2018 NEW Students (class of 2022) Move-In, Shipping & Mail Services Resources for Parent Webinar

Wednesday, August 1, 2018, 7 pm Central

Presenters:

J Malbrough, Associate Director of Mail Operations, Uptown Campus
Jon Tingley, Assistant Director for Housing Facilities
Penny Wyatt, Director of Parent Programs and External Relations
Webinar Goal: To make the move-in process as smooth as possible for our new Tulane families

Webinar Topic Outline:
• Welcome, overview and introduction of panelists
• Reminder: Splash Card (ID card) photo submission deadline – Monday, Aug. 6, 2018
• Recommendations for Bed, Bath & Beyond & other vendor orders/shipments
• Mail Services’ procedures for shipping packages-labels, schedules by region
• Directions for sending special & oversized items
• Package pick up process on campus (including pre-ordered linens)
• Campus contacts for limited approved/required early groups’ procedures
• Assigned Move-in times based on residence hall and floor
• Navigating Move-In Day – traffic routes, unloading, parking instructions & locations
• Other Move-In Day Services & Hours of Operation (shopping shuttles, Bookstore, technology assistance, dining, etc.)
• Schedule for Wednesday night student activities and Thursday parent events
• Q & A
• Wrap up & department contact information
REMIND YOUR STUDENT that **Monday, August 6, 2018** is the deadline to submit their photo for their Tulane Splash Card (Tulane ID).

Students **must** have their Splash Card to check into their residence hall room on Move-In Day! Avoid the lines and the hassle of getting a Splash Card made on Move-In Day.

You student can submit a photo through Gibson Online so their Splash Card can be printed in advance and available for pick up at their residence hall check in station.

View instructions at: [https://splashcard.tulane.edu/content/online-photo-submission](https://splashcard.tulane.edu/content/online-photo-submission)

For questions, contact Splash Card Services, campusservices@tulane.edu, 504-865-5441.
To B(B&B) or Not to B(B&B), that is the question so many parents ask.

Tulane does not have any formal relationship with Bed, Bath & Beyond as a vendor, but we know many families choose to use their program. You can really do this any way you want. Here are options:

★ Have your order delivered to your student’s Tulane mailing address, BUT WAIT until the proper shipping time window before placing your order so it doesn’t arrive too early and end up being sent back.

◊ Have your order delivered to whichever store seems closest to your travel route and pick it up at the store. The Metairie store is between the airport and campus. The Harvey store is across the river. Both locations have other big box stores close by.

❖ Take the free Tulane shuttles on Move-In Day to the Metairie store in Clearview Mall. Running 10 am – 5:30 pm, leaving on the hour from campus at the stop by Diboll Parking Garage and returning on the ½ hour from the Sears side entrance at Clearview Mall.

**Harvey Store** (9.5 miles from Tulane)
901 Manhattan Boulevard, **Harvey, LA 70058**
(504) 366-1394
M-F: 9:00am - 9:00pm
Sat: 9:00am - 9:00pm
Sun: 10:30am - 7:00pm

**Metairie Store** (8.7 miles from Tulane)
4410 Veterans Boulevard, **Metairie, LA 70006**
(504) 454-6930
M-F: 9:00am - 9:30pm
Sat: 9:00am - 9:30pm
Sun: 9:00am - 7:00pm
Mail Services’ procedures for shipping packages

Here’s how we make move-in easy:

1. **We email** (to students’ TU email) and **snail mail** (to students’ homes) **detailed instructions.** Sent Last week.

2. **We partner with FedEx** (though you may use other carriers).

3. **We provide shipping schedules.**

4. **We route your students’ packages to huge trailers and stage them in the center of campus.**

5. **We have ROTC students help transport items from trailers to residence halls.**
Mail Services sent instructions to students’ Tulane email addresses on July 28 and hard copies to permanent home addresses the first week of August.
How and What to Pack

- **Do not** pack your Tulane Splash Card with the luggage you are shipping. Keep your Splash Card on you at all times when arriving on campus.

- **Do not** pack items you may need immediately, such as medicine.

- **Do not ship liquids**, laundry detergent, water, etc.

- Please limit the number of boxes shipped for dorm delivery to 4 boxes. We have limited storage space. Other items can be shipped at a later time.

- Use heavy duty boxes designed for shipping. **Do not ship in moving or storage boxes.**

- Boxes should be 20”x20”x20” or smaller and **not weigh over 45 lbs.** This size is most manageable and is less likely to arrive damaged.

- Remember: **Do not ship** microwaves or refrigerators. They are provided in all residence hall rooms.

- If possible, pack breakable items in original manufacturer’s packing. If unavailable, pack breakable items in bubble wrap and extra padding. If in doubt, confirm packing with your shipping company. Be sure to insure all items appropriately.

- Make sure all **boxes are packed tightly**. Materials should not shake or move inside boxes. Items will be stacked while being shipped and may be damaged if not packed properly.

- Make sure all boxes are taped with packing tape. **Do not use duct tape**, masking tape, painter’s tape etc.
How to Ship Instructions

☐ **Mark or label at least 3 sides each box** with student’s name and mailbox number (use provided labels if possible.) **Do not use the dorm number or address.**

☐ The provided labels are **NOT prepaid labels**. They are address and box number labels only. These are used to help stage items for pickup once they arrive at Tulane.

☐ You will be responsible for shipping charges with the carrier (**FedEx Ground or Express is strongly recommended**).

☐ Please be sure to insure your items appropriately. Ask your shipping vendor for insurance details.

☐ No other labels (previous shipping, programs, or years) should be used or visible on your packages.

☐ Use the included shipping times guide to assure your items are available for Move-In day.

☐ **Keep your shipment tracking numbers and bring them to campus.** Your tracking numbers will be required should an issue arise with your shipment.
Use the attached/enclosed labels for all your student’s packages. They are not pre-paid labels, but they are formatted to route students’ packages correctly. You can download and print more if you need them!

Note: Use this same address format for any other mail throughout the year.
When to Ship Your Items to Tulane

We Recommend Shipping FedEx Ground.

THE FOLLOWING IS BASED ON FEDEX GROUND TRANSIT TIMES.

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Recommended ship dates for shipments to New Orleans via FedEx Ground from:

- Blue Zone: August 9 - 14
- Yellow Zone: August 10 - 15
- Green Zone: August 13 - 16

Be sure to check with FedEx for the most accurate transit time from your location.
Reminder: Ship your items so they arrive in New Orleans between Wednesday, August 15th and Tuesday, August 21st.
Trailer Layout
Receiving & Processing
Move-In Map and Hours

Key:
- Bruff Mail Services
- FedEx Trailer Location
- Residence Halls
- Lavin-Bernick Center

Residence Halls:
- 38 Monroe Hall
- 42 Sharp Hall
- 44 Irby Hall
- 45 Paterson House
- 46 Lallage Feazel/Wall Residential College
- 47 Phelps Hall
- 52 Butler House
- 55 Katherine & William Mayer Residences
- 56 Warren House
- 59 Weatherhead Residential College
- 71 Barbara Greenbaum House
- 75 Josephine Louise House
- 96 Willow Residences
- 98 Aaron Residences

Hours of Operation

FedEx Trailers
- Wednesday August 22 8 am - 7 pm
- Thursday August 23 9 am - 6 pm
- Friday August 24 9 am - 6 pm
- Saturday August 25 9 am - 6 pm

Bruff Mail Services
- Wednesday August 22 8 am - 7 pm
- Thursday August 23 9 am - 6 pm
- Friday August 24 9 am - 6 pm
- Saturday August 25 9 am - 6 pm

BE SURE TO CHECK YOUR TULANE EMAIL FOR YOUR PACKAGE PICK UP LOCATION

CAMPUS CLOSED FOR ALL INCOMING DELIVERIES DUE TO MOVE-IN ACTIVITIES ON WEDNESDAY, AUGUST 22ND.
Move-In Day Student Package Pick Up

1. Student should check Tulane email for a message for every package received with a pickup location, either FedEx Trailers or Bruff Commons.

2. Student proceeds to noted pick up location(s):
   a. At FedEx trailers, present Splash card, FedEx staff will direct to the correct platform.
   b. At Mail Services Mailroom in Bruff Commons, the student’s Splash card will be scanned to determine items to be picked up.
Move-In Day Student Package Pickup

• Platform operations staff will
  – check student ID
  – print Inventory Ticket
  – pull items from trailers
  – scan all items on mobile
device & obtain signature

• ROTC cadets will
  - move students’ items to drop
    off points at residence halls

• Customer Service tent staff will
  - handle problems
  - loan hand trucks
  - provide technology support
Trouble Shooting

• Package Tracer Forms
• Common problems-
  – Mis-zoned items
  – Items received at Bruff Mail Center
  – Package tracking & vendor issues
  – Damaged items
Special Pilot Pre-Delivery Program

Dorm Delivery Program Instructions

In this packet, we have enclosed special shipping labels to be used on the sides of your boxes as part of the Dorm Delivery Program.

Items shipped for this program will be released to Tulane Housing representatives and secured in your room ready for your arrival on campus. This program is a joint collaboration of Housing & Residence Life and Tulane Mail Services.

The process is simple, just follow the checklist:

☐ Ship up to 4 boxes from home using the enclosed labels.

☐ Be sure your boxes measure 20”L x 20”W x 20”D or smaller

☐ Use the enclosed calendar to determine when you should ship your items.

☐ These labels use a DIFFERENT ADDRESS than your normal mailing address as seen on the welcome letter in this packet. Make certain that you ship these special packages to the address on the special label and NOT to your regular campus address.

☐ Label at least 3 sides of each box with the provided labels.

☐ Do NOT use the address listed on these labels for any future shipments. This is a special address that will be used only for this program.

☐ Any items sent to your regular campus address will NOT be placed in your residence hall room.

☐ Items for in-room delivery must use the labels in this packet. Using any other labels will not qualify for in-room delivery and may lead to an extended delay.

☐ You MUST use FedEx Ground to send your packages to the address on the special label. Please be sure to insure your items appropriately. Items sent via other carriers will NOT be placed in your residence hall room.

☐ These labels are NOT pre-paid shipping labels. Please contact FedEx for shipping rates and procedures from your home area.

☐ Please be sure to insure your items appropriately. Ask your shipping vendor for insurance details.

☐ Keep your shipment tracking numbers and bring them to campus. Your tracking numbers will be required should an issue arise with your shipment.

*This program is designed to be used for packages that are shipped to campus from home. Since special labels are required for this program, this offer cannot be used for items being shipped direct to campus from online vendors or other retailers.
# When to Ship items for Dorm Delivery Program

**YOU MUST SHIP ALL BOXES FEDEX GROUND FOR IN-ROOM DELIVERY.**

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<td>DELIVERIES TO CAMPUS WILL RESUME ON THURSDAY AUG 23RD.</td>
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</table>
Recommended ship dates for shipments to New Orleans via FedEx Ground from

- **Blue Zone**: August 3 - 7
- **Yellow Zone**: August 7 - 9
- **Green Zone**: August 9 - 10

Be sure to check with FedEx for the most accurate transit time from your location.

Reminder: Ship your items so they arrive in New Orleans between Friday, August 10th and Wednesday, August 14th.
Directions for sending special & oversized items

Yes we accept them!

Please have them professionally packed for safety!
Mail Services

Provides student with a unique address & mailbox while residing in campus housing

Receives packages on student’s behalf and emails notifications when items are ready for pickup

When on campus, students should:
- come to Mail Services to get mailbox key
- Use correct address including unique box number on all items
- Check mailbox often
- Pickup packages promptly. Notification via email (bring Splash Card)
Bruff Mail Center Storage & Distribution
Mail Services-Contact Us

https://mailservices.Tulane.edu
mailbox@Tulane.edu
504-247-1868 -move in questions
504-865-5709 -general questions
Move-In Information

Move-In Guide - emailed to students’ Tulane email address and sent in the Parent Newsletter

Prepare before you arrive – bring move-in pass and photo ID. Make sure your student sends in their Tulane ID photo by Monday, August 6!

Driving onto campus vs. being dropped off near campus (Taxi, Uber, Lyft)

Unloading & Parking locations

Early arrivals

Traffic & Parking

Residence Hall check-in process
### Procedures communication for limited approved/required early groups

<table>
<thead>
<tr>
<th>Group/program</th>
<th>Arrival &amp; move-in instructions come from</th>
<th>Mailing/shipping instructions</th>
<th>For questions, contact</th>
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<tbody>
<tr>
<td>Marching Band Camp, Including Color Guard and Dance Team</td>
<td>Upperclass band section leaders will email new students</td>
<td>Bring only essentials needed for camp, ship other items as usual for 8/25</td>
<td><a href="mailto:patmcwbr@tulane.edu">patmcwbr@tulane.edu</a>, 504-314-2263</td>
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<tr>
<td>Army ROTC</td>
<td>Yolanda Wade, Scholarship Enrollment Officer</td>
<td>&lt; see instructions</td>
<td><a href="mailto:ywade@tulane.edu">ywade@tulane.edu</a></td>
</tr>
<tr>
<td>Navy ROTC</td>
<td>Navy ROTC sent letter in May with instructions</td>
<td>&lt; See letter</td>
<td>(504) 865-5104</td>
</tr>
<tr>
<td>Cheerleaders</td>
<td>Housing &amp; Residence Life</td>
<td>&lt;Refer to email from</td>
<td><a href="mailto:hrlinfo@tulane.edu">hrlinfo@tulane.edu</a></td>
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<tr>
<td>Football</td>
<td>Housing &amp; Residence Life</td>
<td>&lt;Refer to email from</td>
<td>Shane Meyer, 912-678-4105, <a href="mailto:smeyer3@tulane.edu">smeyer3@tulane.edu</a></td>
</tr>
<tr>
<td>All other early Athlete groups &amp; Shockwave dance team</td>
<td>their program coordinator or coach</td>
<td>Refer to communication from</td>
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Move-in Frequently Asked Questions

• *Where do students store suitcases / packing supplies?*
  – Students must store all personal items in their rooms or store items with an off-campus storage provider.

• *If I bought linens and my student is arriving early can I pick up linens early?*
  – Linens purchased through OCM will arrive in time to be picked up on August 22\textsuperscript{nd} from Butler Hall.

• *If I am dropped off at the Car Service Drop Off area how do I get my student’s belongings to their room?*
  – The University will staff golf carts to assist the students and families with their first trip to the residence hall with their items.

• *I’ll be in town before Friday, can we see my students room before their check-in date?*
  – No. Students and families may not enter their residence hall room, check-in or receive any access to their room before their assigned check-in date. Front desk staff will not be able to provide access to students who arrive before their approved check-in date.
Move-in Frequently Asked Questions

• If my student is approved to move-in early can I come back to campus on move-in day?
  – Students moving in early also received a time slot and move-in pass. This will allow them to access campus on Wednesday if needed. We recommend that students approved for an early move-in plan on completely moving-in to their room on or closely following their approved check-in date to avoid traffic on move-in day.

• Where can I find a list of items to bring (or not bring)?
  – This list can be found in the Move-In Guide. We recommend purchasing essentials first and buying other items after the student moves-in.

• If I have an afternoon time slot can I come on campus to visit other offices?
  – Yes. Please park in the Claiborne Avenue parking lot and take the shuttle into campus.

• If I leave a long-term parking lot, can I get back in?
  – Yes. Please keep your move-in pass to give you access to the parking lots.
Campus Services available on Move-In Day, Wed., August 22, 2018

Accounts Receivable
Banking Services Capital One, Chase, and Gulf Coast Bank & Trust 29,
Bicycle Registration
Barnes & Noble Bookstore
Card Services & Meal Plans
Fedex Office Move-In Services & Package Pickup
Financial Aid Drop-In Consultations
Green Wave Athletic Shop
Hancock Whitney Bank
Housing & Residence Life
Library services
Mail Services
Main Campus Publications (New Student Book)
Howard-Tilton Memorial Library
Bruff Commons Dining Hall
Parent Programs Parking Services
Registrar
Student Employment
The Health Center for Student Care
Technology Connection Computer Store
Technology Services

Find a Campus Services hours & locations chart on p. 3 of the print Move-In Resource
• PDF version will be in the August 15 “Parents as Partners” e-newsletter
• Print copies will be distributed at residence hall check-in and info tents
What’s next after Move-In?

Wednesday, August 22, 2018:
6 - 7:45 pm  Student’s dinner break (Pro Tip: Consider making early reservations via the August restaurant promotion www.coolinaryneworleans.com)

Students must attend:
8:00 – 9:15 pm  Mandatory Residence Hall Floor Meeting
9:45 – 12 midnight  Welcome to the Wave & Afterparty

Parents— rest!

Thursday, August 23, 2018:
8:30 -10:30 am  Optional Department Open Houses – see schedule online
11 am – 12 pm  Students: Newcomb-Tulane College Orientation
11 am – 12 pm  Parents: President’s Address to Parents of the Class of 2022
12 – 2 pm  Lunch Break
12 –2 pm  Academic School Open Houses & Receptions hosted by deans
1:30–2:30 pm  Family Farewell Photo Celebration - Before families leave campus, we encourage you take a family photo to celebrate this milestone. Share your memento with the Tulane community by posting to social media using #tulane2022.

Parents should depart on Thursday by 2:30 pm before students’ additional mandatory meetings.
QUESTIONS???

Type in your questions and we’ll answer as many as possible tonight. If we can’t get to your question, please email either department directly:
Mail Services (mailbox@tulane.edu) or
Housing & Residence Life (housing@tulane.edu)
Thank you for participating in our webinar.

For questions about Move-In topics, contact the relevant department:
Mail Services: mailbox@tulane.edu
Housing and Residence Life: housing@tulane.edu

If you have any feedback about this webinar or suggestions for future topics, please email parents@tulane.edu.