Parent’s Information for using Postal Services at The Citadel:

On behalf of The Citadel Post Office, I would like to take this opportunity to welcome you into The Citadel Family! Your cadet’s correct mailing address should be in the following format:

First Name  Middle Initial  Last Name  
MSC ______ (assigned 3 or 4 digit #), The Citadel  
171 Moultrie Street  
Charleston  SC  29409-(you can also put their MSC # as the four digit zip code add-on)

MSC Box #’s will be assigned two weeks before your student reports to campus, unless they have participated in the CSI Summer Program. MSC is a postal term that stands for Mail Stop Code. This is used in place of “P.O. Box”. **Therefore, it is extremely important to have your student’s MSC # on all incoming mail and packages.** Your student should be able to keep this address for his/her entire stay at The Citadel, unless they leave for a semester. Then we may have to assign a new MSC # when they return. It is each box holder’s responsibility to make sure mail is addressed properly. Please use the USPS’s standardized mailing format when addressing mail, with the student’s information from above. Mail addressed without a complete address may be delayed or returned to sender. Please advise banks, magazine subscriptions, newspapers, etc. to include the correct MSC # in your student’s address. **Always use your cadet’s first name, middle initial and last name on addresses for clear identification. Do not use nicknames,** as this can make it difficult for delivery purposes if the MSC # is missing, incorrect or hard to read.

Use black or blue ink for addressing. Designer ink – pink, gold, silver, etc. is not easily read by postal OCR machines and could cause delays. Do not use staples on packages or envelopes. They tend to damage machinery as well as worker’s hands. It is requested that cash not be sent through the mail. Also, USPS Money Orders are no longer sold or cashed at the Post Office. There is an automatic teller machine located in Mark Clark Hall if your student needs cash money.

The Citadel Post Office, located in Mark Clark Hall, is a full service postal contract station. We follow the rules and regulations as set forth by the United States Postal Service. Our window hours are: 0930 to 1600 Monday thru Friday (full service) and 0730 to 0930 each Saturday (for parcel pick-up only). Incoming mail is distributed daily to cadet boxes by 1030 a.m., Monday through Saturday. Outgoing mail is dispatched at 1600 hours (4:00 p.m.) each day, Monday thru Friday. If you happen to live in the area, you may bring packages/mail by our Post Office to leave for your student without having to pay postage on those items. However, please make sure they are packaged and labeled appropriately.

During the orientation process, The Citadel Post Office will issue a mail box key, at no cost, to each student. If key is lost, additional keys may be obtained for a cost of $10 each, which will be charged to your student’s QM (Quarter Master) account. Keys should be returned when your student permanently leaves The Citadel.
To make it easier for you when you mail packages to your student, we have arranged with the USPS to send you a supply of shipping boxes and pre-addressed mailing labels to parents of incoming Freshmen. Just affix postage and mail! **You should receive these approximately one month after your cadet has been at The Citadel.** Meanwhile, your Post Office can provide you, free of charge, Priority mailing boxes and envelopes. Ask for envelope EP14, or box O-1096 or order them from USPS.com. The Postal Service can also provide you with mailing label #228. You may order label 228-C pre-printed with your return address and your Cadet’s “To” address by calling 1-800-222-1811 and requesting “labels 228-C” using the address format we have given you.

You can certainly send any size of package to your student. However, when you can, we advise everyone to send relatively small packages (if possible) to incoming students. This makes it easier for students to carry their mail back to their respective barracks. This is why we suggest using the small Priority boxes, as they slip easily into their “knobby bags”. In order for students to know they have a package, we send package notification slips to all students, and, if space permits, slip the package directly into their box. **MSC Box dimensions are: 3-1/2” wide x 5” tall x 12” deep.**

Immediate need items, such as keys, eye glasses, medication, etc., can be sent using the USPS’s overnight “Express Mail”. In most cases, this mail is available before noon for your student to pick up. If you sign the signature waiver, then we can place it straight in your student’s mailbox for retrieval at any time, as long as the package is small enough to fit in the MSC box. Once again, the MSC Box dimensions are: 3-1/2” wide x 5” tall x 12” deep. **Please be aware that Express Mail should only be used when it is imperative for your cadet to receive items overnight.** Many parents send items through Express Mail and pay the extra money for that service, only to have it sit here in the Post Office for a week or more until their student comes to pick it up.

Independent couriers such as FedEx and UPS deliver to the Central Supply Warehouse on campus. We suggest if you have any large packages to send, such as computers, trunks or suitcases, you may want to use these Independent Couriers. Those shipments go directly to the Central Supply Warehouse and are usually easier for your student to retrieve. The Central Supply Warehouse is open until 4:30 p.m. each day, Monday through Friday. They are closed on Saturday. **You will use the same mailing address regardless of who you ship with.**

If you have any questions, or if we can help you further with your mailing needs, please feel free to contact me or my staff at 843/953-7690. We look forward to serving your postal needs and wish each cadet success in the coming year at The Citadel!

With Best Wishes,

Sarah R. Williams
Director of Postal Services