Frequently Asked Questions

When do you pick up from our office? Mail Services performs one pick up/delivery route a day. Your specific pick up time will vary depending on your location. Please call 5-4922 for an estimated time of arrival.

Can I send and/or receive personal mail through Mail Services? We will pick up your personal outgoing mail as a courtesy only if it has sufficient postage. It is against university policy to use Mail Services for sending or receiving personal mail and merchandise.

I need to get something to its destination tomorrow. What are my options? Mail Services and Shipping offer a variety of expedited shipping options. US Postal Express, UPS, FedEx and DHL are all available through Mail Services and Shipping.

I want to send something as cheaply as possible. What are my options? Bulk Mail is the least cost option for mailings with at least 200 pieces. There are a number of mailpiece standards and preparation requirements that must be met in order to qualify for this discounted rate. Please consult with Mail Services prior to choosing this option for your mailing. Library Mail is the least expensive option for individual items. This discounted service may only be used for qualifying items, and must be mailed to another qualifying institution. Qualifying items include books, scientific kits, sheet music, and other instructional items. Qualifying institutions include other universities, public libraries, museums and other nonprofit educational organizations. Media Mail is the next least expensive option. Qualifying items must meet the same standards as library mail, but media mail does not have the same institutional delivery limitations. Priority Flat-Rate envelopes and boxes can provide substantial savings sending documents or parcels weighing more than 13 ounces when delivery time is a concern. Please keep in mind that standard priority rates vary depending on weight and destination. The flat-rate cost may actually be more than the standard priority rate. UPS Ground can be a real money saver when shipping parcels. Next day and two day delivery is available to destinations throughout the Pacific Northwest and northern California using UPS Ground.

Can I buy stamps or shipping supplies through Mail Services? Mail Services currently does not sell retail US Postal Service products. We do stock items that are provided for free from the postal service and make these items available to the campus community. These items include flat-rate priority and express envelopes and boxes. Faculty and staff are welcome to whatever shipping supplies we have on hand. These items are generally recycled boxes and packing materials that we’ve recovered from incoming shipments.
I was expecting a letter or a package to be delivered X number of days ago. Can you tell me where it is? Please have your tracking number handy and let us know which service was used to send the item. UPS, FedEx, and DHL will deliver directly to your office if they are provided with a complete and accurate address. UPS, FedEx, and DHL items with incomplete or inaccurate addresses are delivered to Receiving. Tracking numbers from these items are logged when they are received. Items that are sent through the USPS using Express, Registered, or Insured services and items with Signature Confirmation are received and logged in Mail Services. If you can provide us with a tracking number we should be able to locate the item for you. You may also track your packages online using the following links:

www.usps.com
www.ups.com
http://www.fedex.com/us
www.dhl.com

It is vital to have a complete and accurate address to ensure prompt delivery. If we receive an item addressed to a person who is not in the on-line directory and there is insufficient address information to determine where the item should be delivered we will return the item to the sender. If you have changed departments or your department has moved and you have not updated your directory entry you may experience delays in receiving your mail. You may verify your directory information by going to www.pdx.edu/directory. There is a link there if you need to update your information.