


Spring 2020 Clairmont Resident Mailing Instructions

To send mail or packages to an Emory Clairmont Campus resident (student/faculty/staff), please follow the appropriate format shown below, including the resident's current/previously assigned mailstop code (MSC).

The resident must provide mailstop code (MSC) information to the sender. Mail Services is not able to this information due to privacy concerns.

Sender's Name Street Address City, State Zip Code	
Student's Name MSC##### Clairmont Campus Emory University 1762 Clifton Road NE Atlanta, GA 30322	

USPS Mail

The USPS delivers Emory University mail to the Emory Mail Services facility at 1762 Clifton Road several times each day. Each piece of mail is sorted and taken to the Clairmont Mail Center where it is placed in resident mail folders.

Family and friends are strongly cautioned not to send cash, checks, gift cards and any other valuable items via USPS First-Class Mail without taking some extra precautions. In order to ensure delivery of such items Emory Mail Services recommends the use of a tracking number, certified or other insured process. The extra services are offered by the USPS and express shipping companies FedEx and UPS.

Packages

Packages arriving for residents via USPS, FedEx, and UPS are delivered to the Emory Mail Services facility at 1762 Clifton Road, Suite 1650. They are received by Emory Mail Services staff, entered into the package tracking system, and delivered to the Clairmont Mail Center. Residents are notified by email that a package is available for pick-up.

Please note that, due to local USPS processing procedures, USPS Priority Mail tracking information may be misleading. The USPS will perform a delivery scan early in the morning before the package has left the USPS facility. Emory students, parents, faculty, and staff checking USPS.com for package delivery status will be informed that the USPS package has been "delivered" when, in fact, it will be several more hours before the package is delivered to Emory.

If packages are received in damaged condition, Emory Mail Services will document and photograph the damage in order to provide this information to the student should they need to file a claim with the courier. In cases of significant package damage, Emory Mail Services may choose to refuse package delivery; this is rare and, should it occur, we will notify the customer of the action taken on their behalf.