

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:



Tina
Frears



Travis
Smith



Jerry
Buchanan



Vacant
TBA

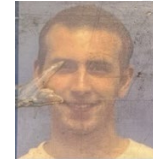
Central Staff:



Justine
Wheeler



Michelle
VanDewalker



Michael
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Campus Mail 'by the numbers'

Packages:

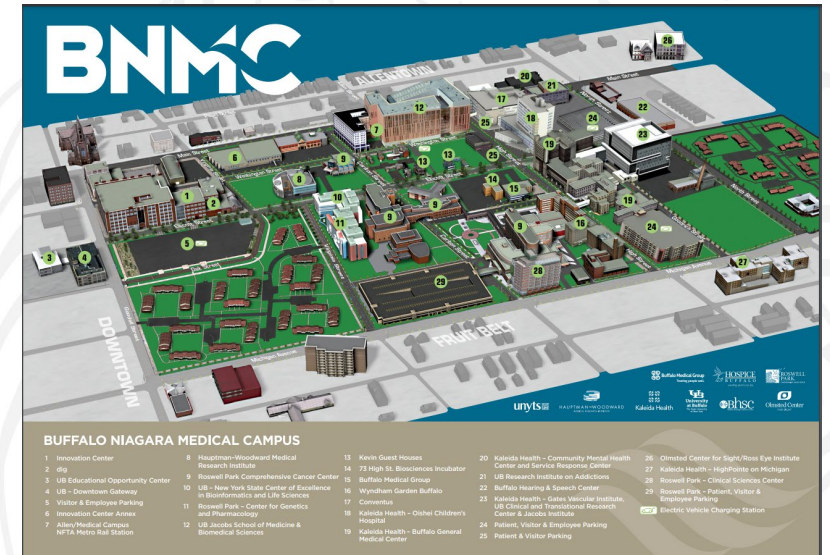
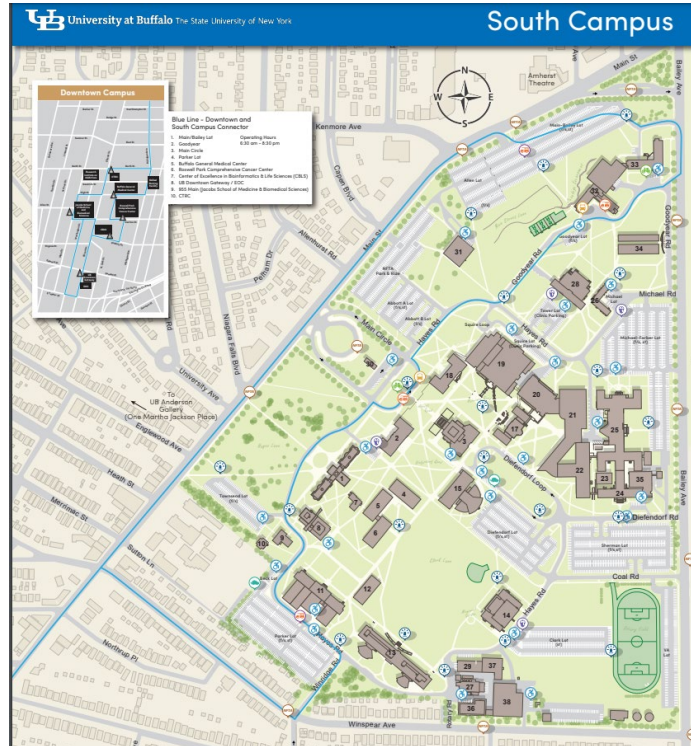
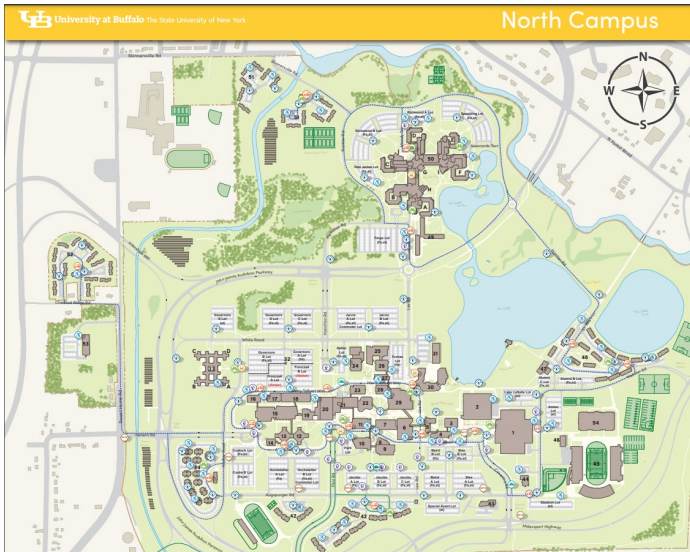
Flat Mail:

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 Your Department (if applicable) Your Campus Mailing Address (Room # and Building Name) Buffalo, NY Your Zip+4 Code	Dr. Joan Doe Comparative Literature 638 Clemens Hall 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

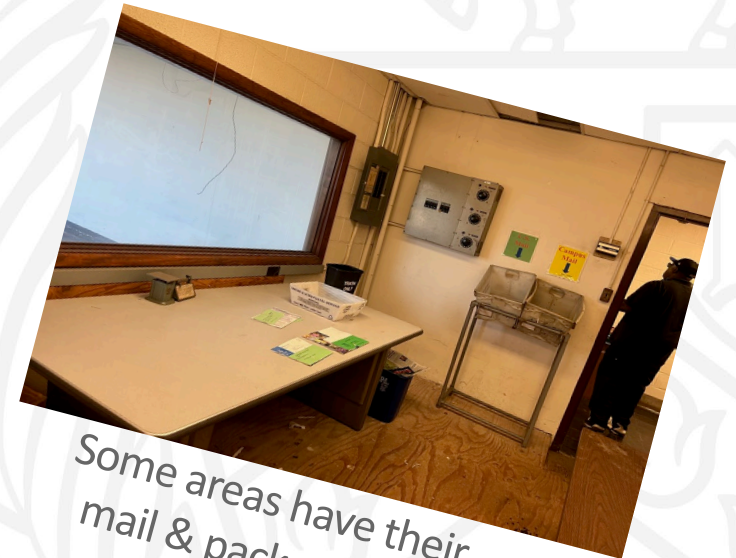
With this model, Campus Mail delivers directly to a room/space within a academic building. Currently, departmental mailrooms are set up and monitored by the department/building.

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)

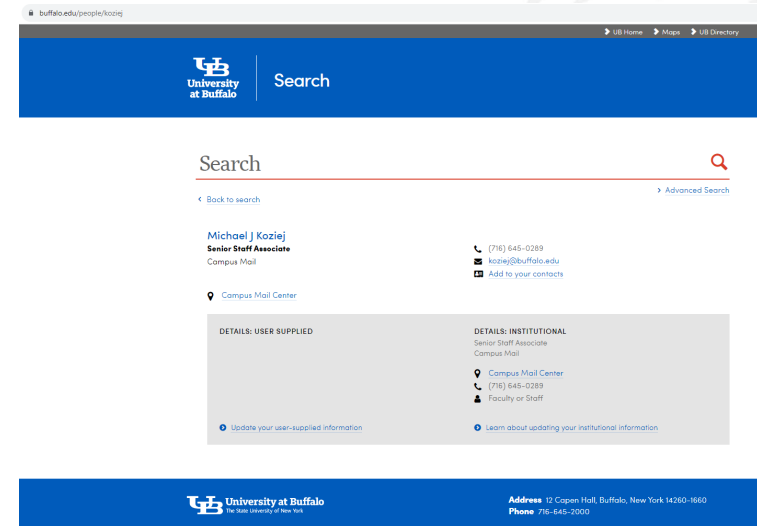


- Mail arrives to Campus mail approx. 10:30am all deliveries are done by 3:30pm
- Incoming items sorted by: residential packages, departmental packages & flat mail
- All items are sorted by DEPARTMENT & BUILDING
 - Flat mail & packages without departments & buildings are looked up in LDAP
- Items are 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.

Looking up information to complete delivery

LDAP (when there is no Dept/Building combo)

- UB White Pages (LDAP.Buffalo.edu)
 - User Provided vs. Institutional Provided
 - If User provided info is different from the institutional, we send it to that location



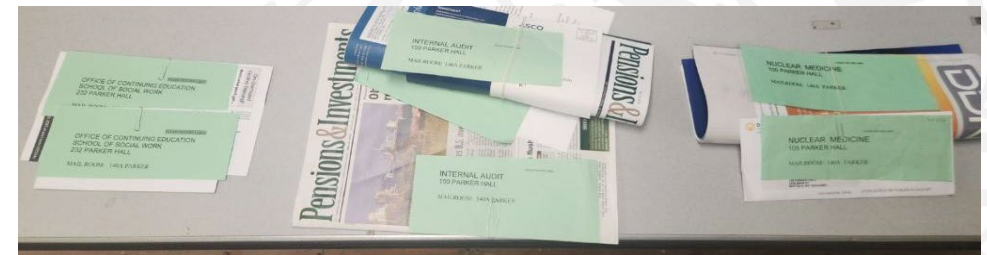
Location	Building	Department	Departmental Address(es) (added 11/9/02)	Mailroom Address	Column	Mailbox	Mail	cap
North Campus	Cappon Hall	Cappon	1 Cappon Hall	556 Cappon Hall - Box 2	3	5	1	A
South Campus	Academy Hall	Academy	102 Academy Hall	102 Academy Hall	5	1	3	D
South Campus	Vander Hall	Academy (SCS)	320 Vander Hall	320 Vander Hall	5	2	5	D
North Campus	Cappon Hall	Academy (MS)	548 Cappon Hall	556 Cappon Hall - Box 22	3	6	6	A
North Campus	Cappon Hall	Academy (MS) (SPAD)	548 Cappon Hall	556 Cappon Hall - Box 22	3	6	6	A
South Campus	Heppner Hall	School of Architecture and Planning (SAP)	100 Heppner Hall	100 Heppner Hall	5	4	8	D
South Campus	Spaugh Hall	School of Chemical and Biomolecular Engineering (SCBE)	300 Spaugh Hall	304 Spaugh Hall	5	2	6	D
North Campus	OTB Hall	Academy (MS) (SCS)	OTB Hall	300 OTB Hall	2	1	6	B
South Campus	Beck Hall	School of Management (SOM)	102, 104, 300, 302, 304, 306 Beck Hall	320 Vander Hall	5	2	5	D
South Campus	Vander Hall	Academy (MS) (SCS)	320 Vander Hall	320 Vander Hall	5	2	5	D
South Campus	Vital Town	School of Public Health and Health Professions (SPHP)	Academy and Student Affairs (SPHP)	100 Vital Town	5	6	5	D
North Campus	OTB Hall	Academy (MS) (SCS)	OTB Hall	300 OTB Hall	2	1	6	D
North Campus	Cappon Hall	Academy (MS) (SCS)	Academy (MS) and Student Success (Office of E&E)	556 Cappon Hall - Box 6	3	2	5	A
North Campus	Jacobus Hall (Jacobus Management Center)	Academy (MS) (SCS)	Academy (MS) and Student Success (Office of E&E)	205 Jacobus Hall (Jacobus Management Center)	556 Cappon Hall - Box 3	2	5	A
North Campus	Cappon Hall	Academy (MS) (SCS)	Academy (MS) (SCS)	556 Cappon Hall - Box 11	3	3	2	A
North Campus	Cappon Hall	Access to College Excellence (ACE)	110 Cappon Hall	556 Cappon Hall - Box 25	3	5	2	A
North Campus	Cappon Hall	Accountability Initiatives	60 Cappon Hall	556 Cappon Hall - Box 23	3	5	4	A
South Campus	Stratford Hall	Accountability Initiatives	100 Stratford Hall	100 Stratford Hall	5	4	6	D
North Campus	Cappon Hall	Accountability Initiatives	300 Cappon Hall	300 Cappon Hall - Box 11	4	1	7	A
North Campus	Jacobus Hall (Jacobus Management Center)	School of Management (SOM)	Accounting and Tax	100 Jacobus Hall (Jacobus Management Center)	100 Jacobus Hall	4	6	B
South Campus	Heppner Hall	School of Architecture and Planning (SAP)	Administrative Services	100 Heppner Hall	5	4	8	D
South Campus	Krabill Tower	University Advancement (UADV)	Administration (UADV)	100 Krabill Tower	5	6	6	B
North Campus	Alumni House	Administration - Operations	Administration - Operations	Alumni House	1	4	1	B
South Campus	More Spaulding Center	Administration - Operations	Administration - Operations	100 More Spaulding Center	1	4	1	D
North Campus	Stacks Complex	Administration - Operations	Administration - Operations	100 Stacks Complex	1	4	3	B
North Campus	Jacobus Hall (Jacobus Management Center)	School of Management (SOM)	Administration - Operations (SOM)	100 Jacobus Hall (Jacobus Management Center)	100 Jacobus Hall	2	4	B
South Campus	Krabill Tower	School of Public Health and Health Professions (SPHP)	Administration (SPHP)	100 Krabill Tower	5	6	5	D
North Campus	Beck Hall	Administration - Operations (International Education)	Administration - Operations (International Education)	300 Beck Hall	556 Cappon Hall - Box 4	2	6	A
North Campus	Cappon Hall	Administration - Operations (International Education)	Administration - Operations (International Education)	100 Cappon Hall	556 Cappon Hall - Box 4	2	6	A
North Campus	Beck Hall	Administration - Operations (International Education)	Administration - Operations (International Education)	300 Beck Hall	556 Cappon Hall - Box 4	2	6	A
North Campus	Cappon Hall	Administration - Operations (International Education)	Administration - Operations (International Education)	300 Cappon Hall	556 Cappon Hall - Box 4	2	6	A
North Campus	Lockwood Library	Academy (MS) (SPAD)	Administration - Operations (SPAD)	100 Lockwood Library	2	1	7	A
North Campus	Chemist Hall	College of Arts and Sciences (EAS)	Administration - Operations (EAS)	100 Chemist Hall	2	6	6	D
North Campus	Park Hall	College of Arts and Sciences (EAS)	Administration - Operations (EAS)	210 Park Hall	2	3	1	B

Database (from HR data – identifies mailroom)

- Each building / department combo has a mailroom
- 1 department can have multiple locations, based on each building.
- Mailroom location is different than office location

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	TCapen	1 Capen 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) [DAI]	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) [DAI]	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	1 Diefendorf 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)

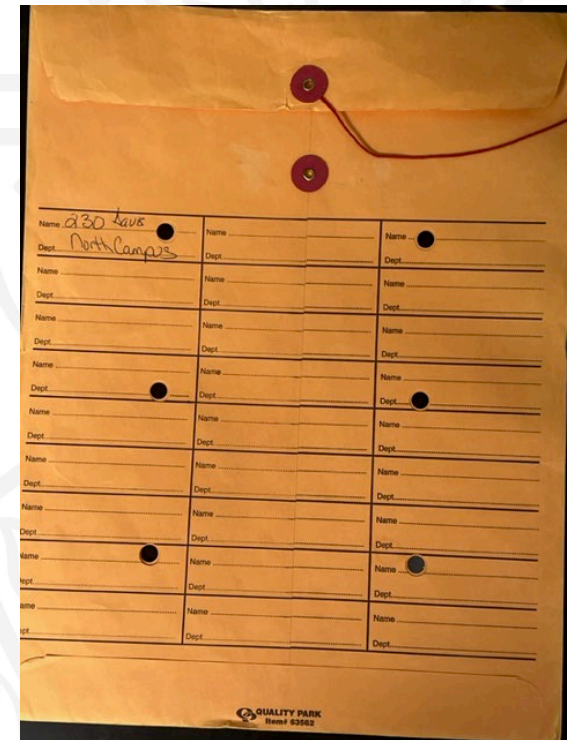
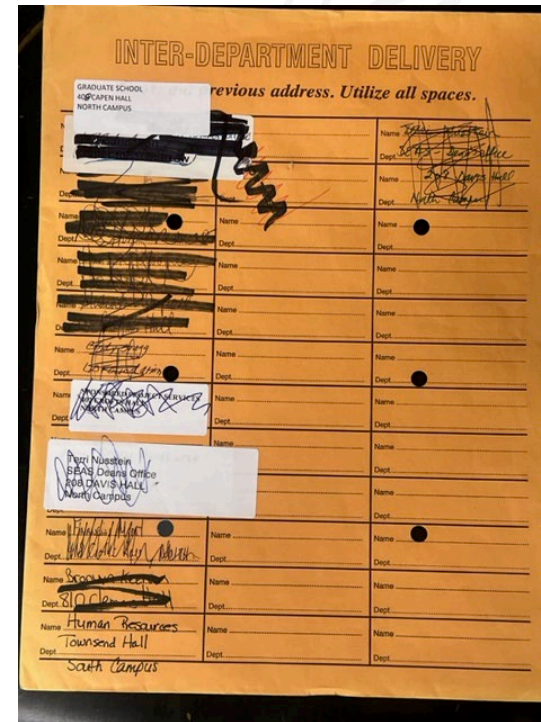
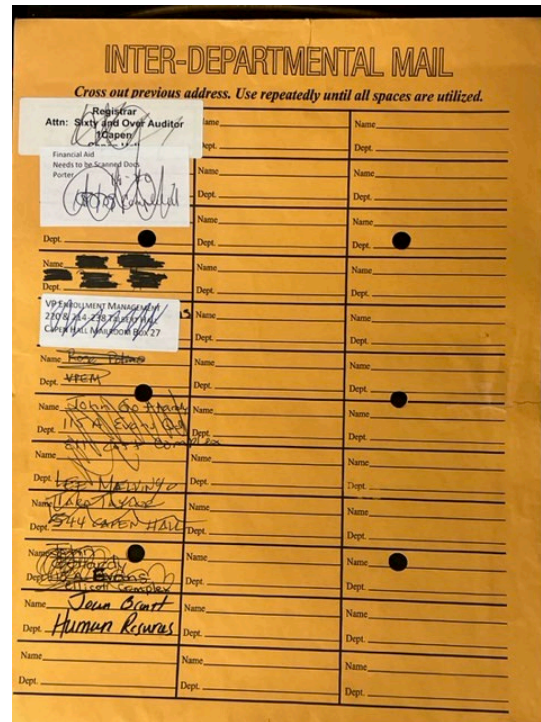
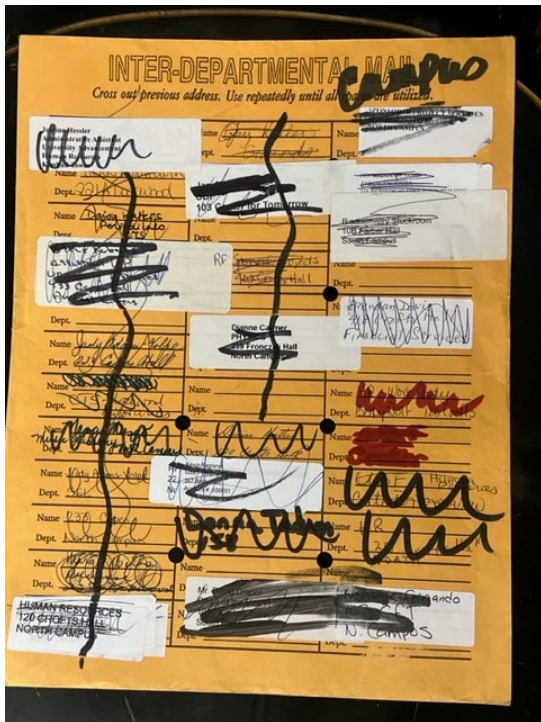
These vendors attempt to deliver to the **exact** address listed on the package.



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 & put in the full tracking number – it will auto identify the vendor*

- **USPS:** Contact Campus Mail
- **Amazon:** 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

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.

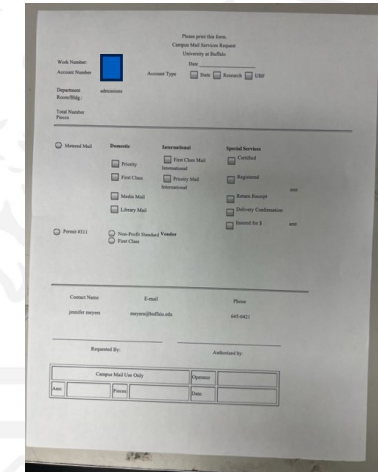
Street addresses for each building is an on-going project

- 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



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



How did we do?

Take the *Session Survey* on your smart device using the QR Code on your schedule.