

POSTAL CENTER POLICY

1. **How to find my CPO Box # & Combination Code:**
 1. Go into <http://www.northpark.edu/npyou>
 2. Log-in your username & password
 3. Click on "Postal Center Information"
 4. And your CPO Box & combination should appear
2. **CPO Box:** Postal Center advises for students living on campus, to confirm their CPO Box info the start of every semester. This will assist with any changes that NPU may have done.
3. **Picking up Packages:** Students will receive an email alert notifying them they have a package ready to be picked up. Students picking up packages must present an NPU I.D. A signature is required when picking up packages.
4. **Picking up Packages on behalf of other(s):** Any mail/packages being picked up on behalf of another student/person must present the following items:
 - a. A NorthPark Viking email from the student sent to iperez2@northpark.edu, given consent to such person to pick up items. Email must have the following info:
 - i. Name of person picking up,
 - ii. Your box #,
 - iii. Student I.D. #,
 - iv. Combination code.
 - b. Proof of I.D. of the person picking up the package(s) is required.
 - c. Phone calls are not accepted at any given time.
2. **Forwarding mail/packages:** U.S.P.S and North Park University **DOES NOT** forward mail for any student or Faculty/Staff. Students and Faculty/Staff must make their change of address with their vendors/parties.
3. **Future graduates:** are responsible to notify their vendors/parties of change of address a month before they graduate. U.S.P.S and North Park University **DOES NOT** forward mail for any student or Faculty/Staff.
4. **Graduates:** after graduation if any students still receiving mail/packages at the Postal Center after a month of graduating all items will be Return to Sender unless other arrangement was made with the center. Postal Center is not responsible for any items after one month of graduation.
5. **Incoming Packages:** Students whom resides in campus may receive their packages/mail at the Postal Center. Packages must be picked up within one month of arrival (unless other arrangements has made). Students are responsible to check their boxes periodically to assure that there are no packages in our holding area: An email will be sent to student after a month of arrival of package(s); given the student an extra week for pick-up. The Postal Center is not a storage facility nor responsible for packages left after the email notice. All unclaimed packages after the email notice will be returned to sender.
6. **Summer Term:** Students that are returning after the summer term and still wish to receive **mail** in their CPO Box, must check their name on the "Summer Mail Sign Up" list. List will be located on the outside window of the Postal Center a month prior to end of semester. - Names of students that are not checked, mail/packages will be "Return to Sender". Students are responsible for checking their boxes periodically to prevent over flowing of mail: **Please note:** The month package policy is still mandatory.

7. **Instructions on how to open your box:** Please follow instructions on the wall over the CPO Boxes: it is students' responsibility to learn how to open their CPO box. If you have difficulties opening your CPO, please see a Postal Center employee and they will assist you on how to open your CPO.
8. **Comments/Concerns:** Please direct any concerns or comments via e-mail to the Postal Center Manager (Ivette Perez) at iperez2@northpark.edu.