packages to reuse at the end of the semester. We are a drop-off location, and happy to help!