

International Packages to China

In general, receiving international packages in China is a slightly elaborate process due to customs fees. Nonetheless, here are a couple of suggestions:

- List a local (Chinese) cell phone number with the package, as all packages in China are delivered / tracked using a local (Chinese) cell phone number.
- Pay Customs Fee at EMS Link
- The website is in Mandarin, if you need help, please stop by the Tower 5 Resource Center and our staff will assist you
- Package may be delivered to Residence Hall Package Room
- Or package may be delivered to Residence Hall Smart Lockers next to Tower 3

Residence Hall Package Room “How to Get My Package?” Instructions

Step 1: Please tell the staff the last 4 digits of your phone number OR the code that you received

Step 2: The staff will confirm your information and find all your packages

Step 3: The staff will scan the packages to confirm the pick-up

Step 4: You will receive your packages!

Notes:

1. Only specific delivery companies including but not limited to Zhong Tong (中通), Shen Tong (申通), Yuan Tong (圆通), SF (顺丰), J&T (极兔), Yunda (韵达), Tianmao (天猫) will deliver packages to the mailroom.
2. If your packages are not found in the mailroom, please double check the order, as they may be sent to the lockers in front of Tower 3, such as packages from JD (京东).
3. Due to security reasons, delivery people cannot enter the buildings. Therefore, for packages that show “sent to the door (家门口)” on the shopping platforms, please check the mailroom.
4. Please kindly queue up during busy hours.
5. If you need any language support, please feel free to go to Tower 5 Resource Center for assistance. If the issues regarding your package are still unresolved, please contact the delivery company.