



Madison College

ESHIP GLOBAL SHIPPING SERVICES



I. To receive a package from Madison College:

1. Go to the eShipGlobal website: <https://study.eshipglobal.com/>.
2. On the right side click on “Register here.”
3. On the registration page, fill out required information. Click on the blue icon “Register.”
4. If the registration is complete, you will receive an email confirmation.
5. In the email confirmation, there will be a link to activate your account. Click on the link.
6. Now, you can log-in with the email and password you registered with eShipGlobal.
7. Once logged-in, click on the icon “Receive a Package from Universities.”
8. You may search for Madison Area Technical College by directly typing in the “University Search” box or by selecting state of Wisconsin on the map.
9. Select the department, “Rental/Bookstore.”
10. Complete the shipment request form. Make sure that you entered a valid email to ensure you receive the payment receipt. Then click on “continue.”
11. Choose your preferred courier service. You can compare the costs between different services. Make sure your shipping address is correct. Then click on “continue.”
12. Choose the payment type. After you complete the shipment request, Madison College’s International Student Services will be automatically notified.
13. Upon notification, International Student Services will prepare your mail package and send it out.

Standard Time-line for receiving a package:

- Day 1: You request shipment. Once this is done, an email is automatically sent to CIE with your request.
- Day 2-4: CIE arranges pick-up of the package prepared for you with the courier service you have selected, usually within 1-3 days of when the I-20 has been issued.
- Day 5-8: The package is delivered to you, usually in 1-4 business days, depending on your location and the courier service you selected.

II. To Cancel a Shipment and Request a Refund

1. Send an email to student.support@eshipglobal.com, requesting cancellation or refund.
2. The email should provide the tracking number of the shipment and also reason for cancellation.
3. Please do not give out your credit card details in the email. The tracking number is sufficient.
4. If Madison College has not already sent the package through the requested delivery service, eShipGlobal will refund the amount paid, after confirmation from Madison College.
5. Processing the refund may take 1 to 2 weeks from the date of the cancellation request.