Receiving Documents from CSUSB

Students have the following shipping options to receive their I-20, admission letters, or other documents:

- **Pre-paid express mail through eShipGlobal.** You can pay to have items shipped to you via express mail through E-Ship Global. You will need to create an account and pay for your selected shipping method. You will be able to track your package and receive it faster.

- **Regular/standard mail.** Item is sent through regular USPS mail free of charge. There is no tracking or estimated delivery time available. Overseas mail can take 2-6 weeks to arrive.

To express mail your application documents, go to the following secure website: https://study.eshipglobal.com (works best with Internet Explorer & Mozilla Firefox browsers).

**Steps to create an account**

1. **Register/create an account.** Select “Student Sign Up” and prepare the following information:
   - Email address (shipping information will be sent here)
   - Mailing address
   - Phone number (for delivery)

2. **Activate your account.** After registering, you will receive an email prompting you to activate your account. This is required for you to begin using the account. Once the activation process is complete, you will receive a confirmation email.
Steps to request a shipment from California State University, San Bernardino

1. **Login.** Choose “Student/Scholar Login” and use your email and password to login.
2. Create the shipping label.
   i. Select "Receive documents from University"

   Welcome Coyote Student!

   ![Icons and options for shipping documents]

   **Receive Documents**
   - I-20
   - DS-2019
   - EAD Card
   - Transcripts
   - Degree Certificate

   **Send Documents**
   - OPT Application
   - Application Materials

   ![Receive documents from University]

   Choose this option if you want your University to send you documents like I-20, DS-2019, EAD Card, Transcripts, Degree Certificate, or any other critical paperwork to your address.

   ![Send documents to University]

   Choose this option if you want to send to your University documents such as Application materials, Financial Affidavit, Letters of Recommendation, or any other critical paperwork.

   ![Send documents to USCIS]

   Choose this option if you want to send your OPT application to USCIS.

   ![Select State]

   ii. Choose “CA” on the map or select “California”
iii. Select “California State University-San Bernardino” then continue

![University Selection]

iv. Choose the department indicated in your e-mail. If you are not sure which department to choose, please contact us to avoid delays.

![Step 2 - Department Selection]

*Note: If you are not sure which Department to choose, please contact the University to avoid delays.*
v. Enter your mailing address (U.S. or foreign), phone number, email address, and the shipment information.

vi. You will receive a quote and have the option to choose your carrier – FedEx, UPS, or DHL.

vii. Select your method of payment (i.e. credit card or wire transfer). Please pay close attention to the information submitted on these screens, as errors in the credit card information or submitting incorrect or incomplete address information will result in a delay in the mailing of your documents.
3. **Receive confirmation email from eShipGlobal.** The final email you receive from eShipGlobal will be a confirmation of your order. This email will provide you with detailed information about your shipment (i.e. payment amount, tracking number, mailing address, etc.). CSUSB will receive a copy of this email at the same time as you, so there is no need to forward us the information unless your adviser requests it.

4. **Track your package.** You will be able to track your documents through the portal within 24-48 hours after your package is sent.