Your one-stop shop for essential campus services
Welcome to the University of Pennsylvania!

An exciting year lies ahead of you, and you shouldn't miss out on one second of it. 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 some of the most essential student 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.

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.

Please be advised that information in this brochure is subject to change. Consult Campus Express Online for the most recent information.
PennCard

PennCard, 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 and Penn Computer Connection.

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. Adhering to the guidelines below will ensure that your submission can be processed successfully.

- Color photo taken within the past 6 months (passport-like photo)
- Full face, front view (no sunglasses, hats, over or underexposure, etc.)
- Everyday attire
- Background must be plain white or neutral (with no discernable background objects such as trees or foliage)
- Approximately 2”x 2” in size
- The image from the bottom of the chin to the top of the head should be between 1” and 1½”

ACCEPTABLE

PennCash

PennCash, accepted around campus at participating retail and copy/print locations

• Access to on-campus housing
• 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 below for details)
• Valid voter ID card in the Commonwealth of Pennsylvania

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 also see your Penn ID number online. 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.

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, you eliminate the need to carry an extra card to access your money. 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 educational purposes.

Students may use a rotating line of credit with a balance of $1,000 during their time at the University. They may also use a one-time $4,000 line of credit to make a purchase of a computer and any software, peripherals, and accessories from the University’s computer store, Penn Computer Connection.
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.

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!

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
• 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

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 us in 1920 Commons. Our hours are Monday-Friday 9 a.m. - 9 p.m. and Saturday/Sunday 12 p.m. - 9 p.m.

Visit the “Housing and Mail Services” section of Campus Express Online to learn more about your mailing options.
At Penn we know our diners are HUNGRY! Not just for food, but for community, convenience, engagement, variety, and thoughtful conversation. Penn Dining helps satisfy these cravings through our cafes, where students and Faculty enjoy meals together to maximize the Penn experience. With a variety of menu items that are cooked from scratch using fresh, seasonal ingredients, we offer delicious food to suit all styles of dining. We recognize that our cafes serve a diverse population with a wide range of dining preferences and our program reflects this diversity by offering a range of options including:

- All-you-care-to-eat cafes where you can sit down and enjoy a meal;
- 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 or delivery using Dining Dollar$ through the new Penn Eats app.

We also know that our student body is busy and can't always eat on a set schedule. At Penn, students can find something open from 7:30 a.m. to 2 a.m. Whether you want an early breakfast, a leisurely weekend brunch, a late night study secret study space (shhhhh), or anything in between, we have a location to serve you.

Because Penn believes in sustaining community on campus, 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 Can I Do on Campus Express Online?**

Visit “Dining at Penn” to:
- Review your dining plan options
- Sign-up for your dining plan
- Add additional swipes or Dining Dollar$ to your dining plan
- Change your plan during the Fall or Spring Change Periods

**What If I Have Special Dietary Needs?**

Dan Connolly, our Registered Dietician Nutritionist, RDN, is available to speak with students who have general nutrition questions as well as those who 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. Our chefs and registered dietician will then be glad to work with you on your personal choices.

**Your Swipes Can Be Used to Enter Any of Our All-You-Care-To-Eat Dining Locations, Gourmet Grocer and McClelland Express:**

- **1920 Commons:** Commons is classic, offering a wide selection of our most popular menu items in our largest cafe on campus. Enjoy homestyle dishes from the comfort station or grill, grab a slice of fresh, hot pizza, or create your perfect salad at our bountiful, seasonal salad bar. And, when you're looking for classics with a twist, visit our ever-changing action station.

- **King's Court English House:** English is where you eat when you want to engage with food from around the world right on campus. And, it not just the meal that is the experience, you also have the option to enjoy fun games at your table or watch an occasional movie while you dine. Try something new, and meet someone new at English!

- **Gourmet Grocer:** In addition to its retail offerings, Gourmet Grocer, located in 1920 Commons, has a hot and cold bar featuring breakfast, lunch, and late night comfort food selections where you can use Dining Dollar$, or meal equivalency swipes for late-night hours.

- **Hill House:** Looking for delicious rotisserie food? A vegetable curry? A fresh fruit smoothie? Or maybe you just want breakfast-for-dinner? Hill always hits the spot. With 9 different stations offering a diverse and eclectic array of food options, Hill Café located at 33rd and Walnut, is where you go when you want a little bit of everything. Open for breakfast, lunch, dinner, and late-night during the week, and brunch and dinner on the weekends.

- **McClelland Express:** Located in the Quad, McClelland provides a variety of freshly prepared breakfast, lunch, and late night comfort food to fuel your studies. Open for “One Swipe Thru,” where students can “Take What You Want, Eat What You Take.” Enjoy McClelland Express for mornings and midnight options. Retail items are also available for purchase with Dining Dollar$.

- **New College House:** Located at 34th and Walnut, bring your friends and share in the college house atmosphere by enjoying a nightly featured entree such a prime rib or lobster ravioli, accompanied by a selection of tasty sides.

- **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. We welcome Penn students as well as members of the surrounding community to enjoy the amazing cuisine and sense of community that you will experience when you dine at Falk.

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

- **Accenture Café:** A small cafe located in the Towne Building in the School of Engineering and Applied Science serving La Colombe coffee.
- **Houston Market:** Be sure to stop by the newly renovated Houston Market! The modern food court features pasta, pizza, sushi, salads, a Mongolian grill, and hot prepared meals to go.
- **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.
- **Mark’s Café in the Van Pelt Library:** Serving locally roasted La Colombe. Coffee beverages as well as salads and sandwiches prepared daily.
- **Joe’s Café at Steinberg Hall-Dietrich Hall:** Serving La Colombe Coffee, fresh sandwiches, salads, and a morning bagel bar. Joe’s is our secret study space (shhhhh).

* Get a 5% discount at these locations when using Dining Dollar$.
Books and Computers

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 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.
- **Purchasing or Tenting Digital Textbooks** – Most digital titles are less expensive than their print counterparts. Please check the Bookstore’s listing for pricing information.
- **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.

PENN COMPUTER CONNECTION

The University’s Computer Store

The overall value of buying a computer through Penn’s annual Back-To-School Sale is very hard to beat. The features, pricing, reliability and support options of the systems offered during the sale exceed those typically offered by traditional retail outlets. Join thousands of students who have enjoyed significant savings and realized the quality and long-term value of purchasing computers and software through the Penn Computer Connection’s annual Back-To-School Sale.

Superior Quality, Exclusively Discounted Prices

- **Premium product lines from leading manufacturers**
- **Computers tested and compatible with Penn’s networked environment and your School’s recommended standards**

Convenient Online Ordering

- **Placing your order couldn’t be easier**: Log on to Campus Express Online and click on “Books and Computers”
- **Select from a variety of options** – both Mac and Windows platforms
- **Have your computer order shipped directly to you** – or make travel easier by picking up your computer when you arrive on campus
- **Pay by credit card or charge to your Student Financial Services account**

Free Download Available to Students for Microsoft Office 365 ProPlus

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 (additional, 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.

Dining Continued

• **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, cider, home-style baked goods from Pennsylvania’s famous Lancaster County Farms.

Additional Services:

- **Special Events & Programming**: A robust schedule of special events including Quaker Kitchen, our chef-demo program, Eat Local Challenge, Low Carbon Diet Day, and celebrations of national food holidays

- **Green2Go**: For those days when there is no time to eat in the dining cafes, our Green2Go program offers reusable to-go containers. Convenient for you; Good for the Environment.

- **Dining That is Both Environmentally and Socially Responsible**: A sustainable future for our dining program means flavorful food that’s respectful of farmers, workers, and animals; nourish the community; and replenish our shared natural resources for future generations. In addition, dining supports efforts to alleviate hunger in our local community.

Penn Bookstore

3601 Walnut Street
Philadelphia, PA 19104
www.upenn.edu/bookstore
(215) 898-7593

We offer many ways to save on textbooks!

- **Rent** new & used books
- **Purchase** new & used books
- **Price Match** textbooks with Amazon.com & BN.com
- **Purchasing or Tenting Digital Textbooks**

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For online ordering & information
please visit our website:
www.upenn.edu/bookstore

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We offer many ways to save on textbooks!

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- **Purchase** new & used books
- **Price Match** textbooks with Amazon.com & BN.com

For online ordering & information
please visit our website:
www.upenn.edu/bookstore
The University of Pennsylvania is serviced 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), New Jersey Transit 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. The Penn Bus will pick-up and deliver passengers only at designated transit stops on campus and at any intersection with a stop sign or light along its off-campus route. Penn Shuttles provide transportation to and from campus 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.

New this year is PennRides On Request, a rideshare app that enables passengers to request their shuttle rides on the University’s on-demand services. Visit the Apple Store and Google Play, search for PennRides on Request, and download today. The free rideshare app is available to students with a valid PennKey. It’s as simple as Click. Request. Ride!

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 on your desktop or mobile device.

Public Transportation: Full-time Penn students may purchase a PennPass for semester-long discounted travel on SEPTA. Philadelphia’s regional public transportation system. If you need to commute to and from campus – these discounts can save you money! 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.

Biking and Walking: Penn is 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 program, an integrated system featuring over 600 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, for information about Penn Transit, LUCY, SEPTA etc.; www.upenn.edu/parking, for information on parking; and www.upenn.edu/biking, for information on parking.

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, you can learn more about their offerings and apply for services.

PNC Bank

PNC makes it easy for Penn students to keep track of their money. ATMs are located conveniently on and near campus, and there is a Customer Service Center right in the PennCard Office. Plus, PNC offers banking tools developed especially for students, such as Virtual Wallet® Student, which provides checking and savings options you can manage online or from the palm of your hand! There’s even a branded PNC Bank Visa Debit card especially for Penn Students. Use it at ATMs to get cash or to make purchases anywhere Visa is accepted.

Or, if you’d like to make the most of your PennCard, choose to link it to your PNC Account, which enables you to use your PennCard as an ATM card too. There’s no charge to link, 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/penn or call 1-877-PNC-1000. You can also visit us at the Campus Express Center during New Student Orientation.

Student Federal Credit Union (SFCU)

The SFCU has provided secure, efficient, and convenient financial services to the Penn community for over 30 years. As a credit union that exclusively serves the Penn community, our primary goal is to offer our member base an efficient and friendly banking experience while providing an educational experience in banking for employees and members alike. We offer federally insured savings and checking accounts, access to the largest surcharge-free ATM network on campus and in the nation, discounts on debit card purchases with local business partners, loans at extremely competitive interest rates, and the chance to build your personal credit score through our Credit Builder Program. Visit us at our main branch in the heart of Penn’s campus – 3401 Walnut Street, Suite 431 – or at the Campus Express Center during New Student Orientation. You can also visit our website at www.upennsfcu.org or call (215) 222-2604 for more information.

PROPERTY REGISTRATION

Online Property Registration

Help keep your property secure with Penn’s free property registration program. The registration program establishes a record of ownership 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.

1 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.
Visit the Campus Express Center... and Get Your Life at Penn Organized... FAST!

When:  Tuesday, August 20: 9 a.m. to 5 p.m.
      Wednesday, August 21: 9 a.m. to 5 p.m.

Where:  Houston Hall, Bodek Lounge
        3417 Spruce Street

Join us at the Campus Express Center to learn about all of the essential services you will need for life at Penn.

PennCard
Pick up your pre-made PennCard, have a new PennCard made or add PennCash to your PennCard.

Penn Dining
Pick up dining schedules and purchase/confirm dining plans.

Transportation
Pick up transit maps and meet Penn Transit and SEPTA representatives.

Banking
Talk to representatives from PNC and the Student Federal Credit Union about opening an account.

Property Registration
Register your property with Penn Police and purchase a Penn Police recommended lock.

And More...
Penn Computing, Penn Bookstore coupons, Penn PersonalShip, Amazon@Penn and other fun information and freebies are available!