

Dear Students,

I write to broaden awareness of and solicit additional feedback on plans to improve the DUC Mail Center this summer.

Over the past five years, a 76% increase in annual inbound package volume (from 58,428 in 2009 to 102,769 in 2013) has strained the DUC Mail Center's operations and it takes longer to deliver packages during peak periods. And, while inbound student USPS mail volume declines each year, the center's 5,108 traditional mailboxes have remained, impeding Emory Mail Services' ability to make changes and provide better service.

In response, **Emory Mail Services is adopting a new mail and package delivery model next fall. Your mailbox assignment and address remain the same.** However, **mail and package delivery will change in the following ways:**

- **Wait times will be reduced.** The existing mailboxes and counter will be removed and replaced with a significantly larger, open counter that allows temporary package checkout positions to be added during peak periods.
- Each student will have a folder behind the counter rather than a traditional mailbox and an attendant will hand deliver mail across the counter. Similar solutions at Lehigh University and Furman University quickly deliver mail and have been well received. **Email notifications will alert you when you receive important USPS First Class mail** – like a letter from home or birthday card. **No more checking your box just to see if you have mail or mailbox keys to keep track of.**
- **The center will be open two additional hours each weekday until 7:00 PM.**
- **A retail stamp and shipping kiosk, walk-up copier/printer, student work area, and charging stations will be added.**

A YouTube video with before/after views of a similar renovation at Lehigh University found [here](#) may add greater perspective.

After reviewing them, please let me know if you have any questions, comments, or concerns at paul.byrnes@emory.edu. We value any feedback that you wish to share and look forward to providing you with better service.

Sincerely,

Paul

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