FAQ Students: Mailroom and Shipping & Receiving COVID-19 Reopening

# **What are the mailroom’s hours of operation?**

## Insert campus information here.

# **Are mail and packages disinfected when they come to campus?**

## Mail and packages are not disinfected when they come to campus. Neither SUNY or CDC guidance recommends this action. Mail and packages may be held for 24 hours to reduce the spread of COVID-19.

# Will incoming packages be delayed for me to pick up?

## Packages may be delayed for 24 hours to reduce the spread of COVID-19. Please wait to retrieve your package when you hear from the mailroom.

# Will overnight packages be held for 24 hours?

## Yes, all packages will be held for 24 hours to reduce the spread of COVID-19. If there is a package you need ASAP due to health and safety, please contact the mailroom at INSERT CAMPUS INFORMATION.

# **What precautionary steps is the mailroom taking to protect themselves and mail/packages?**

## Mailroom and Shipping & Receiving staff wear gloves and face coverings when handling mail and packages. The central High contact areas in the mailroom will be disinfected frequently.

# **Have mail delivery procedures changed due to COVID-19?**

## The goal of mail delivery in our COVID-19 reality is to minimize contact with students . Students will be asked to show their ID card to retrieve their mail/packages. Mailroom staff will wear face coverings and gloves while working. High contact areas will be to disinfectedthroughout the day. Please contact INSERT CAMPUS INFORMATION, with questions or concerns about mail delivery/pickup.

Will I have to practice social distancing when picking up my mail/packages?

## Yes, student will be asked to maintain social distancing while waiting in line face coverings will be required.

# **Has outgoing mail procedures changed due to COVID-19?**

## Outgoing mail may be held for 24 hours before being processed and taken down to the post office every day by CAMPUS INSERT. Delivery times may be delayed with carriers due to COVID-19.