

# 2400 Nueces Apartment Complex Mail FAQs

- **Will I get my own mailbox?**  
No, you and your apartment/roommate(s) will share a mailbox which corresponds to your apartment number. Your room key will open your mail box. For this reason you and your apartment/roommate(s) should discuss how you plan to handle each other's mail, especially whether or not you are comfortable with your apartment/roommate removing your mail from your mailbox.
- **What is my address?**  
Student Name  
2400 Nueces St.  
Apartment #  
Austin, TX 78705
- **Where do I get my mail?**  
Paper mail can be picked up in the mail room located on the first floor off of the lobby. Packages can be picked up at the front desk located in the main lobby between 9 a.m. and 10 p.m.
- **What time is mail delivered?**  
The mail can arrive anytime between the hours of 7 a.m. and 9 p.m. Some days the mail will be delayed due to route changes, postal staffing changes, weather conditions around the country or holidays. We can never guarantee that the mail will arrive on a specific day/time.
- **What happens once the mail arrives?**  
The mail arrives in large bins. 2400 Nueces staff sorts the mail by apartment number and places it in residents' mailboxes. The mail sorting process could take the staff a few hours to complete depending on the amount of mail and the traffic at the desk.
- **What should I do if I receive mail that does not belong to either me or my apartment/roommate(s) in my mailbox?**  
Please return mail to the 2400 Nueces front desk or package pick-up center that is not addressed to either you or your apartment/roommate(s).
- **Is it safe for my family or friends to send me cash through the mail?**  
It is NEVER safe to send cash through the mail, whether you are sending it to a house, apartment or residence hall. We recommend that your family and friends refrain from sending cash through the mail. Look into cashier's checks, money orders, reloadable debit cards or wire transfers as an alternative.
- **How will I know if I receive a package?**  
When your package is logged you will receive an automatic email or text notification.

- What do I need to have in order to pick up a package?**  
 You will need your UT ID card or EID and a government issued photo ID. You have to pick up your package in person. A friend or family member cannot retrieve your package for you, nor can the staff bring the package to your room. If there are additional circumstances requiring an accommodation, email [housing@austin.utexas.edu](mailto:housing@austin.utexas.edu).
- What if my tracking number says my package has been delivered, but I haven't received a notification letting me know I have a package to pick up?**  
 2400 Nueces staff logs each package we receive electronically, and then notifies the resident that a package is ready to be picked up. This procedure takes time so it may mean that your package is currently being processed. Please check back later that day. If you still do not have a notification later in the day, ask the front desk staff about your package. Please bring all information about your package including the tracking number, date and time of delivery and the name of the person who signed for it so the staff can help you locate the package.
- If I opt for Sunday delivery on a package, will it reach me on Sunday?**  
 No. 2400 Nueces Apartments does not receive mail on Sundays, so do not pay extra for Sunday delivery.
- What will happen if my package or mail has one of my parent's names or my nickname in the address instead of mine?**  
 Staff will do all they can to determine to whom the delivered package or mail belongs, but if the name on the package or envelope is significantly different than your name the staff will be unable to determine the recipient of the mail or package and it may be returned to sender. It is important that all your mail and packages have your official name on record listed in order to eliminate confusion. Mail with no name in the address will be automatically returned to sender. Please talk to staff at the front desk if you have questions about this.
- What do I do if I have changed my name or if I am using a different name than my given name?**  
 Bring something to show proof of the new name you are using to the front desk or package pick-up center so the staff can update your mailbox. Be sure to update any permanent name changes with the [Housing office](#) and [Office of the Registrar](#).
- What is Amazon @ UTexas?**  
 Amazon @ UTexas offers our campus community a secure and convenient location to pick up and return Amazon orders. Additionally, Amazon Student and Prime members receive Free One-Day Pick Up on orders placed by 10 p.m. Activate your benefits at [utexas.amazon.com](https://utexas.amazon.com). Campus pick up location: Gregory Gym, 2.110.

- What happens if I feel like my mail or package has been mishandled or misplaced?**  
 Contact the Complex Coordinator responsible for 2400 Nueces. If you believe a theft has occurred, please call UTPD at (512) 471-4441.
- Can I send out packages via the postal service, FedEx or UPS from the mail centers?**  
 No. Our mail centers cannot send out packages via the postal service, FedEx, UPS or other package delivery companies. If you need to send a package, you can visit the campus post office located in [WMB - West Mail Office Bldg.](#)
- My key no longer works in my mailbox. What should I do?**  
 Put in a [maintenance request form](#) for a lock/key change, even if your key is still opening your room.
- What happens to my mail after I move out?**  
 Newly incoming mail will be forwarded to you for one month after you have moved out if you [update your address](#). In order to ensure that you receive all your mail, you should update your mailing address with your billing companies, magazine and newspaper subscriptions, friends, family, etc. After 30 days, all mail will be returned to sender.
- Can I leave a package or letter at a mail center to be picked up by a resident?**  
 No. For safety reasons, we do NOT allow packages or letters to be dropped off at a mail center without going through an actual delivery service like the post office.
- Which U.S. Post Office handles the 2400 Nueces mail?**  
 Please direct your general postal inquiries to the North Austin location at 4300 Speedway Austin, TX 78705. They can be reached at (512) 453-2785.

If you have questions, contact the 2400 Nueces Front Desk at (512) 232-7517 or email [housing@austin.utexas.edu](mailto:housing@austin.utexas.edu).