Post Office Changes Frequently Asked Questions
Last Updated 8/13/15

Kiosk Questions
What Type of Kiosk is being installed?
We are installing a Pitney Bowes mail&go Kiosk. It should be pointed out this kiosk is not the same kiosk the Postal Service is using in their post offices.

Information may be found here along with a video demo that gives a pretty good overview of the features and how it works.


Where else have these been installed?
Pitney Bowes has installed well over 100 of these kiosks in the US and at many university campuses. They have been well received.

Here is a partial list of university campuses with these units.
- UNLV
- SUNY Albany
- Montclair State University
- George Mason University
- Radford University
- Central Michigan
- St Lawrence University
- East Tennessee State
- Lipscomb University
- Auburn University
- University of Mary Washington
- Also Microsoft and Google have multiple units deployed on their campuses.

Who is responsible for maintaining this machine and how fast can the device be repaired if it malfunctions?
Quick fixes will be handled by UAF staff, more involved maintenance will be covered by Pitney Bowes with local service and overnight support from Anchorage.

How many people can use the kiosk at one time?
One person at a time may use the kiosk. Keep in mind they may be used anytime the building is open. We may add additional kiosks on campus depending on demand and acceptance. Wood Center has already expressed interest in adding one there.

I assume at least one human being will work behind the scenes? Will it be one or more students? How will student turnover affect this plan?
Mail services will still employ UAF staff, as well as, students to sort and process student mail. This process will remain relatively unchanged. Mail services uses several students in this process. As a matter of fact we are looking for some more right now. If you know of any students that would like a fun job with flexible hours please have them contact us!

The new kiosk will accept credit cards, but will it accept cash?
The machine will accept debit and credit cards. It will not accept cash.

Can I buy stamps from the kiosk?
Yes the kiosk can print individual labels and sheets of 10 stamps

What services does the kiosk offer?
The kiosk allows people to buy stamps, mail, cards, letters and packages anytime the building is open. It allows payment by credit card which was one of the most requested features students and users have requested. Stamps may be purchased both individually and in sheets. One can print postage for First-Class® Mail Standard Mail® Parcel Post Priority Mail® Express Mail® and more. Request Delivery Confirmation™ Signature Confirmation™ and other services based on needs. Mail domestically or internationally.
Mail Questions

How will students pick up their mail and packages?
The delivery of student mail will remain largely unchanged. Student will still receive mail in their boxes at Constitution Hall. Package pickup will be from a window with hours from noon until 3 pm. Package lockers will be installed later in the fall allowing for pickup of many packages at any time.

Why is this change necessary?
The counter closure was necessary due to rising costs and budget constraints. The U.S Postal Service had subsidized the contract station for many years, but the subsidies did not keep pace with the costs of operations.

What exactly are the cost savings estimated to be, on a yearly basis?
For FY16 savings are estimated at $25 thousand. For FY17 and subsequent years the annual savings are projected at $42 thousand.

Were students given the opportunity for input on this decision?
ASUAF Senators and officers received advance information regarding this proposal and their comments and suggestions were solicited. Several expressed excitement over being able to use credit cards to purchase postage, but no formal stance or opinion was passed by ASUAF.

How will this affect departmental mail for staff and faculty?
Mailing and receiving of departmental mail will remain unchanged. Mail will continue to be processed by mail services and delivered and picked up and building locations as it is presently.

Will supplies like flat rate boxes still be available after the changes are made to the campus postoffice?
Mailing supplies will still be available at the campus post office location.