



# Student Package Locker Program

We are excited to provide Student Package Lockers at Clemson University. The Student Package Lockers provide a convenient and easy to use package retrieval system. As a student residing on campus, any \*applicable package you receive will be placed in a Package Locker. You will receive an email instructing you to retrieve your package. If you have any questions related to the Student Package Lockers, please contact us at [studpo@clemson.edu](mailto:studpo@clemson.edu), or by phone at 864-656-2351.

We would love to hear feedback on your experience with the lockers by emailing us at [studpo@clemson.edu](mailto:studpo@clemson.edu).

**\* Packages that require refrigeration, are oversized or are clearly labeled as medication will not be placed in lockers and will be held at the Student Post Office in the Student Union.**

## **Student Post Office Services Hours:**

Mon - Fri (8am - 5pm)  
Sat - Sun (Closed)

## **Student Post Office Locker Access Hours:**

Except for football game days and special events, otherwise accessible 24 hours a day, seven days a week,

## **McAlister Hall (Core Campus) Locker Access Hours:**

Mon – Sat (7am – 9pm)  
Sun (Closed)

## **Douthit Hills Hub Locker Access Hours:**

Mon - Fri (7am - 9pm)  
Sat (closed)  
Sun (4pm – 8 pm)

## **Manning Hall Outdoor Locker Access Hours:**

24 x 7 – accessible 24 hours a day, seven days a week

## **Douthit Hills Outdoor Locker Access Hours:**

24 x 7 – accessible 24 hours a day, seven days a week



## Instructions

You will receive an email notification with instructions on how and where to pick up your package from one of four Student Package Locker Banks on campus. But just in case, here is a quick user guide.

**Step 1:** Receive Email Notification

**Step 2:** Go to specific Package Locker location according to email instructions

**Step 3:** Log in at Package Locker using one of the following methods: (a) PIN Code, (b) tap TigerOne Card swipe, (c) scan emailed QR Code or (d) tap your mobile device

**Step 4:** Locker door will open, retrieve package(s) and make sure to close locker door. Please do not leave trash in lockers.

Package pick up window will expire in 48 hours. When package pick up window expires, the package will be sent back to Student Post Office located on the first floor of the Dillard Building.

If you are having any difficulty, please call us at 864-656-0687.

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## Frequently Asked Questions

### Accessing Package Lockers

- **Where are the package lockers located?**
  - Package Lockers are located at the Student Post Office (Dillard Building) McAlister Hall (across from Which Which), Douthit Hills Hub (between stairwell and Barnes & Noble), Douthit Hills (outdoor behind building B), and at Manning Hall (situated behind Manning and next to Schilletter).
  - Locker locations can also be found on the my.Clemson app by selecting Map from the Home page and by typing “locker” in the search bar.
- **Do I need my TigerOne card or mobile device to pick up packages from the package lockers?**
  - No. If you do not have your TigerOne card or mobile device you can use the PIN Code or QR Code that is in your email notification to retrieve your package.
- **What hours will the package lockers be accessible for package pick up?**
  - For Douthit Hills Hub and McAlister Hall Lockers, access will be based on facility hours. Please see Clemson.edu resources for specific facility hours. Douthit Hills and Manning Hall outdoor lockers are accessible 24 hours a day, seven days a week.

### Notification of Package Deliveries

- **Are packages available for pick up when I receive the notification from the carrier, i.e. UPS, FedEx, USPS etc.?**
  - No, you will receive an email notification from studpo@clemson.edu notifying you when your package can be picked up from the package lockers.
- **Which locker will my package be delivered to?**
  - The size of the package and number of packages being delivered to the campus will determine if packages will be delivered to the lockers and for pick up. Student’s primary residence hall location and locker availability will determine which locker your package will be placed. Please pay attention to the notification email to see which location your package is located.
- **Will refrigerated items be picked up from the package locker locations?**
  - No, the package lockers do not have refrigeration and you will be notified to pick up the packages at the Student Post Office.
- **Will medicine be delivered to the package locker locations?**
  - No, you will be notified to pick up the items clearly labeled as medicine or prescriptions at the Student Post Office.

- **Is there a size limitation on the lockers?**
  - The largest locker internal dimension is approx. 33" h x 16.5" w x 22.5" d.

## Packages Have Been Delivered to Package Lockers

- **How long will I have to pick up my package(s) from the package lockers?**
  - The package will stay in the locker(s) for forty-eight (48) hours before being returned to the Student Post Office in the Student Union.
- **If I do not pick up my packages within forty-eight (48) hours what happens to my package(s)?**
  - The packages will be returned to the Student Post Office for processing and pick up. You will receive an email notification when the package is ready for pick up from the Student Post Office.
- **Can I leave packaging materials in the package locker?**
  - No, you must take the packaging material with you when picking up your package, do not leave items in the package locker.
- **If I have multiple package delivery notifications will the packages be in one (1) package locker?**
  - Depending on when packages arrived, you may have items in one locker or multiple lockers. Please pay close attention to the notification email.
- **How do I activate the Kiosk?**
  - The Kiosk is a touch screen, just tap the Paw Print on the screen to begin the package pick up process.
- **Must I sign for my packages when retrieving from the package locker?**
  - No, the entry of the PIN code, scanning of the QR code, tap of your student ID card or mobile device will register you as picking up the package.
- **How do the package locker doors open?**
  - The package locker door will open automatically when you select the Locker on the Collect Your Packages screen The Locker number will display on the Kiosk screen for reference.
- **If I enter the PIN Code versus swiping my TigerOne card/mobile device will all lockers be queued to open for package retrieval?**
  - No, the PIN Code is linked to individual packages and not a user. It is recommended you tap your TigerOne card or mobile device which will allow you to select the lockers to be opened. Otherwise you will have to repeat the process for each package using the emailed PIN code or QR code.

## Package Pick Up if Not at Package Lockers

- **Where will I pick up packages if not at the student package lockers?**
  - You will be notified that your packages are available for pickup at the Student Post Office located at the Student Union.

## Something Went Wrong

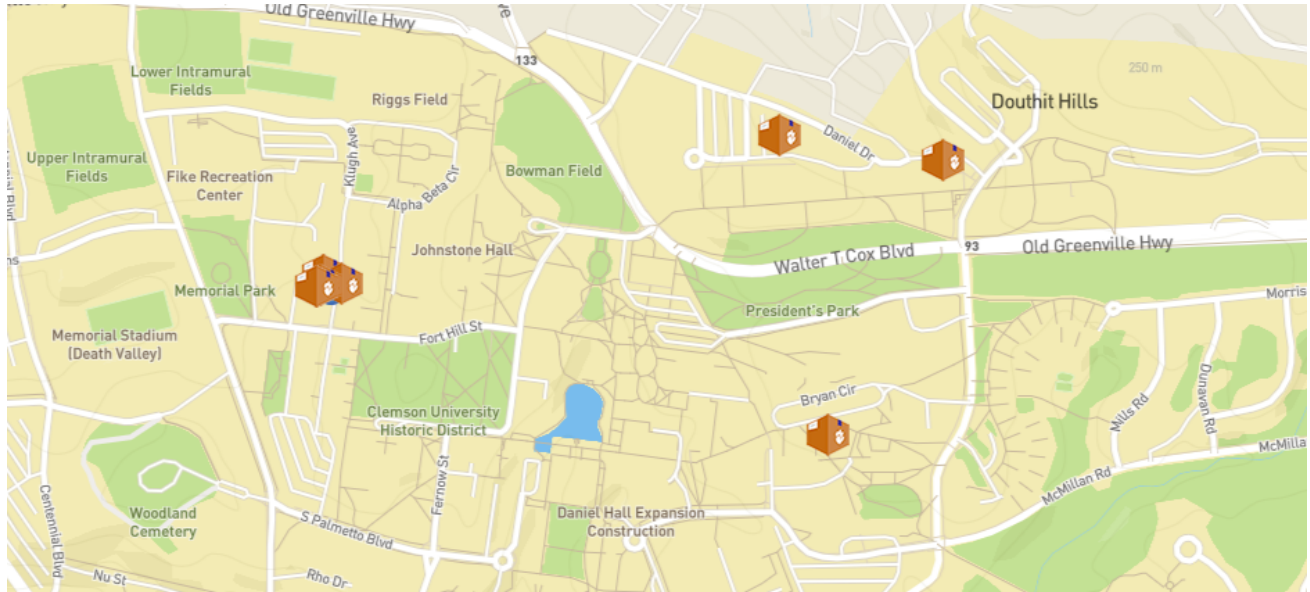
- **What if I accidentally closed the locker door without retrieving my package?**
  - Call Student Mail Services at 864-656-2351. The package will be retrieved and brought back to the Student Post Office for pick up
- **The provided pin or QR code is not accessing the locker.**
  - Call Student Mail Services at 864-656-2351.
- **What if I need assistance after hours or during the weekend?**
  - Calls and emails received after 5 p.m. will be addressed the next business day.
- **I do not have an iPhone. Are Android devices able to access the lockers?**
  - Clemson is working towards Android access. Future announcements will be forthcoming.
- **I had a package shipped with the incorrect name and/or address.**
  - Contact Student Mail Services with the correct delivery information and we will attempt to correct upon receiving it.
- **What if I'm out of town or sick and I'm expecting a package?**
  - No problem. Simply contact Student Mail Services and provide us your information and we will place a temporary hold on your shipment. Likewise, you can have a proxy (someone else) pick your item up on your behalf. Please send [studpo@clemson.edu](mailto:studpo@clemson.edu) the contact information of the person picking up the package for verification.
- **I'm moving off campus. Can I still pick up my packages at one of the package locker locations?**
  - Unfortunately, the four package locker locations are for on-campus residential students only. If you have moved off campus, use your new shipping address, which will be delivered by the appropriate carrier.
- **I've moved into a different residence hall. How do I know what package locker unit my package will be delivered to?**

### Clemson Student Package Lockers

- Our package software receives a daily data feed from Clemson Housing with all students assigned by residence hall. Each residence hall is assigned to a specific package locker location, so even if you move to a different residence hall, we'll still be able to identify you in the system.
- **What do I do if I have package in the locker but I want to reject it?**

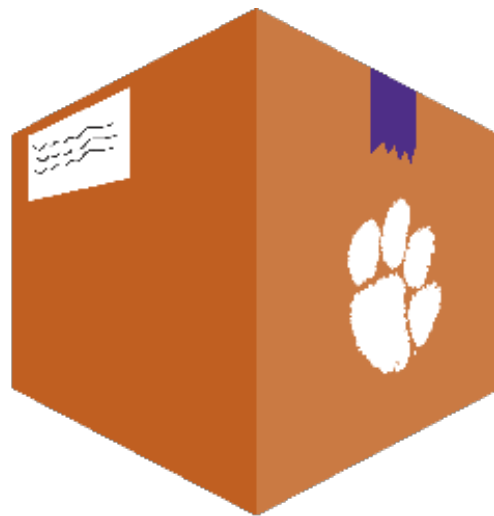
You need to contact Student Mail Services at 864-656-2351.

## Student Package Locker Locations





Clemson Student Package Lockers



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STUDENT PACKAGE LOCKERS