FREQUENTLY ASKED QUESTIONS

Q: Why am I not receiving a mailbox assignment for this upcoming school year?
A: Starting 2022 Fall Semester, all USPS white mail will be consolidated and distributed at the Eagle Post mail room. All USPS white mail will be sorted, processed, and filed through the mail tracking system and you will receive a notification to your UNT email that you have mail.

Q: Do I need to check with someone to see if I have mail?
A: No, you will be notified when you have mail. If you don’t receive a notification from us, you don’t have mail.

Q: How would I get my USPS Mail?
A: You can retrieve your USPS mail at the Eagle Post service counter during our business hours.

Q: How do I request a height-adjusted locker?
A: If you need a height adjusted locker, you can speak to the Eagle Post staff at the window and request to receive packages in the Comfort Zone (between 18” and 44”).

Q: How do I sign up for an Eagle Post mailbox?
A: We no longer have mailboxes. If you are a resident on campus or have paid for mail services as a faculty/staff/department, use the addresses as described.

Q: If I live on campus, do I have to receive my mail at the Eagle Post?
A: Mail and packages will not be permitted to be received at the residence halls on campus. If you need to receive your mail on campus, it will need to be delivered to the Eagle Post.

Q: Can I have an Eagle Post mailbox if I don’t live in the Residence Halls?
A: As long as you are an active UNT student, staff, or faculty, you can pay to have a mailbox with Eagle Post. Mailbox rentals are $35 for six months or $70 for a full year.

PACKAGE AND INCOMING MAIL QUESTIONS

Q: How do I know when my package is ready for me to pick up?
A: You will get an email from UNT to your UNT email address letting you know when you have a package ready to pick up. On high-volume days, it can take up to 24 hours after a package is marked “Delivered” before it’s ready for you to pick up from Eagle Post.
Q: My tracking number says my package has been delivered, why haven’t I gotten the email saying I can pick up my package yet?
A: When Eagle Post receives packages, every single one must be scanned into the computer and assigned to a student. As soon as your package is processed, you will receive an email, but on high-volume days it can take several hours to get to your package.

Q: If I have a big or heavy package shipped to Eagle Post, will Eagle Post help me get it to my Residence Hall?
A: No, Eagle Post cannot bring your package to your Residence Hall and does not have any carts or dollies for customers to borrow. You are responsible for finding a way to get your package to your Residence Hall.

Q: I think my package is lost or should have arrived by now. Can Eagle Post help me find my package?
A: In order to help find your package, Eagle Post requires a Tracking Number from the carrier (USPS, UPS, FedEx, DHL, etc). If you do not have a Tracking Number, there is no way for Eagle Post to locate your package.

**SHIPPING QUESTIONS**

Q: Can I send outgoing mail through Eagle Post?
A: Yes, you can purchase shipping supplies, pay for postage, and mail letters and packages through USPS mail.

Q: Are there any mailing services Eagle Post does not offer?
A: Because Eagle Post is not a full Post Office, there are a few shipping services Eagle Post cannot provide. Eagle Post cannot sell money orders, cannot offer insurance on packages, cannot assist with passports, cannot ship packages internationally, and cannot offer tracking on international mail. If you need any of those services, please go to the Post Office found at 101 E. McKinney St.

Q: When does outgoing mail leave Eagle Post?
A: Outgoing mail is picked up and delivered to the Post Office every weekday at 4:00pm.

Q: Can I mail UPS or FedEx packages through Eagle Post?
A: If you have a prepaid UPS or FedEx shipping label, you can leave your package with us, and it will be picked up by UPS or FedEx the following morning. Eagle Post cannot create a new UPS or FedEx shipment.

*If you have any other questions or concerns, please feel free to call Eagle Post at 940-369-8567.*