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SECTION: CAMPUS OPERATIONS

AREA: COMMUNICATIONS

SUBJECT: CAMPUS MAIL PROCESSING AND DELIVERY

PURPOSE

It is the purpose of this policy to inform departments within the University of Arkansas for Medical Sciences (UAMS) of the procedures related to campus mail processing and delivery. The UAMS Technology Services and Support department within Campus Operations provides these services. .

SCOPE

This policy applies to all UAMS employees, faculty and staff.

POLICY

Departments utilizing the services of the UAMS Mail Processing Center are responsible for following specific and detailed procedures listed below with regard to sending and receiving mail.

PROCEDURE

GENERAL MAIL SERVICES

1. It is the responsibility of each department to insure all outgoing mail is identified by a department name and slot number. The return address to be used for UAMS correspondence should follow the example below (unless you have been assigned a unique zip code):

Department Name (Slot #)
University of Arkansas for Medical Sciences
4301 W. Markham
Little Rock, AR 72205-7199

2. The Mail Processing Center, located in room G900 in the Central Building, conducts normal operations during the hours of 8:00 a.m. to 4:00 p.m., Monday through Friday.
3. Department personnel will be prohibited from unauthorized entrance into the Mail Processing Center due to security, safety hazards and potential loss of production time for mail processing employees. To obtain a notification of mail or parcels that are too large to be placed in a mail slot, or to obtain any mail requiring a signature, department personnel should inquire at the receptionist's desk in Room G900.

4. Mail Processing Center personnel will pick up incoming United States Postal Service (USPS) mail from the Brady Post Office Monday through Friday between 7:30 and 8:30 a.m. The Mail Processing Center will make every effort to sort and distribute all incoming First Class mail in time to allow departmental pick-up by 11:00 a.m.
5. Mail Processing Center personnel will open mail not displaying a clear identification of the destination in order to determine the destination. This will delay each article. Departments must be responsible for obtaining a forwarding address for employees who have left the institution.
6. Outgoing USPS mail is subject to the rules and regulations of the U.S. Postal Service and must meet their requirements. All outgoing mail must contain a return department slot number. Outgoing mail without identification of mailing department will be returned to the originator as identified by contents. The Mail Processing Manager reserves the right to review outgoing mail when postage abuse is suspected.
7. Departments are restricted in the use of envelopes for USPS outgoing mail to those available through campus sources such as the Stockroom or through special departmental printings. Letter size envelopes cannot be marked "First Class" or "Third Class." When a class is not indicated, the article will be sent "First Class." First Class "Priority" mail must be marked as such. Priority Mail will reach its destination within three days nationwide.
8. The most economical means available will be used when determining mail classification of outgoing USPS mail, consistent with departmental requirements. Whenever possible, postage cost savings will be initiated through the use of special presort Third Class Bulk, Non-Profit mailing and Business Reply rates.
9. The Mail Processing Center provides U.S. postage stamps for purchase (cash only) from 8:00 a.m. until 4:00 p.m., Monday through Friday.
10. Departments must deliver official business mail and parcels to the Mail Processing Center (Room G900) for affixing postage and dispatch. Departments returning items to a vendor must present the items to the Receiving Dock along with a completed *Outgoing Shipment Form*.¹
11. All outgoing mail must have a Zip Code. To obtain a Zip Code, departments may call the U.S. Postal Service Zip Code Line at 375-8148 or go to www.usps.com under the heading of zip codes.
12. Departments are responsible for sorting and banding letter-size mail by use of rubber bands. Due to U. S. Postal regulations, please separate per letter size in the following three sortations:
 - a. Typed
 - b. Hand written
 - c. Foreign/Stamped Mail
16. The Mail Processing Center will presort all letter size First Class mail by Zip Code and insure arrival at the Main Post Office in time to meet the 6:00 p.m. deadline for dispatch of presorted mail. Outgoing letter mail delivered to the Mail Processing Center after 3:30 p.m. will not meet presorted mail. Outgoing letter mail delivered to the Mail Processing Center after 3:30 p.m. will not meet presorted mail and will be sent at the basic first-class rate.

17. All official mail not prepared or presented for dispatch as required in the procedures above will be handled by the Mail Processing Center in the following manner:
- a. The first incident of improperly prepared official mail will result in the department being notified of the error(s) by the Mail Processing Center and requested to inform responsible personnel of the problem.
 - b. A second incident will result in the department being asked to retrieve the mail and correct the problem so that the mail can be accurately processed.
 - c. A third incident will result in the return of the mail to the department by written memorandum from the Mail Processing Center explaining the needed correction(s).

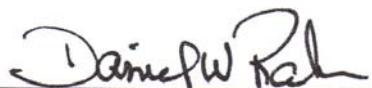
SPECIAL MAIL SERVICES

1. The Mail Processing Center provides special mail services to UAMS departments which are considerably more expensive than normal mail services, and their use should be restricted to those times when absolutely essential. Departments requesting special mail services must include an account number or slot number in the return address of the items when delivered to the Mail Processing Center. Departments requesting this service will be charged for the appropriate postage and service. Available services and guidelines for their use are as follows:
 - a. Registered Mail service provides written evidence of mailing, additional security, and can include a request for a return receipt. Registered mail service is restricted to First Class mail. Insurance protection is provided. Special sealing is required.
 - b. Certified Mail service provides written evidence of mailing and can include a request for a return receipt. Certified mail service is restricted to First Class mail. No insurance is provided with this service. Certified mail provides the best method for obtaining evidence of receipt. The Mail Processing Center will maintain customer receipts by department slot number for evidence of mailing.
 - c. Insured Mail service provides the primary means of insuring Third and Fourth Class mail, and can include a request for a return receipt. Insured mail provides the best method for insuring packages. The Mail Processing Center self insures packages with a declared value up to and including \$200. For anything over that amount, additional insurance can be obtained with a limit of \$600 per article shipped.
 - d. Express Mail service provides guarantee of overnight delivery to selected cities, and can include a request for a return receipt. A list of available cities can be obtained in the Mail Processing Center. Consult with the mailroom to determine the availability of service to the desired city and the cut-off time. Express mail is the most expensive mail service available, and should be used only in emergency situations.

- e. Address Correction Requested service provides a change of address on addresses for a period of one year. This service may be used on First and Third Class mail, and on Third Class Bulk mailings.
 - f. Labeling service is available at a cost of \$17.50 for set up fee and a charge of \$7.50 per 1000 labels.
 - g. Folding and Inserting services are available at a cost of one \$17.50 for set up fee and a charge of \$7.50 per 1000.
 - h. Direct Address Imprinting is available at a cost of \$17.50 for set up fee and a charge of \$7.50 per 1000 addresses.
2. The Mail Processing Center maintains several distribution lists and will make specific distributions as requested by departments. The distribution lists are not necessarily limited to that specific purpose. Lists can be modified to meet other needs of departments. Departments requesting automatic distributions of material without placing them in interdepartmental envelopes should contact the Mail Processing Center Manager.
 3. The Mail Processing Center will conduct periodic workshops providing training on proper mailing procedures and techniques. All new secretary/clerical employees should attend this training. Department training can be arranged with the Mail Processing Center upon request..
 4. The Mail Processing Center provides mail delivery to a limited number of administrative offices. Delivery is made twice daily, once in the morning beginning at 10:00 a.m. and again in the afternoon beginning at 2:00 p.m.
 5. The Mail Processing Center provides a limited number of on and off-campus messenger services. To obtain a list of slot numbers and offices and buildings where deliveries are made by the messenger, or to obtain a list of the State Courier's delivery schedule, contact the Mail Processing Center.
 6. All correspondence to be delivered to slots 700 (ACH), 702 (State Courier) and 704 (VA Hospital), must have the slot number and a department name or destination written on it. Any mail addressed to these slots received in the Mail Processing Center without this information will be returned to the sender undelivered.

REFERENCE

1 UAMS Policy 5.2.02

Signature: 

Date: June 24, 2011