

Policy and Procedure

Department: Mail Services	Section:
Title: Mail & Package Retention	Effective Date: August 16, 2022
Authored by: Jason Johnson and Kristen Schuling	Approval Date:
Approved by:	Revision Date:
Type: Departmental Policy	

Purpose: Outline residential student responsibilities in terms of mail and package collection, as well as the protocol for returning mail and packages if not picked up within a specific timeframe.

Scope: This policy and procedure applies to all students living in the residence halls and outlines the timeframe in which students can pick up their mail and packages as well as the timeline of when mail and packages will be returned to sender if not picked up.

Policy: Students will have twenty (20) calendar days to pick up their mail or packages from the date of notification they have received mail or a package on campus. If a student does not pick up their mail or package within the timeframe, Mail Services will return the mail or package to the sender. Due to the large amount of packages and mail received daily, it is imperative that they are addressed with the proper format including the name of the residence hall. Mail services assumes no responsibility for lost or missing mail and/or packages due to improper addressing. Addressing standard is as follows:

FIRST NAME LAST NAME
(RESIDENCE HALL STREET ADDRESS)
(RESIDENCE HALL) CREIGHTON UNIVERSITY
OMAHA, NE 68178

Procedure:

Mail Specific Procedure

Upon receipt of mail from the United States Postal Service (USPS), the Mail Service staff will process the mail, email the student, and store the mail in a secure location.

- “Mail” is defined as mail that comes via USPS as an envelope or postcard (ex. Letter from home, phone bill).
- The mailroom will not deliver 2nd and 3rd class mail commonly referred to as “Junk Mail”. The only mail that will be processed and delivered to the students will be 1st class and non-profit mail.

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- Students will be notified they have 20 calendar days to pick up their mail from the Swanson Hall mail room. The Swanson Hall mail room is open Monday-Friday from 9:30am-3:30pm. All students living on campus will pick up their mail from Swanson Hall. They will receive a notification at the time of processing, at 10 calendar days, and then will receive a notification that their mail has been returned to sender after 20 calendar days.
- If the mail cannot be returned to sender, the student will be contacted by Mail Services via email to determine if the student would like the mail sent to their permanent address at cost to the student. The mail staff has the ability to run credit cards and Jaybucks to pay for postage. If after 30 calendar days and four emails sent to the student with no response, the mail room forwards to the home address and the postage fee is forwarded to the students account to pay per the housing agreement.

Package Specific Procedure

- Upon receipt of a package from a mail or package carrier, the Mail Service or Residential Life staff will process the package, email the student, and store the package in a secure location. Students will have 20 calendar days from the date of first notification to pick up their package.
- Residents of Kiewit Hall, Swanson Hall, Deglman Hall, and McGloin Hall, Opus Hall and Davis Square will receive their packages from the Swanson Hall parcel lockers.
 - The day the package is received, the student will receive an automated email from Mail Services indicating the student can pick up their package from the parcel locker.
 - Five days after the package has been received, if it is not picked up, the student will receive a reminder to claim their package.
 - On day 10, if the package is not claimed from the parcel locker, it will be removed and stored in the Swanson Mail Room. Students will be notified of this via email. Students must collect their package between the hours of 9:30am and 3:30pm Monday through Friday.
 - If the time period falls between any official university break, the clock will stop until classes resume after the break.
 - On day 20, the package will be returned to sender. If the package cannot be returned to sender, the student will be contacted by Mail Services via email to determine if the student would like the package sent to their permanent address at cost to the student. The mail staff has the ability to run credit cards and Jaybucks to pay for postage. If after 30 days and four emails sent to the student with no response, the mail room forwards to the home address and the fee is forwarded to the students account to pay per the housing agreement.
 - These lockers are secure and can be accessed 24 hours a day, 7 days a week with a Creighton student ID.
 - Any oversized packages will be stored in the Swanson Hall mail room and can only be picked up during mail room operating hours of 9:30am and 3:30pm Monday through Friday.
 - Perishable (food) items are not to be processed into the lockers. If a student does request to be processed into the lockers. The mailroom staff will place a yellow “Perishable” magnet on the exterior of the locker with the date it was placed, allowing the mail staff to track it. After 3 days, the package will be removed and discarded.
 - Perishable medicine will not be processed into the lockers. All medicine is routed the Kiewit Fitness Center and then Creighton routes to Student Health at Markoe Hall.
- Residents of Heider Hall will receive their packages from the Heider Hall parcel locker.

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- The day the package is received, the student will receive an email from the smart locker system indicating the student can pick up their package from the parcel locker.
- On day twenty, the package will be returned to sender. If the package cannot be returned to sender, the student will be contacted by Mail Services via email to determine if the student would like the package sent to their permanent address at cost to the student. The mail staff has the ability to run credit cards and Jaybucks to pay for postage. If after 30 days and four emails sent to the student with no response, the mailroom forwards to the home address and the fee is forwarded to the students account to pay per the housing agreement.
- These lockers can be accessed 24 hours a day, 7 days a week and are located on the first floor of Heider Hall.
- Any oversized packages will be stored at the Heider Hall front desk and can only be picked up during desk operating hours.
- Perishable items are not to be processed into the lockers at Heider Hall.
- Residents of Kenefick Hall will receive their packages from the front desk.
 - The day the package is received, the front desk worker will scan in the package to the tracking system. The student will receive an email from the tracking system indicating the student can pick up their package from the front desk.
 - On day 20, the package will be returned to sender. If the package cannot be returned to sender, the student will be contacted by Mail Services via email to determine if the student would like the package sent to their permanent address at cost to the student. The mail staff has the ability to run credit cards and Jaybucks to pay for postage. If after 30 days and four emails sent to the student with no response, the mailroom forwards to the home address and the fee is forwarded to the students account to pay per the housing agreement.
 - Packages can be picked up during the hours of operation of the front desk.

Accountability/Follow-up: If a student does not pick up their mail or package within the 20-calendar day window, it will be returned to sender. If the package cannot be returned to sender, the student will be contacted by Mail Services via email to determine if the student would like the package sent to their permanent address at cost to the student. The mail staff has the ability to run credit cards and Jaybucks to pay for postage. If after 30 days and four emails sent to the student with no response, the mail room forwards to the home address and the fee is forwarded to the students account to pay per the housing agreement.