Overview
What is the “Document Mailing and Collection” form?
The “Document Mailing and Collection” e-form gives permission for ISSO to either:
- Mail a document on a student’s behalf via eShipGlobal/University Express Mail Services (UEMS), or
- Give a document on a student’s behalf to a designated person

Where can I find this form?
The “Document Mailing and Collection” e-form can be found in Cystart.

Document Collection
How can I request someone to pick up my document?
In Cystart, click on “Document Mailing and Collection” and complete the “Document Collection” e-form. In this form, students will indicate the name of the individual they permit to pick up the document(s).

Where can the specified person collect the document?
After submitting the “Document Collection” e-form in Cystart, the specified individual can collect the document from 3241 Memorial Union during normal business hours. As a reminder, this person must bring their photo ID.

ISSO Processing
How long does it take to process the Document Collection e-form?
Students will receive an email approval from ISSO after submitting the “Document Collection” e-form. After receiving the email approval, the specified person is able to collect the document.

Disclaimer: This Frequently Asked Questions document is intended for general information and guidance. Please consult with an International Student and Scholar Advisor in the International Students and Scholars Office regarding your individual request.