

AU MAIL CENTER POLICIES & PROCEDURES

(Revised 3/16/2009)

INTRODUCTION	2
GENERAL INFORMATION	3-4
FIRST CLASS MAIL	5-6
INTERNATIONAL MAIL ADDRESSING	6
OUTGOING MAIL.....	7
CAMPUS MAIL.....	8
AUTOMATION COMPATIBILITY	9
BUSINESS REPLY	10-11
FORWARDING	12
BULK MAIL.....	13-14
OTHER SERVICES/NOTES	15
APPENDIX 1	16
APPENDIX 2	17
APPENDIX 3	18
APPENDIX 4	19
APPENDIX 5	20

Please see the Mail Center for Appendix information.

INTRODUCTION

This manual contains information regarding the policies, procedures, and practices for the Mail Distribution Center and Cashier's Window at Anderson University.

Anderson University Mail Distribution Center was created to derive full benefit for Anderson University from the U.S. Postal Service rates and to centralize the distribution of mail. Anderson University Mail Distribution Center offers a variety of mailing services to the university. Services rendered to you by the Mail Center personnel will be improved through an understanding of these policies and procedures; it is for this reason that this manual has been prepared.

Since U.S. Postal regulations and rates change frequently, we have not listed those in this manual.

AU MAIL CENTER POLICIES & PROCEDURES

GENERAL INFORMATION/SERVICES

- ◆ The Anderson University Mail Center is located in the lower floor of Decker Hall. Our package window hours are 9:00 a.m. until 5:00 p.m. Monday through Friday. The Cashier's window is open from 9:00 a.m. until 4:00 p.m. In the summer, both windows are closed from noon until 1:00 p.m. for lunch. During other student class breaks, the package window will close at 4:30 p.m.
- ◆ The Cashier's window offers stamps for sale. These are available individually, in books of twenty, or rolls of 100. Stamps are available only at the Cashier's window. She also has a variety of shipping packages and will assist you with your personal package needs.
- ◆ We supply USPS (United States Postal Service) Priority (2-3day) envelopes and boxes, and Express (overnight) mail envelopes. We also carry UPS (United Parcel Service) supplies. These supplies are available at both windows.

AU MAIL CENTER POLICIES & PROCEDURES

GENERAL (Con't)

- ◆ United Parcel Service (UPS) packages may be shipped from the Mail Center. Personal (paid) packages need to be presented at the Cashier's window. Department packages need to be presented at the package window. UPS pickup time is 4:00 p.m. Please have packages addressed and given to us by 3:45 p.m. for that days pickup. UPS also has guaranteed 2-day, 3-day and overnight services. Please present packages to the Mail Center ready to ship in sturdy, unwrapped, corrugated boxes. Return addresses need to be included on all outgoing mail and packages. Packing tape is available at both windows.
- ◆ Several sizes of padded shipping envelopes, white 9 x 11 and 6 x 9 envelopes, and shipping labels may be purchased at the Cashier's window. Departments need to bring requisitions for these items.

AU MAIL CENTER POLICIES & PROCEDURES

FIRST CLASS MAIL

- ◆ First Class mail is usually picked up by 8:30 a.m. It is sorted and distributed to campus mail boxes usually by 11:00 a.m. Proper addressing for all mail should be:

MR JOHN DOE
OFFICE OF THE CONTROLLER
ANDERSON UNIVERSITY
1100 E 5TH ST
ANDERSON IN 46012-3495

OR

ATTN MR JOHN DOE
ANDERSON UNIVERSITY
1100 E 5TH ST
ANDERSON IN 46012-3495

The *attention line* or department should be on the top line of the address. The USPS has scanners that read the mail from the bottom - up and have asked that mail be addressed as above in all caps and without punctuation. They also require that nothing appear below the city, state, zip line. Their equipment will spray a bar code on the mail piece. Please keep the bottom 5/8" of the envelope clear for this purpose. See Appendix 1 & 2. This format allows the fastest delivery time.

- ◆ Outgoing mail is picked up by the USPS at 3:45 p.m. We try to have it ready for them by 3:30 p.m. All outgoing university mail should have a return address clearly placed in the upper left corner of the envelope. Outgoing metered mail must have a department number either imprinted or handwritten in the upper left corner.

AU MAIL CENTER POLICIES & PROCEDURES

FIRST CLASS MAIL (Con't)

- ◆ Endorsements such as “Return Service Requested” or “Forwarding Service Requested” are recommended and should be placed two spaces under the return address. This service will help the university keep track of address changes.

INTERNATIONAL MAIL

- ◆ Must have the country name, in all capital letters, placed on the bottom line by itself as follows:

MR. JOHN DOE
117 RUSSELL DRIVE
LONDON WIP 6HQ
ENGLAND

OR

MS JANE DOE
APARTADO 3068
46807 PUERTON VALLARTA JALISCO
MEXICO

AU MAIL CENTER POLICIES & PROCEDURES

OUTGOING MAIL

- ◆ The Mail Center can seal regular envelopes when postage is to be affixed; however, they must be "flapped" (the envelope flaps opened out flat and the envelopes bundled on top of each other). All large (larger than 4-1/8" x 9-1/2") must be sealed by the department. We will "seal only" #6 and #10 campus mail envelopes envelopes we are not metering for you. There is a fee for this service. Please bring a requisition.
- ◆ Make sure all outgoing mail has a complete address including a ZIP code. Please separate international mail and be sure the name of the country is clearly marked in English. It should be below the last line of the address by itself (see page 6).
- ◆ Large stacks (10 or more) of mail to be metered should be **rubber banded** by department or in mail trays (available at both windows). Each flat size piece (larger than 6" x 10") should have the postal classification (i.e. FIRST CLASS MAIL, STANDARD MAIL, LIBRARY MAIL, ETC) printed on it. If nothing appears on the letter, it will be assumed you want it to go FIRST CLASS. For assistance with the above and other information about postal rates, service, and regulations, contact the MailCenter, extension 4135.

AU MAIL CENTER POLICIES & PROCEDURES

CAMPUS MAIL

- ◆ Campus mail can be no smaller than 3" x 5" or larger than 8-1/2 x 5-1/2. Larger sheets must be folded.
- ◆ Please group campus mail alphabetically. Separate faculty/staff, student, and interagency mail, and rubber band each stack. If stacks are too large for the mail slots, they may be placed in the bulk mail chute under the Cashier's window.
- ◆ Use first and last name of person. If faculty/staff, please give department (abbreviate).
- ◆ If you are re-using an envelope, be sure to mark out all previous names.
- ◆ You may send mail through interagency mail to Warner Press, the Church of God Executive Offices, and Park Place Church. Drop this mail into the campus mail chute. No postage is necessary. when sending interagency mail, please state person's name and agency.
- ◆ Do not return test papers, term papers, etc through campus mail because of student rights to privacy laws (FERPA).
- ◆ Campus mail is not to be used to sell anything - personal property, Avon, Girl Scout cookies, etc.
- ◆ We will seal your #6 or #10 envelopes for you if they are not being metered. There is a charge for this service. Please bring a requisition.

AU MAIL CENTER POLICIES & PROCEDURES

AUTOMATION COMPATIBILITY

- ◆ Effective February 2, 1992, the USPS started requiring that certain mail pieces be of a standard dimension and that they be prepared in a manner that will permit the pieces to be handled by automated postal equipment. These changes require the application of tabs to folded self-mailers and standard placement of the address information on the mail pieces. Self-mailers should also be designed so the fold is at the bottom.
- ◆ Tabs must not interfere with postage recognition, rate markings, return address information, or OCR read area.. (See Appendix 1.)
- ◆ Letter size mail can be no smaller than 3-1/2" x 5" or larger than 11-1/2" x 6-1/8". (See Appendix 2.)
- ◆ Address placement should fall within an area of 1/2" from each end, no higher than 2-3/4" or lower than 5/8" from the bottom edge. (See Appendix 1.) Be sure to allow the 5/8" for the Postnet Barcode clear zone area on the bottom of your letters.
- ◆ In 2007 the USPS started pricing mail by the shape of the mail, not just the weight. For instance, if you place an 8-1/2 x 11 sheet of paper in a 9 x 12 envelope, it will cost you almost twice as much to mail because it changes the classification from being considered a letter, to being considered a flat. There are also differences in the thickness of your mail piece. If you have any questions, please contact us in advance of printing (x 4135) to determine the cheapest way to mail.

AU MAIL CENTER POLICIES & PROCEDURES

BUSINESS REPLY FORMAT

- ◆ The USPS offers great discounts for Business Reply Mail. They offer this discount because the returning mail has to meet their standards and can easily go through their equipment. Business Reply Mail is a good money-saver because you only pay for the pieces that are returned. Please have your business reply cards and envelopes printed to comply to the following specifications. This compliance is mandatory to receive the discount.
- ◆ When you have your envelopes and cards printed, please keep in mind the size and the weight of the mail piece when it is returned. There are different bar codes for post cards, 1-oz letters and two ounce letters. Post cards larger than 4-1/4 x 6, or double postcards are considered letters. Oversize envelopes do not qualify for the discount.
- ◆ In order for the machine to read the zip code and the bar code, there must be a good contrast between the color of the mail piece and the color of the printing. If the bar code machine can not read your business reply mail, it will not qualify for the discount. The post office **strongly** recommends black ink on white envelopes.

AU MAIL CENTER POLICIES & PROCEDURES

BUSINESS REPLY FORMAT (Cont'd)

- ◆ The Mail Center, Printing Services, and the Publications Office will be able to assist you if needed. Please have your budget number printing on these envelopes for return distribution.
- ◆ Size and Weight Standards

POST CARDS

Minimum Size 3-1/2" X 5"

Maximum Size 6" x 4-1/4"

1-OZ LETTERS AND POST CARDS OVER 6" X 4-1/4"

Minimum Size 3-1/2" X 5"

Maximum Size 11-1/2" x 6-1/4"

Cannot exceed 1-oz

2-OZ LETTERS

Minimum Size 3-1/2" x 5"

Maximum Size 11-1/2" x 6-1/4"

Cannot exceed 2-oz

Larger size envelopes or envelopes that weigh more than 2-oz do not qualify for discount.

See appendix 3 for samples. NOTE: samples cannot be used for reproduction purposes. Contact Printing Services or Publications for proper templates.

AU MAIL CENTER POLICIES & PROCEDURES

FORWARDING OF MAIL

- ◆ Student mail is forwarded by the Mail Center each summer. First class mail may be forwarded free of charge. Third class mail without endorsements (forward service requested or return service requested) cannot be forwarded and is recycled; with endorsement is returned to sender with correct address.
- ◆ Mail addressed to a person who is no longer an employee of the university will be delivered to that person's last department. The department can then determine whether or not to forward. Instructions for forwarding will be given by the Mail Center if requested.
- ◆ Mail for employees no longer at Anderson University should be dealt with in the department. If direction is needed for removal from mailing lists, please see someone in the Mail Center.

AU MAIL CENTER POLICIES & PROCEDURES

BULK MAIL

- ◆ The university maintains a non-profit Standard bulk mail permit with the Anderson Post Office. The bulk mailing permit allows certain materials to be mailed at a greatly reduced rate.
- ◆ To be mailed bulk rate (200 pieces or more) under the university permit, all pieces of the mailing must be identical and have an Anderson University return address. Each piece must be printed, or hand stamped, with the Anderson University indicia. We can also print the indicia when printing your mailing list.
- ◆ Please send your list of names and addresses to the mail center as an email attachment. The mail center will run your names through our USPS CASS (Coding Accuracy Support System) to certify the accuracy of your mailing list, run it through our NCOA (National Change of Address software) if necessary, and print your names directly on the mail piece.
- ◆ Each bulk mailing must be accompanied by a requisition and duplicate stating the number of pieces. A copy of the requisition will be returned to you after the mailing goes through the software showing the total dollar amount charged. The charges for bulk mailings will be recovered at the end of each month on the Business Reply/Bulk Mail Recovery journal entry.

AU MAIL CENTER POLICIES & PROCEDURES

BULK MAIL (Con't)

- ◆ Bulk mailings cannot contain advertising for any other company and must be substantially related to the purpose of this institution.
- ◆ The bulk permits are for university business only. They must be mailed through the bulk mail process and contain at least 200 pieces. Individual envelopes cannot be mailed. If they are used for other purposes, or are deposited individually, the USPS could revoke our permit.
- ◆ Please notify the Mail Center in advance of any large bulk mailings to be assured that enough money is on deposit with the USPS.
- ◆ Large mailings should be brought to the Mail Center in letter trays (provided upon request). Flaps should be extended if sealing is requested.

AU MAIL CENTER POLICIES & PROCEDURES

OTHER SERVICES

- ◆ Several sizes of padded shipping envelopes, white 9 x 11 envelopes, bubble wrap, and shipping labels may be purchased at the Cashier's window. These items require cash or departmental requisitions.
- ◆ The Cashier's window will gladly assist you with your personal mailing needs, sell you stamps, envelopes, mailing labels, packing materials, etc