

## POSTAL KIOSK IS THE RIGHT FIT FOR UALBANY!

*Submitted by Lianne Fenn, Assistant Director, Institutional Services, SUNY Albany*

In an effort to provide more mailing options for the students, faculty and staff at the University at Albany, the University Mail Center installed a Pitney Bowes Mail & Go Postal Kiosk in 2012.

Years ago the Mail Center operated a U.S. Postal Service Contract Station allowing the campus community a convenient mailing service option. With the closure of the contract station, vending machines were still available where postage could be purchased. When the aging vending machines were removed by the Postal Service, it left the campus community nowhere to even purchase a stamp. After discussions between the Mail Center and the University's on-campus Barnes and Noble Bookstore, the bookstore agreed to sell books of stamps. This did provide some mailing service, although limited, to the campus.

In 2011, as it became more and more apparent that additional mailing and shipping services were needed by the campus community, the Mail Center started the process of investigating the possibility of bringing a postal kiosk onto campus. By January 2012 the Pitney Bowes Mail & Go Postal Kiosk was unveiled, allowing students and staff to purchase postage and stamps with a credit or debit card.

Through the Postal Kiosk, a customer can mail letters and packages at various service levels, including: First Class, Priority Mail, Priority Mail Flat Rate, Express Mail and more. Special Services available through the kiosk include Delivery Confirmation and Signature Confirmation. International Postage can also be purchased for letters as long as they weigh 5 ounces or less. Additionally the kiosk offers sheets of 10 stamps that are printed by the machine on demand.

One option available through the kiosk is to purchase the specific value of postage needed and have a postage label printed. UAlbany students use this service frequently. Students send lots of books and since the kiosk does not offer a Media Mail option, with the assistance of the Mail Center, the students can determine how much postage is needed to mail their book at the Media Mail rate, print that postage amount and ship their books at a much lower cost than using Priority Mail.

A collection can next to the kiosk is a convenient drop box for items being mailed and is emptied daily by mail center staff. Mail collected from the box is then added to the Mail Center's outgoing mail, which is picked up daily by the U.S. Postal Service.

This device was the right fit for the University at Albany, it provides a much needed service with limited involvement of the Mail Center. As a center that does not handle cash transactions this was the perfect fit. There are consumables that require replenishment, ink, receipt paper, postage tapes, but these tasks take minimal time to perform. When postage rates change, because the kiosk is linked to the internet, the rates are updated electronically. The kiosks also have an area on the console that could be sold as advertising space to help offset the purchase price.

If you need a "mini" Post Office in your facility, consider the Mail & Go Postal Kiosk.

The Mail & Go Postal Kiosk at SUNY Albany

