

Loyola University Chicago

Mail Center Operations

Mail Services Guide for Water Tower Resident Students

GENERAL INFORMATION

The Loyola Mailroom is located on the lower level of Baumhart Hall Building:

26 E Pearson Street

The Mailroom provides incoming/outgoing letter and package service for Water Tower Campus Resident Students.

Questions or Concerns – Please contact:

Mary Torres (Assistant Site Manager) 312-915-6128 (WTC)
mtorres3@luc.edu

Ramon Padilla (Site Manager) 773-508-7728 (LSC) rpadilla1@luc.edu

Hours of Operation:

Water Tower Campus Mailroom:

Mail and Package pick up:

**Monday through Friday
8:00 AM to 5:00 PM**

*The Mailroom is closed on Weekends and University holidays

MAIL SERVICES DURING UNIVERSITY HOLIDAYS

Mail and packages are received by the Mailroom throughout the school year for **resident students only**, and kept secured until the student returns to Campus from holidays. If the student moves out (off campus – including summer term), mail/packages will be returned to sender without exception (See Mail Forwarding section).

INCOMING USPS MAIL

The Mailroom staff picks up the incoming mail from the Fort Dearborn USPS each morning. It is then transported to our WTC Mailroom (26 E Pearson St) where it is sorted and placed in each resident student's folder the same day. The Mailroom will send automated e-mail notifications to all students who have received paper mail (daily). Due to space limitations, we strongly advise students to come to the Mailroom and retrieve their mail as soon as possible. Students are always welcome to come to the Mailroom at any time to check with the staff to determine if they have any mail.

Unidentified mail is researched on a daily basis utilizing database supplied by the Residence Life Office. Please remember that the actual time you receive your mail may vary depending upon the time mail is available for pick-up from the USPS as well as the volume received on a given day.

Note: It is strongly recommended that family, friends, and relatives **DO NOT** send cash through the United States Postal System. Please be advised that your Billing Address for cable service, credit card statements, subscriptions, etc. is:

**First Name, Middle Name, Last Name
26 E. Pearson St. Room Number
Chicago, Illinois 60611**

USPS MAIL

All posted outgoing USPS mail and/or packages can be delivered to the Loyola University Mailroom. These outgoing pieces are picked up by the USPS daily between 3:00PM and 3:30PM. This mail must have proper postage affixed to it. The WTC mailroom does not provide postage services at this time.

Loyola University Chicago is serviced by the **Fort Dearborn Post Office located at: 540 N. Dearborn St Chicago, Illinois 60611. Phone: (312) 644-3919**

MAIL FORWARDING

In order to insure timely and accurate mail delivery, all resident students are required to complete a **USPS Change of Address Form** if they permanently, temporarily leave the University, study abroad, return home after the school year (summer term), or move off campus. These forms will be available in the Loyola Mailroom (in limited quantities), and at the Fort Dearborn Post Office. Completed forms can be dropped off at the Loyola Mailroom, any Post Office, or deposited in any USPS collection drop off box.

Mail and packages that are not forwarded under the conditions listed above will be returned to sender without exception.

SERVICE OFFERING

Incoming letter mail and packages arriving via USPS, Fed Ex, UPS, Airborne, DHL, and all other courier services will be received by the Loyola University Mailroom. All Mail and Packages addressed to **RESIDENT STUDENTS** must be address as follow to insure accurate & timely delivery:

**First Name, Middle Name, Last Name
26 E Pearson St. Room Number
Chicago, Illinois 60611**

The University recommends the use of United Parcel Service (UPS) whenever possible for items of value. The ability to track incoming or return packages through UPS is seamless and secure.

Students will receive arrival package notification via auto – generated e-mail to their Loyola e-mail address. This occurs as the incoming package's barcode is being scanned by the mailroom staff.

Students arriving at the Mailroom to pick up a package will be required to present their Student I.D. and electronically sign for their packages on a PDA.

In the event the recipient is not available, the package will be held in a secured Mailroom area. All efforts will be made to contact the individual to request that he / she retrieves the package as soon as possible.

The Mailroom is monitored by security surveillance cameras 24/7