

Shawnee State University

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		RECOMMENDED BY:	R. Neil Hawk
SUBJECT:	UNIVERSITY MAIL SERVICE	APPROVED BY:	

Shawnee State University shall operate a campus mail service for the efficient processing of incoming and outgoing official University business mail, as well as the smooth exchange of printed inter-office correspondence.

1.0 Definition of Responsibilities

1.1 It shall be the responsibility of University Mail Service (UMS) staff to:

1.1.1 Help ensure that official University outgoing mail is prepared and processed in compliance with U.S. Postal Service regulations or requirements of United Parcel Service or Federal Express.

1.1.2 Sort and deliver inter-office mail.

1.1.3 Pick up and deliver inter-office mail.

1.1.4 Provide information on various mailing options available to University departments in support of the conservation of funds.

1.1.4.1 UMS shall help determine the most economical postage rates for the destination and class of outgoing mail.

1.1.4.2 UMS shall furnish information on applicable size and weight restrictions.

1.1.5 Furnish necessary labels, envelopes and informational material needed for using alternate carriers (Federal Express, United Parcel Service).

1.2 It shall be the responsibility of each University department to:

Properly label and package all outgoing off-campus and inter-office mail.

1.2.1. All outgoing off-campus mail must post the department's return address and budget numbers on the upper left hand corner of each correspondence.

1.2.1.1 All outgoing off-campus mail must post the department's return address and budget numbers on the upper left hand corner of each correspondence.

1.2.1.2 In order to help increase efficiency of processing and delivery of inter-office mail, mail should be identified with the individual's complete campus address (individual's name, department and building). Preferably, correspondence should be inserted into standard inter-office mail envelopes or otherwise folded to letter-size.

1.2.2 Secure mailing supplies (packaging materials, stationery, envelopes) as well as paying the cost of postage and other charges.

1.2.3 Indicate preference when mail needs to be sent out through an alternate carrier (Federal Express, UPS) or another class of service (First Class. . .).

1.2.4 Become familiar with the various mailing options and restrictions applicable to the department.

2.0 Procedural Considerations

2.1 Mail Service Locations

2.1.1 Telephone Switchboard Room (located in the basement of Massie Hall) processes all classes of outgoing U.S. mail, including U.S. Postal Service and Express mail.

2.1.2 Central Receiving (Room 008, Massie Hall) processes all incoming mail, inter-office mail, and correspondence going out via Federal Express and UPS.

2.2 Mail Boxes

2.2.1 A mail box shall be assigned to each department for sorting purposes located at Room 008, Massie Hall).

2.2.2 Departments so wishing may request a key to their individual mail box door, and may pick up their sorted mail during Central Receiving business hours.

2.3 Postage Billing Procedures

2.3.1 The University Mail Service shall be responsible for administering established billing procedures in order to provide a more accurate and detailed periodic accounting of departmental postage and freight charges.

- 2.3.2 Departments must indicate their return address and department budget number (upper left hand corner of the envelope) on each piece of outgoing mail in order that daily mail charges can be computed and billed to the respective department.
- 2.3.3 Outgoing mail which does not have the budget number will be returned to the department.
- 2.3.4 Charges of other carriers shall be billed separately from U.S. mail postage.
- 2.3.5 UMS shall not be responsible for controlling each department's mail usage and costs, nor for the contents of materials.

3.0 Processing of Off-Campus Mail

- 3.1 General time lines for the processing and delivery of off-campus mail are as follows:

<u>CARRIER</u>	<u>INCOMING MAIL</u>		<u>OUTGOING MAIL</u>	
	<u>Delivered to</u>	<u>SSU by:</u>	<u>Distributed to Depts:</u>	<u>Must be processed by UMS by:</u>
U.S. Postal Service	9:00 a.m. (approx.)		Before Noon	3:00 p.m.
UPS	Mid-Afternoon	ASAP		12:00 Noon
Federal Express	Mid-Afternoon	ASAP		3:00 p.m.

3.2 Outgoing Mail

- 3.2.1 Outgoing mail processed by UMS by 3:00 p.m. shall be delivered to the Portsmouth Branch Post Office the same day.
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- 3.2.1.2 Mail received after 3:00 p.m. shall normally be processed and posted the following working day. However, mail which absolutely must be posted after 3:00 may be metered by UMS until 4:30 p.m. but transportation to the Post Office's inside window by 5:00 p.m. the same day shall be the responsibility of the sender.

3.2.1.3 All metered mail bears a postmark date. Mail metered on a specific day which is not delivered to the post office by their 5:00 closing time the same day is subject to being rejected and returned by the Post Office.

3.2.1.4 Postage shall be applied as metered by the UMS scale and postage meter.

3.2.1.5 Mass mailings

3.2.1.1 Advance notice must be given to UMS for mass mailings (over 50 pieces) in order to schedule staff time and to assure that needed supplies and adequate postage are available.

3.2.1.2 It shall be the sender's responsibility to plan well and coordinate with UMS so that there is no "last minute rush" leading to missed deadlines and outdated mailings.

3.2.1.3 Depending on the size of the mailing, it may not be possible for UMS to completely process and post mass mailings within a single day.

3.2.1.6 Bulk mail permit

3.2.1.6.1 University departments have the option of making use of the University's non-profit Bulk Mail permit although only UMS staff are authorized to process mail with the permit and associated accounting forms.

3.2.2 United Parcel Service

3.2.2.1 For items sent via UPS, the sender must indicate:

3.2.2.1.1 That the package is to be sent via UPS.

3.2.2.1.2 The nature of the contents.

3.2.2.1.3 Value of the contents.

3.2.2.1.4 Whether insurance is desired

3.2.2.2 UPS services include Next Day Air and Second Day Air and options such as insurance and acknowledgment of delivery.

3.2.3 Federal Express

3.2.3.1 Processing and Delivery of Incoming Mail

3.2.3.1.1 Depending on the actual time of delivery, volume, and available personnel, incoming mail shall be sorted and delivered to department main offices by mid-morning of the same day it is delivered.

3.2.3.1.2 Sorted mail may be picked up by the departmental representatives from the assigned mail box during Central Receiving business hours.

3.2.3.1.3 Incoming mail shall not be processed on holidays observed by the U.S. Postal Service and any University holiday.

3.2.3.1.4 All incoming mail shall be treated as equal in priority and requests for preferential sorting shall be denied.

3.2.3.1.5 UMS shall not be responsible for picking up mail at the post office or for inquiring about mail not delivered to the University.

3.2.3.1.6 Incoming mail shall not be available directly from the mail bag. It must first be sorted by UMS personnel.

3.2.3.1.7 Mail expressed overnight shall be delivered by UMS as soon as possible.

3.3.2 Returned Mail

3.3.2.1 Returned undeliverable mail shall be returned to the department only if there is a department return address on the envelope or parcel.

3.3.2.2 Returned mail without a return address shall not be opened by UMS to identify sender but will be held in a box in Central Receiving for two weeks pending identification by a representative of the sender department.

3.3.2.3 UMS shall assume no further responsibility for returned mail.

3.3.3 "Postage Due Upon Receipt"

3.3.3.1 Incoming mail received with postage due shall be received by UMS and delivered to the department main office along with other mail.

3.3.3.2 A receipt for signature shall accompany the mail and the amount due shall be charged to that department's budget.

3.3.3.3 If the Department Head elects not to receive "Postage Due" mail, then a memo to that effect must be issued by the Department Head and filed with UMS.

3.3.4 "Collect on Delivery" (C.O.D.)

3.3.4.1 UMS shall not receive mail or parcels which are "Collect on Delivery."

3.3.4.2 Reasonable effort shall be made by UMS to assist the carrier in locating the addressee. The addressee shall be responsible for the decision to receive the C.O.D. and all charges.

3.3.5 Business Reply Mail

3.3.5.1 The use of Business Reply Mail requires the establishment of a special account with the U.S. Post Office along with specially printed envelopes or cards pre-addressed to the University. Postage and handling charges will be charged by the U.S. Postal Service only for each piece mailed back to the department.

3.3.5.2 The Director of Physical Facilities shall arrange for assignment of accounts to specific departments upon the Department Head's request.

4.0 Inter-Office Mail

- 4.1 Inter-Office mail shall be picked up at departmental offices each day and shall be sorted and delivered throughout the day as often as possible.
- 4.2 Such sorted mail may also be claimed by a department representative from the assigned mail boxes.

5.0 Non-official and Personal Mail

- 5.1 Personal and Non-official correspondence (letter-size only) may be transported to the post office by the University as a courtesy so long as it does not become a hindrance to processing official University mail.
- 5.2 Since only official University Mail may be processed through the UMS postage meter, postage stamps must be affixed on non-official and personal mail. Otherwise, such mail will be returned to the sender when convenient for UMS staff.
- 5.3 In order to avoid adding to the increasing volume of mail, employees should not use the University's address for receiving personal and non-official mail. UMS shall not accept responsibility for delivery of personal mail or parcels.