

01 學生掛號郵件(含郵局包裹) 領取時間及地點

- (1)領取時間：
學校上班日上午08:30~12:20、下午
13:00~16:50；當日上午送達郵件，因郵務處理需要作業時間，故下午13:30後開放領件。
(周休二日及國定假日不開放領取郵件)
- (2)領取地點：行政大樓1樓文書組
- (3)領取方式：本人攜帶學生證件，非本人領取需攜帶收件人及代領人雙方學生證件。
- *請注意：若領件時間無法配合，欲利用中大郵局i郵箱或便利商店到店取貨服務者，請自行上相關網站查詢利用。**

1)掛號郵件可至郵務管理系統查詢，網址為
<https://ncu.edu.tw/mail/> (中大首頁/行政服務/總務處/文書組/相關業務資訊/郵件查詢)。

(2)掛號郵件建檔完成後，系統會發送領取通知至電算中心核給同學之電子信箱，請同學定期查看。

(3)倘未收到郵件領取通知，請進郵務管理系統查詢，若該系統亦未查詢到郵件，可向文書組承辦同仁洽詢(分機：57354、57353)

112學年度開學期間設立學生宿舍 臨時包裹領件處

- (1) 為因應開學期間大量的學生包裹郵件，學務處住宿服務組協助112/8/29~112/9/10間於東區及北區設立臨時包裹領件處，以提供校內住宿學生就近取件。112/9/11起郵局送達的包裹則至文書組領件。
- (2) 臨時領件處僅代收住宿學生的包裹，非住宿生之**郵局包裹**請至文書組領件(**貨運公司**所送包裹請待送貨人員電話通知收件時間及地點)

臨時
包裹
領件
位置

東區領件處	北區領件處
女14舍一樓藝文空間	中大會館一樓
女1~4舍、男5舍、 女14舍、男3、 男6、男7、男11、 男13、國際學舍	男9A、男9B、 男12舍、曦望居、 中大會館

代收
宿舍
範圍

開放
領取
時間

領取
方式

112/8/29(二)~112/9/10(日)
每週一至週日

上午8:30~12:30
下午13:30~17:30

本人攜帶學生證件，非本人領取需攜帶
收件人及代領人雙方學生證件

- (3) 112/9/11起宿舍臨時包裹領件處撤離後，上述未領取之包裹，東區領件處請至東區傳達室(女14舍一樓)領取；北區領件處請至北區傳達室(曦望居一樓)領取。

03 郵件問題Q&A

Q1：已投遞的掛號郵件，為何郵務管理系統查不到資料？

Ans：

郵務管理系統未能查到已投遞的掛號郵件，可能是寄件人寫錯收件人姓名、郵件字跡潦草致建檔錯誤或郵件直接送至系所單位等情形，請同學提供郵件號碼，由文書組同仁協助向郵局查詢。

Q2：平信的處理方式及未收到的原因？

Ans：

(1)平信依據信封上書寫之收件人單位、宿舍別，投入各單位/宿舍的交換信箱，再由各單位/宿舍派員攜回轉發；如來信書寫之單位不明，則於隔天退回郵局處理。

(2)平信未收到的原因，可能是信件未註明系所或宿舍，查詢教職員生資料庫後，仍無法判別收件人所屬單位時，只能以單位不明退回郵局處理。因此，為確保郵件確實送達，請同學轉知寄件人，務必書明收件人之系所或宿舍別。

Q3：有無代收郵局及貨運公司包裹？

Ans：

(1) 依郵件處理規則規定略以，郵件以其機關之地址為收件地址者，得交與機關內之郵件收發處，故文書組仍有協助代收學生之郵局包裹。

(2) 貨運公司包裹係直接連絡送達同學。若同學因故無法接聽電話，部份貨運公司會傳簡訊通知，同學可擇時間聯繫收件事宜。若無法收件，可請貨運公司人員依其公司政策，將包裹改送至配合超商、i郵箱或多次配送，若同學有其他特殊情況，請於配送前以電話聯絡本組承辦人說明。

郵件退件時間

04

- (1)掛號郵件：於郵務管理系統公告招領通知次日起15日內(含假日)未領取即辦理退件(寒暑假及告知延後取件者除外)。
- (2)訴訟(行政)文書及雙掛號郵件：為顧及當事人權益，經公告通知2日(不含假日)無人領取，則退回送件單位。
- (3)單位不明之中、英文平信：中文平信於收件次日退回送件單位處理。英文平信於發文公告招領30日(含假日)無人領取即辦理退件(寒暑假期間，退件時間延後至開學後辦理)。

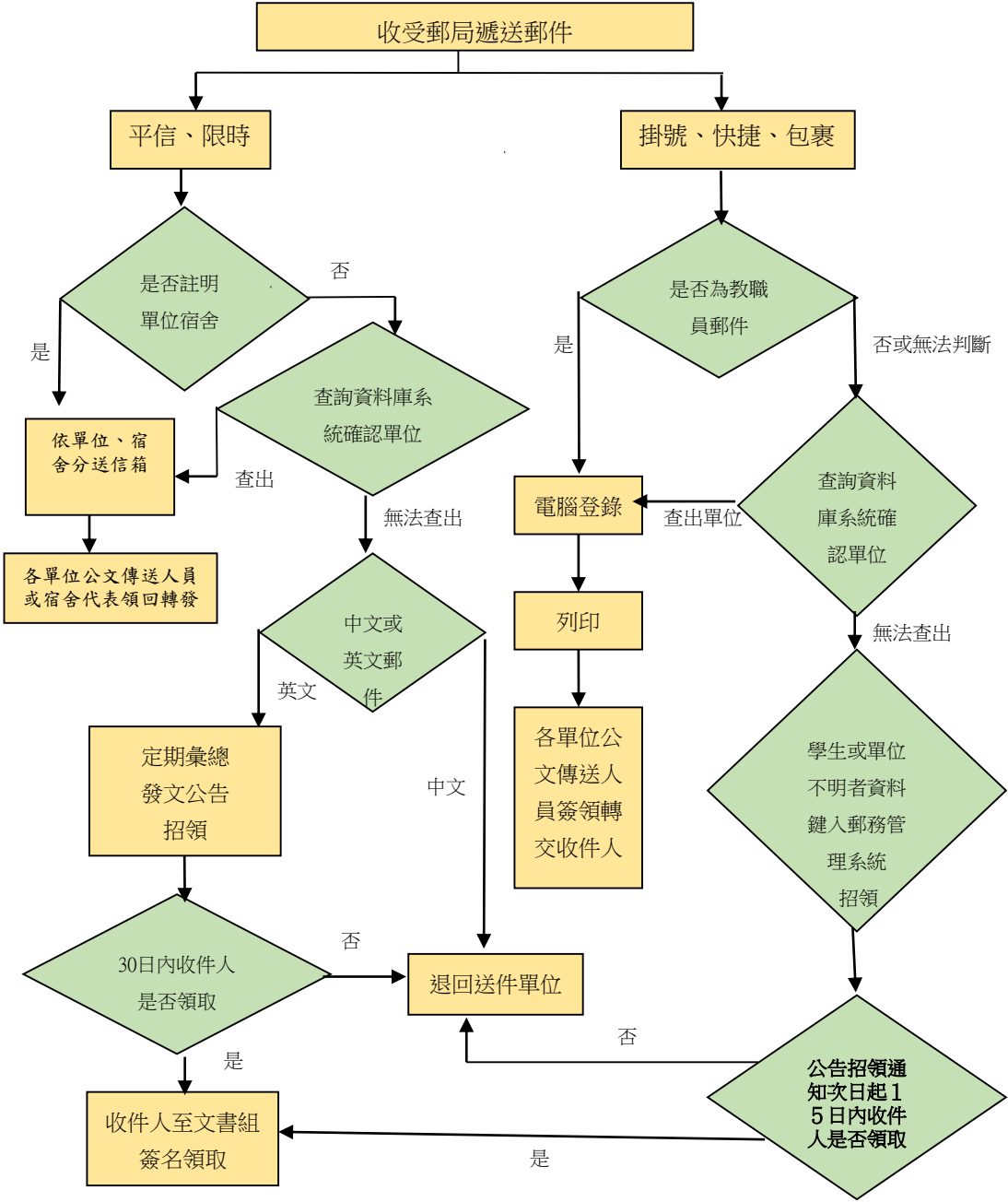
本校收件地址
正確書寫方式

05

請提醒寄件人務必於郵件上註明收件人之系所(宿舍)名稱及聯絡電話，地址書寫方式如下：

32001
桃園市中壢區中大路300號
國立中央大學○○系所(○○宿舍○○寢室)
○○○ 同學收 電話：○○○○
(郵件請註明收件者手機電話，方便聯絡取件)
○○○ (Name) Phone: ○○○○
○○○ Dormitory, Room No. ○○○
Department of ○○○
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.)

郵件處理流程圖



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 2023

(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 29 to September 10 , 2023** to provide convenient package pickup for NCU student dorm residents. After **September 11, 2023**, **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 NCU Dorm
Service scope (included dorms)	G1-G4, B5, G14, B3,B6,B7, B11, B13, International Dorm	B9A, B9B,B12, BM, NCU Dorm

Pickup time	Aug 29 (Tue)~Sep 10 (Sun), 2023 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 11, 2023, 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 BM) 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.)