

A Guide To Mail at MBU For Students & Parents



Welcome to Mary Baldwin University!

As your “home away from home,” MBU is committed to providing efficient, timely mail service. This guide is designed to help you navigate the mysteries of campus mail and to answer some of the questions most frequently asked by students and parents.

What address should I use for my mail?

318 Prospect Street, Staunton, VA 24401 should be used as the address for all packages shipped via UPS, FedEx or DHL. For mail or packages coming through the U.S. Postal Service, you can also use that address, or **P.O. Box 1500, Staunton, VA 24402**. **Please do not use your dorm address or other campus addresses;** the carriers will not deliver there. **We also ask that you use P.O. Box 1500 when ordering from Amazon.**

When ordering packages, please make sure to use the **first and last name** under which the student is registered, rather than first name only, a nickname, or a family member’s name. This will help us identify the recipient and notify them of their mail’s arrival faster.

What is my mailbox number?

Outside-access mailboxes assigned to individual students were discontinued in 2022. All mail is now kept inside the MBU mailroom and is sorted alphabetically. **Students must show their student ID** or other official identification such as a driver’s license to mailroom staff in order to receive their mail. When picking up packages, you will be asked to sign an online receipt.

How will I know when I have mail?

Only when you receive a message **from the mailroom** is your mail ready for pickup. This is because mail is not delivered directly to the mailroom. University staff collect mail at the Staunton Post Office and at our on-site drop location at **scheduled** intervals throughout the day. Although it can be misleading and often disappointing, **a message from the carrier or vendor stating that a package has been delivered does not necessarily mean it is ready for pickup.**

Mailroom notifications are sent to the student’s MBU E-mail address **(not via text message)**. Package messages will show the carrier’s tracking number; letters will have a generic number labeled “Custom Item.” **Students are encouraged to pick up their letter mail as soon as possible when notified.** Although much of it is “junk” mail, it could also be a letter from home, a bill, a work-study check (for student employees), or other important mailing.

Where is the MBU mailroom?

The mailroom is on the first floor of Grafton Library in Room 101, just inside the side loading dock door that faces the parking lot in front of Carpenter Academic.

If you receive a large or heavy package, such as an appliance or furniture, you may be directed to pick it up at the Facilities Department stock room at 318 Prospect Street, across from the Physical Activities Center. Neither mailroom staff nor Facilities personnel will deliver to the dorms.

How soon do I have to pick up my mail after notification?

Student mail and packages are held for 30 days from the time of arrival.

Is the mailroom open evenings or weekends?

The MBU mailroom is not open evenings or weekends. But any mail or packages which arrive over the weekend are held over until the following Monday, and are made available for pickup at that time. The same procedure is followed during university holidays.

Can I bring my outgoing mail to the mailroom?

The mailroom will accept any mailing which is sealed, addressed, and has postage or a carrier's prepaid shipping label on it. But we do not sell stamps or other mailing supplies.

Can I have food and groceries delivered to campus?

Deliveries of food and groceries from local stores are allowed, but **are not considered mail, and fall outside the mailroom's jurisdiction**. When placing such orders, students should arrange for them to be left at a *specific* campus location, preferably at a time when the recipient can safely meet the driver there. We cannot guarantee the safety of any deliveries left at unattended locations or after business hours.

When shipping perishables to campus through the mail, please bear in mind that university staff do not typically collect mail on weekends. If possible, such deliveries should be scheduled to happen on weekdays to ensure their proper refrigeration until picked up by their recipients. You may also call or E-mail the mailroom in advance to let us know a perishable shipment is coming. If we have a tracking number, we can monitor its progress and see that a special weekend collection is made if needed.

What's the status of the textbooks I ordered?

The mailroom has no direct link to the MBU online bookstore. Packages containing textbooks arrive like any other student mail, and we are not able to ascertain their shipping status unless provided with a tracking number that can be checked on the carrier's website.

Still have questions?

Call us at 540-887-7149, or E-mail mailroom@marybaldwin.edu. We will be happy to assist!