

Mailroom – Guide for Shipping, Mail, and Central Services Policies

The Central Services department accepts all incoming mail, packages, and deliveries on behalf of students. Students may retrieve mail and small parcels from their student mailbox. Students are expected to empty their mailboxes on a regular basis. Items that cannot fit in the mailbox will be delivered to the common rooms of student dorms. Students will be notified via email when a package of any size is processed. It may take up to 48 hours for items to be delivered to dorms during peak volume periods such as the beginning of a semester.

A bin will be placed in each dorm for outgoing mail. Central Services will retrieve the items and bill the student's BlueCard for the shipping/mailing cost. PLEASE be sure your child has funds on their BlueCard. Contact the [BlueCard](#) office for assistance with adding funds.

Please adhere to our policies regarding weight and restricted items as outlined below. It will be the student's responsibility to arrange return shipping for items that are rejected. Items left longer than ten business days will be donated or discarded.

- Families may begin shipping items to school 2 to 3 weeks before the start of the school year. The actual date can be found on the HIVE under the section for that particular school year.
- HELPFUL HINT: We recommend shipping clothing, shoes and other items in sturdy, secure, duffel bags or suitcases since these are much easier to carry to the dorms than a bulky box.
- **Items may not exceed 40 pounds.**
- **Large or bulky items will not be accepted.** These items cannot be delivered by the mailroom and are often too heavy and wieldy for a student to manage on their own. Also, our experience in 2020 of needing to pack, move, and ship items for students who were unable to return to campus during the pandemic was a lengthy, difficult, costly endeavor because of the number and size of student belongings. This may have been an isolated event but please pack accordingly.
- **Beverages (including bottled water) will not be accepted.** Filtered water is available in every building on campus and students are strongly encouraged to carry a reusable water bottle.
- Do not send anything to campus that needs to be **refrigerated or frozen**. We do not have the ability to safely store these items.
- **Boxed** non-food items (tissues, toothpaste, detergent) and non-perishable food items (peanut butter, granola bars, chips, crackers, etc.) **can be shipped** to campus from online vendors using UPS, FedEx, DHL, LaserShip, and the US Postal Services. **We cannot accept same-day orders directly from retailers or grocery outlets, or those using delivery services, including Whole Foods, Amazon Fresh, Instacart, Peapod, Shipt, or other similar services.** These orders are usually delivered as bagged groceries which are flimsy and rip easily and often do not include a name. When ordering groceries choose to have them "packed to be shipped".
- **DO SEND** homemade treats, candy, boxed fruit, plants and flowers. **Fruit and Flower deliveries must be picked up by the student at George Washington Hall.** Notifications will be sent via email.
- PLEASE NOTE: The mailroom is open Monday to Friday until 4:30 and closed weekends. Please schedule deliveries for EARLY in the day and refrain from having items delivered on Fridays (especially flowers and fruit). If a package is received after the mailroom closes, it will not be processed until the next business day (so an item received late on Friday, will not be available for pick or delivery until Monday).
- If there is an occasion that may warrant a special treat, please reach out to your child's house counselor for guidance.
- Items received that could be medications will be sent to the Sykes Wellness Center who will contact the student. Any item that does not meet our criteria will be returned to sender.
- Refer to the What Not to Bring document for items that cannot be brought or shipped to campus.

Shipping Address

Use **180 Main Street**, Andover, Mass. address when shipping items to your student. Address is as follows (no need for dorm):

Student Name
Phillips Academy
180 Main Street
Andover, MA 01810

- Mail and packages must be addressed to students using the full formal name, not nicknames. Also be sure the name on the label is that of the student, not a parent or other individual.
- PLEASE verify the shipping address each and every time you send items to your student. When ordering from services like Amazon, be sure you have the correct address. Since they often save prior addresses, it may send an item you intended for your home to the school. We've received treadmills, grills, and a kitchen sink this way!!
- There is a very similar address in town, 180 **N** Main Street, which sometimes ends up as the mailing address on student packages. This is a private residence and not affiliated with the Academy. Some vendor websites may suggest using this as a better address. This happens regardless of whether "Phillips Academy" is included in the address information. Shippers send to the **actual street address**. Please verify the address before completing your purchase. We may not be able to retrieve items that shipped incorrectly to this address.

If you have any questions, please contact the mailroom at: CSV@andover.edu