



Mail Services Reference Guide

September 26, 2007

Outgoing Mail

It is the responsibility of individual departments and grants to have budget funding available to cover the mailing costs that are incurred by them. Your budget is charged for the prior month's mailing costs at the beginning of the following month.

Be sure your envelopes are properly addressed. For official University mail, place your departmental cost center number and department name in the upper left hand corner of the envelope. Envelopes may be sealed or unsealed with flaps nested and secured by a rubber band. Please keep letters addressed to foreign destinations bundled separately from domestic mail.

Outgoing university mail is processed throughout the day and picked up from the Old Main mailroom around 2 p.m. for delivery to the local post office. Pre-stamped outgoing mail (not run through the university postage meter) is also delivered at the same time. Mail that does not have a legitimate cost center on the envelope or bundle cannot be posted by the mailroom. All mail pieces in your bundle should have your cost center and department name on them so that if they are returned as undeliverable, mail services will know where they originated. Placing a cost center on personal mail for the purpose of using University postage is prohibited.

The Old Main mailroom cannot place postage on personal mail and does not sell postage stamps. Stamps can be purchased from the local post office downtown or in the Ceddia Union Building at the University Store.

First Class Mail This class accounts for the majority of mail going off-campus. Use standard #9 or #10 envelopes whenever possible. Larger envelopes (flats) are more expensive to mail.

Shippensburg University Mail Services

Certified Mail OM mailroom has the supplies necessary to do certified mailings including return receipt cards when needed. Certified mail is about 12 times more expensive than first class mail.

Insured Mail You have the option of requesting insurance on mail processed by the USPS. You must be able to prove the value of the merchandise by having a receipt in order to recover on a claim filed with the post office.

Express Mail This is an overnight delivery service by the USPS to be used if you need to send mail overnight to a post office box. Keep in mind that mail leaves the campus for the post office at about 2 p.m. The Express Mail would have to be processed by that time. If you are not mailing to a post office box, UPS is the preferred carrier for overnight delivery.

Registered Mail This service is used mainly for mail addressed to foreign destinations. To use this service you need to deal directly with the local post office. Per USPS guidelines, University Mail Services does not process this type of mail.

Airmail M-Bags This service is offered by the USPS for delivering a large amount of mail to a single foreign addressee. All categories of printed matter can be enclosed in an Airmail M-bag. The minimum charge will be for 11 pounds. The maximum weight of a bag is 66 pounds. Materials must fit into a USPS bag approximately 10" x 11" x 36".

Business Reply Mail Central Stores has two sizes of business reply envelopes available for your use. You use this type of mail by sending a pre-addressed business reply envelope to your addressee. They use the envelope to return mail to you at University (your cost center's) expense. The USPS does not charge for the use of business reply until the envelope is returned to the University.

The two sizes of business reply envelopes available from Central Stores are a standard #9 envelope (inventory #1126) which easily fits inside a #10 envelope and a 9"x12" envelope (inventory #511). Before sending either envelope to your mail recipient, put your cost center and department name above the Business Reply Mail box on the envelope. This information is necessary for the mail to be forwarded to the proper department when received from the post office. Also, your cost center will be charged for the postage to have the envelope returned to the University.

UPS United Parcel Service is our preferred carrier for sending packages and overnight letters. The Old Main Mailroom or Central Stores can process this type of shipment for you. You must provide your cost center, a valid destination address (post office box numbers are not acceptable) and in most cases a destination telephone number. You need to also specify the type of service you want, i.e. Next Day Air, 2nd Day Air, Ground, Saturday Delivery, etc. Remember, overnight mail is quite expensive and should be used only when absolutely necessary.

UPS picks up mail from their overnight box outside of the Old Main mailroom weekdays at about 5 p.m.

Interdepartmental Campus Mail Generally, use an interdepartmental mail envelope (inventory #931) addressed to the individual and their department name receiving the mail. If using a regular envelope, address to the individual and their department and write “CAMPUS MAIL” in the upper right corner. No postage is required for campus mail.

Student Mail Mail addressed to students living off campus (including Stone Ridge Commons) must be processed like other first class off-campus mail. Mail addressed to students living on campus should be processed like other on-campus mail with the student name, residence hall name, and residence hall room number on the mail. No postage is required for on-campus mail.

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Bulk Mail The primary reason to use Bulk Mail is to save on postage expense when you have a large mailing of identical pieces. The offsetting cost is the time and effort required to prepare the mailing and required paperwork and get it to the post office.

Here are a few things to keep in mind about bulk mail:

1. Bulk mail can be used only for domestic mail. No foreign addresses are eligible for discount rates.
2. All mail pieces must be identical and have the proper indicia (specifying Permit number) printed in the upper right corner of the mail piece.
3. All mail pieces using NonProfit Standard Mail class (Permit 12 and 755) must be sorted according to USPS specifications.
4. All mail pieces using NonProfit Standard Mail class (Permit 12 and 755) must be bundled and labeled according to USPS specifications.
5. Once the mailing is prepared, extra time is required to prepare a check to cover the postage and deliver the mailing to the post office.
6. NonProfit Standard Mail class (Permit 12 and 755) is not treated as First Class mail by the USPS. For example, this mail will not be forwarded or returned by the USPS and will not necessarily receive the same delivery times as First Class mail.

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Below is a chart comparing the three bulk mail permits used by the university:

Permit No.	Class of Mailing	Minimum Mail Pieces Required	Mailing Location	Cost per Piece (subject to change by USPS)	Comments
2	First Class	500	Shippensburg PA	Same as regular First Class Mail	No sorting required. No rate discount.
12	Non Profit Standard	200	Shippensburg PA	Machinable* pieces 3.3 oz or less: \$0.155- \$0.164 Non-Machinable* pieces 3.3 oz or less: \$0.237 - \$0.429	Mail must be sorted & bundled per USPS specs. Rates depend on quantities per destination.
755	Non Profit Standard	200	Harrisburg PA	Same as Permit 12	Used by vendors contracted to produce a mailing.

*Machinable and Non-machinable mail:

The USPS charges more for what it considers Non-machinable mail. This is mail that is not easily processed through their automated processing equipment.

Characteristics of this type of mail include but are not limited to

1. Mail piece that is not uniformly thick, i.e. an envelope that contains a pen or other non-flat object.
2. Mail that is too stiff.
3. Mail that is too flimsy.
4. Mail that has writing at the bottom where the USPS barcode is placed.
5. Mail that is open at the bottom (folded at the top).

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6. Mail that is stapled closed. (Generally, staples should not be used to close mail pieces. The Print Shop has equipment capable of placing tabs on mail pieces to close them.)
7. Mail that exceeds certain size characteristics, either too small or too large. For example, mail that has the same height and length dimensions is considered non-machinable.

Examples of Machinable mail:

1. Normal sealed #9 and #10 envelopes.
2. Mail folded at the bottom and fastened at the top with 2 tabs.

Steps to prepare a bulk mailing:

1. Create a database of domestic mailing addresses in electronic format using Microsoft Excel spreadsheet.
2. E-mail your electronic address file to Denny Starliper in Central Stores. He will process your file against software that will analyze the data, prepare the necessary bulk mailing paperwork and place a sort code into your data file. Once the mailing address data is sorted by the sort code and the file is processed to produce labels or the addresses are printed on your mailing by the Print Shop, the output should be in the exact order required by the USPS. You will be given a set of instructions based on the database you provided that tells you the required order of the zip codes, how they are to be arranged in trays, and how the trays are to be labeled.

Incoming Mail

For incoming mail to reach its destination most efficiently, it should be addressed as follows:

For faculty and staff:

(Individual Name)

(Department Name)

Shippensburg University

1871 Old Main Drive

Shippensburg PA 17257-2299

For students living on-campus:

(Student's Full Name [Do not use nicknames])

Shippensburg University

(Room Number & Residence Hall Name)

Shippensburg PA 17257-xxxx**

** Each residence hall has its own unique nine digit zip code (see next page) to improve delivery times and accuracy by the USPS. University Mail Services does not routinely sort residence hall mail. USPS employees and automated equipment perform the task of sorting student mail.

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IT IS EXTREMELY IMPORTANT THAT MAILERS PROVIDE ACCURATE INFORMATION FOR DELIVERY. The following is a list of unique zip codes for each residence hall:

Harley Hall	17257-2201		McCune Hall	17257-2205
Kieffer Hall	17257-2202		Mowrey Hall	17257-2206
Lackhove Hall	17257-2203		Naugle Hall	17257-2207
McLean Hall	17257-2204		Seavers Apts	17257-2208

Students who do not live on campus SHOULD NOT include Shippensburg University in any portion of their mailing address. Stone Ridge Commons is not on-campus mail and requires the proper postage and proper addressing format.

Accountable Mail (for Students living on campus)

Accountable mail (assigned a tracking number) includes USPS Certified, Registered, Insured and Express Mail. Other couriers delivering accountable mail would include UPS, Fed-Ex, Airbourne and DHL. No deliveries from these services are made to the residence halls. The addressee's signature is required on the appropriate University Mail Services receipt. In addition, Mail Services cannot extend any carrier warranties or guarantees on delivery times. Accountable mail will be stored in Old Main mailroom (102A). Students will be notified by e-mail or through the campus mail system that a package is being held for them at this location, and recommended times to retrieve the package. Students should retrieve their packages as soon as possible after being notified. Packages not retrieved after 30 days will be returned to the sender. It is advised that if a student is expecting a piece of accountable mail or urgent delivery but have not been notified by e-mail, they should contact Mail Services at extension 1137.

Change of Address (for Students living on campus)

When a change of address occurs, a Change of Address card must be filed with the Mail Services office (OM102A). At least six weeks prior to the expected move, including summer vacations, residence hall students should notify mailers of the expected change of address to insure continued delivery of magazine and newspaper subscriptions. USPS regulations state that some mail classes cannot be forwarded once it is delivered to campus. Change of Address cards and Form #3576 for student magazine and newspaper subscriptions may be obtained from residence hall mail rooms or Mail Services in OM 102A.

This change of address notification is used for the purpose of forwarding incoming mail only and does not change the student's address with other university departments such as Registrar or Student Accounts.