



## FREQUENTLY ASKED QUESTIONS

1. I sent my child a package/letter and they have not received it yet. What happened to it?

Answer: It is important that you address your mail to your child as he/she is registered at the University. Do not use nicknames. Make sure that the box number and zip code are correct and proper postage is applied. It takes a first-class and priority mail 2-3 days for delivery, depending on size and distance.

2. What is my child's box number?

Answer: We cannot release this information over the telephone because student's confidentiality. Please call your child to obtain his/her PO Box number.

3. What is the best way to send my child mail in case of an emergency?

Answer: You may send Express Mail by the United States Postal Services, which guarantees delivery within 24 hours, Fedex Express and UPS next day air are also options. This mail requires 2 forms of identification and a signature for pick-up.

4. Cell Phones?

Answer: When ordering a cellular device for your son/daughter ask the phone company to send it to his/her name and PO Box number, or include your full name and your child's full name if different from your last name. Cellular devices sent in other names can not be properly identified because of different last names. **NO CELL PHONES ARE PERMITTED TO BE USED AT THE CUSTOMER SERVICE WINDOWS!**

Note: It is advised to NEVER send cash in the mail.

The Tennessee State University Post Office sells and cashes USPS Money Orders from 8:30AM-2:00PM Monday - Friday. Two forms of ID are required in order to cash a money order.

Inform your son/daughter to never share their mailbox combination with anyone.

Upon separation from the university (graduation, transfer, etc), it is very important for the student to fill out a change of address card.

If you do not fill out a change of address card, your mail will be returned to the sender.