



# Suspicious Mail & Packaging

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SJSU receives, processes and transports all mail and packages through the mailroom. Use this guide if you receive items not delivered by the mail team and report any and all suspicious letters, hateful material, or parcels to UPD at (408) 924-2222.

## How to Recognize

- **Excessive postage** indicates it may be mailed from a different country.
- **Misspelled** common words.
- No **return address** or strange return address.
- Unusual **addressing**, such as not being addressed to a specific person or the use of incorrect titles or titles with no name.
- **Restrictive markings**, such as “**personal**,” “**confidential**,” or “**do no x-ray**.”
- **Powdery substances** felt through or appearing on item.
- **Oil stains** or discolorations on the exterior.
- **Strange odors**.
- **Excessive packaging material**, like tape or string.
- **Lopsided or bulk shape** for envelopes.
- **Ticking sounds, protruding wires, or exposed aluminum foil**.

## How to Handle

1. **Stay calm**. If the person(s) who delivered the item can be identified, make note of their features for potential reporting to law enforcement.
2. **Do not open** (or open any further), **do not shake**, do not move the item to show or **do not expose others** to potentially harmful substances, **do no empty contents**.
3. **Leave the item where it is** or gently place it on the nearest flat surface.
4. If possible, gently **cover the item** (e.g., trash can, article of clothing, etc.).
5. Shut off any fans or equipment that could circulate the material.
6. **Alert others nearby to relocate**.
7. Take essential belongings with you in case your return is delayed.
8. **Contact UPD immediately: (408) 924-2222**

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Download the **Spartan Safe** app.

