Document Mailing and Collection: Frequently Asked Questions

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.

eShipGlobal/UEMS Information
What is eShipGlobal/UEMS?
eShipGlobal/UEMS is a company that helps university students organize the mailing of their documents. Through eShipGlobal/UEMS, a student can select a mailing address, select a mail carrier, and pay for the shipment of their documents. Once payment is received, the university will automatically receive a shipping label to mail the requested documents.

How do I access eShipGlobal/UEMS?
Initially, students will access eShipGlobal/UEMS through Cystart. Students will need to first complete the Document Mailing e-form in Cystart to organize mailing of the document. Once students have submitted the Document Mailing e-form, they will be directed to eShipGlobal/UEMS. After students have logged out of eShipGlobal/UEMS, students can access their order information at eShipGlobal/UEMS.

Where can I find further information about eShipGlobal/UEMS?
You can review the eShipGlobal/UEMS frequently asked questions.

Shipping Information
Which mail carriers can I choose from?
Students are able to select from FedEx or UPS within eShipGlobal/UEMS.

How do I pay for the mailing of my document?
After submitting the Document Mailing e-form, students will be directed to eShipGlobal/UEMS. Students will then organize the mailing of the document and submit credit card payment within eShipGlobal/UEMS.

ISSO Processing
How long does it take ISSO to process the Document Mailing e-form?
It can take up to two business days for ISSO to mail a document once the document is ready.

How do I know when my document is ready to be mailed?
The document will be ready when a student receives a notification from ISSO indicating that the document has been created or received. OPT applications being mailed to USCIS will not be sent until an ISSO staff member reviews the complete OPT application.
How will I know when ISSO mails my document?
ISSO will send an email the day the document is mailed. In addition, eShipGlobal/UEMS will provide email updates along the way.

Tracking Information
Can I get a tracking number?
eShipGlobal/UEMS will provide students with a tracking number after payment has been received.

How do you review your shipment information?
Students can log back into your eShipGlobal/UEMS account to review your shipment information.

Changes to Mailing
How can I make changes to my shipping information?
If a student requires any changes to be made to the shipping information, they will need to contact eShipGlobal directly via email or phone. Once changes have been made, contact ISSO immediately at 515-294-1120. More information can be found here.

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.