

Residence Mailroom

Frequently Asked Questions

Q. Where is the Residence Mailroom located?

A. The Residence Mailroom is located on the first floor of Teraanga Commons, near the entrance to the tunnels. The room number for the Mailroom is 126 Teraanga Commons (TC).

Q. The courier confirmed delivery. When can I pick up my mail?

A. It may take up-to 2 business days after you receive the delivery notice from the courier for mail to be processed.

Q. How long will my mail be held for?

A. Once processed, mail is held for 5 days. If put in a kiosk, mail remains in the locker for 48 hours before being moved to the mailroom for another 72 hours. When processed directly into the mailroom, it remains there for the 5 days. After the 5 day period, unclaimed mail is returned to sender.

Q. What does “RTS” mean?

A. “RTS” stands for “returned to sender.” If mail is not picked up within 5 days since it has been processed or if the recipient's name does not match the information in our database, it is returned to sender. Please ensure mail is addressed with the resident’s full name as it appears on their Campus Card.

Q. Why was my mail returned to sender?

A. There are two common reasons why mail is returned: 1. The name on the mail did not match the information in our database; and/or, 2. The mail was not picked up within 5 days after it was processed.

Q. What do I do if I am away and unable to pick up my mail?

A. You can authorize someone to pick up your mail on your behalf. If the mail is in a kiosk, the collection information email can be forwarded by the resident to someone trusted. If the mail is in the mailroom, the resident can email ResDesk@cunet.carleton.ca with the details on the package, the full name of the person picking it up, and the expected pick-up date. Please note that the 5-day hold period for the mail will still apply.

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Q. The courier requires a passcode to be given when my package arrives. What do I do?

A. The courier will call the phone number on the account to receive the one-time passcode. The Residence Mailroom does not provide passcodes on behalf of residents.

Q. I forgot to update my address and I sent my mail to Residence. What do I do?

A. The Residence Mailroom does not process mail for non-residents. If the mail is not collected within 5 days, it will be returned to sender.

Q. Where can I send mail from?

A. Outgoing mail must be taken to a courier depot, such as a Canada Post location. The Residence Mailroom does not send outgoing mail.

Q. Can I send items to be held in the mailroom before I arrive to Residence?

A. Unfortunately, due to the high volume of parcels received daily, we are unable to hold mail for people who are not currently living in residence. Please email ResDesk@cunet.carleton.ca for further questions.

Q. Can I order a fridge/freezer for my room?

A. All in-room fridges must be rented directly through Coldex. They will deliver your fridge and pick it up when you move out.

Q. Can I have a food box delivered to the Residence Mailroom?

A. Yes, food boxes (Chef's Plate, HelloFresh, Factor, etc.) can be delivered to the Residence Mailroom. They will be processed into the Mailroom and residents will receive an email when their food box is ready for pick-up. Please note that food boxes must be picked up within 48 hours. After this time, the item will be disposed of if not collected.

Q. Who can I contact if I have other mail-related questions?

A. Please email ResDesk@carleton.ca or call 613-520-5609 with any other questions or concerns.