Intern Housing Program Mail Instructions

Your mailing address during your stay at Villanova will be as listed below. **All mail <u>must</u> be addressed with the complete address as listed below, with <u>"Intern Housing"</u> and <u>"Conference Services"</u> of particular importance** so that your mail can be delivered and will not be returned to sender.

Name: **Intern Name (First & Last Name)**
Address 1: **Conference Services- Intern Housing**
Address 2: **800 E Lancaster Avenue**

City/State/ZIP: Villanova, PA 19085

<u>Important guidelines for receiving your mail while on campus:</u>

- Oversized packages will need to be retrieved from the Galberry Service desk. If it is not delivered to a locker, you will be notified where to retrieve your package.

- The **<u>first and earliest day</u>** that mail can be accepted at Villanova is **May 24, 2024**. Do **<u>not</u>** mail or have anything mailed for arrival at Villanova prior to May 24. We do not assume any responsibility for mail sent outside of the allowed time-frame.

- Do not have mail sent to you too close to your move-out date so that you can be sure to receive it prior to your departure from campus. You **cannot forward mail from Villanova** (a business address) to your next address. There is **<u>no</u> mail service after move-out** – all received/unclaimed mail will be returned to sender.

- We are unable to coordinate food delivery services through the mailroom, please ensure doordash, grubhub, grocery delivery services, flower services etc. are coordinated directly with you for pick up.

<u>Pick-up location and process:</u>

All mail will be available for pick up at the **St.Mary's Mailroom Lockers**. You may need to bring your wildcard to swipe into the building. Do not go to the Kennedy mailroom or Galberry Hall to pick up your mail unless specifically instructed to do so.

<u>How to pick up your package:</u>

Package notifications will be sent from packages@villanova.sclintra.com or VillanovaLockers@villanova.edu, please make sure these emails are not going to spam

1. Check your email account for a notification from Villanova Package Lockers and locate Kiosk STM1 or STM2. (There are 2 kiosk banks of lockers in St. Mary's.)
   a. Example: "Your package is ready for collection at the Kiosk STM1 locker bank."
2. Walk up to the designated Kiosk and tap the screen and enter the PIN code that is in the email, a visual diagram will pop up telling you where your locker is located and a locker will open for you.
3. Locate the locker, retrieve your package, verify it is yours, close the locker - DONE!
4. You must retrieve your package from the locker within **48 hours**, otherwise it will be relocated to the Kennedy mailroom for pick up

<u>Pick-up timing and online tracking (please read carefully and plan accordingly):</u>

- If you track mail and it shows as delivered to Villanova University's mailroom (<u>not</u> the Villanova, PA post office**), <u>BEFORE</u> 12noon Mon – Fri**, you can pick it up in the <u>afternoon</u> of the **SAME** day.

- If you track mail and it shows as delivered to Villanova University's mailroom (<u>not</u> the Villanova, PA post office), **AFTER 12noon Mon – Fri**, you can pick it up at Conference Services on the **NEXT <u>business</u>** day. (<u>Note</u>: This means that any mail that arrives at the University after 12noon on Friday will not be available until Monday.)

With any questions, please call the Conference Service Desk at 610-519-5554 (Mon -Sun, 7a-9p)
During your stay only, Villanova University mailroom staff can be reached at mailservices@villanova.edu

SAMPLE PACKAGE NOTIFCAITION EMAIL

NOTE: YOU WILL <u>NOT</u> BE ABLE TO SCAN YOUR WILDCARD AND MUST USE THE PIN

From: Villanova Package Lockers <<u>VillanovaLockers@villanova.edu</u>>
Subject: Your CUSTOM package is ready for collection at STM1

Dear Student,

Your package is ready for collection at the STM1 locker bank (STM1)

How to collect your package?

Option 1 - Scan your Wildcard at Locker Bank.

Option 2 - Enter Collection PIN at locker bank:
 Collection PIN: 786575

Package Tracking Number: xxxxxxxx
Your package must be collected by mm/dd/yyyy
Please collect your package from the Locker Bank before that time.

This is an auto-generated e-mail, please do not reply.