



Policies and Procedures Manual

Title: Student Mail/Package Distribution Policy
Policy Administrator: Post Office Manager
Effective Date: 1/4/2010
Approved by: Director of Auxiliary Services

Purpose:

This document is intended to inform the College community of the policies regarding student mail and package distribution from the College post office.

Policy:

1.0 Mailing Address

Every incoming freshman is assigned a post office box and they will keep that same box number for their four years at the College. Mailboxes are not shared. The correct mailing format to receive mail is the following:

Student Name – HC Box Number
Holy Cross College
1 College Street
Worcester, MA 01610-2395

All incoming mail and packages must use the above format. Although UPS and FEDEX state that deliveries cannot be delivered to a post office or post office box number, “Holy Cross” and “1 College Street” are accepted delivery addresses. Student box numbers are used for internal use only. Dorm and room numbers are not part of the student mailing address.

1.1 Improperly Addressed Mail

Mail without the correct student box may be returned to the sender as “undeliverable as addressed”. If there is a situation where a piece of mail does not bear the correct address every attempt will be made to deliver the letter whenever possible. Such mail could take up to 14 days before delivery to the correct student mailbox. Items such as

bank statements, telephone bills, monthly charge bills or magazine subscriptions must have the correct information to be processed or they will be returned to the sender as “undeliverable as addressed”.

2.0 Mail and Package Distribution

Properly addressed mail and packages received at the College will be distributed to all student mailboxes the same day that they are delivered to Holy Cross. All packages sent to students via the Postal Service, UPS, Federal Express, DHL or other carriers are received and distributed by the Holy Cross Post Office.

2.1 Package Pick Up Hours

Student package pick up hours are from 11:00am to 4:30pm, Monday through Friday. Students must present their student ID card for package pick up. The post office is closed on Saturdays and Sundays.

Procedures:

1.0 Notification of Receipt of a Package

Student will receive an automatic email informing them that a package has arrived on campus. In addition, a package notice is placed in the student’s mailbox.

Forms:

Title
URL
Title
URL

Related Information:

Title	Proper mailing procedures
URL	http://www.holycross.edu/post_office/mailing_procedures/
Title	
URL	

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