

# FAYETTEVILLE STATE UNIVERSITY

## UNIVERSITY MAIL CENTER

<b>Authority:</b>	Issued by the Chancellor. Changes or exceptions to administrative policies issued by the Chancellor may only be made by the Chancellor.
<b>Category:</b>	Business, Finance and Administrative Services
<b>Applies to:</b>	●Faculty      ●Staff      ●Students
<b>History:</b>	Revised – December 7, 2010 First Issued - December 4, 2003
<b>Related Policies:</b>	United States Postal Service Guidelines
<b>Contact for Information:</b>	Mail Center Manager (910) 672-1123

---

### I. INTRODUCTION

The Fayetteville State University Mail Center collects, distributes, and processes the university's intra-campus, and U.S. mailings related to the university's official business. Official mail includes correspondence that pertains to the university's operations and is essential to the activities of the institution.

The FSU Mail Center is organized as a self-supporting unit with revenue generated from the rental of mailbox units. The university prohibits the use of the Mail Center for personal and/or private gain of employees, for the advertisement of programs by non-university groups, and for endorsements by political entities.

### II. GENERAL MAILING INSTRUCTIONS

#### A. Non – Mailable Items

Some items such as metal pieces, glass parts, product samples, chemicals, etc., may not be mailed. These items, besides jamming and/or damaging mailing machines, can cause serious injury to Mailroom employees. These articles may be returned to sender.

#### B. Non – Standard Mail

Envelopes and post cards of less than 3 1/2" in height or 5" in length or .007 in thickness are considered non-standard and additional charges are levied towards their postage. For more information regarding standard sizes, please contact the FSU Mail Center; we will be glad to provide you with more detailed information.

**C. Sizes and Types of Envelopes**

The proper size and strength of an envelope should be determined in accordance with the size of the enclosure. Overly large envelopes fail to firmly hold their contents. The enclosures tend to move around and there is a risk of tearing the envelope and losing the contents. A snug fit keeps the enclosure firm in the envelope.

Overstuffing can cause an envelope to burst at the seams and may lead to loss of enclosures.

The size of the envelope should be selected to properly accommodate the contents. For the USPS, the two main categories of envelopes are "letter size" and "flats". Flats are envelopes larger than the maximum letter size, but no larger than 12" high by 15" long and 3/4" thick.

**D. Proper Addressing**

The complete mailing address should be located within the lower right half of the envelope whenever possible. Extraneous printing or markings should appear as far away from the address as possible. The sender's address should appear in the upper left-hand corner and should be no lower than 1/3 of height of mail-piece from top.

The following SUGGESTIONS will help make the mail that is being sent user friendly to the USPS and speed up delivery:

- type or machine-print complete address
- ensure print is clear and sharp
- use standard business fonts. address characters should not touch or overlap
- print addresses in 10 or 12 point type
- black ink on a white background is best
- maintain a uniform left margin
- use upper-case letters
- omit all punctuation
- include floor, suite and apartment numbers
- include name of city, state and zip code in that order on the same line
- use standard two – letter state abbreviations
- for international mail print the country's name in capital letters without abbreviations
- if using window envelopes, ensure that the entire address is always visible

Address labels, if used on parcels, packages, letters or large envelopes, must also be addressed according to the above-recommended format. Labels must be

applied parallel to the bottom edge of the envelope to be processed by the USPS on automation equipment.

### III. MAIL SERVICES

#### A. Delivery and Pickup

The FSU Mail Center has scheduled runs for pickup and delivery of USPS throughout the university campus. If the department's out-going mail is not ready by the scheduled pickup time for the department, the department's staff must bring it to the FSU Mail Center by 3:30 p.m. for same day processing. Mail received after the 3:30 p.m. deadline will be processed for next day delivery to the main Post Office.

#### B. Incoming Mail

Incoming USPS mail from the Post Office arrives to the FSU Mail Center at 9:30 a.m. daily. The mail is sorted and delivered throughout the university according to daily scheduled runs.

#### C. Outgoing Mail

Outgoing mail is picked up from university departments at the same time the incoming mail is delivered, unless other arrangements have been made. Departments are to separate *International Mail*, *First Class Domestic Mail*, and *Mail Requiring Special Attention*. The different categories of mail should be put in separate trays or bundled together and marked accordingly. All outgoing mail should have the department's return address on the envelope.

#### D. Metered Mail

All mail to be metered shall be charged to the initiating department's account. Departments are responsible for ensuring that the FSU Mail Center is provided with the correct departmental account number to be charged for all outgoing mail. A postage meter form with authorized signatures must be completed. The FSU Mail Center will not process outgoing mail without an account number for services to be billed.

Mail that requires metering should be presented to the FSU Mail Center pre-sealed, in a stack form, and placed together with a rubber band around it. The FSU Mail Center is authorized to meter mail for all university correspondences reflecting a FSU return address. Mail lacking this address will not be metered.

#### E. Preparation of Outgoing Mail

Self-stamped mail should be separated from mail to be metered. All letters should be bundled neatly with rubber bands and should be facing the same way. International Mail, to include Canada and Mexico, and mail requiring *Special*

*Handling* such as “*Certified and Insured*” mail must be separated and marked with clear instructions.

**F. Forwarding of Mail**

The FSU Mail Center does not forward mail. Individuals are responsible for notifying correspondents of their change of address. If mail is received for individuals who are no longer with a department, the FSU address should be completely crossed out and the forwarding address should be shown under the words: "Please Forward". If there is no forwarding address, cross out the FSU address and BARCODE completely and mark the envelope: *Return to Sender, No Forwarding Address*. Place these envelopes with the regular mail for pick up. If unwanted mail is received, do not open it. Cross-out the FSU address completely along with the bar-coding at the bottom of the address and mark the envelope: *Refused, Return to Sender*.

**G. Accountable Mail**

*Express Mail, Certified Mail, Insured Mail and Registered Mail* comprise the accountable mail category. This mail is tracked and accounted for throughout the mail system. The FSU Mail Center assumes responsibility for this mail when it is received behalf of an employee's or student's behalf. This responsibility is discharged only when the recipient or department designee properly signs the item. To ensure proof and record of receipt, the recipient will be asked to print his/her name legibly and sign and date the *Accountable Mail Manifest*.

Every effort will be made to deliver this mail as it arrives on the next scheduled run. *Express Mail* received after the scheduled run for a department has been made, will be delivered on the same day upon the availability of staff.

If a department is closed when the delivery is being made, or if there is no one available at the department to sign for receipt of mail, it will be returned to the mailroom and delivered on the next scheduled run.

**H. Interoffice Mail**

Interoffice mail is mail/correspondence sent out by FSU departments for delivery to addresses within the university system. All mail must be official university business. This mail can be a non-specific memo for general distribution, or items addressed to a specific individual, or position within the university. Specific address mail, if not in an envelope, should be folded and marked with the individual's name, or title and department.

Interoffice mail envelopes should be used for interoffice mail. If stationary envelopes are used for interoffice mail, please ensure that interoffice mail is printed prominently on the envelope. All personal correspondences to anyone within the university system require appropriate U.S. postage.

**I. Change of Address**

If a new member is added to a department, or if a faculty or staff member changes departments or buildings, a change of address notice should be forwarded to the FSU Mail Center in the form of a memo, so that future mail may be delivered accordingly.

**IV. OTHER MAIL SERVICES**

**A. Priority Mail**

First class mail that weighs more than 11 ounces and not more than 70 pounds and at the option of the mailer, any other mailable material weighing 13 ounces or less may be sent via *Priority Mail*.

*Priority Mail* can be sent to all fifty states and Puerto Rico. This service has a two to three day delivery objective (not guaranteed) to large metropolitan areas within the United States.

Priority Mail envelopes and labels must be used when using this service.

**B. Express Mail**

*Express Mail* is an extremely reliable and fast delivery service available from the U.S. Postal Service. This service is available for all major zones in the US and a number of foreign countries.

Express mail is picked up from the FSU Mail Center by the Postal Service. In order to meet the deadlines, express mail should be received no later than 3:30 PM for next day delivery service.

Express mail labels (which must accompany the shipment) and large express envelopes can be obtained in advance by calling the FSU Mail Center.

It is the responsibility of the sending department to complete the "ship to" and "from" address blocks located on the bottom portion of the express label. After completion, the mail may be placed in the department's outbound mail, or it may be taken to the FSU Mail Center. The USPS will send a copy of the express label back to the originating department. The patch (Express Mail ID Number) from the back page should be removed. This is the means for tracking the mail.

**C. Insured Mail**

Insurance up to \$500.00 can be obtained for materials that are sent within the United States, 1st class, 3rd class and parcel post. If items are being sent that are

valued at more than \$500.00, registered mail should be used; insurance is available up to \$25,000.00.

**D. Certified Mail**

Certified mail should be used when proof of mailing is required. This service is available only when sending an item 1st class within the United States.

A return receipt indicating the date of delivery and signature can be requested for an additional fee. A receipt of the mailing, which is detached from the label and has the official postal postmark, is the official record of the mailing and should be retained by the sender. Labels and return receipts can be obtained from the FSU Mail Center

**E. Registered Mail**

Registered mail service is available with, or without postal insurance. Items without provable value do not require insurance. The registered mail system is designed to provide added protection for valuable mail. Postage insurance may be purchased to cover articles valued up to \$25,000.00. Registered mail is the highest security mail the U.S. Postal Service offers. It incorporates a system of receipts to monitor registered articles from the point of acceptance to delivery. Return receipt and restricted delivery services are available for additional fees. Added security measures may, however, delay the delivery by 24 – 48 hours.

**F. Return Receipts**

A return receipt offers proof of delivery. This is an optional service and is available for insured, certified registered and domestic express mail shipments. The return receipt identifies the article number of the mailing, the person who signed the receipt for the letter, and the date of delivery to the addressee. It is not necessary to use return receipts with all certified or registered mailings. Be sure to identify the department on the address portion of the return receipts so that it can be routed them back to the original sender.

**V. BUSINESS REPLY MAIL**

*Business Reply Mail* is a service by which correctly formatted mail can be forwarded back to the original sender, free of cost to the party responding. All fees are assessed to the permit holder for actual mail received, and thereafter internally charged to the initiating department. *Business Reply Mail* should be used for mailings over 500 pieces in a single mailing or over a year.

For example, if 1,000 stamped envelopes are sent out and 500 are returned, postage has been paid on 1,000 pieces. If this mail is sent out as *Business Reply Mail*, only the pieces that are mailed back to the sender must be paid for.

Various postal fees have been paid in order for the University to gain maximum discounts if the business reply envelope or postcard format is correctly prepared. A correct format includes a valid nine digit ZIP, FIM markings and bar code reflecting the ZIP, as well as an acceptable address and placement of the address. In order to verify that a valid number is being used, as well as following the other requirements, it is necessary that the sender review the information with the FSU Mail Center before presenting the sender's order to the printer.

Failure to follow these guidelines could result in penalty fees from the USPS.

## **VI. POSTAGE DUE ACCOUNTS**

Postage due mail is handled and accepted by the FSU Mail Center for all university departments and currently enrolled students.

A university prepaid account is registered with the USPS to facilitate charges for inbound mail that either lacks the proper amount of postage, or mail that has been requested for return. When doing a large mailing (over 200 pieces), ensure that the mailing list is current; otherwise postage has been paid for undeliverable mail and a postage fee has been paid for returned mail.

## **VII. STANDARD MAIL (BULK MAILINGS)**

Standard mail describes a service that has no promised delivery standards, but is usually delivered within a week to two weeks within the continental United States, and usually not more than five (5) days within a radius of 500 hundred miles.

The university has a permit with the Main Post Office in Fayetteville, NC (Green Street Branch) for the preparation of bulk mailings. This provides the university with the ability to process large mailings at a cost of about 1/3 that of 1st class mailings. University departments as well as recognized student and/or faculty organizations can use the bulk permit cannot be used for international mailings.

All forms and mailing materials needed for bulk mailing preparation should be obtained from the Main Post Office. Individuals not familiar with bulk mail preparation should sign up for training classes conducted by USPS Personnel. (Please contact the FSU Mail Center or the Main Post Office for scheduling and sign up for classes).

In order to take advantage of aforementioned savings, the following is required by the Main Post Office:

- Minimum 200 pieces
- All pieces must be the same size and weight
- Pieces must be less than 16 oz.
- Must be SEALED - cannot use staples to seal
- The return address must state on the top line the permit holder's name, "FAYETTEVILLE STATE UNIVERSITY"

- Must have indicia (permit number included) in the upper right hand corner of the envelope in place of postage, per example:

Non-Profit Organization  
U.S. Postage Paid  
Permit No. 123  
Fayetteville, North Carolina 28301

An authorization form **MUST** be obtained from the Main Post Office before you mail under the University Permit Number. The *Main Post Office Bulk Mail Acceptance Unit* will not accept your mailing without the form.