INTRODUCING

A new way to pick up your packages
How many student packages arrive on campus annually?

A. 40,000–70,000
B. 70,000–100,000
C. 100,000–130,000
D. More than 130,000
C. 100,000–130,000

128,407 packages delivered in AY 2016–2017
109,866 packages delivered in AY 2012–2013
17% increase in 4 years
The number of student packages will continue to increase over time. Mail has been on a steady decline.
What can Mail Services do to make package pickup more convenient?
PACKAGE LOCKERS
What are package lockers?

Package lockers are “smart lockers” that combine modern software and hardware technologies to enable smooth package delivery and convenient pickup.
The old…

Currently, the Package Room at Frist is open **59 hours per week** during the academic year and closed on Sundays.
The new…

Lockers will be accessible whenever Frist is open—even on Sundays!

Open 75 additional hours per week!
The old…

The Package Room service window can accommodate up to two students at a time. During peak hours, you may need to wait in line to receive your package(s).
The new...

Using an app on your smartphone, you’ll be able to open your assigned locker without waiting in line.
The new…

Using an app on your smartphone, you’ll be able to open your assigned locker without waiting in line.

Too many apps on your phone?
Each locker bank has a self-service kiosk.
Sustainability

For convenience, each locker bank will have large recycling receptacles nearby to collect packing material and empty boxes.
How it works

After Mail Services receives and processes your package, you will receive an email notification that a package is ready to be picked up.

The email notification will contain locker location and PIN.
How it works

Go to the assigned locker bank on the 100 Level of the Frist Campus Center
How it works

Launch the app on your smartphone (iOS or Android)

Click on “My Packages”
How it works

Launch the app on your smartphone (iOS or Android)

Click on “My Packages”

Select the package you wish to retrieve
How it works

Click on the “Open Locker” button at the bottom of the screen
How it works

The assigned locker will unlock.
How it works

Alternatively, you can use the self-service kiosk located at the center of each locker bank.

Scan the QR code and enter the PIN that was included in your email.
Things to know

Locker construction will take place during the summer replacing the mailboxes on the 100 level of Frist.
Things to know

Packages that do not fit inside a locker will be secured behind a staffed counter.

Monday–Friday, 10 am–6 pm
Saturday, 10 am–2 pm
Things to know

Mail collection will move to the former Package Room which will have staffed hours.

Monday–Friday, 10 am–6 pm
Saturday, 10 am–1 pm
Things to know

It will be reconfigured to house a High Density Mailbox System.

Email notifications will be sent for First Class Mail.
Things to know

Late August–mid-October
UPS-delivered packages must be picked up at Pyne Circle behind Little Hall.
Things to know

The app can only unlock a locker when your smartphone is in close proximity
Questions?