

Frequently asked questions

❖ **Who can use UPS CampusShip?**

Any Employee of Mount Holyoke College with a valid MHC budget account number. Users need an account set up by Mail Services before they can use CampusShip.

❖ **How are shipments paid for?**

Items shipped on behalf of the college are billed directly to the college's CampusShip account. Please do not use your Purchasing Card to ship UPS.

❖ **Can I ship personal items and get the college's discount?**

Yes. All employees may use CampusShip for personal shipping at the discounted rates. Personal shipments are paid for by entering your personal credit card information in the payment section. Note: your credit card is secure and can't be seen or accessed by anyone at Mount Holyoke College.

❖ **How do I get my account set up?**

Fill out the online enrollment form at [Frequently asked questions for CampusShip](#)

❖ **Will I need special equipment?**

No. All you will need is a computer connected to the internet and a printer.

❖ **How do I get supplies?**

You can order supplies online with the provided link under the "Resources" tab on the UPS CampusShip page.

❖ **Will I be charged for supplies?**

No. Your basic supplies are provided by UPS at no charge. These include envelopes, pouches, adhesive labels, stickers, etc.

❖ **Can I share my user name and password with coworkers?**

No. Each individual user will be assigned his or her own user name and password. Mount Holyoke College will not be responsible for any unauthorized shipments under your account.

❖ **What if I forget my user name and / or password?**

Email mailandcopycenter@mtholyoke.edu and we will verify your user name and reset your password.

❖ **Can more than one person be set up as a user in my department?**

Yes. You can have as many as you like.

❖ **What are my shipping options with UPS CampusShip?**

You can access most UPS shipping services through CampusShip. If you have additional shipping needs, contact Mail Services at ext 2462 or email mailandcopycenter@mtholyoke.edu to let them know what you need.

❖ **Will UPS pick up my package from my location?**

No, the college will incur additional costs for department pickups. To avoid this additional cost, call Mail Services ext 2462 and request a pick up or place the item in an authorized UPS collection box.

❖ **What are the benefits of using UPS CampusShip?**

You save the college money because of our contracted rates.

You control what you ship and how you ship it.

You can print out receipts for each shipment.

You can track a shipment from your computer with a click of the mouse.

You have the ability to request e-mail notification when your package reaches its destination.

You can review your shipping history for the past 90 days.

You are guaranteed the MHEC discounted rates on your personal shipments.