



Campus Mailroom

1st Floor Pansler

Obtaining Mail as a Residential Student

All SEU residential students should obtain a campus mailbox and can do so by registering for it during Opening Week or at a summer Fast Track session through the online form found on MySEU's Mailroom's page. A mailbox and key are issued to a student for the duration of time they remain a residential student. Campus mailboxes are to be used for all incoming, personal mail. Due to volume and liability issues, campus mailboxes cannot be used for running a business or sharing with another person. Off-campus mail services may be obtained to accommodate those needs.

Students can only access their mail by keying into their box. Mailroom staff cannot hand mail to the student through the service window. As a courtesy, Mailroom staff can retrieve a student's mail once per semester prior to initiating the automatic key replacement policy (see Key Replacement Policy.)

Mailbox holders will be notified by email to come with their Fire Card to the Pansler mailroom to receive their trackable envelope/package.

Incoming Mail Address Format

Mail should be addressed as follows:

Student's Full Name
1000 Longfellow Boulevard (box#)
Lakeland, FL 33801-6034

Incoming mail should never read "Post Office Box" or "PO Box". This term is for the United States Postal Services boxes only. Misaddressed mail may be delayed, returned to sender, or possibly lost without ever arriving at Southeastern.

When making an online order, please use only your name (not that of a parent, etc.) and place your box number in the address line to ensure that your package will be delivered properly.

Mail Addressed to Someone Other than the Box Holder

In order to prevent mail being delivered to incorrect people or boxes, incoming mail should not be addressed in formats that include, but is not limited to, a business name, a nickname, a friend's name or a family member's name.

If personal mail must be addressed to someone other than the current occupant of that Southeastern box, to avoid that mail being returned to sender, you must make an appeal to the above policy. Please communicate with campus mailroom personnel in writing what piece of mail you are expecting, to whom it will be addressed, along with an explanation of why that mail is your personal mail.



Outgoing Mail and Postage

Outgoing mail can be sent from the blue United States Postal Service mailbox in the cul-de-sac by Bush Chapel. Postage stamps, Express Mail, Priority Mail and FedEx services are available through the campus mailroom.

All USPS and pre-paid UPS packages must be brought to the mailroom for shipping. The mailroom cannot provide tape or packaging supplies. Please note that delivery personnel cannot come to student rooms for package pick-up. The bookstore is the authorized agent for students needing help with preparing packages to ship via UPS.

Note: It is not safe to send cash in the mail under any circumstances (incoming/outcoming). The campus mailroom cannot be held responsible if it is lost or stolen.

Mail Forwarding Policy

Address changes should be reported immediately to campus mailroom as well as the registrar's office, the business office and the financial aid office. Failure to report changes could result in mail not being forwarded or going to the wrong person and/or address.

Summer Mail Forwarding Policy

All students who have a campus mailbox can have their first class mail forwarded for the summer by filling out the online mail forwarding form on MySEU's Mailroom page. Upon completion, students' mail will begin forwarding. Please note, only USPS mail offers forwarding but it is not trackable at that point. Any monthly subscriptions should be changed to the student's summer address to receive in a timely manner.

Mail forwarded to summer addresses will stop two weeks prior to the opening of the fall semester.

Campus Mailroom Key Return

Students must turn in their campus mailbox key to the campus mailroom when they are no longer a residential student; upon withdrawal from the university, moving off campus, studying abroad or upon graduating. Failure to do so will result in a \$15 charge on the student's account. Mail will not be forwarded until the campus mailbox key is returned or until replacement charges are paid and a forwarding address is provided.

Unidentified Mail and Boxes

Occasionally, mail envelopes and boxes are delivered to campus mailroom without a specific address. It is Southeastern's policy not to open sealed mail to determine who the intended recipient is. If an envelope or package is not addressed to a specific person and the campus mailroom is not able to readily identify the intended recipient, the mail will be returned to sender after seven days if it is not claimed by its owner.

Unclaimed Mail and Boxes

If a campus mailbox becomes full and additional mail is not able to be delivered, campus mailroom staff will send a notice to the student's SEU email stating that their campus mailbox is full and there is additional mail to be delivered. If the mailbox is not emptied within three days a second notice will be sent again via SEU email stating that the student has another three days to retrieve their mail or all additional mail that is received must be returned to sender.

May I Send Belongings to the School Before my Arrival?

Yes. Packages addressed with the student's full name may be sent to the university's address no sooner than two weeks prior to the student's arrival.

Mail Privacy

Anyone tampering with mail, campus mailboxes or mailroom equipment will be subject to federal prosecution or the Southeastern campus judicial process as applicable.

Campus Mailbox Key Replacement Policy

When a student loses a campus mailbox key, he or she is responsible for informing the campus mailroom staff so a replacement key can be made. After paying the \$15 key replacement charge to the mailroom, the student will be able to receive their mail at the service window by showing their key receipt until the replacement key has been received.

It is the university's policy to not continually retrieve mail from boxes and deliver to the student through the service window. As a courtesy, mailroom staff can retrieve a student's mail once per semester prior to initiating the automatic key replacement policy. After the once per semester courtesy mail retrieval, any subsequent request will result in an automatic \$15 key replacement process.

For your convenience, if you are unable to come during our hours of operation to pick up your parcel, you may forward your SEU mailroom notice email to someone who is able to pick it up for you. They will simply need to show the forwarded email as well as their Fire Card and sign their name.

Hours of Operation | campusmail@seu.edu

Mailroom Service Window

Monday - Friday 8:00am - 4:30pm

Access to Campus Mailboxes

Sunday - Saturday 24 hours/day

*The campus mailroom is also the official designation for **lost and found** on campus. If the mailroom is closed, found property can be turned over to campus security at the security post or by calling 863-667-5190.*