

# IMPORTANT ANNOUNCEMENT FROM THE ISSO:

## UPDATED I-20 PICK UP OR DELIVERY PROCEDURES

**The U.S. government has issued updated rules about how and to whom I-20s can be released to. The ISSO has updated our document collection and delivery methods to the following:**

### Option 1 : Pick up at UNC Charlotte's ISSO in-person

Bring your photo ID to the ISSO Mon-Fri between 8 AM and 5 PM to collect your I-20. Note: the latest federal rule prohibits the University from giving your I-20 to someone other than you (i.e. to a friend or family member). If you can't collect the document yourself, use Option 2 or 3.



### Option 2 : First Class Mail

This free option will take about 6-7 weeks to reach you overseas or approximately 1 week to reach students within the United States.

### Option 3 : Express Mail Service (via FedEx, UPS or DHL)

This option is fast, reliable and traceable. We strongly recommend students (especially overseas) use this option. There will be a fee of approximately \$50 to \$100 depending on where you live.

Please follow the instructions below to use this service:

1. Visit [study.eshipglobal.com](http://study.eshipglobal.com) & set up an account under the Student/Scholar tab at the top of the page.
2. Click "Sign up" located in the bottom of the page.
3. Enter your valid information and then click "Register".
4. An activation email will be sent to the email address entered; you will need to click on the link emailed to you to confirm your registration. After registration, you will be sent another email to confirm that you are now registered.
5. Log in to your UEEMS account using your email and password.
6. Click "Receive documents", choose UNC Charlotte and enter the office as "International Student and Scholar Office".
7. Choose the shipment method you like best (Fedex, DHL, or UPS).
8. Follow the instructions for requesting the shipment and payment method.
9. Once you have paid for the shipment, our office gets notified that you set up and paid for the express shipment. We will mail the I-20 via that method as soon as it is printed.

Dear Prospective & Returning Students,

As many of you are aware, the F-1 I-20 form is an important, multi-purpose document issued by the institution of students' admissions/enrollments on behalf of the U.S. government. This form certifies that students have been admitted to full-time study programs and have demonstrated sufficient financial resources to stay in the United States. Officially titled a "Certificate of Eligibility" this form allows students to apply for F-1 student visas at U.S. embassies or consulates worldwide.

In a renewed focus on document security, the [U.S. government has issued updated rules](#) about how and to whom this sensitive document can be released to.

In order to comply, the ISSO has updated our document collection and delivery methods to the following:

### **I-20 Delivery/Pick-up Info**

For new students, upon your admission and successful completion of the Financial Certification Form (FCF), please allow 10 business days for the issuance of your new I-20. Please be sure to check your UNC Charlotte's email account at least twice a week. For returning students, please also allow 10 business days for issuance of a new or updated I-20.

Once your I-20 is issued, you may select one of the options below to collect your new form:

#### **Option 1: Pick up at UNC Charlotte's ISSO in person**

We are open Mondays- Fridays, 8AM to 5PM. We are located in the [College of Health and Human Services \(CHHS\) building](#), Room 202. Make sure to bring your photo ID. ***New: the latest federal regulation prohibits the University from giving your I-20 to someone other than you (i.e. to a friend or family member).*** We understand that this may be frustrating and less convenient for everyone—we hear you. Still, we must follow the new rule. This means that if you will NOT personally be able to pick up your I-20 at the ISSO, you MUST look at one of the options below to receive your new I-20 form.

---

#### **Option 2: First Class Mail**

This free option will take about 6-7 weeks to reach the student overseas and 1 week for mailing students within the United States.

---

#### **Option 3: Express Mail Service (via FedEx, UPS or DHL)**

This option is fast, reliable and traceable. We strongly recommend students overseas to use this option. There will be a fee of approximately \$50 to \$100 depending on where you live. Please follow the instructions below to use this service.

1. First, visit [study.eshipglobal.com](http://study.eshipglobal.com) set up an account under the Student/Scholar tab at the top of the page
2. Click "Sign up" located in the bottom of the page
3. Enter your valid information and then click "Register"

4. An activation email will be sent to the email address that you entered, you will need to click on the link emailed to you to confirm your registration.
5. After registration, you will be sent another email to confirm that you are now registered.
6. Now, log in to your UEMS account using your email and password.
7. Click "Receive documents", choose UNC Charlotte and enter the office as "International Student and Scholar Office"
8. Choose the shipment method you like best (Fedex, DHL, or UPS)
9. Follow the instructions for requesting the shipment and payment method.
10. Once you have paid for the shipment, our office gets notified that you set up and paid for the express shipment. We will mail the I-20 via that method as soon as it is printed.