

# DUKE UNIVERSITY



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## MISSION STATEMENT

The Campus Mail Services (CMS) mission is to provide exceptional mail services to all Duke University and Health System patrons. With over 379 years of combined mail experience and years of service at Duke, Campus Mail Services staff prides itself on providing expedient delivery and courteous mail services to students, faculty and staff within the Duke community.

The CMS department acts as the liaison between many internal departments and organizations within the Duke network. We strive to build good working relationships and incorporate best mailing practices to ensure efficient and accurate handling of U.S. Postal Service mail, packages, and Duke inter-campus mail.

## WORKSHARING WITH U.S. POSTAL SERVICE

In addition, Duke CMS continues to work closely and partner with the U.S. Postal Service (USPS) to provide timely delivery of mail to the Duke University and Health System locations. CMS handles over 10 million pieces of USPS mail and packages annually.

## PROVIDE QUALITY MAIL SERVICES

Lastly, our professional and dedicated mail staff is committed to delivering world-class quality mail service to all of our customers while maintaining the highest level of professionalism.

GUIDE  
TO

# CAMPUS MAIL SERVICES



Campus Mail Services (CMS) is responsible for receiving and handling the inbound USPS mail for Duke University and Health System. The U.S. Postal Service has assigned two unique Zip Codes for Duke University to utilize for incoming USPS Mail. Duke University Campus uses 27708 and Duke University Health System uses 27710.

In addition, Campus Mail Services is comprised of three entities within the mail operation. They are as follows:

- Central Mail Hub
- Student Mailbox Center
- Duke Health Mailbox Center

**CENTRAL MAIL HUB** Located on 3523 Hillsborough Rd. – off campus (driveway next to CVS).

Hours of Operation: 8:00am - 5:00pm (Mon – Fri) – closed weekends and University holidays.

**FIRST CLASS LETTERS AND THIRD CLASS FLATS**

The Campus Mail Services Central Mail Hub is where the U.S. Postal Service delivers all incoming USPS mail for the University and Health System. CMS staff then process and deliver to internal departments/locations. They also pick up all outbound USPS mail as well.

**ACCOUNTABLE MAIL**

The CMS department handles all U.S. Postal Service Special Services mail (Priority Express, Certified Mail, Insured Mail and Registered Mail. This correspondence is considered “Accountable Mail” and when received, it is scanned and logged into our package tracking system. It is then routed through the Duke Mail distribution network and signatures are obtained when they are delivered.

**PACKAGES**

CMS staff handle over 100,000 packages annually. We receive, scan, and deliver packages to all of Duke University and Health System. The Duke Mail distribution network includes deliveries to downtown locations as well.

All inbound USPS mail and packages are sorted and scanned into our Duke internal package tracking system. Once scanned, they are sorted to a delivery route and delivered to their respective department/customer. CMS drivers then obtain a signature for proof of delivery.

**TRACKING PACKAGES**

Campus Mail Services can assist with tracking all U.S. Postal Service packages. Just call us and provide the package tracking number and we will do our best to assist you. CMS only handles U.S. Postal Services products and services. For all other carriers, please refer to the last page for their websites and telephone listings.

DID YOU KNOW?  
**IN 2018,**

**CAMPUS MAIL SERVICES received, processed and delivered over**

**101,000 Packages**

**SORTED 200,000**

**BLUE DEVIL**

**INTER-CAMPUS**

**MAIL ENVELOPES**

**HANDLED**

**OVER**

**10 MILLION**

**PIECES OF**

**U.S. MAIL**

Note: Please contact Campus Mail Services if you have any mail-related questions, issues and/or concerns. (919.382.4500)



## **STUDENT MAILBOX CENTER - SMC**

West Campus in the Bryan University Center - Garden Level (Lower)  
Hours of Operation: 8:30am - 5:00pm (Monday through Friday)  
Closed weekends and University Holidays  
Telephone: 919.684.4104



Student Mailbox Center staff receive and distribute incoming USPS mail for Duke University students. This mail is available 24/7 and keys are issued to students each semester. Mailboxes can be rented while residing here on campus. Please visit the service counter to inquire about mailbox rental costs and other fees.

**WINDOW SERVICES:** Window services are available for you to pick up packages and inquire about other correspondence. Additionally, CMS representatives are able to help track incoming mail if needed.

**PARCEL LOCKERS:** Parcel lockers are conveniently located in the Campus Mail Services lobby. These are also accessible 24/7.

**PACKAGE PICK-UP:** Packages are available for pick-up at the Campus Mail Services window counter.

**EMAIL NOTIFICATIONS:** When packages arrive for students, Campus Mail Services will send you an email notification that you have a package. Note: In the subject line, one of the following codes will direct you:

**CODE 111:** You have a package! Get in line and Go to Window Services counter!

**CODE 333:** Go to your mailbox! Your package is your mailbox!

**CODE 555:** Go to your mailbox! Retrieve key and go to PARCEL LOCKER section by Window Service Counter.

Please read the subject line accordingly so you do not waste time standing in line!

**Please note:** Campus Mail Services is not responsible for private carrier packages (e.g., FedEx, UPS, etc.) that are addressed to Residential Housing and dorm locations. You must coordinate the deliveries directly with them.



## **DUKE HEALTH MAILBOX CENTER - HMC**

Duke South - 09 Davison Building - Green Zone / Basement Level  
Hours of Operation: 8:00am - 4:30pm (Monday through Friday)  
Closed weekends and University Holidays  
Telephone: 919.684.2009



There are two off-site locations and the HMC is located in the Clinical Building in Duke South. We provide mail services out of the Sands Building as well. The cutoff time for outgoing USPS mail (requiring postage) is 2:00pm daily.

**WINDOW SERVICES:** Window services are available for you to pick up packages and inquire about other correspondence. Additionally, CMS representatives are able to help track incoming mail if needed.

**PARCEL LOCKERS:** Parcel lockers are conveniently located in the Campus Mail Services lobby. These are also accessible 24/7.

**PACKAGE PICK-UP:** Packages are available for pick-up at the Campus Mail Services window counter.

### **ADDITIONAL INFORMATION**

**CENTRAL CAMPUS and Off-Campus residents:** The U.S. Postal Service delivers directly to the Central Campus addresses for Off-Campus students. **Campus Mail Services is not responsible for U.S. Postal Service mail/package delivery to those locations.**

**PRIVATE CARRIERS (Overnight/Ground):** Please be advised that private carriers (DHL, FedEx, UPS, etc.) deliver directly to locations across campus. **Campus Mail Services is not responsible for these packages and you will need to contact those carriers directly.**

# QUICK REFERENCE GUIDE

## ONLINE AND TELEPHONE RESOURCES:

Visit Campus Mail Services or contact us online@[www.postoffice.duke.edu](http://www.postoffice.duke.edu)

General Information: ..... 919.382.4500

- Postage, billing questions / inquiries, etc.
- Business Reply Mail services (artwork, billing, etc.)
- Information on U.S. Postal Service services, rates and regulations
- Package tracking for U.S. Postal Service packages only

Mail Distribution: ..... 919.660.0078

- Mailbox assignments (moves, relocations, etc.)
- Delivery & pick-up schedules, route deliveries, etc.
- Internal mail distributions
- Schedule special pick-ups, order supplies, etc.).

Student Mailbox Center – SMC: ..... 919.684.4104

- Student mailboxes (open/close/study abroad/moving off-campus, etc.)
- Mail and package distribution for Duke students
- Keys, service fees, etc.

Duke Health Mailbox Center – HMC: ..... 919.684.2009

- Department mailboxes (Duke Hospital, Duke University Medical Center, etc.)
- Mail and package distribution for Hospital locations
- Keys, service fees, etc.

### Other Services

- ❖ Professional mail consultation services available upon request – send email to request these services.
- ❖ Performs periodic mail studies, audits and analysis to provide exceptional mail and customer service.
- ❖ Special mailing projects (e.g., bulk mail, vendors, contacts, etc.) visit Procurement website below at: <https://finance.duke.edu/procurement/programs/print/index.php>.

U.S. Postal Service Products and Services: 1.800.275.8777

website: [www.usps.com](http://www.usps.com)

West Durham Post Office (Tel #: 919.382.0590)

3520 Kangaroo Drive

Durham, NC 27705

### Passports

Downtown Durham Post Office (Tel #: 919.321.4530)

323 E. Chapel Hill St

Durham, NC 27701

### Other Private Carriers

Federal Express: Tel #: 1.800.GoFEDEX or 1.800.463.3339

website: [www.fedex.com](http://www.fedex.com)

United Parcel Service: Tel #: 1.800.PICKUPS or 1.800.742.5877

website: [www.ups.com](http://www.ups.com)