

Update on Campus Residences Mailroom Services

What will happen to any of my mail and packages?

- If a package is **STILL IN TRANSIT**, contact the carrier to request that the package be re-routed to another address. You can submit the request online when you set up a free account with the carrier, or you may contact customer service by phone. Note that additional shipping fees may apply for the new address. (If the carrier cannot accommodate this request from you as the recipient, you may contact the shipper to have them put in the request.)
 - USPS: 1 (800) 275-8777 <https://www.usps.com/manage/package-intercept.htm>
 - UPS: 1 (800) 742-5877 <https://www.ups.com/us/en/help-center/sri/tracking/change-delivery.page>
 - FedEx: 1 (800) 463-3339 <https://ask.fedex.com/help/en-gb/sending-receiving/reroute-my-package-charges>
 - DHL: 1 (800) 225-5345 http://www.dhl.com.my/en/express/shipping/request_redelivery.html
- If the package has already been **DELIVERED** to the residential mailroom:
 - **USPS (the United States Postal Service)** is the only carrier that will forward mail and lightweight packages to a forwarding address. Packages will not automatically be forwarded; you must request this service. If eligible, you may reply to the email you received from Campres_Mailroom@stonybrook.edu, or you may call the specific [mailroom](#) that received your package, to provide your forwarding address.
 - UPS, FedEx, DHL, Amazon Direct (tracking will begin with “TBA”), and all other private couriers do not provide forwarding service. The mailroom staff can refuse the shipment, in which case, the item will be returned to the shipper and you can follow up with the shipper to ensure a refund for the item. If you do not want the item refused, you will be required to pay to ship the package to a new address. The easiest way to do this is to log onto the [USPS website](#), create a free Click-N-Ship account, and fill out information for a new shipping label (the weight will be on the original shipping label. Please contact the [mailroom](#) if you do not know the weight of the package). Then email the new shipping label to the residential mailroom staff and they will have the package shipped out to the new address.
 - The [mailrooms](#) will be open Monday-Friday 8:30am-4:30pm if you are close enough to pick up your package in person even if you have already moved out.
- If the student does not notify the residential mailroom staff with any instructions for the remaining packages, the package will be **Returned to Sender** after 2 months.



Stony Brook
University

Campus Residences