FAQ’s on Central Mail Pickup and Delivery Notice

Q1). What if I forgot to put in a piece of mail that needs to go out today and the Central Mail employee has already been by?

A. You can still put in a Courier request or you can drop off your item at Central Mailing. If you decide to drop off your mail at Central Mailing, please send us an email at delivery@bsu.edu or call us at 285-6389 to let us know that you are going to drop off mail.

Q2). What if I came into work late and my departmental mail couldn’t be dropped off on Tuesday or Thursday, and I have been waiting on this improve document? How do I retrieve this document?

A. You will need to setup an appointment to come retrieve your mail from Central Mailing at delivery@bsu.edu.

Q3). Will the Courier Service still run?

A. Yes, courier service will still run. But please remember “social distance”. We are attempting to keep courier request to a minimum during the next couple of weeks.

Q4). What happens to our departmental mail and packages if I am the unable to pick up our mail and packages from Central Mailing during the week?

A. If the department has communicated that they will be closed until further notice, your mail will be stored at Central Mail until you pick it up. If you are unable to pick up the mail until the university opens is fully operational, please send us an email at delivery@bsu.edu and we will store it in a secure location until the university is fully operational again.

Q5). If our department didn’t communicate with Central Mailing about our department closing and the Central Mail employee’s attempt to deliver our mail, what happens to our mail?

A. After two failed deliveries, we will store your departmental mail at Central Mailing and send an email to the head of the department asking if they would like for us to hold your mail until further notice or whether the department would like to make delivery/pickup arrangements.

Q6). What happens if I forget my BSU ID at home? Will I be able to retrieve my department’s mail with my driver’s license?

A. Yes, you will be able to retrieve your departmental mail with a valid driver’s license. But we prefer university employees to have their BSU ID.

Q7). Will Central Mailing still be open to send out mail and packages?

A. Yes, we will still be open to send out campus mail and packages as a service vital to our mission. If you need to send out mail, please have it in your mail tub placed on the inside of your department’s main entrance and ready for the Central Mail employee to pick up, or a courier will offered on a limited basis.