

Mailroom Policy and Procedures

The Mail Room receives and processes daily mail for all campus departments. Mail received for the US Postal Service for which postage has been paid will be sorted by department and put in department boxes. To allow time for sorting and for the best mail service, mail should be picked up in the afternoon. This is especially true of Mondays or days after holidays. We typically receive US Postal Mail between 1:00 p.m. and 6:00 p.m. Federal Express, UPS, and DHL deliver at different times throughout the day and deliver to physical plant.

All Mail to the Department/Faculty/Staff is the department's responsibility to collect and distribute mail for their own department. Mailroom staff are not permitted to discard any mail for departments. All mail for past or present employees from the department should be issued to the replacement or the department head who can define the importance of the unclaimed mail.

Mail will be sorted by building or department into slots that are labeled so.

Mail that does not have proper identification as to whom it is for may be opened by the mailroom staff, to determine who the recipient is.

Departmental Account Numbers

On all outgoing mail, a department must be on the envelope as the return address or a note should be put on the mail as to which Org code should be charged. This is necessary so the Mail Room can charge your account for postage.

*Improperly prepared outgoing mail will be returned to the department for account identification. It may be opened, if necessary, by Mail Room staff to determine the sender.

Monthly, all postage expenses incurred by a department are charged to your Org Code via a Journal Entry processed by the Business Office.

Outgoing Mail Procedures

Outgoing first-class mail must be received in the mailroom no later than 12:00 p.m. daily in order to be processed the same day.

All mail is sent first class unless otherwise specified. The mailroom cannot insure or send registered or certified first-class mail.

When mail is brought to the mailroom, please group and band pieces of like matter together. For example, Outgoing mail, Inter Campus Mail, and foreign mail. There are designated areas for the different types of mail.

Personal mail is accepted to be mailed from the mailroom but only if postage is applied. It is illegal for personal mail to be posted through the College Postage Machine. The cashier sells stamps for your convenience.

Packages and letters that are shipped via Federal Express, UPS, or DHL should be brought to the mailroom to be shipped out the next day. If the package needs to be sent out the same day, then the package should be taken to physical plant as early as possible.

All shipments via UPS and Federal Express must come into the mailroom with a prepaid shipping label, boxed and sealed, ready for pick up.

Foreign Mail

Please separate foreign mail from all other mail. Names of foreign countries must be included on foreign mail, and the country's name must be spelled out. Do not abbreviate a foreign country's name. EXAMPLE: "Canada" must be spelled out on mail going to Canada. It is not correct to just indicate the Canadian Province, or to abbreviate "CA" – this is the USPS abbreviation for California. Foreign packages cannot be sent via the campus Mail Room; you must take these to the Post Office to ensure that the correct customs forms have been filled out properly.

Bulk Mailing Procedures

Bulk Mailings are an easy option for departments. This saves you time and effort as well as getting discounted rates through USPS. A bulk mailing must include at least 200 pieces, none of which are foreign. For more information, please contact the business office.

Employee Packages

Package deliveries will NOT continue as they have in the past. It is the responsibility of the Department/Employee to collect the package(s) from the mail room. Packages are sorted based on the last name of the employee or the name of the department.

When purchasing anything from an outside vendor, make sure they mark the package with the name of the person ordering it or the department. This will help us to sort the package efficiently and timely.

Mail that does not have proper identification as to whom it is for may be opened by the mailroom staff, to determine who the recipient is.

Student Packages

Student packages will be received and checked in daily in the campus mailroom. When a package has been in the mail room for 3 or more business days, a message will be sent to the student via Navigate to notify them a package has arrived and is available in the mailroom. Students are required to show their ID and sign that they have received their package(s). Mailroom hours will be determined and posted on the mailroom door.