

Frequently Asked questions

How should I address my letter mail and packages?

This is the format for addresses:

Student's Full Name
Flames Box xxxxxx (Formerly MSC)
1971 University Blvd
Lynchburg VA 24515

Please be sure to include the Flames Box # on all your packages and letter mail. This number helps us to identify you in the case of multiple students with the same name or if a partial name is on the shipping label. This number is assigned to you for the **ENTIRE** time you live on Liberty's campus. You can find this number on your ASIST page under the housing tab. This number stays the same even if your housing changes. This helps keep your LU ID and housing private. Just one address to use the entire time you're on campus!

I received a notification from Amazon/USPS/UPS/FedEx/DHL that my package has been "Delivered", can I pick up my package now?

We receive several thousand pieces of letter mail and packages that require sorting/processing for the thousands of students we serve daily. Our standard is to have all items processed within 24 hours of arrival at the 245 ONE-FIVE Express.

If **Amazon** or other companies notify you that your package has been delivered, it may have arrived at the Lynchburg Post Office but it has not yet arrived to Liberty's campus.

You will receive an email notification once any letter mail or packages have arrived and are ready for pickup at the 245 ONE-FIVE Express located at Commons III.

What if my package doesn't have the correct name or I didn't use my Flame Box #?

Any packages that we cannot identify the intended recipient is held at the Green Hall location for two weeks before being returned to the sender.

What if my package is delivered on a Saturday or Sunday?

We **DO NOT** receive packages on Saturday or Sunday. Any packages will be delivered the next business day.

Will I receive notifications for packages?

Yes, you will receive an email notification letting you know that your package is ready for pick up at the 245 ONE-FIVE Express.

Will I receive notifications for letter mail?

Yes, you will receive notifications for letter mail. Letter mail is held at the 245 ONE-FIVE Express (same location as packages) and will be returned to the sender after the two-week holding time. Letter mail is notated in the “package type” field within the email you will receive.

Why didn't I receive an email?

Check all your email inboxes, sometimes these emails will go to your spam folders or perhaps we are still processing your package. If you use outlook, check the “other” tab.

Can I track my package from my dorm?

Yes, you can track you package virtually anywhere and at any time. Please visit our website www.liberty.edu/trackyourmail

How long do I have to pick up a package?

We allow two weeks for you to pick up your package. After this two-week holding period we return all letter mail and packages to the sender.

Why do you return mail and packages after two weeks?

Some mail is time sensitive and the sender needs to be aware that the letter/package was not received. Space is also a factor.

Where do I pick up materials for an online class?

These packages will be able to be picked up at the 245 ONE-FIVE Express. Any further questions please contact luoadvising@liberty.edu

Would I be able to get a price quote for shipping a package?

Shipping prices vary by carrier, weight, and location. These prices fluctuate daily and are unable to be accurately provided until time of shipment.

Why is there two postal locations on campus?

Postal Services at Green Hall is the facility serving all faculty and staff. The 245 ONE-FIVE Express at Commons III is the facility serving all residential students.

For More Information, feel free to contact us at:

245 ONE-FIVE Express

(434) 592-4515

245onefive@liberty.edu

www.liberty.edu/245onefive