

## LU Postal Services Frequently Asked Questions

### **Why are there two postal locations on campus?**

Both locations are part of Liberty Postal Services. Postal Services at Green Hall is the facility that primarily serves faculty and staff. The Student Mail Center in the back of the old Reber Thomas Dining Hall, adjacent to both the Freedom Tower and the Academic Commons Parking Garage is the facility that serves all residential students.

### **Where can I find a student's mailing address?**

This information is viewable in the student housing portal. Here are the steps to access that information.

- 1) Log into your Res Life Portal
- 2) Click the Housing Tab
- 3) Click View or Update Housing
- 4) Click View Room Details
- 5) Choose the option to view the current semester's Room Details

The *Flames Box number* is assigned to the student for the entire time they live on Liberty's campus. Please use this FB# even if their housing assignment changes. The Flames Box # is a way to keep the student ID number private but provide a secondary identification to allow letter mail and packages to be able to be processed appropriately.

### **How should I address letter mail and packages?**

This is the format for addresses:

Student's Full Name  
Flames Box xxxxxx  
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 the current student in the case of multiple students with the same name or if a partial name is on the shipping label.

### **Do students have individual mailboxes to receive mail and packages?**

No, Liberty utilizes a virtual mailbox system to process and deliver mail and packages. The Flames Box is an ID to help identify the intended student and does not match a physical mailbox on campus. All packages and mail for students are picked up at Student Mail Center. No physical mailboxes or combination boxes are utilized at Liberty.

**I received a notification from Amazon/USPS/UPS/FedEx/DHL that a package has been “Delivered”, can it be picked up immediately?**

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 Student Mail Center. Please allow slightly longer processing times during the beginning of the school year when our volume is higher than average.

**Can I have grocery orders delivered to the Student Mail Center?**

The Student Mail Center will only accept deliveries if the entire order is fully enclosed and sealed in a mailer or box with the student’s full name and Flames Box number.

Orders without the required student information or delivered in plastic grocery bags, paper shopping bags, reusable bags, open containers, or other retail bags will be refused.

This policy applies to all grocery, food, and personal delivery services, regardless of the delivery company or order size. If an order does not meet these packaging requirements, the driver must contact the student to arrange other delivery options.

**Amazon said a package was delivered but it has not been processed yet, where is the package?**

If *Amazon* or another company notifies you that a package has been delivered, it may have arrived at the Lynchburg Post Office, but it has not yet arrived at Liberty's campus. The USPS marks all packages coming to Liberty as “delivered” to satisfy their agreement with Amazon to “deliver” the package. It does not mean the package is physically on our campus yet, but it will be soon. An email will be sent to the student once the package is ready for pickup.

**What if the package doesn’t have the correct name or I didn’t use a Flame Box #?**

All packages are held for two weeks. If we are unable to determine the intended recipient, no email will be sent. Please contact us by phone or email with a tracking number and we will be happy to help you locate your package.

**What if a 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.

**Are notifications provided for packages?**

Yes, we send up to three notifications over the course of two weeks letting the intended student know they have a package ready for pick up at the Student Mail Center.

**Are notifications provided for letter mail?**

Yes, all letter mail is processed the same as packages. The student will receive up to three email notifications over the course of two weeks reminding them they have an item to pick up. Letter mail is notated in the “package type” field within the email sent, so the student is easily able to distinguish between letter mail and packages.

**Why didn't the student receive an email?**

Sometimes these emails will go to spam folders or perhaps we are still processing the package. If the student is using the Outlook app, we recommend checking the "other" tab.

**How long does a student have to pick up a package?**

We allow two weeks for packages or mail to be picked up. 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.

**Can stamps be purchased from Liberty Postal Services?**

Yes, both postal locations provide forever stamps, postcard stamps, and international stamps.

**What carriers can be used when shipping a package?**

Liberty can ship domestically and internationally through USPS, UPS, and FedEx.

**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 the time of shipment.

**For More Information, feel free to contact us at:**

Student Mail Center (434) 592-4515

[studentmail@liberty.edu](mailto:studentmail@liberty.edu)