Keeping you informed about many essential services at Penn.
Welcome to the University of Pennsylvania!

Campus Express is the fastest way to get things done before you arrive at Penn. Log on today to get a jump start: campusexpress.upenn.edu.

Campus Express at Penn® is your online one-stop shop for up to the minute information about many essential campus services. This brochure will help to guide you through all the services offered on Campus Express Online, including housing information, textbooks, transportation options, property registration, your identification card, campus dining, and more.

Your PennKey
By now, you should have received a letter or email with information about creating a PennKey, your access to many of Penn’s online services. You will need your PennKey and password to log on to Campus Express Online. If you have not received this communication, please send an email to pennkey@isc.upenn.edu or visit www.upenn.edu/computing/pennkey.

Email Accounts
If your School offers online email set-up, you can establish your account by visiting campusexpress.upenn.edu and clicking on “Set Up Your Penn Email” prior to logging on.

Health Services
Student Health Service is committed to keeping you healthy while at Penn. Prior to arriving on campus, you will need to complete certain health questionnaires, submit information regarding your immunization history, and ensure your health insurance meets the University’s requirements. Information regarding the immunization and insurance compliance process can be found on http://www.vpul.upenn.edu/shs. You can also learn about all the steps the University is taking to limit the spread of COVID-19.

Your PennCard Access Code
Your PennCard Access Code (PAC) is the four digit number used in conjunction with your PennCard (the University’s identification card) to access certain services at Penn, such as admittance to residential buildings.

Your PAC has been randomly assigned to you. To find out your PAC, or to change your PAC to a four digit number that you can easily remember, visit: campusexpress.upenn.edu and click on “Get My PAC” under My Housing after logging on or visit: www.upenn.edu/pac.

Campus Express Help!
If you have any technical difficulty navigating Campus Express Online, please click “Help and Support” in the left hand menu at the bottom of the page and indicate the nature of your problem. A representative will respond to you within one business day.

Campus Express Emails
You will be hearing from us throughout the summer as we provide important information and updates about your housing, dining, and more. Remember to login to the site frequently to review your Task List, which will provide reminders about key deadlines and upcoming ‘to-do’ items. And, pay attention to your inbox for Campus Express Emails – you’ll be hearing from us!

IMPORTANT NOTE: Please be advised that information in this brochure is subject to change. Consult Campus Express Online for the most recent information, including important updates related to COVID-19 and potential impacts on our student services.
In addition to being the required identification for members of the University community, your PennCard provides access to University facilities, services, and more.

Use Your PennCard for:
- Official University of Pennsylvania ID card
- PennCash, accepted around campus at participating retail, and copy/print locations
- Access to on-campus residences
- Free admission to Penn cultural attractions, such as the Penn Museum and Morris Arboretum
- Library facilities and services
- Penn Transit services
- Dining plans and Dining Dollar$
- Gyms and recreational facility access
- Student Financial Services line of credit privileges
- ATM and bank debit card privileges (see next page for details)
- Valid voter ID card in the Commonwealth of Pennsylvania

Guidelines for Your PennCard Photo
PennCard photos are also used for academic purposes, so please note that your professors, advisors, and other university personnel may see the photo you submit.

Campus Express Online's mobile-friendly technology allows you to take and submit your photo using a Smartphone. You may find that photo editing tools on your phone offer flexibility in meeting the below guidelines. Editing tools are also available within Campus Express Online. Photos that do not adhere to these guidelines may be rejected and result in a delay in processing your application.

PennCash
PennCash, a feature of your PennCard, is a declining balance account. Use your PennCash to purchase goods and services at campus locations including copying and printing, retail dining locations, campus dining halls, many vending machines, and at campus stores including the Penn Bookstore.

Using PennCash is easy. Activate PennCash simply by adding value to your account via "Your PennCard" on Campus Express Online.* Once there, you may use a credit card or your Student Financial Services line of credit to transfer funds into your PennCash account. You can also view your account balances and grant deposit-only access to family members so that they may add value to your account using the secure website.

* Please allow about two weeks for processing time after you submit your PennCard application before using the online deposit function.

Link Your PennCard to Your Bank
Your PennCard can be used as an ATM card and as a bank debit card. You can link your PennCard to your checking or savings account at one of two financial institutions, PNC Bank or the Student Federal Credit Union. In doing so, all council resolutions are posted. To activate these features, you must have an account with PNC Bank or the Student Federal Credit Union (SFCU). Please see the Banking section on page 11 for more information on these institutions. Students have lots of banking alternatives available. There is no requirement for you to choose any particular bank and you should consider your needs and options carefully.

Student Financial Services Line of Credit Privileges
The Student Financial Services line of credit (also known as the SFS account or Bursar), accessed through your PennCard, is extended by Student Financial Services to those students who are in good financial standing with the University. Any purchases made to your SFS line of credit are added to your tuition bill and are due on a monthly basis. The SFS line of credit is intended to be used for academic-related purchases. Students may use a rotating line of credit with a balance of $1,000 during their time at the University.

Apply for Your PennCard Online
The fastest and easiest way to submit your photo and PennCard application is to go to Campus Express Online and click "Apply for PennCard" in the "Your PennCard" section. You can view your Penn ID number, which you will need to refer to throughout your time at Penn.

Applying for a PennCard on-line will result in a faster, more efficient move-in process. If you are unable to upload your photo online, please contact the PennCard center at penncard@upenn.edu for assistance.

Deadline for PennCard Applications: It is important that you apply for Your PennCard before, but no later than, July 17
ON-CAMPUS HOUSING

To confirm your housing, learn your room assignment and access Move-In information, log on to Campus Express Online and visit “Housing and Mail Services.” This section will also provide occupancy dates and mailing address information. For specific questions about on-campus housing, please see the contact information for Residential Services on page 12.

THREE EASY OPTIONS FOR MAIL AND PARCEL SERVICE

Penn offers three convenient options for shipping items to (and from) campus.

Student Mail Services – Know Your Correct Address to Speed Delivery to Your Residence

Mail and parcel delivery to Sansom Place and the College Houses is managed by Residential Services. All other campus mail is managed by Penn Mail Services. Besides providing special services to campus offices, Penn Mail works with the United States Postal Service and parcel delivery services to expedite mail and package delivery to campus.

Note: If you are shipping packages to campus in advance of moving in, they will only be held for two weeks.

Proper Address Form

In order to ensure timely delivery, all parcels and mail sent to campus must use the official United States Postal Service address format. Visit the “Housing and Mail Services” section of Campus Express Online and click “Housing Assignment” to see the proper address format for your residence on campus to help ensure timely delivery of your mail.

You can access PersonalShip by visiting www.upenn.edu/personalship, clicking on the icon and entering in your PennKey and Password. Please read the information on the front page carefully, as it outlines important instructions for proper shipping.

Amazon@Penn – A Secure, Convenient and Fast Way to Get Your Amazon Packages

Amazon@Penn, located within 1920 Commons, offers the Penn community a convenient location to pick up and return Amazon orders, including virtually everything one needs for university life. Additional site benefits include:

• Prime Student and Prime members receive Free Same-Day Pickup for orders placed by noon and Free One-Day Pickup for orders placed by 10pm
• Free and easy returns on Amazon orders

To ship to Amazon@Penn, visit Amazon.com/ulp and enter your on-campus zip code, then add “Amazon@Penn” to your addresses. The on-campus pick-up location will then appear as a shipping option at checkout. Items that are eligible for Free Same-Day Pickup will have a “Pick it up TODAY” message below the price on Amazon.com. You will receive an email or text message when your package is ready for pickup.

To learn more, visit amazon.com/ulp or visit the Amazon@Penn Center in 1920 Commons. Visit the “Housing and Mail Services” section of Campus Express Online to learn more about your mailing options.

FREE Same-Day Pickup on millions of items with Prime

amazon.com/ulp | Visit us in 1920 Commons

How to ship to Amazon@Penn:

1. Visit amazon.com/ulp and add Amazon@Penn to your shipping addresses.
2. Find the items that you want to purchase.
3. Select Amazon@Penn as your shipping address at checkout.

Stop by for free demonstrations.

Lounge-style work spaces for student collaboration and charging hubs for electronics
• Customer service that can aid with package retrieval, facilitate returns, and provide customer support

Penn PersonalShip – Save Money on Shipping Using Penn’s Discounted Rates

All members of the Penn Community have access to the University’s PersonalShip program which allows you to ship your express mail packages via UPS and DHL at Penn's discounted rates, resulting in significant savings on shipping costs. PersonalShip is available for express shipping of domestic and international packages, or documents. Remember to use the proper campus addressing format for delivery to College House package rooms.

PersonalShip is easy to use. Simply enter in your credit/debit card information; fill out the requested information, print your shipping label and any other necessary documentation, and affix it to your package. Finally, take your package to any retail shipment location or drop box and you’re ready to ship!
At Penn Dining we recognize that our cafés serve a diverse population with a wide range of dining preferences and our program reflects this diversity by offering a range of options including:

- Residential cafés where you can enjoy a wide variety of rotating menu options;
- Retail locations that offer grab-and-go items;
- An on-campus convenience store for those times when you want to create your own meal, or get a craving for snacks;
- On-campus Registered Dietitian Nutritionist for students with special dietary needs and personal counseling sessions;
- Vegan, Vegetarian, Kosher, Jain, and Halal dining; and
- The ability to order to-go items for pick-up through the new Penn Eats app

All first-year undergraduate students are required to participate in the dining plan program. Recognizing the important role dining fills at Penn, great care is taken to provide the highest quality dining experience.

What if I Have Special Dietary Needs?

When you register for a dining plan, you will be prompted to notify us about your food allergy or other special dietary needs. A dedicated team of people from Penn Dining will review your response carefully and follow up with you with any questions.

Your Swipes Can Be Used to Enter Any of Our Residential Dining Locations, Gourmet Grocer and McClelland Express:

- **1920 Commons**: Commons is our largest café on campus, located on Locust Walk a short walk from the Quad.
- **King’s Court English House, Hill House and Lauder House English** are all located within a College House but are open to all students on a dining plan. Lauder House also features a small retail café that takes Dining Dollar$.
- **Falk Café at Hillel**: Located on the first floor of Penn Hillel’s building at 39th and Locust Walk. All food is prepared Glatt kosher under the supervision of the Community Kashrus of Greater Philadelphia.

Your Dining Dollar$ Can Be Used to Purchase Items in Penn Dining Retail Locations Including:

- **Accenture Café**: a small café located in the Towne Building in the School of Engineering and Applied Science.
- **Houston Market**: Be sure to stop by the recently renovated Houston Market! The modern food court features hot and cold meals to go including pizza, pasta, a Mongolian grill, sushi and more.
- **Starbucks in 1920 Commons**: Offering a variety of hot and cold coffee drinks, irresistible baked goods, and late night hours.
- **Gourmet Grocer in 1920 Commons**: The on-campus market and a favorite of the Penn Community.
- **Micro-Markets in Van Pelt Library and the Arch**: These self-service, mostly cashless cafes have expanded hours and offer, healthy, gluten-free, vegan, and vegetarian options as well as coffee and a wide variety of snacks.
- **Pret-a-Manger**: Located in Wharton’s Huntsman Hall, Pret A Manger is a sandwich and coffee shop creating fresh, handmade sandwiches, salads, and wraps in-shop each day using natural, preservative-free, ethically sourced ingredients.
- **Farmers’ Market at 36th & Walnut Streets**: Open seasonally, this market has fresh produce, ingredients.
- **Pret-a-Manger**: Located in Wharton’s Huntsman Hall, Pret A Manger is a sandwich and coffee shop creating fresh, handmade sandwiches, salads, and wraps in-shop each day using natural, preservative-free, ethically sourced ingredients.
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Penn Bookstore

Textbook Options That Are Affordable, Convenient, and Reliable
At the Penn Bookstore you have a number of textbook options aimed at lowering the cost of your course materials. These include:

- **Purchasing or Renting Digital Textbooks** – With many classes being offered online in Fall 2020, digital textbook options are more important than ever! The Penn Bookstore makes available a suite of digital textbook options for use on the go. Be sure to check this resource for your course materials as thousands of titles are available for convenient purchase and download. The Penn Bookstore will also provide you with free e-reader software that you can download in order to view your textbook.

- **Purchasing Used Textbooks** – Used textbooks are generally 25% less than the cost of a new textbook.

- **Renting New & Used** – Renting can save you up to 80% off the cost of a new book. You also have the option to purchase the book at the end of the semester.

- **Price Matching Program** – The Penn Bookstore strives to be your preferred source for course materials. If you find a textbook for a lower price on Amazon.com, BN.com, or local Philadelphia retail bookstore, the Penn Bookstore will match that price. Please note: Marketplace and third-party sellers are not included in the price match program.

Pre-Order Your Textbooks Online
While some students use our online textbook purchasing system to ship directly to their doorsteps, many find it more convenient to have them pre-packaged and ready for pickup at the Penn Bookstore. After you register for your classes, you’ll be able to see the required and recommended textbooks for each of your courses, and opt to buy or rent your textbooks (or digital e-textbooks when available). We gladly accept Visa, Mastercard, American Express or Discover. You may also charge your textbooks directly to your Student Financial Services account.

Flexible Return Policy
Buy with confidence! The Penn Bookstore has a flexible return policy that allows you to return your purchase during the add/drop period of the semester for a full refund.

ACADEMIC DISCOUNTS FOR COMPUTERS
The University has negotiated with Apple, Dell, and Lenovo to provide discounts on select computer offerings. Join thousands of students who have enjoyed significant savings and realized the quality and long-term value of purchasing computers and software through Campus Express.

Superior Quality, Exclusively Discounted Prices
- Premium product lines from leading manufacturers
- Extensive warranty and support options, including international at-your-home repair and accidental damage coverage
- Computers equipped with built-in wireless connectivity, reliable storage options, and lots of memory
- Special features, including lighter weights, longer battery life, and the latest processors

Convenient Online Ordering
- Placing your order couldn’t be easier: Log on to Campus Express Online and click on “Books and Technology”
- Select from a variety of options – both Mac and Windows platforms
- Have your computer order shipped directly to you
- Pay by credit card or, depending on the computer you chose, you may be able to charge to your Student Financial Services account

MICROSOFT OFFICE 365
FREE Download Available to Students
Students currently enrolled at Penn can download and install Microsoft Office 365 ProPlus free of charge. Microsoft Office 365 ProPlus includes Word, Excel, PowerPoint, Outlook, and OneNote for both Mac and PC (additionally, Access and Publisher for PC are included). We encourage you to visit the “Books and Computers” section of Campus Express Online for details about availability, licensing, and download links.

We offer affordable Textbook options!

Rent new & used books  Purchase new & used books  Purchase or rent digital textbooks

We also PRICE MATCH textbooks with Amazon.com & BN.com (marketplace & 3rd party sellers excluded)

Sign up to receive discounts on a wide variety of Penn Spirit Gear at: www.upenn.edu/bookstore

Penn Bookstore
your school, your bookstore

3601 Walnut Street
Philadelphia, PA 19104
www.upenn.edu/bookstore
(215) 898-7595
The University of Pennsylvania is served by an integrated system of transportation options. Transit stops are never more than a five minute walk from any part of campus as University students have access to Penn Transit, Loop Through University City (LUCY®) buses, the Drexel University bus system, Southeastern Pennsylvania Transportation Authority (SEPTA), and Amtrak.

**Penn Transit:** Penn Transit’s buses and shuttles can help students travel safely and efficiently throughout University City and with specified service boundaries that extend into Center City. Penn Transit Services are free of charge to all Penn community members holding a valid PennCard, as are the services of LUCY® and Drexel’s buses. Penn Bus East and Penn Bus West operate Monday through Friday from 5 p.m. to midnight, year-round except for holidays observed by the University.

Penn Shuttles provide on-request transportation between campus transit stops and West Philadelphia, Center City, and Powelton Village within defined boundaries. Penn Shuttles run from 6 p.m. to 3 a.m., seven days a week, year-round, except for holidays observed by the University.

**PennRides:** You can access Penn Shuttles through PennRides On Request, a free rideshare app available for download in the iTunes and Google Play stores. PennRides On Request can be used by students with a valid PennKey.

In addition to PennRides On Request, the app allows you to toggle to Penn Rides En route, which provides real-time vehicle location information for fixed route services. Penn Rides En Route can also be accessed by visiting pennrides.com.

**Public Transportation:** SEPTA buses, trolleys, and trains offer frequent service from the University’s campus to virtually all cultural, shopping, and recreational venues throughout Philadelphia and the region. There is express service every half-hour between University City Station and Philadelphia International Airport.

Full-time Penn students may purchase a PennPass for semester-long discounted travel on SEPTA, Philadelphia’s regional public transportation system. If you plan to utilize SEPTA daily – these discounts can save you money.

**Biking and Walking:** Penn is a pedestrian and bike friendly environment. Most Penn students walk or bike to class. Penn also offers a Walking Escort Program through its Division of Public Safety. Walking Escorts are available 24 hours a day, 365 days a year, within designated boundaries.

Philadelphia also offers Indego Bike Share, an integrated system featuring over 1000 self-service bicycles and 70 bike-share stations throughout Philadelphia, with three stations located on Penn’s campus.

**Parking:** Students who wish to have a vehicle on campus may purchase a parking permit through Campus Express for a fee.

Visit the “Getting Around” section of Campus Express to sign up for a PennPass or learn more about all your transportation options at Penn.

You may also visit:
- [www.upenn.edu/PennTransit](http://www.upenn.edu/PennTransit) for information about Penn Transit, LUCY, SEPTA etc.
- [www.upenn.edu/parking](http://www.upenn.edu/parking) for information on parking; and
- [www.upenn.edu/biking](http://www.upenn.edu/biking) for information on biking.

**BANKING**

Even though you have the option to choose any bank, you should know that Penn has long-standing relationships with two financial institutions that offer services you may find specifically tailored for your needs – PNC Bank and the Student Federal Credit Union (SFCU).

These institutions provide students many convenient services and a special option to link their accounts to their PennCards which allows the card to be used as an ATM or a debit card.

Visit the “Banking and Property” section of Campus Express Online, where you can learn more about their offerings and apply for services.

**PNC Bank**

Whether you’re on or off-campus, PNC works hard to provide the easiest way to bank, helping customers achieve financial well-being. As a national bank with a presence in 37 states, PNC strives to provide a great customer experience through its branches, care center, ATMs, online, and mobile solutions.

PNC offers Virtual Wallet Student® which is designed to meet students’ banking needs and includes checking plus savings. There is no monthly service charge for six years from the date of account opening.* You can receive a PNC Bank Visa® Debit Card designed for Penn and easily manage your money with PNC mobile and online banking.* Plus as a PNC Customer, you can access your money fee-free at nearly 18,000 ATMs across the country as listed on PNC’s ATM locator. This includes more than 30 ATMs that are on or near campus. In addition, you can choose to link your PennCard to your PNC Bank account and you can use your ID at ATMs and for certain PIN-based purchases too! There’s no charge for ID linking and it’s easy to do online.

To learn more, or open an account, visit any PNC Bank branch, go online at [www.pnc.com](http://www.pnc.com/penn) or call 1-877-PNC-1000.

**Student Federal Credit Union (SFCU)**

The Student Federal Credit Union is committed to serving Penn students and alumni by offering a range of financial services with low fee structures, high dividend rates, and free online and mobile banking. Having an SFCU account is extremely convenient and member-friendly. SFCU’s unsecured loans cater to the needs of students by providing short-term financing at competitive interest rates. The exclusive Credit Builder Program and Student Line of Credit make it easy for all students, including international students, to improve their credit scores. Access a range of services, whether on campus or on the go:

- Free and unlimited incoming international wires
- Free Visa debit card that can be used worldwide
- Access to 55,000 Surcharge-Free ATMs around the world
- Quick and dedicated customer service with little to no hold time
- Credit builder product to improve your credit score
- Loan products with competitive rates and no prepayment penalty
- Free Bill Pay service to schedule payments and write checks deliverable to anywhere in the country, without the hassle of a physical checkbook
- Accessible and secure online banking

Visit the SFCU at its main branch in the heart of Penn’s campus – 3401 Walnut Street, Suite 431. You can also visit their website at [www.upennsfcu.org](http://www.upennsfcu.org) or call (215) 222-2604 for more information.

* *A supported mobile device is needed to use Mobile Banking. Standard message and data rates may apply. PNC Bank, National Association. Member FDIC. PNC Bank and the Student Federal Credit Union at the University of Pennsylvania are each independently operated financial institutions, and not part of the University of Pennsylvania. In exchange for the opportunity to promote its programs to the University Community, PNC provides Penn with financial contributions that Penn uses to sustain important student programs and other University initiatives. Continued on next page
PROPERTY REGISTRATION

Online Property Registration

Whether you live on or off campus, establishing a record of ownership is an important step in keeping track of your personal property. Our free registration program allows you to upload a photo of your item, provide its key details, and increases the chances of recovery if your property is ever lost or stolen. Your registration sticker will also serve as a visual deterrent. Visit the “Banking and Property” section on Campus Express Online to learn how to register a bike, laptop computer, electronic device or any other piece of property with the University of Pennsylvania Police Department or to purchase a Penn Police recommended lock.

Contact Information

PENNKEY
Email: pennkey@isc.upenn.edu
Visit: www.upenn.edu/computing/pennkey/

STUDENT HEALTH SERVICES
Email: shs@pobox.upenn.edu
Visit: www.vpul.upenn.edu/shs

RESIDENTIAL SERVICES
Email: living@pobox.upenn.edu
Phone: (215) 898-3547
Visit: Stouffer Commons, 3702 Spruce Street
Hours: Mon. to Fri. 8:30 a.m. to 5:00 p.m.

PENN DINING
Email: dining@upenn.edu
Phone: (215) 898-7585
Visit: Stouffer Commons, 3702 Spruce Street
Hours: Mon. to Fri. 8:30 a.m. to 5:00 p.m.

PENN BOOKSTORE
Email: penn-bookstore@pobox.upenn.edu
Phone: (215) 898-7595
Visit: 3601 Walnut Street
Hours: Mon. to Fri. 8:30 a.m. to 9:30 p.m.
Sat. 10:00 a.m. to 9:30 p.m.
Sun. 10:00 a.m. to 8:00 p.m.
(Summer hours may differ. Please call.)

COMPUTER PURCHASING
Email: ccxmail@pobox.upenn.edu
Phone: (215) 898-3282

PENNCARD
Email: penncard@upenn.edu
Phone: (215) 417-CARD
Visit: 3601 Walnut Street, 2nd Floor
Hours: Mon. to Fri. 8:30 a.m. to 5:00 p.m.
(Summer hours may differ. Please call.)

BANKING – PNC
Phone: (215) 573-5146
Visit: www.pnc.com/penn

BANKING – SFCU
Phone: (215) 222-2604
Visit: www.upennsfcu.org

TRANSPORTATION
Email: transit@upenn.edu
Phone: (215) 898-RIDE
Visit: 3401 Walnut Street, Suite 447A
Hours: Mon. to Fri. 8:30 a.m. to 5:00 p.m.

PARKING SERVICES
Email: parking@upenn.edu
Phone: (215) 898-8667
Visit: 3401 Walnut Street, Suite 447A
Hours: Mon. to Fri. 8:30 a.m. to 5:00 p.m.

AMAZON@PENN
Website: amazon.com/ulp
Phone: (215) 387-2306
Visit: 3800 Locust Walk, Class of 1920 Commons
Hours: Mon. - Fri. 9:00 a.m. to 9:00 p.m.
Sat. & Sun. 12:00 p.m. to 9:00 p.m.