



FREQUENTLY ASKED QUESTIONS

MAILBOX QUESTIONS

Q: Can I share my Eagle Post mailbox with my friend/roommate/sibling?

A: No. You cannot share your mailbox with anyone for any reason.

Q: What do I need to sign up for an Eagle Post mailbox?

A: You must have your UNT ID card and a government photo ID (driver's license, state ID, military ID, or passport).

Q: What does it cost to have a mailbox with Eagle Post?

A: As long as you live in the Residence Halls, there are no extra fees. The cost of a mailbox is already included with your housing fees.

Q: Do I have to have a mailbox with Eagle Post?

A: It is highly encouraged to have a mailbox with Eagle Post. While FedEx and UPS can deliver directly to the Residence Halls, USPS mail will **only** be delivered to Eagle Post, regardless of whether you put your Residence Hall address on it or not. If you anticipate getting any letters or packages during your stay in the Residence Halls, you should absolutely get a mailbox at Eagle Post.

Q: What happens if I lose my mailbox key?

A: A replacement mailbox key is \$25. Eagle Post cannot accept flex as a payment.

Q: Do I have to turn my mailbox key in at the end of every semester?

A: If you are returning to the Residence Halls the following semester, you hold onto your key and use it again next semester.

Q: When do I need to turn in my mailbox key?

A: When you move out of the Residence Halls **permanently**, you need to return your mailbox key and close your mailbox.

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: How do I pick up packages from Eagle Post?

A: Bring your UNT ID card to the Package Pickup window at Eagle Post. **YOU MUST HAVE YOUR UNT ID CARD TO PICK UP A PACKAGE.** A photo ID or just providing your UNT ID number is **not** an acceptable alternative. **You must have your actual UNT ID card with you.**

Q: How long will Eagle Post hold onto my package?

A: Packages are held for 30 days. If it is not picked up within that timeframe, that package will be returned to the sender. During Winter Break and Summer Break, packages that arrive will be held until the start of the following semester.

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: When is mail distributed to the mailboxes?

A: Mail is usually sorted into the mailboxes by about 2:30pm. On high-volume days, it may take a few extra hours to get all the mail into the mailboxes.

Q: I'm expecting a package, but it's going to arrive with my parent's name on it instead of mine. What should I do?

A: Notify Eagle Post **as soon as possible** that your package will arrive under a different name, otherwise it may end up being returned to the sender if the name on the package does not match the name on your mailbox.

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.

Q: I don't have my Eagle Post mailbox key, can I retrieve my mail from my mailbox without it?

A: No, Eagle Post employees are bound by contract to not open your mailbox for you. You must have your key to access your mailbox. If you lost your mailbox key, you can purchase a new one for \$25.00

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.**