

Emory Student Mail and Package Forwarding

If a student has mail or a package that needs forwarding please follow the following processes.

Please contact the appropriate Emory Mail Center per the information below:

• Atlanta Campus	eumailhelpdesk@ricoh-usa.com	404-727-6173
• Clairmont Campus	eumailhelpdesk@ricoh-usa.com	404-727-6194
• Oxford Campus	Oxforddocservices@emory.edu	770-784-8701

USPS Mail & Packages

Please send an email or call the appropriate mail center and provide the student's name and the new address to which mail or packages is to be forwarded.

If a student is not able to physically come into the Mail Center to forward their mail, we can handle the process over the phone.

The student should send Emory Mail Services an email to include the Student's name, forwarding address and preference of USPS or UPS for shipment.

Mail Services will then email you back to arrange a phone call to provide the student's credit card information (card #, expiration date and security code). Unfortunately, we cannot accept credit card information via email. While you can call the mail center directly without an email, this could result in service delays due to customer volumes.

All major credit cards will be accepted for payment. We CANNOT charge the shipment to a student's OPUS account.

For students paying over the phone:

- A new shipment in using their forwarding address will be created.
- We will complete the sale and print FORWARD on the receipt and initial next to the signature line.
- A copy of the receipt will then be placed in the packing slip cover and attached to the package with an ATTN to their name.
- You will receive an email containing the tracking number.

In addition, for any future Mail and Packages shipping to your Emory address, please take time to complete the following:

Cancel or redirect any reoccurring shipments you may have coming to you at Emory.

- Re-direct any in transit deliveries scheduled to arrive after your intended departure date.
- Come and retrieve any mail and packages you have waiting for you in the Emory Mail Centers before you leave campus.