

## Scripps College Mailroom

### Frequently Asked Questions for incoming First Years and their Parents

**Q.** How soon may I begin shipping items to the mailroom?

**A.** We know that you are excited to come to Scripps, but we do ask that you please do not have anything arrive before August 20<sup>th</sup>, 2018 as this is the date that we have access to our larger storage area in Vita Nova Hall.

**Q.** When do we get our mailbox numbers and combinations?

**A.** Your assigned mailbox numbers will be sent via email to your new Scripps College email address. We advise you save this email for future reference. Please note: We cannot give mailbox numbers out over the phone to protect the privacy of our students.

**Q.** What happens if I lose my mailbox combination?

**A.** Your mailbox number and combination is available on the Student Portal. Many students add the combination as a contact in their phones so that even if you get a new phone, the information will follow you.

**Q.** Will I have the same box number all four years?

**A.** Yes. Unlike other colleges and universities where mailbox numbers change with dorm assignments, Scripps College has a centrally located mailroom allowing you to keep the same number all four years.

**Q.** How should I address anything I mail or ship to Scripps College?

**A.** Please address student mail and packages in this manner:

Student's Legal Name (No Nickname's Please)

Scripps College

345 E 9th St. #\_\_\_\_\_ (insert student box number – DO NOT USE "P.O. BOX")

Claremont, CA 91711-5917

**Q.** Why can't we put PO Box in our address?

**A.** Using PO Box on mail may route your mail to the post office box section of the Claremont, CA Post Office causing delivery delays, returned mail, and possibly the loss of the mail piece.

**Q.** How do I know that my package has arrived?

**A.** For every package or item with a tracking number you receive, you will receive an automated email from the manager of the Mail Center (Alane Caldwell, ACaldwel@scrippscollege.edu ) letting you know that the package has arrived. The subject line will tell you the size of the package (box, flat or tube) which helps us find the package(s). The email will also give you other information about the package such as the sender and any other information we feel would be helpful.

We can also arrange for an automated text message to be sent for each package, but this will require student sign up during Orientation because we need to know the cell phone number for our system to be able to send the message. You may also send us an email at Tmailrm@scrippscollege.edu to sign up for texts before you arrive. We just need your full legal name (as there may be others with your same nickname) and cell phone number.

We will notify you again after one week if your item is not picked up as we have very limited storage and cannot hold packages for more than a week.

**Q.** What happens if I forget to put my box number on a package or letter?

**A.** We recommend putting your box number on anything that will arrive here, just in case there is other information missing on the label or if the label has been damaged so we can look you up. Be sure to inform parents, grandparents, or anyone else who may send you items of your box number. Letters that are addressed without the box number may be delayed while we look up the correct box number.

**Q.** What do I do if I have to have something shipped with a parent or guardian's name on it?

**A.** This scenario happens mostly with new phones, expensive electronic items, credit cards, or other cases where a company does not allow the "ship to" name to be different than the "bill to" name. Sometimes they will allow adding the student's box number, which helps in verifying the correct recipient. If you are aware that this may happen, please notify us as soon as possible so we know what to do when we receive it. We do our best to determine who the actual recipient is, but if a recipient cannot be determined, we will return mail and packages the following day.

**Q.** How do I pick up packages during Orientation?

**A.** During New Student Orientation, packages for first years are picked up at Vita Nova Hall Auditorium, one courtyard over from the mailroom. You will need to have your brand new Scripps College ID before picking up. Parents picking up for students will need to bring your student's ID also.

**Q.** How do I ship a larger items, bike, flat screen TV?

**A.** As a general rule if the vendor will ship it we will receive it; however, it is imperative that larger items be picked up promptly once you have been notified of their arrival. Students are responsible for moving their large item to its final destination.

**Q.** Are dollies available for moving my packages when I arrive for Orientation?

**A.** Yes, dollies are available during Orientation. We do take a cell phone or a driver's license as "collateral" so that we make sure our dollies return to us in a timely fashion as they are in high demand during this time.

**Q.** I receive medicine that requires refrigeration, how will that be handled?

**A.** Upon receiving an item that is perishable, along with getting an email notification, we will also contact you via text message if your number is available. Please be advised that we do not have any refrigeration capabilities, so promptly picking up your item will be the best method to avoid spoilage.

**Q.** How do I reach the mailroom for additional questions?

**A.** You may reach us by emailing Alane Caldwell at [acaldwel@scrippscollege.edu](mailto:acaldwel@scrippscollege.edu), by telephone at 909-607-3708, or by texting our Google Voice number (323) 790-6174.

**Q.** Is the mailroom a post office?

**A.** The Scripps Mailroom is not a contract post office. We do not sell postage to students and we are limited to accepting outgoing stamped mail that weighs less than 13 ounces due to current postal regulations. Postage and a variety of shipping services will be available from the Claremont University Consortium Mail Services, which is conveniently located across Columbia Ave in the Honnold Library.

**Q.** I was told that something I am sending will require a signature to be delivered, how will that be handled?

**A.** The mailroom staff will sign for packages on behalf of all on-campus students for all packages requiring a signature upon delivery.

**Q.** I got a USPS delivery confirmation that the package has arrived, why isn't it here yet?

**A.** The Mail Center receives mail once a day, just like your home delivery. We get our delivery early in the morning around 8:30am. Packages that arrive to the postal distribution center after that time show "delivered" but are actually delivered to Scripps the next day. Please wait until you see a package notification email from the Mail Center before coming to pick up your package. Take this information into consideration when ordering for the timing of packages that you need for a specific date or event so that it will arrive on time.