

Marian University

Mailroom Policies and Procedures

Revised July 1, 2026

The Marian University mailroom provides services to students as well as Faculty and Staff for University Business. While the mailroom can do many services, we are not a full-service post office, UPS store, or FedEx location. We will assist you the best we can and will refer you to another location if what you need is outside the scope of what we provide.

Contact Information

Andrea Fleak	Mailroom Manager	afleak@marian.edu	317-955-6079
Mailroom	Direct General Line	mailroom@mailroom.edu	317-955-6479

Location and Hours of Operation

The mailroom is a restricted area and business will be conducted through the lobby at the customer service counter. *No one will be permitted past the lobby or to pick up from the dock entrance without prior proper authorization.*

Location: Clare Hall 130

Hours of operation:

While undergrad classes are in session

Monday 10:00 am-6:00 pm

Tuesday- Friday 10:00 am- 4:30 pm

Semester Break Hours of operation:

While undergrad classes are not in session

Monday-Friday 10:00 am- 4:30 pm

Services Offered

Faculty and Staff Services

- Buy books of stamps
- Pick-Up Packages for department
- Send packages for departmental purposes
- Send out *personal* packages (+\$5.00 Surcharge)
- Drop off prepaid packages for USPS / UPS/ Fedex
- Mail Letters (National or International)
- Drop off Interdepartmental mail

Student Services

- Buy postage for letters and packages
- Pick up packages
- Create trackable shipping labels
- Mail Letters (National or International)
- Send out prepaid labeled packages

Incoming Mail/Package Pickup

Address Requirments

All incoming mail and packages should be addressed as follows in order for items to be delivered in a timely manner:

Faculty/Staff

First and Last Name
Department, Building, Room Number
3200 Cold Spring Road
Indianapolis, IN 46222

Student

First and Last Name
Residence Hall, Room Number
3200 Cold Spring Road
Indianapolis, IN 46222

Borrowing Mailroom Moving Equipment

We have carts and dollies to assist with picking up packages. All faculty, staff, and students can sign out and are required to return them **within one hour** of leaving the office. Equipment not returned will be charged to you for a replacement.

Student Services

Mailboxes

Each student has a shared mailbox in their Residence Hall with their roommate. A member of the Residential and Commuter Life area will deliver all mail items (not packages) to mailboxes each weekday. Please contact the building area coordinator for questions about mailboxes. Mail cannot be picked up through the mailroom.

Mail not picked up by the end of the semester will be forwarded to the student's permanent address on MUHUB. Students are encouraged to check their mailbox frequently and update their address as needed.

Packages

Packages will first be sent to the PackCity Lockers located in the Dining Commons in Clare Hall. If your package is delivered to the lockers, you will receive an email from PackCity with a barcode that you use at the lockers to retrieve your package. Packages will expire after 5 *days*. If your package expires, is too big, or the lockers are at full capacity, your package will be returned to the mailroom and logged into our system. You will receive an email from the mailroom for you to come and pick it up from here. All packages must be picked up within 10 days of their arrival on campus. Packages not picked up within that time will be returned. Please wait to receive an email to pick up your package. If you do not receive an email after 1 business day, please contact the mailroom.

Perishable Packages

Recipients of the perishable packages will be notified via email as soon as the package is received. Cooling will be provided for packages clearly marked as needing such. Students must pick up perishable packages within 48 hours of their arrival on campus. If it is not picked up, the package will be returned. Items coming from grocery store delivery, Uber Eats, Shipt or any other grocery delivery service should be delivered directly to the student. It is the student's responsibility to meet the delivery driver and receive the items.

Faculty and Staff Services

Mail Distribution

Mail will be distributed to each department on weekday mornings. Faculty are encouraged to check their mailboxes. If you are unsure how your department gets mail or where your mailbox is located please contact the mailroom.

Departmental Packages

Small packages will be delivered with the mail. Faculty and Staff will receive an email for all other packages for pick up from the mailroom. All packages must be picked up within 10 days of their arrival on campus. Packages not picked up within that time will be returned. Please wait to receive an email to pick up your package. If you do not receive an email after 1 business day, please contact the mailroom.

Faculty, Staff and Aramark Personal Mail and Package

Faculty, Staff, and Aramark employees are not permitted to send personal mail or packages to the University. There are a few options for alternative places to send packages different from home addresses. UPS stores allow packages from any carrier (USPS, UPS, Fedex, DHL) to be delivered there and they will hold it for you to pick up with your ID. Amazon allows local Amazon lockers to be selected as a drop-off location. CVS and Walgreens also allow packages to be sent to their location for pick up.

Pallet Procedures

If a department is expecting a delivery on a pallet, they need to notify the mailroom at Mailroom@marian.edu of the expected delivery date and who the delivery is from. If the pallet requires Campus Operations to move it, they need to put a work order in and include the work order number in the email to the mailroom. The work order should include where they want the pallet moved to. When a pallet is delivered, the mailroom staff will email the recipient to let them know it is here and contact Campus Operations if we are given a work order number.

Sending Outgoing Mail

Student Services

Sending Mail and Packages

Students can send mail and packages through the mailroom. Mail that is stamped already can be placed in the mailbox in the mailroom. Packages that have prepaid shipping label must be fully packaged and have the printed label attached before being brought to the mailroom. We cannot accept QR shipping labels from Amazon.

Items being sent out needing postage will require the charge form to be filled out in the office. USPS priority boxes and limited shipping material from FedEx and UPS are available in the mailroom lobby. Items not being sent USPS priority or too large for those boxes will need to obtain a box prior to shipping. The mailroom also has regular and large envelopes and stamps available for purchase. Stamps are sold at the current USPS rate.

We accept the payment method of cash, check, Paypal or charge to your student id for sending packages.

Faculty and Staff Services

Departmental Mail Pick-up and sending mail

Outgoing mail (USPS mail and interdepartmental mail) is picked up from the pickup locations throughout each building between 8 a.m. and 9:30 a.m. Mail that needs to be sent out after that time can be left at the pick-up location for the next day or brought to the mailroom and placed in the baskets on the bookshelf.

Interdepartmental mail must be in a blue interdepartmental office envelope and clearly marked with the recipient's name and department. If you need blue interdepartmental envelopes please email the mailroom or pick some up from the mailroom lobby. Please return unneeded blue interdepartmental envelopes to the mailroom for others to use.

All outgoing department mail must have Marian's address in the return address area. The mail does not need to be sealed. The envelope flaps should be down. If sending multiple pieces, rubberband the pieces together on a sticky note with the department name and account number on top. There are rubberbands in the mailroom if needed. If you are sending a large amount of mail, please inform the mailroom beforehand.

Sending Packages from Departments

The mailroom can send out department packages with tracking. All packages need to be packaged before coming to the mailroom. All outgoing packages will need a mailroom charge form for the shipping information and department account information. Please make sure to bring the address and your account number with you to the mailroom to fill out this form.

Packages can be sent out through USPS, Fedex, or UPS. Unless a preference or delivery time is noted, the most cost-effective option will be selected.

If you are sending a large number of the same package, please contact the mailroom to coordinate. Additional forms must be completed prior to sending.

Faculty, Staff and Aramark Personal Mail and Package

Faculty, Staff, and Aramark employees can send stamped mail by placing it in the mailbox in the mailroom or in one of the outgoing pick-up locations around campus. Faculty, Staff, and Aramark employees can also send prepaid packages (already have a shipping label) by bringing the item and printed label to the mailroom. We cannot accept QR shipping labels from Amazon.

Items sent out needing postage will require a \$5.00 surcharge for the service and the postage cost. Packages must have a charge form to be filled out in the office.

USPS priority boxes are available in the mailroom lobby. Items not being sent USPS priority or too large for those boxes will need to obtain a box before shipping. The mailroom also has regular and large envelopes. Stamps are also available to purchase by the book and are sold at the current USPS rate.

We accept the payment method of cash, check, and Paypal.

Carrier Sending Options

USPS Shipping Options

USPS provides several options for sending mail. Usually, USPS is the most cost-effective method for shipping.

First Class- Any letter that is stamped. Normal delivery times are 3-5 business days.

Ground Advantage- Up to 15 pounds. Normal deliver time is 2-5 business days.

Priority- Items that are over 1 pound, need tracking, or need to arrive faster will be sent as Priority. Normal delivery times for Priority are 1-3 Business days depending on location.

Priority Express- Items that need to be delivered faster can be sent with Priority Express. These items are delivered in 1-2 Business days depending on the location.

UPS Shipping Options

Must pay with Student ID or Departmental Account Number

UPS has a range of options as seen below.

Next Day Air Early- Delivery commitment: Next business day as early as 8 am

Next Day Air- Delivery commitment: Next business day by 10:30 am

Next Day Air Saver-Delivery commitment: Next business day by the end of day

2nd Day Air A.M.- Delivery commitment: 2 business days as early as 8 am

2nd Day Air-Delivery commitment: 2 business days by end of day

UPS 3 Day Select-Delivery commitment: 3 business days by end of day

UPS Ground- Delivery commitment: 1-5 business days based on destination

Fedex Shipping Options

Must pay with Student ID or Departmental Account Number

Ground- Deliver commitment: 1-5 business days by the end of day

International Ground- Delivery commitment: 3-7 days

First Overnight- Deliver commitment: Next business day as early as 8 a.m.

Priority Overnight- Delivery commitment: Next business day as early as 10:30 a.m.

Standard Overnight- Delivery commitment: Next business day by 3 p.m.

2Day A.M.-Delivery commitment: Next business day as early as 10:30 a.m.

2Day-Delivery commitment: Next business day as early as 4:30 p.m.

International Priority-Delivery commitment: 1-3 business days.