**Mailroom FAQ**

Q: What is the mailroom’s contact information?
A: You can contact the mailroom at mailroom@union.edu or at 518-388-6048.

Q: I am a student that left before I could pick up my mail. How can I get it sent to me?
A: All first class mail going to a US address will be forwarded by the mailroom. Any mail or packages that was sent using another method will incur a cost. Please contact the mailroom to set this up.

Q: I am an international student. Will my first class mail get forwarded?
A: Please email the mailroom and provide your name, contact information and a US address for us to forward your mail to. We are unable to forward mail internationally at this time, but if you do not have a domestic address available, please contact the mailroom and we will work with you on a case by case basis.

Q: I am a faculty member who would still like to utilize the mailroom to ship essential items related to online student coursework. Can I still do that?
A: Yes, please come to the mailroom on Mondays or Thursdays from 10am-12pm or contact the mailroom for further questions.

Q: I would like my packages and mail delivered to my department. How can I set that up?
A: The mailroom will not be delivering at this time; please check see the attached schedule for your designated date and time.

Q: How will the mailroom maintain social distancing?
A: The mailroom has set up a taped off area outside the mailroom window so that everyone in line can maintain social distancing of six feet (minimum). There will be reduced staffing on-site and they will be following CDC guidelines as they work and as they help each guest. Your patience throughout this modified process is appreciated.

Q: Can packages still be picked up in the parcel delivery cage in ISEC?
A: UPS delivered parcels addressed to ISEC 183 that contain chemicals or lab supplies can be retrieved from the cage in the parcel delivery area. Anyone who retrieves parcels from the cage must follow the ISEC access protocol, as provided by the College.