

UTSA International Services

Unit of Global Initiatives

International Student Services has registered with an express mail service that will allow you to receive your documents through DHL or FedEx within approximately five to seven days.

Requesting your immigration documents through express mail is at your expense. Your credit card will be charged upon requesting this service. There is a 15-30% discount on shipping by using [EShipGlobal](#), as opposed to going directly through DHL or FedEx. This discount varies by country.

You must use [EshipGlobal](#) to request this service. Do not go through the DHL or FedEx websites.

If you use this service, you will be required to create a user name and password to set up an account. To request shipment, you will need the following information:

- Your BANNER ID number (Begin with the @ symbol and is located in your admissions letter)
- Mailing address
- E-mail address
- Phone number
- Credit card information

You may request shipment either to your foreign address or to a U.S. local contact address. If you request your I-20/DS-2019 form will be sent to a U.S. local contact address, please include the name of the person who lives at that address.

Please pay close attention to the information submitted, as errors in the credit card information or submitting incorrect or incomplete address information will result in a delay in the mailing of your I-20/DS-2019 form.

If you plan to use this express mail service to receive your I-20 form or other documents, **please complete your eShip Global Services request as soon as possible.**

Our office will not hold your documents more than two days after they have been completed and are ready for mailing. Once we have sent you an email that your documents are ready to send, we will check the eShip website the next day for an express mail request before mailing your documents to your current address.

If you experience any difficulty in registering and processing the shipment, please use the [eShipGlobal Help](#) link for step-by-step instructions. If you have additional questions about how to use this service, please email support@eshipglobal.com.