Residence Hall Packages and Letters

**Due to the renovation of Wilkerson Hall, the Wilkerson Service Center will be moving to West Hall main floor lobby. Students will be able to access the new service center location through the main entrance to West Hall and also the tunnel entrance to West Hall. The service center will remain in West Hall until the renovations are complete – (anticipated completion date is Fall 2015).

Addressing Mail to Residents:

Address mail for residents in West, Selke, Noren, Brannon, McVey, Walsh, and Squires Halls like this example. These halls require an A, B, or C at the end of the room number.

Joe Student
307A West Hall
Grand Forks, ND, 58202

Address mail for residents in Bek, Hancock, Johnstone, Fulton, Swanson, Conference Center, and Smith Halls like this:

Joe Student
201 Bek Hall
Grand Forks, ND, 58202

Resident Mailboxes and Service Center Locations:

United States Postal Service (USPS), letters are delivered to the service center located in each complex and distributed to a student’s mailbox. USPS packages only, which do not require a signature, are available for pick up at a resident’s complex service center (see below).

- **Walsh Complex Service Center**, located in the basement of Walsh Hall. Mailboxes for students who live in Walsh, Squires, Bek, and Hancock Halls. Packages are available after 4:00 pm. Hours of operation of this service center are 10am – midnight Monday – Friday, Noon – midnight Saturday and Sunday.

- **Johnstone Complex Service Center**, located in the basement of Johnstone Hall. Mailboxes for students who live in Johnstone, Fulton, and Smith Halls. Packages are available after 4:00 pm. Hours of operation of this service center are 2:00 pm – midnight, Monday – Friday, 2:00 pm – 10:00 pm Saturday and Sunday.

- **Wilkerson Complex Service Center**, located on the ground floor of Wilkerson Hall. Mailboxes for students who live in Selke, Noren, West, McVey, and Brannon Halls. Packages are available after 4:00 pm. Hours of operation of this service center are 24/7 Monday – Sunday (holiday, semester break, spring break, and summer hours vary).

*Anything too large to fit into a mailbox is considered a package (approximately 3 ½” x 4 ½”).*

Packages (larger than 3 ½”x4 ½”) - from delivery to pick-up:

All FedEx, UPS, DHL, USPS or other delivery companies which require a signature and are addressed to a student in the residence halls, University Place, and UND Hamline Apartments (1100 & 1150) are all delivered to the Wilkerson Service Center. Packages must be picked up at the Wilkerson Service Center and a photo ID is required. USPS packages for Swanson Hall and Conference Center residents are delivered directly to the hall offices for distribution.

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If a package requires a street address in order to be delivered, use 3450 University Avenue, in addition to the student’s name, room number, residence hall, city, state, and zip code; otherwise, the package may not be delivered.

Once a package arrives at a service center it is logged into the UND Housing Package Database. The service center staff tracks when a package arrives, the date(s) a student is notified (up to three notifications are sent), and when the student picks up the package. Due to the high volume of packages processed, there may be a one or two day difference from when a package arrives at the service center to when a student is notified for pick-up. Only after the package is logged into the system can it be picked up by a student.

The confirmation that senders receive from a UPS, FedEx, or USPS tracking system indicating that a package has been delivered does not mean the package is ready for pick-up. Packages that have been tracked to Grand Forks have not necessarily arrived at the Wilkerson Service Center, including next day delivery. Final delivery may take an additional 1-2 days before reaching the Service Center.

- If the confirmation states that the package is in Grand Forks, it may still be at its carrier’s respective sorting center in Grand Forks.
- If the confirmation states that it is on-campus, the package may be located at UND Central Receiving, which is the on-campus sorting and distribution center.

USPS and FedEx packages are usually delivered to the service center between 11:00 am and 1:00 pm daily. UPS packages arrive between noon and 9:00 pm. Once a package has arrived and has been logged in at a service center, the student will be sent notification via email to their university email account and a notification slip is placed in their mailbox. This process is completed by 4:00 pm, Monday – Friday.

**Keeping Your Address Current in Campus Connection:**
Students must remember to update their mailing address in Campus Connection anytime they move. Otherwise, packages and mail may not be delivered.