



Student Parcel Locker FAQ's

Where are the lockers located and when can I access the locker?

- The lockers are located in the Student Center main floor in the rear near the vending machines. The lockers are assessable Monday thru Sunday (7 days) from 7AM until 10PM.

If I don't live on campus will I be able to use this service?

- This service is only available to enrolled students that reside on campus.

Will all of my packages go to the locker?

- No, all of your packages will not go to the lockers as there are a limited number of available lockers.

How will I know if my package is at the Mail Center or the lockers?

- Your email notification will specify where you need to go to retrieve your package. It will say CAU Mail Center, CAU Locker A, or CAU Locker B.

How do I get the locker opened?

- The email notification will contain a barcode and a pin. You can either scan the barcode or enter the pin at the kiosk and the locker containing your package will automatically open.

How long will my package be available in the locker?

- You have 72 hours from when you receive the notification stating you have a package to pick up your package from the locker. These lockers are available to you 7 days a week from 7AM until 10PM.

What happens if you can't pick up your package within 72 hours?

- If your package is not picked up, from the locker, within 72 hours you will be notified to go directly to the Panther Mail Center during regular business hours to retrieve your package.

What if my package is no longer held in the locker?

- This means you missed the deadline to retrieve your package from the lockers. You will need to go to the Mail Center to get your package. Please bring your CAU ID.

What if I closed the locker door before I took my package out?

- The locker codes stay active for 15 minutes after the locker door has been closed.

What if I lost my locker codes?

- Lost locker codes can be reissued by the Panther Mail Center. You must bring your student ID.

What if my codes do not work?

- Go to the Panther Mail Center for assistance. You must bring your student ID.

Can a friend pick up my package from the locker?

- No. We do not advise that you provide others with your codes or allow others to pick-up your packages.



