





## OUR INFORMATION

 3300 W. Camelback Road  
31<sup>st</sup> Avenue Parking Garage  
Building 44  
Phoenix, AZ 85017

 Monday – Saturday  
8 am – 5 pm

 602-639-7905

 MailCenter@gcu.edu

## SAMPLE ADDRESS FOR PACKAGES AND MAIL

First Name\_Middle Initial\_Last Name  
#Mailbox Number  
3300 W. Camelback Road  
Phoenix, AZ 85017

### EXAMPLE:

John A. Smith  
#11011  
3300 W. Camelback Road  
Phoenix, AZ 85017

## STUDENT INFORMATION

### *How can I get my mailbox key?*

All students living on campus will receive a mailbox key and a room key from their resident assistant.

### *Why do I need a mailbox key?*

Having a mailbox key ensures that you are in our system in order to receive mail and packages. Your initial key is free. If your key is lost or stolen, you will have to pay a \$25 replacement fee.

### *Where is my mailbox located?*

Your mailbox is located in the courtyard of your living area or behind your building.

### *How do I know my package is ready to be picked up?*

- ▶ You will receive an email or text message from the Mail Center, NOT from the vendor or courier (FedEx, Amazon, USPS, etc.).
- ▶ Your package is NOT ready for pickup until you receive a message from the Mail Center.
- ▶ You will be notified via email if you receive a perishable item. Once notified, please come pick it up at your earliest convenience.
- ▶ If not picked up, packages will be returned in 15 days – except over official school breaks.

### *Can someone else pickup my package?*

Yes, but you need to email us, preferably from your student email, giving your friend permission to do so. Please include your full name and your friend's name as well. Additionally, your friend needs to provide an ID when picking your package up. Your email is only valid the day that it's sent.

### *Can I mail packages out in the Mail Center?*

- ▶ Yes, you can. Payment methods are cash or credit/debit card only, NO Lopes Cash. We also sell stamps, envelopes and boxes for your shipment. We can also send international packages, through FedEx only.
- ▶ We highly recommend the use of tracking on all important packages (passports, money, etc.). If the package doesn't have tracking, there is no way for us to locate it.
- ▶ We do not send notifications for regular mail. Mail will be put out regularly in each student's mailbox.
- ▶ If you have any inquiries about a package, please have the tracking number ready before contacting us.

## PARENT INFORMATION

- ▶ When addressing all mail to students, please write the student's full name, no nicknames. Do not write the address as a P.O. box, and do not write the room number. Please make sure you follow the provided example.
- ▶ Students will be notified via email if they receive a perishable item.

### *Overnight Shipment Expectations:*

- ▶ Since we handle a high volume of packages, please be advised that it may take an extra day to process in our system and get to the student. If it's urgent, please call the Mail Center.
- ▶ Please take into consideration that regular mail (letters) take longer to arrive during busy seasons such as holidays.