

# CAMPUS MAIL SERVICES

Campus Mail 101



# Highlights:

- Overview of services
- Discuss to Residential Mail Services & Departmental Mail Services
- Understanding your on-campus Address & how it impacts where your mail goes
- Learn more about Desktop delivery vs. Mailroom delivery
- Overview of Campus Mail Services including:
  - *Outgoing Mail Services (flat mail & packages)*
  - *Bulk Mail Services*
  - *Business Reply*



# Campus Mail Staffing

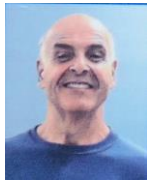
## Student Staff:



## Delivery Staff:



Rodney  
Hogg



Mike  
May



Travis  
Smith



Jerry  
Buchanan



Tina  
Frears

## Central Staff:



Justine  
Wheeler



Michelle  
VanDewalker



Michael  
Koziej



Jarrett  
Metcalfe



# Campus Mail 'by the numbers'

**Packages:**

**Flat Mail:**

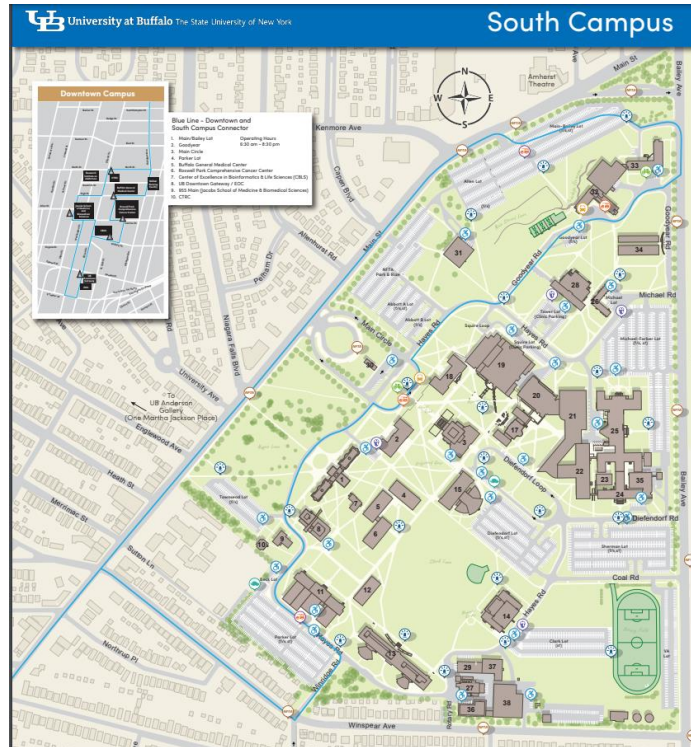
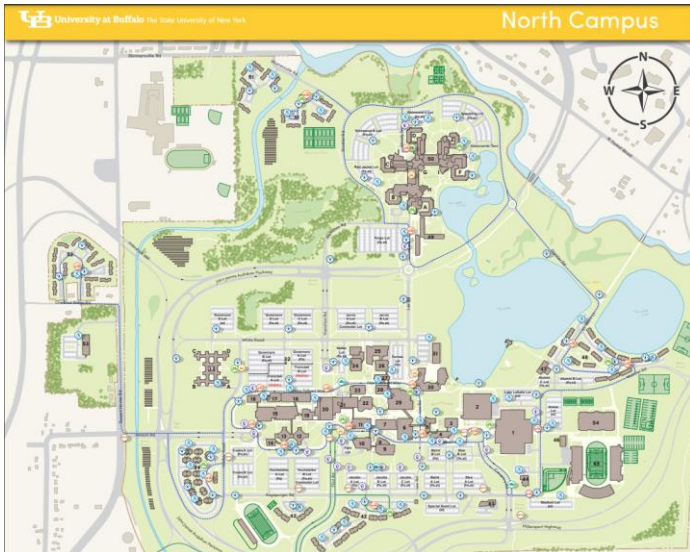
**Metering:**

**Business Reply:**





The Universities department that provides **Delivery & Mailing** services between 3 campuses, 5 hospitals and multiple university owned buildings throughout Buffalo.



# Your On-Campus Address

| Proper Format   | Example  |
|---|--|
| Your Name<br>Your Department (if applicable)<br>Your Campus Mailing Address (Room # and Building Name)<br>Buffalo, NY Your Zip+4 Code | Dr. Joan Doe<br>Comparative Literature<br>638 Clemens Hall<br>Buffalo, NY 14260-4600 |

**How you address your package will impact the ability for it to be delivered**

*Always include both your building address & department name*

***If your institutional data within LDAP is not correct,  
contact your departmental HR representative for assistance.***



# Residential Mailrooms

Campus Mail has partnered with Campus Living to provide mail services to the 7500+ students who call on-campus home. We distribute mail/packages within each residential area. The type of mailroom the area has is based on total occupancy within the area. In total, we have 9 residential 'mailrooms':



- **Ellicott Mailroom**
    - *3200 students served / 27,000+ packages each semester*
  - **Governors Mailroom & Main Street Mailroom**
    - *800-1000 students per area / 7,000 – 8,000 packages per area/per semester*
  - **Area office mailrooms (Hadley, Flint, South Lake, Creekside, Greiner, Flickinger)**
    - *600-700 students served in each area / 3,000 – 5,500 packages per area/per semester*
- Most mailrooms are open weekdays from 9am – 11pm & weekends 12pm – 11pm
  - Last year we delivered 70,000+ packages in the dorms.
    - Sept 2023 alone we delivered 25,000+ packages
  - Package Lockers & Office Delivery

# Departmental Mailrooms

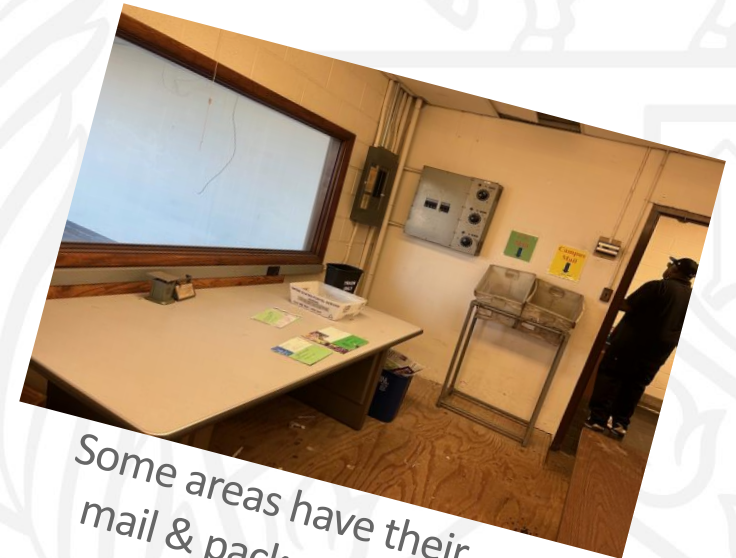
With this model, Campus Mail delivers directly to a room/space within a academic building. Currently, departmental mailrooms are set up and monitored by the department/building.

Campus Mail is working with departments & FPMO's for each area to provide a more consistent mail/package experience across the university.



Some areas have designated mailrooms and individual mailboxes for each dept

In some areas, the mail drop is in a mixed-use room with copies, files, etc.



Some areas have their mail & packages left on a table



# How does it work?

Campus Mail gets daily deliveries directly from USPS:

- Mail & packages for zip codes:
  - 14261 (Housing)
  - 14260 (North Campus Departmental, non-housing)
  - 14214 (anything for UB, not directly delivered by USPS)



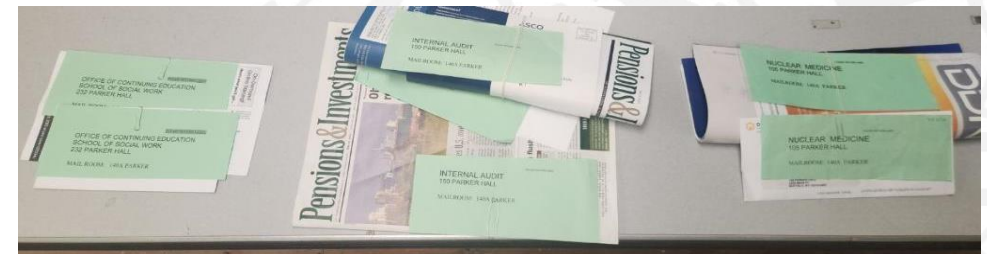
- Mail arrives to Campus mail approx. 10:30am all deliveries are done by 3:30pm
- Incoming items sorted by: residential packages, departmental packages & flat mail
- All items are sorted by DEPARTMENT & BUILDING
  - Flat mail & packages without departments & buildings are looked up in LDAP
- Items are scanned, sorted and sent to the mailroom associated with building & department for that address / staff member.
- Packages are delivered the same afternoon / Flat mail is delivered the following morning.





# Mailroom Delivery (USPS/Campus Mail)

Campus Mail delivers to the **mailroom associated with the BUILDING / DEPARTMENT** of the letter/package



# Mailroom Location Group Discussion:

| Location     | Campus Building                        | Department   | Departmental Addresses (added merge 11/1/22)        | Mailroom Address                                     | Row | Column | Mailbox | Room | Mailbox   |
|--------------|--|--|---|--|-----|--------|---------|------|-----------|
| North Campus | Capen Hall                             | 1Capen   | 1Capen Hall   | 556 Capen hall - Box 2                               | 3   | 5      | 1       | A    | 3 / 5 / 1 |
| South Campus | ABBOTTLIBRARY                          | Abbott Library   | 102 Abbott Hall                                     | 102E Abbott Hall                                     | 5   | 1      | 3       | D    | 5 / 1 / 3 |
| South Campus | Wende Hall                             | School of Nursing (SON)                                  | Academic (SON)                                      | 328 Wende Hall                                       | 5   | 2      | 5       | D    | 5 / 2 / 5 |
| North Campus | Capen Hall                             | Academic Affairs (VPAA)                                  | Academic Affairs                                    | 548 Capen Hall                                       | 3   | 6      | 6       | A    | 3 / 6 / 6 |
| North Campus | Capen Hall                             | Academic Affairs (VPAA)                                  | Academic Affairs (VP) [VPAA]                        | 255, 548 Capen Hall                                  | 3   | 6      | 6       | A    | 3 / 6 / 6 |
| South Campus | Hayes Hall                             | School of Architecture and Planning (SAAP)               | Academic Affairs [SAAP]                             | 125 Hayes Hall                                       | 5   | 4      | 8       | D    | 5 / 4 / 8 |
| South Campus | Squire Hall                            | School of Dental Medicine (SDM)                          | Academic Affairs [SDM]                              | 260, 315 Squire Hall                                 | 5   | 2      | 6       | D    | 5 / 2 / 6 |
| North Campus | O'Brian Hall                           | School of Law (SOL)                                      | Academic Affairs [SOL]                              | O'Brian Hall   | 2   | 1      | 6       | B    | 2 / 1 / 6 |
| South Campus | Beck Hall                              | School of Nursing (SON)                                  | Academic Affairs [SON]                              | 102, 104, 202, 203, 204, 209 Beck Hall               | 5   | 2      | 5       | D    | 5 / 2 / 5 |
| South Campus | Wende Hall                             | School of Nursing (SON)                                  | Academic Affairs [SON]                              | 101C, 208, 230, 317B, 322, 328 Wende Hall            | 5   | 2      | 5       | D    | 5 / 2 / 5 |
| South Campus | Kimball Tower                          | School of Public Health and Health Professions (SPHHP)   | Academic and Student Affairs [SPHHP]                | 102 Kimball Tower                                    | 5   | 6      | 5       | D    | 5 / 6 / 5 |
| North Campus | O'Brian Hall                           | School of Law (SOL)                                      | Academic Centers [SOL]                              | O'Brian Hall   | 2   | 1      | 6       | B    | 2 / 1 / 6 |
| North Campus | Capen Hall                             | Academic Integrity and Student Success (Office of) [OAI] | 255 Capen Hall                                      | 556 Capen hall - Box 6                               | 3   | 2      | 5       | A    | 3 / 2 / 5 |
| North Campus | Jacobs Hall (Jacobs Management Center) | Academic Integrity and Student Success (Office of) [OAI] | 265 Jacobs Hall (Jacobs Management Center)          | 556 Capen hall - Box 6                               | 3   | 2      | 5       | A    | 3 / 2 / 5 |
| North Campus | Capen Hall                             | Academic Planning  | 562 Capen Hall                                      | 556 Capen hall - Box 11                              | 3   | 3      | 2       | A    | 3 / 3 / 2 |
| North Campus | Capen Hall                             | Access to College Excellence (ACE)                       | 112 Capen Hall                                      | 556 Capen hall - Box 25                              | 3   | 5      | 2       | A    | 3 / 5 / 2 |
| North Campus | Capen Hall                             | Accessibility Resources                                  | 60 Capen Hall                                       | 556 Capen hall - Box 23                              | 3   | 5      | 4       | A    | 3 / 5 / 4 |
| South Campus | Diefendorf Hall                        | Accessibility Resources                                  | 1Diefendorf Hall                                    | 318 Diefendorf Hall                                  | 5   | 4      | 6       | D    | 5 / 4 / 6 |
| North Campus | Crofts Hall                            | Account PYBLS (Accounts Payable)                         | 206 Crofts Hall                                     | Crofts hall - Box 11                                 | 4   | 1      | 7       | A    | 4 / 1 / 7 |
| North Campus | Jacobs Hall (Jacobs Management Center) | School of Management (SOM)                               | Accounting and Law                                  | 375 Jacobs Hall (Jacobs Management Center)           | 2   | 4      | 6       | B    | 2 / 4 / 6 |
| South Campus | Hayes Hall                             | School of Architecture and Planning (SAAP)               | Architecture and Planning (Dean) (School of) [SAAP] | 115, 116, 121 Hayes Hall                             | 5   | 4      | 8       | D    | 5 / 4 / 8 |
| South Campus | Kimball Tower                          | University Advancement (UADV)                            | Administration AVP [UADV]                           | 1011 Kimball Tower                                   | 5   | 6      | 6       | D    | 5 / 6 / 6 |
| North Campus | Alumni Arena                           | Administration Operations                                | Alumni Arena  | 4 Alumni Arena                                       | 1   | 4      | 1       | B    | 1 / 4 / 1 |
| North Campus | Morris Sports Performance Center       | Administration Operations                                | 1 Morris Sports Performance Center                  | 4 Alumni Arena                                       | 1   | 4      | 1       | B    | 1 / 4 / 1 |
| North Campus | Stadium Complex                        | Administration Operations                                | 104, 124 Stadium Complex                            | 104 Stadium Complex                                  | 1   | 4      | 3       | B    | 1 / 4 / 3 |
| North Campus | Jacobs Hall (Jacobs Management Center) | School of Management (SOM)                               | Administration Operations [SOM]                     | 117, 118, 119 Jacobs Hall (Jacobs Management Center) | 2   | 4      | 6       | B    | 2 / 4 / 6 |
| South Campus | Kimball Tower                          | School of Public Health and Health Professions (SPHHP)   | Administrative [SPHHP]                              | 415, 435, 613 Kimball Tower                          | 5   | 6      | 5       | D    | 5 / 6 / 5 |
| North Campus | Baldy Hall                             | Administrative Operations (International Education)      | 359 Baldy Hall                                      | 556 Capen hall - Box 4                               | 2   | 2      | 6       | A    | 2 / 2 / 6 |
| North Campus | Capen Hall                             | Administrative Operations (International Education)      | 411 Capen Hall                                      | 556 Capen hall - Box 4                               | 3   | 2      | 6       | A    | 3 / 2 / 6 |
| North Campus | Davis Hall                             | Administrative Operations (International Education)      | 338 Davis Hall                                      | 556 Capen hall - Box 4                               | 3   | 2      | 6       | A    | 3 / 2 / 6 |
| North Campus | Crofts Hall                            | Administrative Operations (University Communications)    | 330 Crofts Hall                                     | Crofts hall - Box 2                                  | 4   | 2      | 6       | A    | 4 / 2 / 6 |
| North Campus | Lockwood Library                       | Academic Affairs (VPAA)                                  | Administrative Operations (VPAA)                    | B48 Lockwood Library                                 | 2   | 1      | 7       | A    | 2 / 1 / 7 |
| North Campus | Clemens Hall                           | College of Arts and Sciences (CAS)                       | Administrative Operations [CAS]                     | 810 Clemens Hall                                     | 2   | 6      | 6       | B    | 2 / 6 / 6 |
| North Campus | Park Hall                              | College of Arts and Sciences (CAS)                       | Administrative Operations [CAS]                     | 275 Park Hall  | 2   | 3      | 1       | B    | 2 / 3 / 1 |



# Desktop Delivery

(Amazon, Fed Ex ground, UPS, Fed Ex Home, ect)

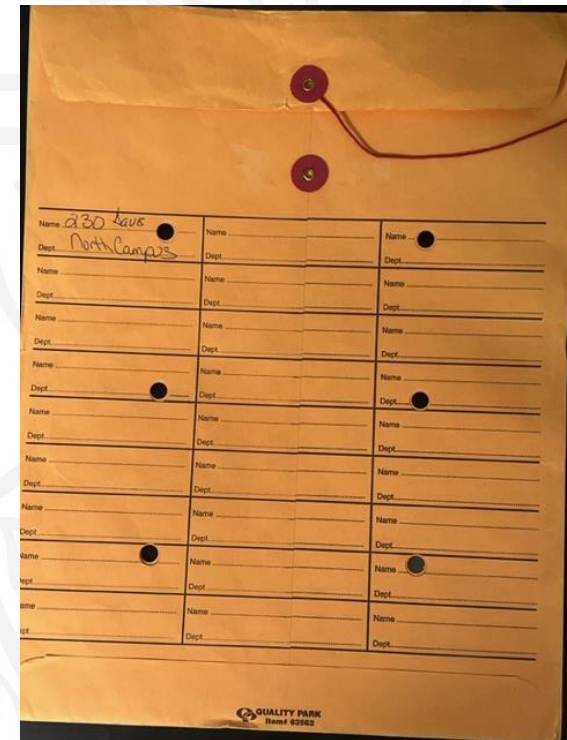
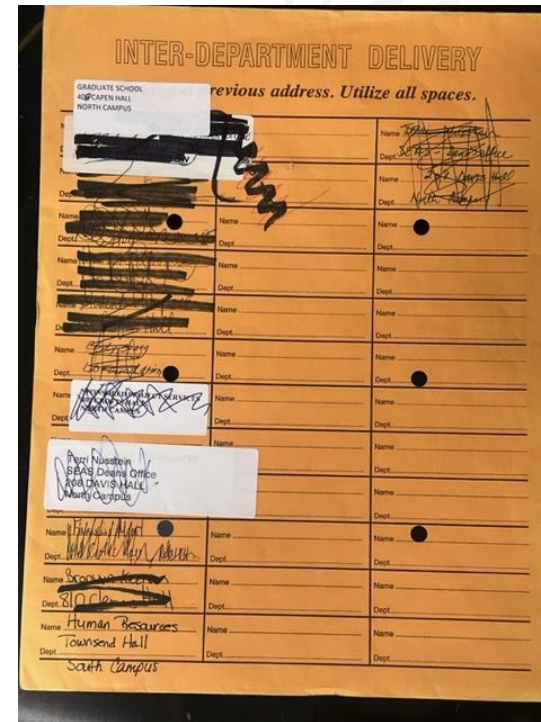
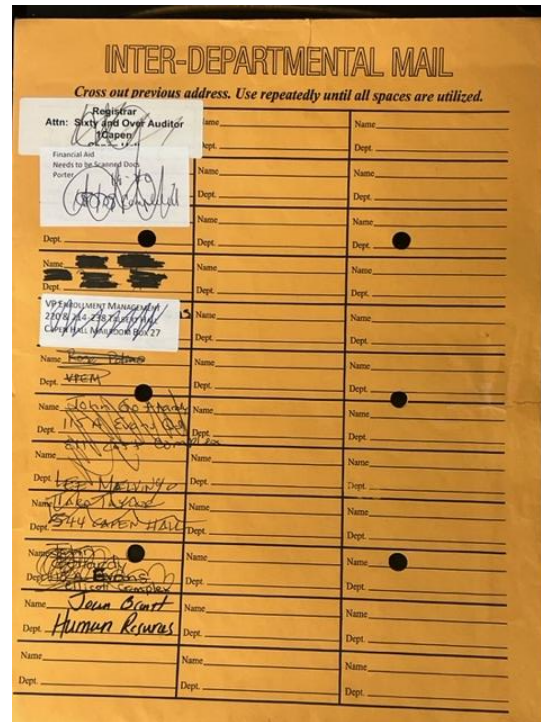
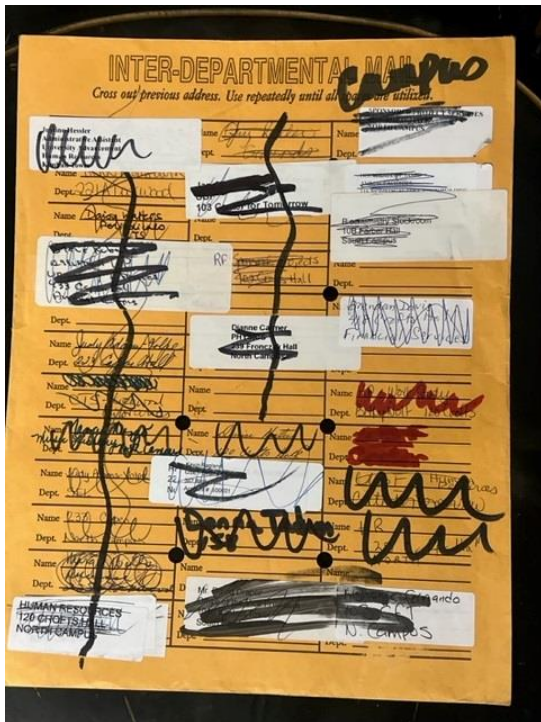
These vendors attempt to deliver to the **exact** address listed on the package.



# Inner Office Mailings & Envelopes

Please be sure to:

- Cross out all old addresses
- Don't use old envelopes that have too many old addresses
- Be sure the DEPARTMENT & BUILDING are clear and identifiable





# Problem Solving & What to do with mail that is not yours

**Always look up the tracking number before questioning the location of your delivery**

- *Go to [google.com](http://google.com) & put in the full tracking number – it will auto identify the vendor*

- **USPS:** Contact Campus Mail
- **Amazon:** [amzl-address-info@amazon.com](mailto:amzl-address-info@amazon.com)
- **Federal Express (Ground & Home):** 1-800-463-3339
- **Federal Express (Express):** 1-800-GO-FEDEX
- **UPS:** 1-800-742-5877
- **WB Mason:** [Alex.Wienke@wbmason.com](mailto:Alex.Wienke@wbmason.com)

## When you get mail that is not for your department:

Mail & Packages staying on-campus:

- How to Forward

Mail & Packages that stay go off-campus:

- Forwarding
  - Different by mail type & vendor
- Return to Sender

What to do with unknown mail / packages

# Street Addresses for buildings.....

Do we include street addresses in our mailing address?

| Building Name                       | Full Address           |
|-------------------------------------|------------------------|
| Abbott Hall                         | 100 Diefendorf Loop    |
| Abbott Quad                         | 290 Hayes Rd.          |
| Academic Center                     | 155 Lee Rd.            |
| Acheson Hall Annex                  | 170 Hayes Rd.          |
| Alfiero Center                      | 207 Founders Promenade |
| Allen Hall                          | 3485 Main St.          |
| Alumni Arena                        | 80 Coventry Loop       |
| Arts Quad                           | 122 Coventry Loop      |
| Baird Point                         | 22 Saint Ritas Lane    |
| Baker Chilled Water Plant           | 165 Service Center Rd. |
| Baldy Hall                          | 205 Founders Promenade |
| Beane Service Center                | 15 Sprague Rd.         |
| Beck Hall                           | 215 Hayes Rd.          |
| Bell Hall                           | 210 Mary Talbert Way   |
| Biomedical Education Building (BEB) | 340 Hayes Rd.          |
| Biomedical Research Building (BRB)  | 330 Hayes Rd.          |
| Bissell Hall                        | 20 Webster Rd.         |
| Bonner Hall                         | 180 Mary Talbert Way   |
| Campus Mail Center                  | 105 Augspurger Rd.     |
| Capen Hall                          | 160 Founders Promenade |
| Cary Hall                           | 380 Hayes Rd.          |
| Center for the Arts (CFA)           | 100 Coventry Loop      |
| Center For Tomorrow (CFT)           | 125 Service Center Rd. |

| Building Name                    | Full Address           |
|----------------------------------|------------------------|
| Childcare Center (South Campus)  | 10 Goodyear Rd.        |
| Clark Hall                       | 120 Hayes Rd.          |
| Clemens Hall                     | 45 Lee Rd.             |
| Clement Hall                     | 5 Goodyear Rd.         |
| Clinton Hall                     | 52 Hadley Rd.          |
| Commons                          | 65 Lee Rd.             |
| Computing Center                 | 130 Mary Talbert Way   |
| Cooke Hall                       | 135 Founders Promenade |
| Cooke-Hochstetter Hall Complex   | 135 Founders Promenade |
| Creekside Village Complex        | 30 Skannersville Rd.   |
| Crofts Hall                      | 30 Sprague Rd.         |
| Crosby Hall                      | 280 Hayes Rd.          |
| Davis Hall                       | 105 White Rd.          |
| Dewey Hall                       | 62 Hadley Rd.          |
| Diefendorf Hall                  | 140 Diefendorf Loop    |
| Dorsheimer Laboratory/Greenhouse | 125 Founders Promenade |
| Farber Hall                      | 360 Hayes Rd.          |
| Farber Hall Annex                | 32 Diefendorf Rd.      |
| Fargo Quad                       | 125 Lee Rd.            |
| Flint Village Complex            | 65 Augspurger Rd.      |
| Foster Hall                      | 300 Hayes Rd.          |
| Fronczak Hall                    | 140 Mary Talbert Way   |
| Furnas Hall                      | 215 Mary Talbert Way   |

| Building Name                    | Full Address           |
|----------------------------------|------------------------|
| Governors Hall Complex           | 56 Hadley Rd.          |
| Greiner Hall                     | 105 Lee Rd.            |
| GROW Clean Energy Center         | 150 Service Center Rd. |
| Hadley Village Complex           | 10 Hadley Rd.          |
| Harriman Hall                    | 60 Diefendorf Loop     |
| Hayes Hall                       | 250 Hayes Rd.          |
| Hayes Hall Annex Complex         | 256 Hayes Rd.          |
| Helm Facility Warehouse          | 105 Service Center Rd. |
| Hochstetter Hall                 | 145 Founders Promenade |
| Howe Research Building           | 135 Hayes Rd.          |
| Jacobs Management Center         | 207 Founders Promenade |
| Jacobs-Alfiero Complex           | 207 Founders Promenade |
| Jarvis Hall                      | 115 White Rd.          |
| Ketter Hall                      | 95 White Rd.           |
| Kimball Tower                    | 40 Goodyear Rd.        |
| Knox Lecture Hall                | 190 Founders Promenade |
| Kunz Stadium                     | 5 Augspurger Rd.       |
| Lehman Hall                      | 50 Hadley Rd.          |
| Lockwood Memorial Library        | 40 Lee Rd.             |
| Mackay Heating Plant             | 155 Hayes Rd.          |
| Mathematics Building             | 110 Mary Talbert Way   |
| Michael Hall                     | 20 Michael Rd.         |
| Morris Sports Performance Center | 45 Webster Rd.         |

| Building Name                  | Full Address           |
|--------------------------------|------------------------|
| Natural Sciences Complex       | 120 Founders Promenade |
| New Engineering Building       | 60 Lee Rd.             |
| Norton Hall                    | 170 Founders Promenade |
| O'Brian Hall                   | 195 Founders Promenade |
| Park Hall                      | 197 Founders Promenade |
| Parker Hall                    | 180 Hayes Rd.          |
| Pharmacy Building              | 160 Hayes Rd.          |
| Red Jacket Quad                | 140 Lee Rd.            |
| Richmond Quad                  | 160 Lee Rd.            |
| Roosevelt Hall                 | 60 Hadley Rd.          |
| Sherman Hall                   | 20 Diefendorf Rd.      |
| Slee Hall                      | 120 Coventry Loop      |
| South Campus (General Address) | 3435 Main St.          |
| South Lake Village Complex     | 35 Saint Ritas Lane    |
| Spaulding Quad                 | 170 Lee Rd.            |
| Squire Hall                    | 320 Hayes Rd.          |
| Stadium                        | 25 Webster Rd.         |
| Statler Commissary             | 35 Sprague Rd.         |
| Student Union                  | 50 Lee Rd.             |
| Sustainability Center          | 20 Sprague Rd.         |
| Talbert Hall                   | 150 Founders Promenade |
| Townsend Hall                  | 205 Hayes Rd.          |
| University Bookstore (Follett) | 75 Lee Rd.             |

Street addresses for each building is an on-going project

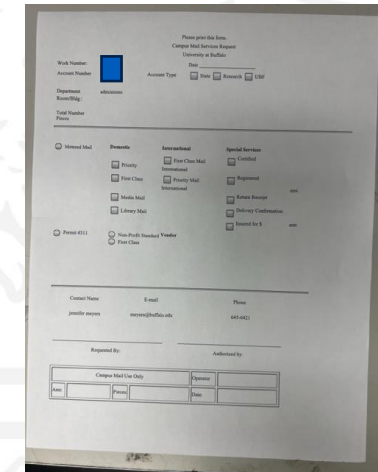
- IT, Communications, Facilities, Finance & Administration, etc.
- Be patient & agile as we work through solutions



# Outgoing Mail Services:

## Metering

- Have your outgoing mail postage billed directly to your departmental account!
- Send out letters or packages – USPS flat rates available.
- Requests made online at:  
[www.buffalo.edu/administrative-services/campus-mail.html](http://www.buffalo.edu/administrative-services/campus-mail.html)



## Bulk Mail Services & Business Reply

- \* Campus Mail Services' bulk mail operation is efficient and cost-effective for large mailings, such as invitations, newsletters or announcements.
- \* Business Reply is a great service for those units sending out surveys or other important information that must be returned.



# Any Questions