

UHS Mailroom Tips & Updates

Hello! Please read below for all things Joe West, SVP and I-House mailroom related.

Visit our website for more information regarding our Residential Mailroom:

<https://www.sjsu.edu/housing/how-we-can-help/mail-information.php>

If you have any additional questions, feel free to contact us: uhs-mailroom@sjsu.edu

General Mailroom Information:

- Working Hours/Accepting Deliveries: M-F 9-7pm, Saturday 9-5pm
- Open/Pick-Up Hours: M-F 12-7pm, Saturday 12-5pm
- We do not accept deliveries before 9AM or after 7PM.

Please allow 24-48 hours for packages to be scanned in and processed. *Note that weekend deliveries (Friday-Saturday) may take longer.*

Please do not come to the mailroom if you have only received an email by the mail carrier.

You will receive an email notification from the uhs-mailroom@sjsu.edu once your package/mail is ready for pick-up. If it has been over 48 hours after delivery, you may stop by.

Authorization Form:

If you would like for someone else to pick up your package for you, please fill out this Google Form to authorize them.

[UHS Mailroom Package Pick Up Authorization](#)

Moving Out? No longer living on campus?

If you would like us to forward this mail to your preferred address, please complete the forwarding request form. [UHS Mailroom Letter Mail Forwarding Form](#)

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Winter, Spring & Summer

Winter Break 2026-2027

- Please check back later for an update.

Spring Break 2027

- Please check back later for an update.

Summer Break 2027

- Please check back later for an update.

Amazon

- To prevent lost or stolen Amazon packages:
 - Do NOT select the "Overnight Delivery" option - we do not accept packages before 9AM.
 - Follow these steps to update your Amazon delivery preferences:
 - 1. Go to "Account"
 - 2. Select "Your Addresses"
 - 3. Find your **SJSU Housing** address
 - 4. Click "Add Delivery Instructions"
 - 5. Change the **Property Type** to "Other"
 - 6. Update the delivery hours. **See below.**

Delivery instructions (optional)
[Add preferences, notes, access codes and more](#) ^

Confirm Address → 375 S 9TH ST CVB-000, SAN JOSE, CA, 95112-3668
 Change to "Other" → Property type: **Other** Edit

Where should we leave your packages at this address? ▾

When is this address open for deliveries? ▴

Monday - Friday Ungroup weekdays

Adjust M-F time → 9:00 AM ▾ 7:00 PM ▾

☐ Open 24 hours

Saturday

Adjust Saturday time → 9:00 AM ▾ 5:00 PM ▾

☐ Open 24 hours

☐ Closed for deliveries

Sunday

Adjust Sunday to "Closed" → Open ▾ Closed ▾

☐ Open 24 hours

☒ Closed for deliveries

Can this address receive deliveries on federal holidays?

Adjust to "No" → **No** Yes

Show holidays ▾

Do we need a security code, call box number or key to access this building? ▾

Do we need additional instructions to deliver to this address? ▾

Your instructions help us deliver your packages to your expectations and will be used when possible.

Amazon

Amazon delivery preferences (CONT.):

Optional but recommended

Where should we leave your packages at this address? ^

☒ Mailroom

☐ Front door

☐ Property staff

☐ Building reception

Do we need additional instructions to deliver to this address? ^

Delivery instructions

Please ring doorbell for access.
Do not leave packages unattended.

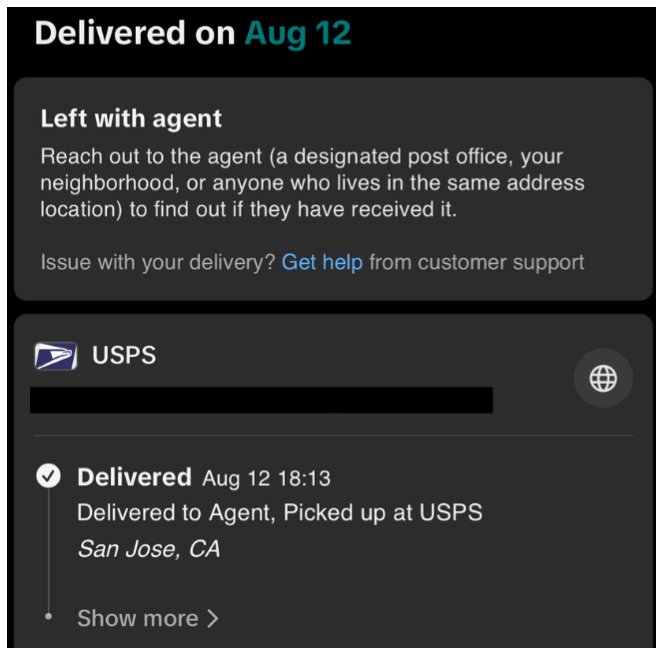
USPS

USPS DELIVERY STATUS

Typically applies to USPS deliveries to Joe West Mailroom

If your USPS Delivery Status says..

- “Delivered” before 9AM
 - Your package has not necessarily been delivered to the mailroom yet. We do not operate before 9AM.
 - USPS may have bulk-scanned packages for the day and will deliver them later.
- “Delivered to Agent” or “Delivered to PO Box”
 - Your package may still be delivered to the appropriate mailroom, as long as it was addressed correctly.
 - If you have not received an email from uhs-mailroom@sjsu.edu within 48 hours of delivery, please contact us or visit the mailroom.



Latest Update

Your item has been delivered and is available at a PO Box at 10:48 am on December 1, 2025 in SAN JOSE, CA 95112.

Get More Out of USPS Tracking:

 **USPS Tracking Plus®**

Delivered

Delivered, PO Box

SAN JOSE, CA 95112
December 1, 2025, 10:48 am

[See All Tracking History](#)

During busy seasons (such as holidays):

There may be delays with USPS package deliveries. Please wait 48 hours after receiving your USPS delivery notification before reaching out to uhs-mailroom@sjsu.edu.

SpeedX, UniUni, GoFo, RoRo, Yanwen, SwiftX, etc.

Please be cautious when ordering from websites/apps that use these carriers.

As noted by previous residents, it can be difficult to get in touch with the customer service teams of these carriers.

Commonly used by Shein, Temu, TikTok Shop, and similar retailers.

The drivers working for these carriers can change daily, so they may not be familiar with the Joe West and SVP mailroom like drivers from other major carriers.

- This can increase the risk of misdelivery, such as:
 - Delivering packages to the physical dorm building instead of the mailroom
 - Delivering packages directly to the physical mailbox rooms/area
 - Delivering packages outside of open hours
 - Leaving packages outside buildings or in other unsecured locations
- To prevent misdeliveries:
 - Make sure to add clear delivery instructions/notes to your orders.
 - Include specific instructions directing the driver to the appropriate SJSU UHS mailroom.
 - Avoid asking drivers to leave packages at the physical dorm building, outside buildings, or in dorm mailboxes.

Please wait for 48 hours after your delivery notification before reaching out to uhs-mailroom@sjsu.edu.