

1. PURPOSE

The purpose of this policy is to describe the facilities provided by The American University of Paris allowing students to receive postal mail (and documents from the university) on campus, and the conditions under which this service is provided.

2. WHO IS AFFECTED BY THIS POLICY

Currently enrolled students.

3. POLICY STATEMENT

A. Overview

The Student Mail Service is located at 16 Passage Landrieu, 75007 Paris. Its purpose is to provide a location for students to receive information or documents from the University, as well as letters and packages.

B. General rules

Mail to students should be addressed as follows:

Student's official passport name

16 Passage Landrieu

1er étage

75007 Paris

France

It is strictly prohibited for students to receive dangerous and/or illegal substances or objects, for example weapons, chemicals, or narcotics, unless permission is officially granted by the Director of Campus Planning & Facilities. Students may not use the Mail Service to conduct illegal, fraudulent, or commercial activities.

The Student Mail Service cannot accept items that require special storage conditions, for example medications requiring refrigeration.

C. Mailboxes

At the beginning of the academic year, every registered student is assigned an individual, numbered mailbox at 16 Passage Landrieu.

Mailboxes are to be used for the exchange of documents or information from the University; to receive postal mail and small packages not requiring a signature for delivery; and to receive notification of registered letters that must be collected at the Post Office or packages requiring payment before delivery.

Mailboxes are freely accessible during the building's business hours (which are updated and circulated regularly).

D. Regular mail and packages not requiring a signature

Only regular mail (letters and small packages without a return receipt or signature requirement) is delivered directly to mailboxes.

A package is an object sent to a student via the postal service. Objects such as suitcases are therefore not considered packages but as personal property.

Large letters and packages are treated as mail requiring a signature (see below).

E. Mail & parcels requiring a signature

AUP accepts mail requiring a signature (e.g. Fedex, DHL, Colissimo, online purchases) on behalf of students. However, the Mail Service cannot accept registered mail on behalf of students.

The mail department logs all mail requiring a signature, large letters, and large packages, and informs the recipient via e-mail. Only this e-mail message serves as a valid confirmation that The American University of Paris has received the item, and it is at this point that the University becomes responsible for the item.

The student must then make an appointment to retrieve the mail or package at the Mail Service office, and must present a valid AUP ID card. In case of physical inability to come in person, the student may designate another student as a proxy by informing the Mail Service via an e-mail message sent from the student's AUP e-mail address, and the proxy (who becomes fully responsible for the item) may retrieve the mail or package upon presentation of their own valid AUP ID card.

F. Registered mail and parcels (with or without a return receipt)

AUP does not have the authority to sign for registered mail. Postal service personnel will leave a delivery notification, which the Mail Service will deliver to the student's mailbox. Students must retrieve registered mail from the Post Office indicated on the notification, upon presentation of a photo ID (passport or national identity card).

G. Mail requiring payment

AUP does not have the authority to accept mail requiring the payment of duties, VAT or other fees.

The Mail Service will place the notification provided by the delivery company in the student's mailbox. The student must pay the exact amount according to the conditions indicated (e.g., by bank card on the delivery company's website) and reschedule the delivery (otherwise, the letter or package will be returned to the sender by the delivery company). Once the item has been delivered to the university, it will be handled by the Mail Service according to its characteristics (size, etc.) as outlined in the procedures indicated above.

On occasion, delivery companies mistakenly charge fees directly to the university, several weeks or even months after the item has been delivered. In this case, the university will bill the student for the amount due.

4. RESPONSIBILITIES

The Director of Campus Planning and Facilities oversees the Mail Service.

5. DEFINITIONS

AUP, the University	The American University of Paris
Mail	Postal mail, registered mail, parcel
Student	Any undergraduate or graduate student enrolled at AUP with no holds placed on his or her account.

6. APPROVALS & HISTORY

Reviewed in March 2018.

Reviewed in December 2021; changes approved by Leadership Team December 14, 2021.

Next review in November 2024.

7. ISSUING OFFICE AND CONTACT

Administrative Services
Mail Service – Franck Impérial
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