Amazon Hub

for 5 Cowperthwaite Street residents

The Amazon Hub locker is located outdoors, between the two building entries.

Getting started for tenants (leaseholders):

- Amazon Hub will send you an email with a signup link.
- You can either sign in with an existing Amazon account or register for a free account.
- You'll be able to choose your communications preferences (email and/or text) and note any accessibility needs.

Authorized occupants:

- With approval of the tenant, authorized occupants 18 years of age or older may create a Hub account in their own name. To do so, the tenant must send an email to leasing@harvard.edu with the following information:
  - Note that this is a request for an authorized occupant to create an Amazon hub account
  - Full name of the authorized occupant
  - Authorized occupant email address
  - Cowperthwaite Street apartment number

- Packages for authorized occupants without their own Amazon Hub account will be put into a locker and all tenants living in that unit will receive a HUB notification.

Retrieving packages:

- When your package is put into the Hub you'll receive a notification with a one-time pick-up code.
- Enter the code on the HUB's screen, a door will pop open, and you can retrieve your package.
- While we hope that all delivery personnel will take the time to put your package in the locker, some packages might still be left in the mail room. Therefore, we recommend that you track your packages so you can be aware of their delivery status.

Customer service:

Please call Amazon Hub at 888-283-0577 or visit thehub.amazon.com.