Student Mail Services
at SUNY Oneonta

Contact Information:

Phone: 607-436-3350
Phone: 607-436-3349
Fax: 607-436-2370

I live on campus. How should my mail be addressed?

To ensure timely delivery of your mail, please use the following format:

**General Format:**
Student Name as registered
SUNY Oneonta
Mailbox # and Residence Hall Name
Oneonta, NY 13820

**Example:**
Jeanne Doe
SUNY Oneonta
30 Curtis Hall
Oneonta, NY 13820
If your full proper name (no nicknames) and residence hall name are not both included and printed clearly, delivery to the recipient will be delayed or we may not be able to identify the intended recipient and the mail may be returned to sender.

**Will my mail be forwarded when I am not at College?**

During the summer breaks, the SUNY Mailroom will attempt to forward First Class Mail to your permanent address. **Only First Class Mail will be forwarded.** Because forwarding significantly delays the receipt of your mail, you are strongly encouraged to have all your First, Second and Third Class mail redirected from its source to your permanent address. This is especially important for magazine subscriptions and movie subscriptions, which are mailed at bulk rates and cannot be forwarded. Mail will be held during winter break and distributed upon your return unless otherwise specified. If you move during the semester, please notify your Residence Hall Director and the Registrar’s Office.

**How do I update my local and permanent address?**

Both on and off-campus students must keep their local and permanent mailing addresses updated with the Registrar’s Office. You can call them at 607-436-2531 or visit them on campus at 130 Netzer Administration Building.

**Why do I need to keep my local and permanent address updated?**

Many important forms and notices will be mailed to your local address (e.g., forms from Financial Aid, Student Account notices, notes from instructors and campus information). All mail and packages must be sent to your local address, unless alternative arrangements have been made with the SUNY Mailroom during the academic year.

**I live on campus, when and where is my mail delivered?**

Regular incoming USPS mail and packages along with intra-campus mail is delivered daily (Monday - Friday) by the SUNY Mailroom to your residence hall mailroom when classes are in session. Mail is delivered to the residence hall by 4 p.m. then it is sorted into assigned mailboxes by Residence Hall staff. Please check with your cage to see what time mail will be sorted by, it varies by residence hall. A residence hall “Mail Box #” will be assigned to you upon arrival on campus.

**Where do I pick up, Fed Ex, UPS, DHL Packages and accountable USPS?**

The Shipping room, located on the main floor of the Hunt College Union, receives all accountable mail and packages (they require signatures). Their hours of operation are 8:30 a.m.-5:30 p.m. Monday through Friday and 12:00–2:00 p.m. on Saturday when classes are in session. The Shipping Room will e-mail you at the e-mail address you have provided the college when
you have something to pick up. You must present your Student ID or Driver’s License and personally sign for your mailing or package. Your roommate or friend cannot pick up a package for you. Additional verification may be needed for misaddressed packages.

**What should I do if I am expecting accountable mail and have not received it?**

1. Verify all shipping information by contacting the sender.
   a. Was it sent via UPS, FedEx, DHL, USPS, or another form of transportation?
   b. Be sure to get a tracking number!
   c. Double check name and address the sender used.
   d. If possible, have the sender track the package from the location of the mailing.
   e. If delivered, who signed for the package?
2. Contact The Shipping Room with all the information found above. They will help you locate the package or direct you on how to proceed.

**What should I do if I am expecting regular USPS mail and haven’t received it?**

1. Double check your mailbox in your dorm.
2. Check with the person that sorts the mail at the front desk (cage) to be sure they have nothing set aside or that hasn’t been sorted yet.
3. If applicable, check with the people you share a mailbox with to see if they have your mail.
4. Call the SUNY Oneonta Mailroom for further assistance.

**Contact Information:**

**SUNY Oneonta Mailroom:**

Phone: 607-436-3350
Phone: 607-436-3349
Fax: 607-436-2370
E-mail: mailroom@oneonta.edu
Website: [www.oneonta.edu/mrs/studentmail](http://www.oneonta.edu/mrs/studentmail)

**The Shipping Room:**

Phone: 607-436-3117
E-mail: Shiproom@oneonta.edu
Website: [www.oneonta.edu/oas/shiproom](http://www.oneonta.edu/oas/shiproom)