CAMPUS MAIL

Troubleshooting: Navigating Mail and Package Delivery Issues at UB

University at Buffalo
Division of Finance and Administration

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Campus Mail Overview:

- Provides **_Delivery & Mailing_** services between all 3 campuses, 5 hospitals and multiple university owned buildings throughout Buffalo

- 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. In total, we have 9 residential 'mailrooms':

- 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 South Campus, not directly delivered by USPS)

- 3rd party Vendors (Amazon, FedEx, UPS, DHL, etc.): We partner with but do not directly handle 3rd party packages. These vendors will do **DESKTOP DELIVERY** where they will attempt to deliver to the **EXACT** address on the package.
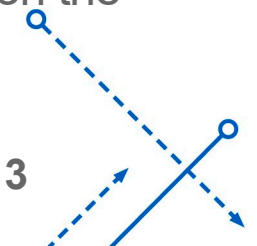
Departmental Mailrooms

- Campus Mail delivers directly to a room/space within an academic building. Currently, departmental mailrooms are set up and managed by the department with support of campus mail.

- Campus Mail works with departments & FPMO's to meet each areas needs

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

Where is my Mailroom????

StreetLine	Department	Campus Building	Departmental Address	Mailroom Address
105 Augspurger Road	**Campus Mail**	Campus Mail Center	1 Campus Mail Center	1 Campus Mail Center
105 Augspurger Road	**Print Services**	Campus Mail Center	1 Campus Mail Center	1 Campus Mail Center
360 Hayes Road	Department of Orthopaedics	Farber Hall	Formerly 160 Farber	Formerly 224 Farber
No Delivery - Campus	Department of Orthopaedics	Multiple off campus	Off-campus	Put in Campus Mail Orthopaedics Box
207 Founders Promen	**Division of Athletics**	Alumni Arena	102 Alumni Arena	4 Alumni Arena
45 Webster Road	Morris Sports Performance Center	Morris Sports Perfor	Morris Sports Performance Cen	4 Alumni Arena
207 Founders Promen	Recreation and Intramural Services (RAII)	Alumni Arena	175 Alumni Arena	4 Alumni Arena
80 Coventry Loop	**Department of Theatre and Dance (TH)**	Alumni Arena	285 Alumni Arena B77- B93	4 Alumni Arena
35 Lee Road	**Department of Music**	Baird Hall	220 Baird Hall	220 Baird Hall
120 Coventry Loop	Department of Music	Slee Chamber Hall	Slee Chamber Hall	220 Baird Hall
205 Founders Promen	Department of Communication (COM)	Baldy Hall	359 Baldy Hall	609A Baldy Hall
205 Founders Promen	Early Childhood Research Center (ECRC)	Baldy Hall	15 Baldy Hall	609A Baldy Hall
205 Founders Promen	English Language Institute Programs (ELI)	Baldy Hall	320 Baldy Hall	609A Baldy Hall
205 Founders Promen	**Gifted Math Program (GMP)**	Baldy Hall	436 Baldy Hall-moving to 304	609A Baldy Hall
205 Founders Promen	**Department of Linguistics**	Baldy Hall	609 Baldy Hall	609A Baldy Hall
205 Founders Promen	**School of Social Work (SSW)**	Baldy Hall	685 Baldy Hall	609A Baldy Hall
205 Founders Promen	**Thomas J. Edwards Learning Center**	Baldy Hall	217 Baldy Hall	609A Baldy Hall
15 Sprague Road	Campus Planning	John Beane Center	107 John Beane Center	120 John Beane Center - Office
165 Service Center Roa	Chilled Water Plant	Baker Chilled Water	120 John Beane Center	120 John Beane Center - Office
15 Sprague Road	Statler Commissary	Statler Commissary	101 Statler Commissary	120 John Beane Center - Office
15 Sprague Road	Real Estate and Property Management	John Beane Center	119 John Beane Center	120 John Beane Center - Office
15 Sprague Road	Capital Planning and Deffered Maintenance	John Beane Center	107 John Beane Center	120 John Beane Center - Office
15 Sprague Road	Design and Construction	John Beane Center	120 John Beane Center	120 John Beane Center - Office
15 Sprague Road	Facilities Finance	John Beane Center	106 John Beane Center	120 John Beane Center - Office
15 Sprague Road	**University Facilities**	John Beane Center	120 John Beane Center	120 John Beane Center - Office
210 Mary Talbert Way	**Department of Industrial and Systems Engineering (ISE)**	Bell Hall	342 Bell Hall	211 Bell Hall
210 Mary Talbert Way	WISE (Women in Science and Engineering)	Bell Hall	127 Bell Hall	211 Bell Hall
115 White Road	SEAS Technical Shops - Machine Shop	Jarvis Hall	105 Jarvis Hall	211 Bell Hall
210 Mary Talbert Way	Administrative Operations [SEAS]	Bell Hall	104, 107 Bell Hall	211 Bell Hall
210 Mary Talbert Way	**Department of Mechanical and Aerospace Engineering (MAE)**	Bell Hall	208 Bell Hall	211 Bell Hall
215 Mary Talbert Way	Department of Mechanical and Aerospace Engineering (MAE)	Furnas Hall	1010 Furnas Hall	211 Bell Hall
115 White Road	Department of Mechanical and Aerospace Engineering (MAE)	Jarvis Hall	324 Jarvis Hall	211 Bell Hall
210 Mary Talbert Way	Office of Cybersecurity & Data Assurance (SEAS)	Bell Hall	103C Bell Hall	211 Bell Hall
210 Mary Talbert Way	School of Engineering and Applied Sciences (SEAS)	Bell Hall	103, 117, 334, 438 Bell Hall	211 Bell Hall
210 Mary Talbert Way	SEAS Dean's Office	Bell Hall	335,336 Bell Hall	211 Bell Hall
210 Mary Talbert Way	SEAS Office of Communications	Bell Hall	438 Bell Hall	211 Bell Hall

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

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

Address Formatting:

Departmental Mail (US Postal Services ONLY)

INDIVIDUAL NAME

UNIVERSITY AT BUFFALO

DEPARTMENT NAME

BUILDING AND ROOM NUMBER

STREET ADDRESS

BUFFALO, NY ZIP+4

Departmental Mail (All other couriers, NON-US Postal Services):

INDIVIDUAL NAME

UNIVERSITY AT BUFFALO DEPARTMENT NAME

STREET ADDRESS

BUILDING AND ROOM NUMBER

BUFFALO, NY ZIP+4

Inter-Campus Mail

Name

Department

Building and Room Number

Residential Mail: For all couriers

NAME

UNIVERSITY AT BUFFALO

**RESIDENTAIL MAILROOM STREET ADDRESS**

RES HALL NAME ROOM NUMBER/ BEDSPACE

BUFFALO, NY 14261

Street Addresses:

https://www.buffalo.edu/administrative-services/campus-mail/building-street-addresses.html

North Campus Buildings and Addresses		
Building Name	Street Address	Additional Info
Academic Center	155 Lee Road	
Alfiero Center	207 Founders Promenade	
Alumni Arena	80 Coventry Loop	
Athletic Equipment Storage	47 Webster Road	
Baird Hall	35 Lee Road	
Baker Chilled Water Plant	165 Service Center Road	
Baker Chilled Water Plant (Pump House)	165 Service Center Road	
Baldy Hall	205 Founders Promenade	
Beane Service Center	15 Sprague Road	
Beane Trailer 2	10 Beane Road	
Bell Hall	210 Mary Talbert Way	
Bissell Hall	20 Webster Road	
Bonner Hall	180 Mary Talbert Way	
Campus Mail Center	105 Augspurger Road	
Capen Hall	160 Founders Promenade	
Center for the Arts	100 Coventry Loop	
Center For Tomorrow	125 Service Center Road	
Clemens Hall	45 Lee Road	
Clinton Hall	52 Hadley Road	
Computing Center	130 Mary Talbert Way	
Cooke Hall	135 Founders Promenade	
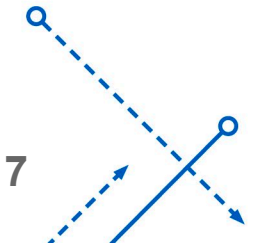
TIPS AND TRICKS TO HELP PREVENT DELIVERY ISSUES
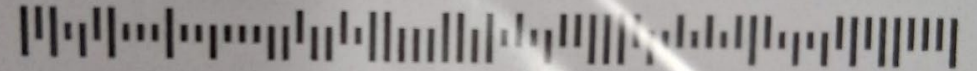
CAR-RT LOTC-006 MIX COMAIL
215449438 BPI
2 041 BIP001 P73 10 9777 129974
UNIVERSITY AT BUFFALO
3435 MAIN ST
BUFFALO NY 14214-3099

Allstate Fire and Casualty Insurance Co
21619 Mrrck Bvd #202
Laurelton, NY 114131407

MB 01 000756 41190 H 6 B

12 CALEB HALL
BUFFALO NY 14260-0001

TO: THE STICKER DUDE
ARCHIVE
UNIV AT BUFFALO
420 CAPEN HALL
BUFFALO NY 14260

ATT: SPECIAL COLLECTIONS

strange and
to take back

Sticker Dude

P8342-1985390550   1
University At Buffalo
12 Capen Hall
Buffalo, NY, 14260

USPS Tips: *Almost 25% of all mail pieces have something wrong with the address*

- Always put the address and the postage on the same side of your mail piece.

- All capital letters.

- No punctuation.

- At least 10-point type.

- One space between city and state.

- Two spaces between state and ZIP Code.

- Simple type fonts.

- Left justified.

- Black ink on white or light paper.
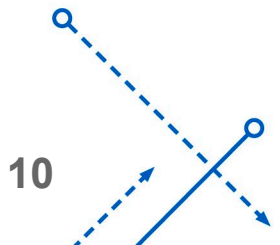
Tips Continued:

- Use your mailroom Address instead of your office address whenever possible (especially for 3rd party vendors)

- Check Mailroom regularly as well as delivery notifications from vendors and campus mail email (print orders)

- UNSUSCRIBE from Junk Mail (Catalogs, old magazines, vendor notifications, select GO PAPERLESS whenever possible.

- Update your address with senders especially when moving, changing departments etc.

Inter Office Mailings & Envelopes

Please be sure to:
- Cross out all old addresses
- Exchange old folders for new ones!
- Be sure NAME, DEPARTMENT & BUILDING are clear and identifiable

MY MAIL IS MISSING!!!!

DON'T WAIT! 24-48hrs is the longest campus mail would ever have a package or flat mail.

Who to contact if you can not locate a piece of mail:

- **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:** Thomas.serba@wbmason Bella.Santana@wbmason.com

Always look up the tracking number: *Go to google.com & put in the full tracking number – it will auto identify the vendor*

When you get mail that is not for your department:

- Place a note on the mail or package that says "not for x department" or any detail that helps re-direct the mail.
- If needed, contact Campus Mail, we will often step in to help re-direct packages.
- Once the package has a note, place it in the outgoing campus mail area of your mailroom and our drivers will collect it

3rd Party:

- We have been working with our 3rd party partners to correct issues and solve issues collaboratively!
- USPS has recently changed its logistics resulting in a 250%+ increase in 3rd party deliveries this semester.
- Formatting has been run by 3rd party vendors and new contacts have been established.
- Any feedback and reporting problematic patterns are greatly appreciated!

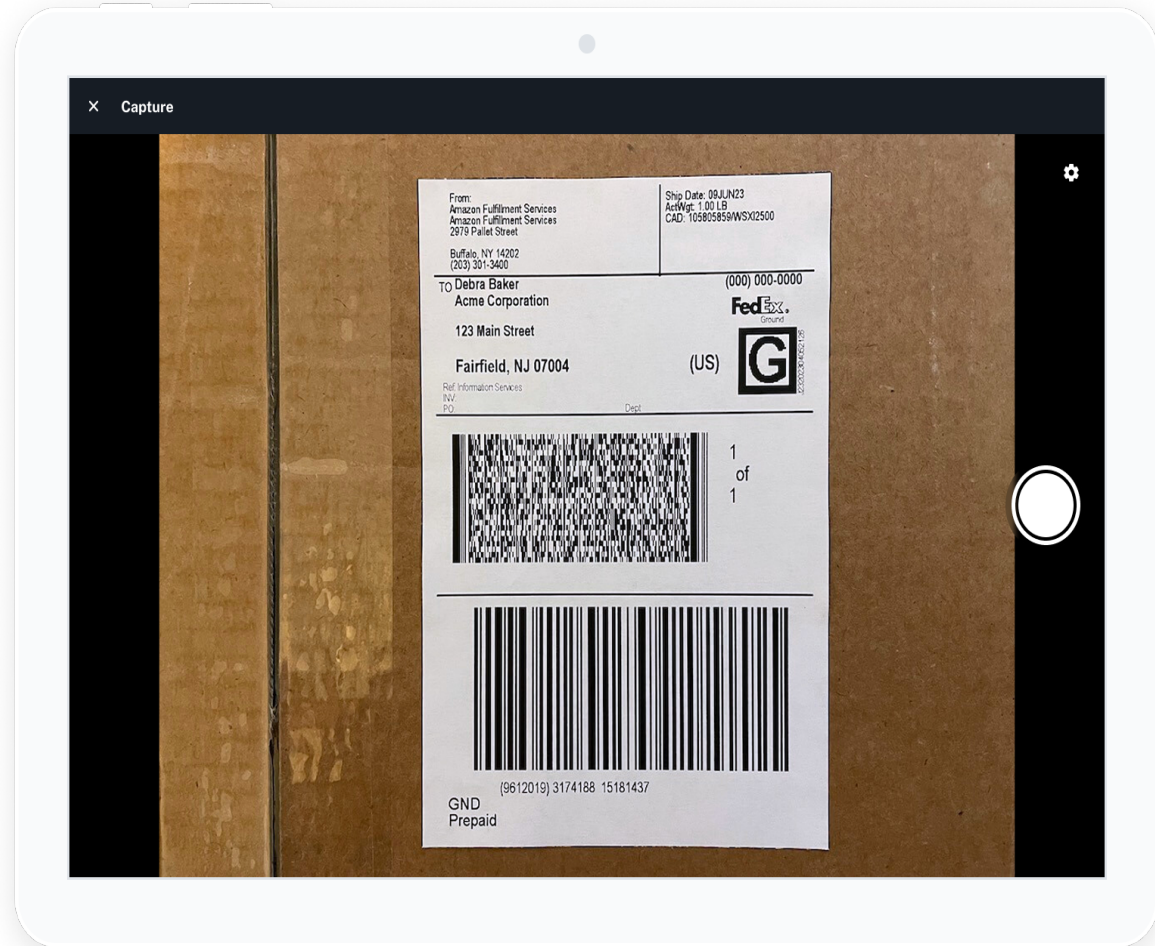# Future of Campus Mail

- Using Departmental email address to send email updates for all packages

- Centralized delivery locations for Nonpackage deliveries.

- Locker usage for departments

- Flat Mail Tracking

- New Ordering and Billing System

Contact us at:
Campus Mail Services
Phone: 716-645-7459
Email: CampusMail@buffalo.edu

How did we/I do?

Complete the session survey using your smart device:

Scan the QR code provided on your schedule.

OR

Scan the QR code shown here.