Welcome to the University of Richmond Mailroom! The University is excited to support your residential experience by providing efficient and reliable mail and package services.

**Where is the Mailroom, and when is it open?**
The Mailroom is located in the Heilman Center next to the One Card Office and is open Monday through Friday, 9:00 a.m. to 5:30 p.m., and 9:00 am to 12 noon on the weekends. The Mailroom is closed on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.

**Who can receive mail and packages on campus?**
Only residential students are able to receive mail and packages on campus. Commuter students must have mail and packages delivered to their current address. Employees and commuter students may receive personal mail if they purchase a P.O. Box.

**How do I receive my mailbox information?**
This information can be located under your personal information on your BannerWeb account. If students forget their mailbox assignment or combination, they should stop by the Mailroom. We are not permitted to give this information to anyone over the phone. **PLEASE NOTE:** If a residential student changes to a commuter, they will lose their mailbox on campus. If their status changes back to resident at any point, the student will receive a new mailbox assignment.

**Where is my mailbox?**
Mailboxes are located in the Post Office in the Heilman Center.

**When do I get my mail?**
Typically, the mail is delivered by USPS in the mornings and is sorted into the appropriate student mailboxes daily. We cannot guarantee what time the mail will be delivered to the mailroom. Please plan to check your mailbox at least once per week after 4:00 p.m.

**What happens if I don't check my mailbox?**
During the academic year, any mailbox too full or overflowing with mail, it will be bundled, and the student will receive an e-mail as if it were a package. If the student does NOT claim their mail after 30 days of receiving this e-mail, the mail will be returned to the sender.

**What happens to my mail at the end of the academic year?**
At the end of each term, all mailboxes will be cleared, and any mail left inside the mailbox will be returned to the sender.
What if I want to send outgoing mail or a package?

- If you want to send a letter, it must have the appropriate amount of postage (stamps) on it before you mail it. Postage can be obtained from the Post Office and can be paid using cash, check, credit card, or Spider Dollars.
- Packages that are being sent out must have either a pre-paid label or a return label if not paying with postage.
- Please cover the addresses on the label with tape to prevent damage to the address. If the carrier cannot read the label it will not be picked up.
- Please be mindful when ordering from Amazon that anything that is ordered for the same day may not make it to our facility before we close. We are not responsible for any packages left after hours.
- Outgoing packages should be brought to the mailroom by 4:15 p.m.
- We do not sell postage on the weekends, and any packages brought in will not go out until the next business day.
- Please ensure that your package is handed to one of the employees inside the mailroom and that you receive a receipt of drop off. Please do not leave packages in the lobby of the mailroom. We are not responsible for items that are lost or stolen.

How should mail and packages be addressed?

As of September 16th, 2019, all mail addressed to 28 Westhampton Way may never make it to the University of Richmond because it is no longer a real address. Please see the University of Richmond Wayfinding webpage for instructions on building addresses: https://facilities.richmond.edu/wayfinding/.

The correct address and format for all mail and packages for students are as follows:

Student Full Name
UR Mailbox Number
410 Westhampton Way
Richmond, VA 2313

Example:
Jane Marie Doe Mailbox
UR 0000
410 Westhampton Way
Richmond, VA 23173

DO NOT put any nicknames or abbreviations of the student's name on any mail or package. The name on the package and mail must match the name on the student ID for verification, accurate processing and delivery, and liability purposes. If the label on the package or mail is missing, incomplete, spelled incorrectly, a nickname, or unable to be clearly read for processing, the mail or package will be returned to the sender. Also, please do not include your dorm assignment.

What size packages can I send/receive through the Mailroom?

Students may send packages one week before their move-in date. Because of storage, as well as liability concerns, any package sent to the Mailroom more than a week before the student move-in dates will be returned to the sender.

Students are asked to not send more than one large box (18x18x24), two medium boxes (18x18x16), or four small boxes (16x12x12) at one time.

Anything larger than these dimensions will be returned to sender. Examples of these include futons, shelving units, small sofas, rugs, large computer chairs, mini-refrigerators (over 19x19x19 or 1.9 cubic feet), extra-large televisions (more than 50 inches), items heavier than 50 lbs., or large projector screens.

How do I pick up my package?

All students must present a valid student ID to pick up packages at the Mailroom. If your student ID is lost or stolen, please go to the One Card Office to get another one.
How do I know when to come to the mailroom for my package?

All student packages delivered to the Mailroom are processed, marked with the student name and the date of delivery, and then logged into our package tracking system. Automated e-mails are sent out to the students once the package is processed. Students must wait until they receive an e-mail like the sample below before coming to the Mailroom. Delivery e-mails from vendors like Amazon do not necessarily mean your package is available for pick-up.

Dear Jane Doe,

Please address all mail and packages as such:
Jane Doe
UR #0000
410 Westhampton Way
University of Richmond, Va 23173

You have received a package at the University of Richmond Post Office with tracking number WHQM00LGHM0002125. Please proceed to the window and swipe your UR ID.

If you have lost your key, you can purchase a new key for $10.53.

Thank you,

URPO Staff

Window Hours: M - F 9:00 a.m. to 5:30 p.m.  Sat and Sun 9:00 a.m. to 12:00 noon.

NOTE: If you have already collected this package, please disregard this email.

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Some important notes:
• Students have up to five business days after receipt of an e-mail to bring their Spider ID to the mailroom and pick up their package. Packages left in the mailroom after five business days will be returned to the sender.
• The Mailroom cannot provide or make available carts to transport packages.
• Any package received at the Mailroom that is open, damaged, or broken will be labeled as such for the student reference. The Mailroom is not responsible for damages to packages. Questions or concerns should be directed to the appropriate carrier.

What if delivery for a package is over the weekend?

We are open from 9:00 am – 12:00 pm on the weekends. If a holiday falls on the weekend, we will notify students and shippers in advance to make other arrangements. Any package delivered after our hours of operation will be held by the carrier until the next available business (school) day and delivered when the Mailroom is open. WE ARE NOT RESPONSIBLE FOR PACKAGES LEFT AFTER BUSINESS HOURS.
You must wait for the e-mail from the mailroom to be able to claim your package.

What if my package needs refrigeration?

The Mailroom does not have refrigeration. If you receive an item that needs refrigeration, i.e. flowers, Edible Arrangements, or medication, it MUST BE PICKED UP BY END OF THE DAY (5:30 p.m.) ON THE DAY OF DELIVERY. Students will still receive an automated email from our Tracking system that a package has arrived for them. Parents should notify their student ahead of delivery to come to pick up the package ASAP.

Please note: we do not take items that are not boxed in a shipping container. Any items like flowers that are not in a shipping container will be redirected to the Student Involvement Office in Tyler Haynes Commons.
I addressed my package with the old address or incorrect information. What should I do?
Please notify the sender so that they can correct the information on your behalf. We also recommend contacting the courier so that they can correct the information before it is returned to the sender.

Can faculty and staff receive personal packages on campus?
Faculty and staff are not permitted to send personal packages to the campus unless they pay for a rented mailbox. These packages will be returned to the sender if it is deemed to be a personal package.

How can I rent a mailbox on campus?
Mailbox rentals are on a first-come basis. Please come to the mailroom and fill out the application and pay the rental fee. The rental fee covers the box for one year. Renters will be notified 30 days in advance of their renewal date to pay the rental fee.