

# Loyola University Chicago

## Mail Center Operations

### *Mail Services Guide for Students (WTC 2022-2023)*

#### GENERAL INFORMATION

The Loyola Mailroom is located at 26 E. Pearson St. (Lower Level). The Mailroom provides letter and package service for all students living in Baumhart Hall.

**Incoming Mail and Packages:** All Resident Students are required to retrieve their mail in person from the mailroom Front Desk on an individual basis during business hours. Student ID is required.

All resident students picking up items should be the only ones in line to avoid crowding in the mailroom lobby.

#### Hours of Operation:

Water Tower Campus:

Monday through Friday  
8:00 am – 5:00 pm

Unless otherwise posted in the mailroom on occasions

The Mailroom is closed on Saturdays, Sundays and University holidays.

Questions or Concerns – Please contact:

Ramon Padilla LSC (Site Manager) (773) 508-7728

Mary Torres WTC (Assistant Manager) (312) 915-7393

#### MAIL SERVICE DURING UNIVERSITY HOLIDAYS & BREAK PERIOD

Mail and packages are received by the Mailroom throughout the academic year for current resident students. If the student moves off campus permanently or for the summer, mail/packages will be returned to sender (See Mail Forwarding section).

#### INCOMING USPS MAIL

The Mailroom staff picks up the incoming mail from the 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 two (2) weekly automated e-mail notifications to all students who have received mail. Due to space limitations, we strongly advise students to come to the mailroom and retrieve the mail as soon as possible. Students are always welcome to come to the mailroom and check with the staff if they have mail.

Unidentified mail is researched on a daily basis utilizing databases 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 of mail 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, magazines/newspaper subscriptions, etc, is:

(Student Name)  
26 East Pearson, Room #: \_\_\_\_\_  
Chicago, Illinois 60611.

#### OUTGOING USPS MAIL

All outgoing USPS Mail can be dropped off at the Loyola University Mailroom. **The outgoing mail is picked up by the USPS daily between 3:30 pm. and 4: 00 pm.** All mail must have proper postage affixed to it. **An Official USPS drop off box** is also located on the corner of Pearson and State Street.

Loyola University Chicago at Water Tower Campus is serviced by the **Fort Dearborn Post Office**, located at 540 North Dearborn, Chicago, Illinois 60610-9998. The phone number is (312) 644-3919.

#### MAIL FORWARDING

In order to insure timely and accurate mail delivery, all resident students are required to contact any institution that may be sending mail or packages to them and change their address with them so that mail or packages can be delivered to their location of residence if they are permanently, temporarily leave the University, study abroad, return home after the school year (summer term), or move off campus.

**Mail and packages that are received once the student is no longer on campus will be returned to sender without exception.**

#### INCOMING PACKAGES SERVICE

Packages arriving via USPS, FedEx, UPS, DHL, and all other express services will be received by the Loyola University Mailroom. The Mailroom Staff will log in packages individually and an automated e-mail notification will be sent to each student receiving package(s). All mail and packages must be addressed as follows to ensure accurate & timely delivery:

(Student Name)  
26 East Pearson, Room #: \_\_\_\_\_  
Chicago, Illinois 60611.

Students will receive the automated package e-mail notification in their **Loyola University e-mail address** only.

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