

Residence Mailroom FAQs

QUESTION

Where is the
residence mailroom
located?

ANSWER

The residence mailroom is
situated on the first floor of
Teraanga Commons, just
outside the tunnel entrance.

Residence Mailroom FAQs

QUESTION

The courier confirmed delivery, but I haven't received a pickup email. What should I do?

ANSWER

Please note that it may take up to 48 business hours for mail to be processed into a locker or the mailroom after courier drop off.

Residence Mailroom FAQs

QUESTION

The courier requires a passcode to be given to release my parcel. What do I do?

ANSWER

The courier will call the number on the account asking for the one-time passcode. Please make sure to answer your phone as the mailroom cannot provide the passcode on your behalf.

Residence Mailroom FAQs

QUESTION

Can I send items to be held at the mailroom before I arrive at residence?

ANSWER

Unfortunately, due to the high volume of parcels received daily, we are unable to hold mail for students who are not currently living in residence.

Residence Mailroom FAQs

QUESTION

How long will my mail be stored in the lockers?

ANSWER

Mail will remain in the lockers for 48 hours. If not picked up within this timeframe, the item will be moved to the mailroom, where it will be held for an additional 5 days. After that period, unclaimed mail will be returned to the sender.

Residence Mailroom FAQs

QUESTION

How long will my mail be held in the mailroom?

ANSWER

Mail is held in the mailroom for 5 business days. If not collected within this period, it will be returned to the sender.

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QUESTION

What does RTS mean?

ANSWER

RTS stands for “Return to Sender”. Mail is returned to the sender if not picked up within 5 business days from the mailroom or if the recipient’s name doesn’t match the information in our system. Please make sure parcels are addressed with your full name as it appears on your student card.

Residence Mailroom FAQs

QUESTION

Why was my mail returned to the sender?

ANSWER

There are two common reasons for mail being returned:

- The name on the parcel did not match the information in our system
- The parcel was not picked up within 5 business days after being moved from the lockers to the mailroom.

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QUESTION

Can I have a food meal box delivered to the residence?

ANSWER

Yes, food meal boxes (e.g., Chefs Plate, Hello Fresh, Factor, etc.) will be left at the Residence Desk. You will receive an email to your cmail account when your package is ready for pickup.

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QUESTION

What should I do if I'm away and unable to pick up my mail?

ANSWER

You can authorize someone to pickup on your behalf. Please email resdesk@carleton.ca with the details of your package (e.g., sender, tracking number), the full name of the person picking it up, and expected pickup date. Please note that the 5-day hold period still applies. After 5 days the package will be returned to sender.

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QUESTION

How can I send out mail?

ANSWER

Outgoing mail must be taken to a Canada Post location or a courier depot, as the mailroom does not process outgoing mail.

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QUESTION

I forgot to update my address, and my mail was sent to residence. What should I do?

ANSWER

Unfortunately, the mailroom cannot process outgoing mail. If you are unable to arrange for someone to pickup the item on your behalf, it will be returned to the sender.

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QUESTION

Can I order a fridge/freezer for my room?

ANSWER

All in-room fridges must be rented through Coldex. They will deliver your fridge at the beginning of the year and pick it up when you move out. Rental info can be found [here](#).

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QUESTION

Who can I contact if I have other questions?

ANSWER

For additional inquiries, please email resdesk@carleton.ca. Ensure you use your Carleton cmail account and include your full name, student number, and the reason for your email. Alternatively, you can call 613-520-5609.