

**Mail Services FAQ 2021-2022**

**Q – What is my mailing address?**A – To receive mail at Scripps, use the following format:

Your **Full Name (no nicknames please)
345 E. 9th Street # (Your Mailbox Number)**

**Claremont, CA 91711.**

**Q – How do I get my mailbox number?**A – Mailbox numbers and combinations can be found on your [housing portal](https://scrippscollege-residence.symplicity.com/index.php/pid396270?s=batch_assignment&mode=form&tab=core&_do_edit=1&id=), under the **MY ACCOUNTS** tab.

Q – **Do I access my mailbox with a key?**A – Student mailboxes have a combination lock. Your combination can be found on the [housing portal](https://scrippscollege-residence.symplicity.com/index.php/pid396270?s=batch_assignment&mode=form&tab=core&_do_edit=1&id=), under the **MY ACCOUNTS** tab. Instructions for accessing your mailbox are posted in the Mail Center and there is a short video tutorial on the Mail Center website.

**Q – Where is the Mail Center?**
A – The campus Mail Center is in Seal Court; [click here](https://map.concept3d.com/?id=518#!ct/0) to find it on the campus map.

**Q – Can I receive packages to my mailing address?**A – Scripps has created a new package locker room for students to receive and access packages even when the mail center is closed. The newly created space is located at Wig Courtyard; [click here](https://map.concept3d.com/?id=518#!ct/0) to find it on the campus map.

**Q – How will I know when my package arrives?**A - You will receive a package notification email/text from Scripps Mail Services, containing a code that will enable you to open your package’s locker. While you may get a package delivery notification from the company that you ordered from, please understand that your package is not ready for pick-up until you receive a package notification from the Mail Center.

To receive delivery notifications via text, email Tmailrm@scrippscollege.edu with your full legal name and your cell phone number with area code. Unfortunately, we cannot text to international numbers, only cell phones with a United States country code.

**Q – How big are the lockers?**A – There are 174 lockers available to house a variety of package sizes. The largest locker size is 14.4"-height x 17.4"-width x 24"-depth. Please keep this in mind when considering making purchases. Be sure to share this information with family and friends who may send you packages during the school year.

17.4 inches or 1.45 feet

14.4 inches or 1.2 feet

24 inches or 2 feet

**Q – Are there restrictions to what can go in the lockers?**A – Yes, perishable deliveries will NOT be accepted, so please do not order from bakeries, florists, grocery stores, fruit/produce suppliers, Instacart, same day Target orders, or any takeout food delivery services. NOTE - Exceptions will be made for medication on dry ice, based on the list provided by Academic Resources and Services (ARS). Please email ars@scrippscollege.edu if you need to request an exception. Please do not subscribe to any monthly services that ship various products, as these will have the lowest priority for being processed and put into the lockers. Any package too large for the package lockers will be either refused or returned to sender.

**Q – Can I send packages to campus before I arrive?**A – Mail Services will accept student deliveries no more than five (5) days prior to your approved arrival date. Packages that arrive prior to that date may be refused or returned to sender.

**Q – Is there a limit to what I can ship prior to my arrival?**A – Due to COVID-related restrictions, Mail Services must limit the number of pre-arrival packages received. Students should limit their pre-arrivals packages to three (3) large items; (larger than the largest locker size) and should arrive no more than five (5) days prior to your approved arrival date.

**Q – Can I have my books shipped to the Mail Center?**A – Students are encouraged to order books and have them delivered home to bring with you on move-in day OR pre-order at the [Huntley Bookstore](https://www.bkstr.com/claremontstore/home) and pick-up at the bookstore upon arrival.

**Q – What if I arrive before my packages do?**A – Students are encouraged to pack/bring a few essential items with them when they arrive in case their items are not readily available upon arrival.

**Q – What if I have more questions?**A – Additional questions about Mail Services can be directed to tmailrm@scrippscollege.edu.