CAMPUS MAIL SERVICES

Campus Mail 101

University at Buffalo
Campus Living
Student Life

1846

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

Central Staff:

Student Staff:

Justine Wheeler

Michelle VanDewalker
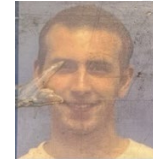
Michael Koziej

Jarrett Metcalfe

Delivery Staff:

Tina Frears

Travis Smith

Jerry Buchanan

Vacant TBA

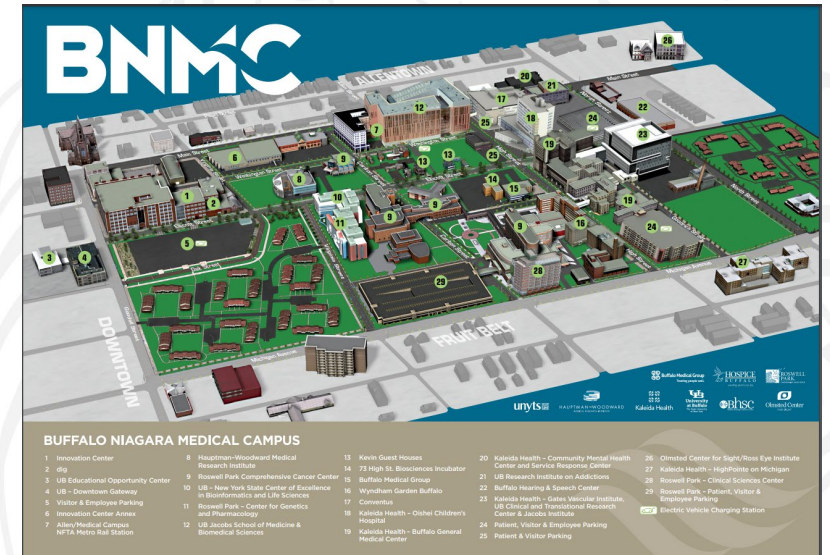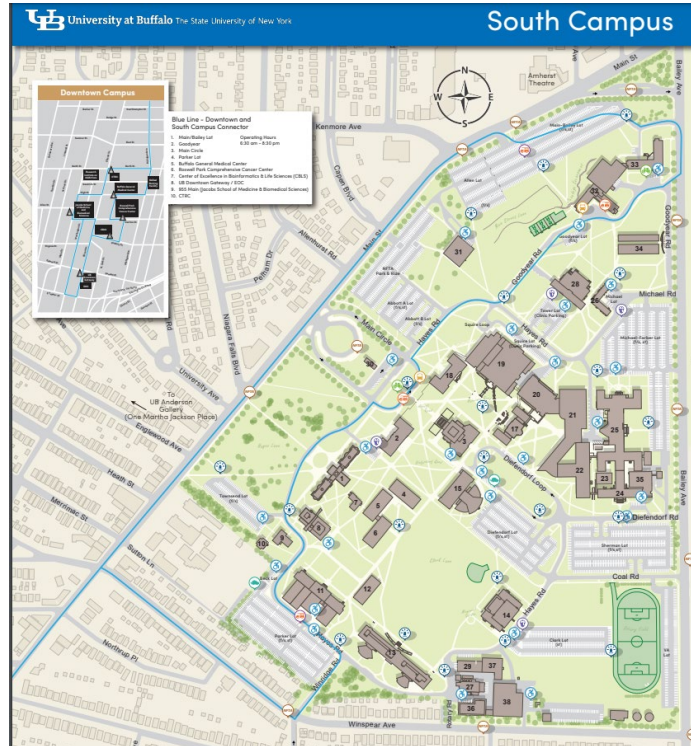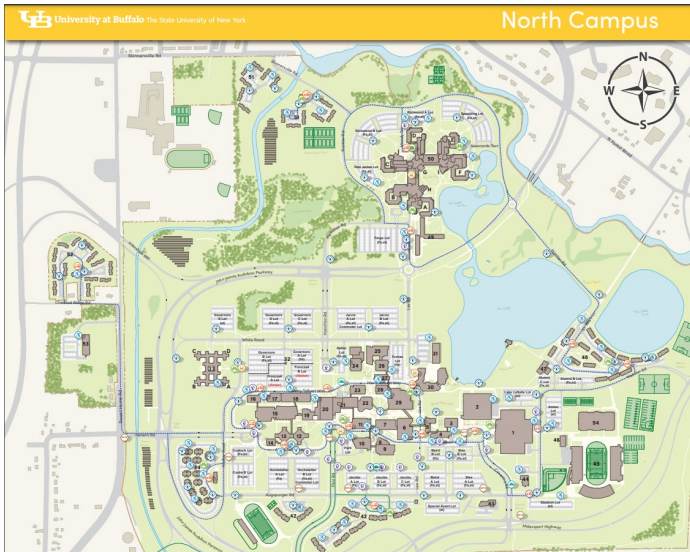# Campus Mail 'by the numbers'

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. They 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, flies, etc.
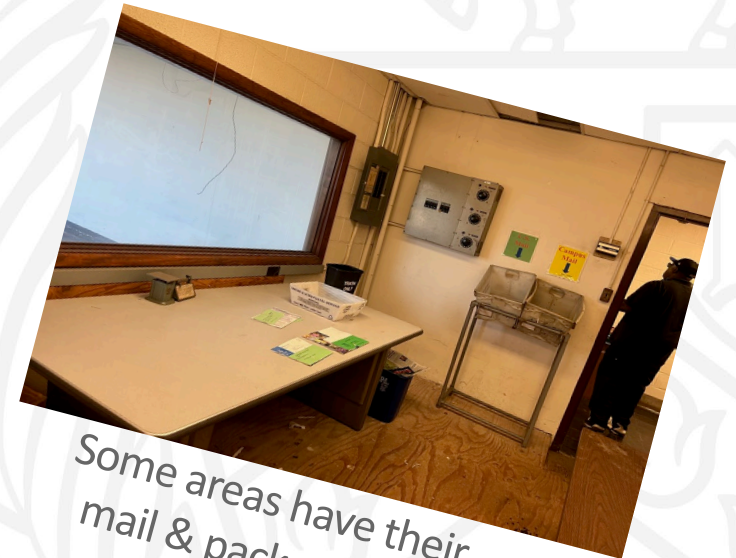
Some areas have their mail & packages left on a table

1846

8

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.

9

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

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
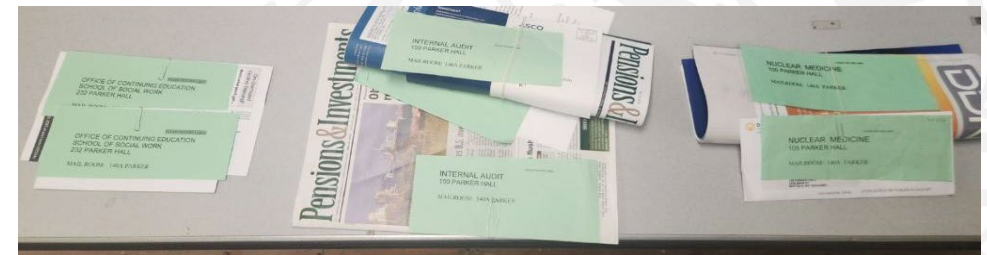
Mailroom Location Group Discussion:

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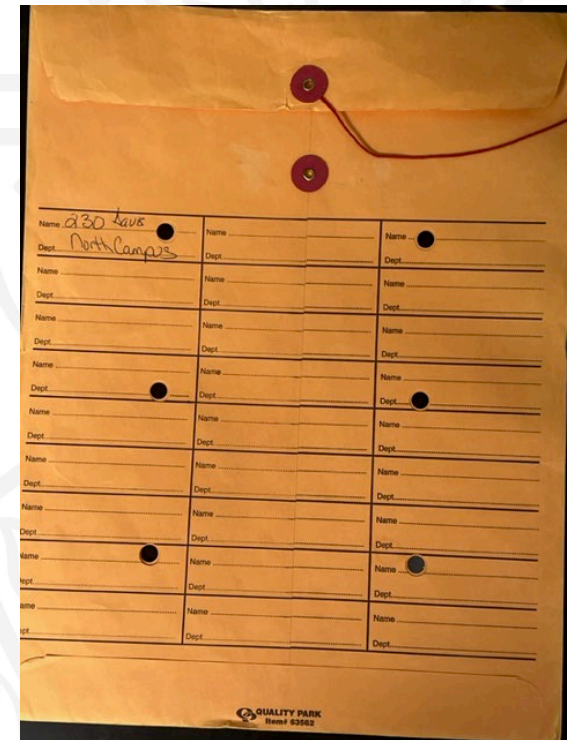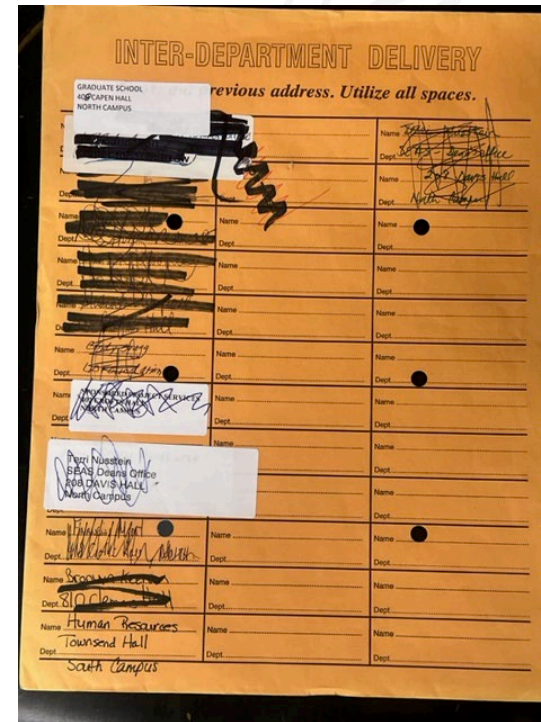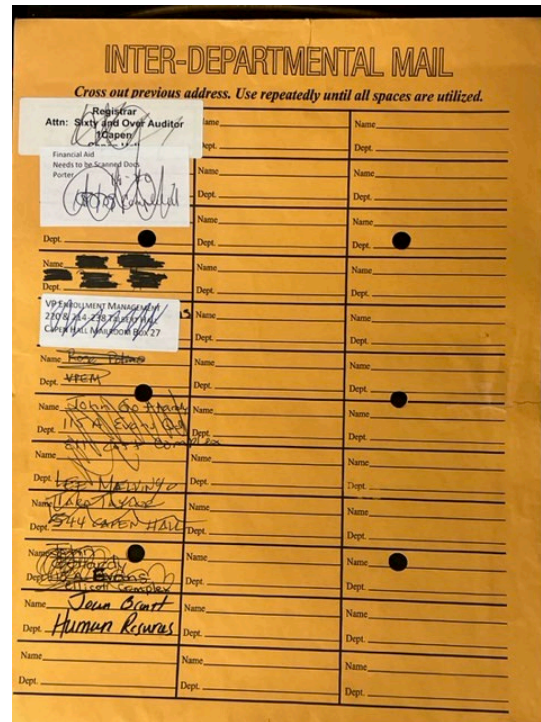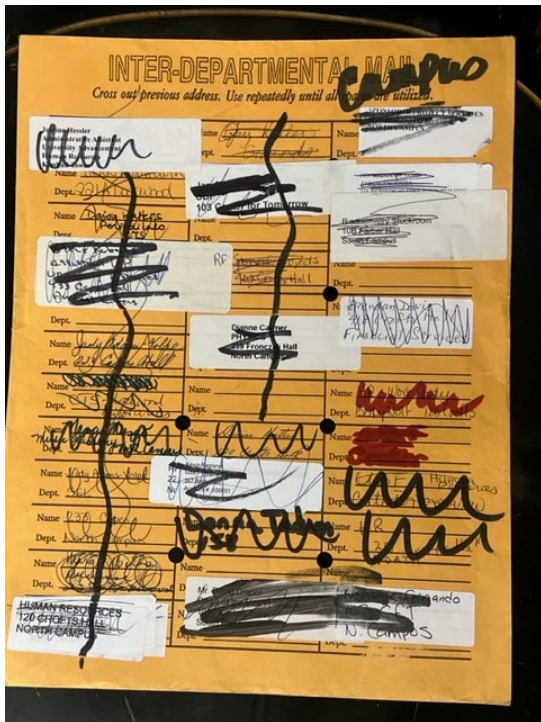
Problem Solving & What to do with mail that is not yours

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

15

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 Skinnersville 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
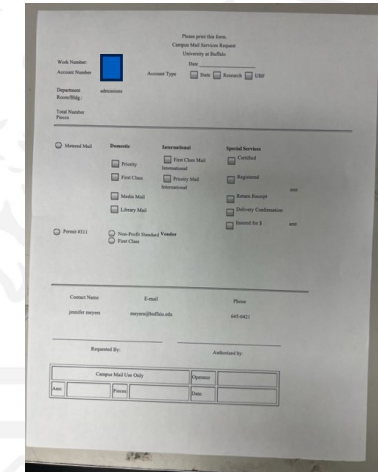
Bulk Mail Services & Business Reply

* 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.

How did we do?

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