

1. Registered mail (incl. office packages) pickup time and location for students

(1) Pickup time :

University working days from 8:30~12:20 and 13:00~16:50; mail delivered in the morning can be collected after 13:30 to allow enough time for processing

(pickup of mail and freight items is not possible on weekends and public holidays)

(2) Pickup point : Documentation Division on the first floor of the Administrative Building

(3) Pickup method : Recipients must bring their Student ID (for collection by proxy, the Student IDs of the recipient and the proxy are required)

***Important Reminder : If pickup times are not convenient for you and you wish to utilize an iBox of the NCU post office or convenience store pickup services, please log onto related websites for queries and relevant services.**

2. Registered mail announcement and notification

(1) Queries on registered mail can be conducted via the Mail Management System at

<https://ncu.edu.tw/mail/>(NCU Home Page/Administrative units/Office of General Affairs/Documentation Division/ Related business information / Email inquiry)

(2) Upon filing of registered mail, the system automatically sends a notification to the Computer Center, which forwards it to the student's mailbox (please check your mail regularly)

(3) If you haven't received your mail notification, please conduct a query via the Mail Management System. If there is no record of your mail in the system, please contact the person in charge at the Documentation Division (ext. 57354、57353)

Establishment of temporary package pickup points in student dorms in the Academic Year 2025

(1) To deal with the large quantity of packages at semester start, the Student Housing Service Division of the Office of Student Affairs will assist in setting up temporary package pickup points in the eastern and northern districts from **August 21 to August 31, 2025** to provide convenient package pickup for NCU student dorm residents. After **September 1, 2025** post office delivery and pickup at the Documentation Division will be resumed.

(2) These temporary pickup locations only provide package collection services for dorm residents. Non-dorm residents **from post office packages** must still proceed to the Documentation Division to collect their packages. (For packages delivered by the freight company, please wait for the delivery staff to call to notify you of the pickup time and location.)

	Eastern district pickup point	Northern district pickup point
Temporary package pickup location	Arts room of Female Dorm 14	1F of Guest House
Service scope (included dorms)	G1-G4, B5, G14, B3,B6,B7, B11, B13, International Dorm	B9A, B9B,B12, BM(Hsi wang dormitory), Guest House

Pickup time	Aug 21 (Thu)~Aug 31 (Sun), 2025 Monday through Sunday, 8:30~12:30 and 13:30~17:30
Pickup method	Recipients must bring their Student ID (for collection by proxy, the Student IDs of the recipient and the proxy are required)

(3) After September 1, 2025, the temporary package pickup points will be evacuated, please go to the East District Information Office (1F of G14) to pick the unpicked packages from the East District Pickup Points. District, and please go to the North District Information Office (1F of His wang dormitory) to pick the unpicked packages from the North District Pickup Points.

3. Mail-related Q&A

Q1 : Why is there no record of delivered registered mail in the Mail Management System ?

Ans :

If no record is found by the system, the sender may have provided the wrong recipient name or his/her handwriting is illegible resulting in a wrong record or the mail item has been sent directly to the designated unit of the respective department/institute. Please provide the name of the courier and the serial number of the mail item so the Documentation Division can assist you in queries with national postal service/freight forwarders.

Q2 : How is ordinary mail handled and why haven't I received my mail yet ?

Ans :

- (1) Ordinary mail is dropped into the exchange mailbox of the respective unit/dorm according to the information provided by the sender. It is then distributed by designated personnel of the respective unit/dorm. If the provided unit name is illegible, the mail item will be returned to the post office on the following day.
- (2) Ordinary mail cannot be successfully delivered and will be returned as "unit unknown" if the department/institute/dorm name is not indicated on the mail item and it is impossible to determine the home unit of the recipient even after faculty/staff/student database queries. With a view to ensuring successful delivery, students should notify the sender to clearly indicate the home department/institute/dorm of the recipient.

Q3 : Can the university accept packages sent by freight company and post office packages of students ?

Ans :

- (1) According to the regulations on mail handling, if the mail is sent to the address of the institution, it can be delivered to the mail receiving and receiving office within the institution. Therefore, the Documentation Division can still assist in collecting post office packages for students.
- (2) Freight companies will contact students directly to deliver packages. If students are unable to answer the phone for some reason, some freight companies will send text notifications and students can choose a time to contact them about the delivery. If you cannot receive the package, you can ask the freight company personnel to redirect the package to a participating convenience store, i-mailbox, or deliver it multiple times in accordance with its company policy. If students have other special circumstances,

please contact the person in charge of Documentation Division by phone for explanation before delivery.

4. Return of mail items

- (1) **Registered mail** is returned if it is not collected within 15 days (incl. holidays) after the day following the receipt notification by the Mail Management System (summer/winter vacation periods and notification of delayed pickup excluded)
- (2) **Judicial (administrative) documents and registered mail with AR is returned to sender if it is not collected within 2 days (excl. holidays) upon notification to safeguard the rights of all involved parties.**
- (3) Ordinary mail in Mandarin is returned to sender on the day following receipt if the home unit of the recipient is unknown. Ordinary mail in English is returned to sender if it is not collected within 30 days (incl. holidays) upon sending out of the receipt notification if the home unit is unknown (if such mail is received during summer/winter vacation periods. return is postponed until semester start)

6. Correct format of recipient address

Please remind the sender to clearly indicate the name of the department/institute (dorm) and phone number of the recipient. The correct address format is as follows :

32001

OOO (Name) Phone:OOOO

OOO Dormitory, Room No.OOO

Department of OOO

National Central University

No.300,Zhongda Rd., Zhongli Dist.,

Taoyuan City, 32001, Taiwan (R.O.C.)

(Please specify the recipient's phone number for contact.)