

Eagle Express Postal Services Frequently Asked Questions

- ▶ Q: I received an email documenting my package was delivered, when can I pick it up?
- ▶ A: If your package was shipped to your Personal Mail Box (PMB), a notification card will be placed no later than 3 hours after entry into our Arrival System.

- ▶ Q: What time does the mail arrive?
- ▶ A: **US Postal Service** arrives at 11:30 AM and is processed throughout the day. **UPS** and **FEDEX** deliveries are dependent on the mail volume for that particular day.

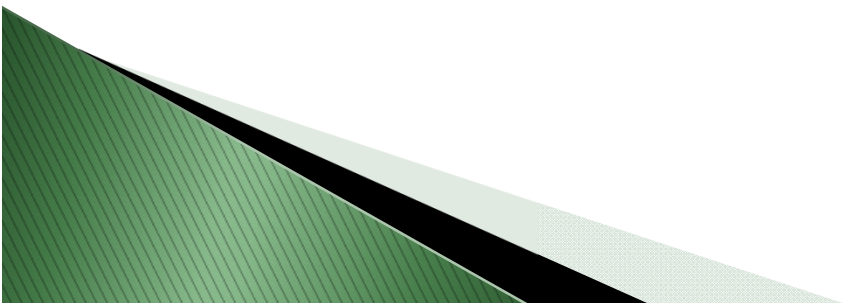
- ▶ Q: Someone said I could have mail delivered to my Housing address, is this true?
- ▶ A: Only partially. **UPS** and **FEDEX** will deliver to your Housing address, however, **USPS must** be delivered to your Personal Mail Box.

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- ▶ Q: As a Housing Resident, could I have my roommate's mail delivered to my mail box?
- ▶ A: No, you are the only authorized user for that mail box. Your roommate should come see us and complete the PS Form 1583 in order to receive USPS mail.

- ▶ Q: I had USPS mail shipped to my Housing address, where would it go?
- ▶ A: If the Denton Post Office(DPO) recognizes the address as a UNT Housing address, they ***might*** release it to us. If not, it will be returned to sender as undeliverable.

- ▶ Q: Who is responsible for my outgoing mail?
- ▶ A: If you drop your mail with us, we are responsible until it is given to the Denton Post Office.



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- ▶ Q: How do I set up the use of my mail box?
 - ▶ A: Bring two(2) government issued, photo IDs and your student ID# to us and we'll assist you in completing the PS Form 1583.

 - ▶ Q: When should I return the key for my mail box?
 - ▶ A: As long as you are residing in Housing, you will maintain the use of that mail box. As soon as you move out of Housing you should come see us to: (1) rent the mail box; or (2) return the key and have your mail forwarded to your new address for 90 days.

 - ▶ Q: Could I call you to find out what mail is inside my mail box?
 - ▶ A: No, as your agent we are not authorized to discuss over the phone any mail delivered to a particular mail box. We ask that you come in so that we are able to obtain proper ID and verify ownership of the mail box before discussing the contents inside.
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