

UNIVERSITY of HOUSTON
MANUAL OF ADMINISTRATIVE POLICIES AND PROCEDURES

SECTION: Administrative Operations
AREA: Postal Services

Number: 03.02.0302

SUBJECT: Non-Permit Mailing Delivery Services Policy

I. PURPOSE AND SCOPE

~~This document has been written to ensure prudent management of all funds allocated to University of Houston Postal Services for carrying out mailing applications for faculty and staff. This document outlines the principles governing postage expenditures and prescribes procedures for ensuring appropriate signature authority for all non-permit postage expenditures. These apply to all users of university funds.~~

This document is applicable to all university postage funds. The purpose of this document is to describe the mailing services provided for all employees and residential students. This document applies to all faculty, staff, student employees, and residential students of the University of Houston who will use the services provided by University of Houston Delivery Services.

II. POLICY STATEMENT

~~Non-permit mailing (all postal usage) funds are available only for university departments with approved budgetary account numbers. These account numbers, along with an approved departmental signature for mailings under \$100.00, or certifying signature for all mailings of \$100.00 or more, must appear on the Departmental Mailing Card (DMC). (Examples: 225+ letter size/#10 envelopes or 115 oversized envelopes.)~~

~~In the event the proper signature does not appear on the attached DMC, the mailing will be held until the proper documentation is produced.~~

~~Postage is charged back to each department according to the budgetary account number furnished on the DMC.~~

~~Outgoing personal mail from staff cannot be charged to budgetary account numbers. All personal mail must be stamped and bundled separately from official university mail or dropped in a USPS mail box. Personal stamped mail must be limited to small envelopes (#10, #9 or #4) and postcards.~~

~~Personal items weighing 16 ounces or more must be taken to the USPS personally by the sender. This rule went into effect due to heightened security measures since September 11th, 2001.~~

University of Houston Delivery Services exists primarily for the distribution, collection and processing of mail and packages of which the contents are strictly related to the official business of the University of Houston. Official materials are those dealing with some aspect of university operations, which can be defined as being essential to the activities of the institution rather than private business or personal mail. The campus mail system is not intended for the personal use of university employees or for the personal use or private gain for non-university groups.

University of Houston Delivery Services is also responsible for the distribution, collection and processing of all mail and packages for each university-managed residential location at the University of Houston.

Campus mail services provided to university third-party tenants will be billed through the Administration and Finance Business Office covered under the designated common area maintenance fee structure.

III. PROCEDURES

- A. ~~All outgoing departmental USPS mail that needs postage applied to the items is considered non-permit mail. This mail is prepared by departments on a daily basis. UH Postal Services staff picks up this type of mail on the two daily pick-up and delivery runs.~~
- B. ~~All mail to be metered must have a Departmental Mailing Card (DMC) attached (see Addendum A). Separate outgoing mail into three categories — letter sized, oversized, and international. Each bundle type must have a completed DMC attached to the top of the bundle.~~

~~The DMC must have the following:~~

- ~~• bar coded account number and department name on original card issued by UH Postal Services,~~
- ~~• date,~~
- ~~• preparer's name and signature,~~
- ~~• telephone number,~~
- ~~• number of mail pieces,~~
- ~~• preparer's signature (if mailing is less than \$100.00) or certifying signature (if mailing is \$100.00 or more. Example: A First-Class mailing of 228+ letter-size #10 envelopes or 115 oversize envelopes).~~

~~To avoid delays in outgoing business mail, the DMC must be completed in accordance with the above guidelines. (For information on how to obtain new or additional DMCs, see the Mailer's Guide located on the UH Postal Services web site at <http://www.uh.edu/postal>.) Make copies of the DMC from the master card only. Mail with attached DMCs where the barcode cannot be scanned by UH Postal Services equipment will be returned to the originating department.~~

- A. UH Delivery Services is responsible for the establishment of a ~~designated~~centralized mail delivery and collection point for identified campus buildings at the University of Houston. Departments are responsible for the internal delivery and collection of the department mail from the ~~designated~~centralized service point.
- B. UH Delivery Services employees will only deliver and pick up mail and packages once each working day from the designated departmental service points established by UH Delivery Services. If possible, UH Delivery Services will work to do a second package delivery drop for staff, but this is not guaranteed based on resource and transportation dependency.
1. UH Delivery Services is responsible for affixing postage to all outbound University of Houston official business mail and packages. Departments are responsible for separating outbound mail into specific categories: letter-sized, oversized, certified and international.

2. All official mail to be processed – both outbound and inbound – must have an appropriate University of Houston address and the correct zip code of 77204.

Approved Campus Address Format:

- Full Name (Person) – Required
- Full Department Name – Required
- Building Name – Optional
- Street Address, Room Number – Required
- City, State, Zip Code – Required

3. Any mail and parcels not adhering to the Approved Campus Address Format listed in Section III.B.2 (above) will be processed by Delivery Services as follows:

a. Any packages NOT meeting the above address requirements will automatically and immediately be returned to sender. This will go into full effect after a 6 month educational period in which we will be educating our customers on incomplete or incorrect addressing elements. All packages that are returned will be scanned into our internal tracking system to verify it was a package we received and then returned.

b. As an exception, and at the discretion of Delivery Services:

After the educational period we understand that the campus will not be able to control how all outside entities will address mail and packages. Due to this scenario we will follow the below steps to try and ensure proper delivery rather than return.

- 1) All incorrectly addressed mail and parcels will be segregated upon receipt.
- 2) All incorrectly addressed mail and parcels will be checked to try and assign ownership to a definite faculty, staff, or student member on campus by using the PeopleSoft database and all UH identification data in Delivery Services' possession meant to correctly identify the recipient.
- 3) If the steps above fail to define and confirm the specific recipient, the said package will be returned to sender immediately in order to ensure that the sender and recipient can promptly correct any addressing issue causing a delay in delivery.
- 4) Delivery Services' management may, at their discretion, override said return policy and send the mail or package to the department.

4. Departments are responsible for providing the appropriate Departmental Mailing Card (DMC) with all outbound mail. New DMCs are created by UH Delivery Services each fiscal year in collaboration with each College and/or Division.

a. To avoid delays in outbound business mail and packages, the DMC must be fully completed. A completed DMC is required for all departmental mail.

b. Mail or packages with attached DMCs where the barcode cannot be scanned by UH Delivery Services equipment will be returned to the originating department.

c. For additional information, please see the Mailers' Guide on the UH Delivery Services web site.

5. Outbound mail picked up from a department with a DMC attached which is deemed to be personal mail will be returned back to the department head for review and application of proper postage.

6. As a service to University of Houston employees, UH Delivery Services personnel will pick up outbound USPS stamped mail from faculty, staff, and departments along with official university outbound mail to be processed. However, employees should not routinely use the university business address as their address of record for personal mail or packages. Personal outbound packages may be processed by UH Delivery Services for a fee.

Personal mail interferes with the transfer of official correspondence between campus offices and delays the processing and delivery of university mail. This policy also restricts using university resources to deliver personal mail and packages to university employees or departments. The University is not responsible for loss or damage to personal packages or mail addressed to any of its employees at a university facility.

7. A large volume of standard mail (catalogs, magazines, etc.) is distributed to University departments each day. University employees are asked to periodically review the mail they receive in these classes. When an item serves no useful purpose, please request that the name be removed from the sender's mailing list.

C. Residential student mail and packages are delivered to each university-managed residential location at the University of Houston.

1. All residential student mail to be processed – both inbound and outbound – must have an appropriate University of Houston address and the correct zip code 77204. Failure to adhere to this format when addressing mail and packages will result in delivery delays.

a. Approved Residential Address Format:

- Name (Person)
- Residential Community Abbreviation, Mail Box #
- Street Address
- City, State, Zip Code

b. Any mail and parcels not adhering to the Approved Residential Address Format denoted above will be managed by Delivery Services as follows:

- 1) Any packages not meeting the above address requirement will automatically be returned to sender.
- 2) As an exception, and at the discretion of Delivery Services:

- a) All incorrectly addressed mail and parcels will be segregated upon receipt.
 - b) All incorrectly addressed mail and parcels will be checked to try and assign ownership to a definitive student member on campus by using the PeopleSoft database and all UH identification data in Delivery Services' possession meant to correctly identify the recipient.
 - c) If the steps above fail to define and confirm the specific recipient, the said package or mail will be returned to sender immediately in order to ensure that the sender and recipient can promptly correct any addressing issues causing a delay in delivery.
2. Letter mail is delivered once a day and is placed in each individual mail box. Student Housing and Residential Life are responsible for assigning mailboxes once a student has confirmed their booking within each location.
- Mailbox keys or lock combinations are provided to each student during the residential check-in process.
3. Packages are delivered once a day to the package distribution room located at each university managed residence hall.
- a. Packages are delivered to the UH Delivery Services Central Sorting Facility and are logged into the internal package tracking system.
 - b. Students will receive e-mail package notifications, sent to their official UH e-mail address, when the package is initially logged in and when it arrives at the residential package distribution room for pickup.
 - 1) Students have approximately 7 calendar days (5 working days) to retrieve their specific packages. During this time, a total of four (4) notices are sent to the UH e-mail address. If a package is not picked up, it will be returned to sender no later than the seventh day.
 - 2) Package distribution rooms are open Monday – Saturday. Saturday hours are limited. For additional information, please see the Student Mail Information Guide on the UH Delivery Services web site located at <http://www.uh.edu/af-auxiliary-services/printing-and-Delivery/student-mail/student-mail-information-guide/>.
 - 3) Package distribution rooms' hours of operation, days of operation, and closures for Delivery change overs/maintenance will be based on the Academic Calendar.
 - 4) Delivery Services reserves the right to make additional changes in operation, or closures, to allow for ample time for change over from semester to semester, including but not limited to mailbox maintenance, package room cleaning, maintenance, and computer/software upgrades, etc. Sufficient notice will be given and all changes will be broadly communicated.
4. Special Notices

a. Any packages which are marked with a special notice must be picked up at UH Delivery Services at 4211 Elgin Street. These notices are as follows:

- 1) Identify, Must Pick Up At Delivery – This is a package/mail meeting most of the criteria to be processed, but UH Delivery Services want to ensure the package is given to the correct resident.
- 2) Overweight, Must Pick Up At Delivery – This is a package exceeding the weight limit of 50 pounds to be delivered to the residential hall.
- 3) Perishable, Must Pick Up At Delivery – This package is marked “perishable.” In an effort to keep the product refrigerated, it is kept at the main Delivery Services’ Office.

b. These notices will show up in the top line of the e-mail residents receive when a package is logged in for the specific resident.

5. UH Delivery Services will forward USPS First Class mail and packages for 1 semester (time length will be determined by the semester, i.e., fall, spring, or summer) to the student’s permanent address at the end of each term or cancellation of the residential agreement. For additional information, please see the Student Mail website located at <http://www.uh.edu/af-university-services/university-copy-print-and-delivery-services/student-mail/>.

a. It is fully the responsibility of every student that is graduating, moving off campus, and or no longer a resident at UH to follow the specific set of procedures that will forward their mail to their new address at least one week prior to their departure to ensure no interruption in their mail services.

b. All parcels will be forwarded at a cost to the student, and the student must request the package to be forwarded or the package will be marked returned to sender.

D. Other Package Information

1. Suspicious Packages

a. Delivery Services has the right to quarantine any package that appears to be suspicious in nature.

b. Procedures will be as follows:

- 1) Identify the package or mail that is suspicious.
- 2) Notify Delivery Management.
- 3) Management will look at the package to determine if it is a threat or not.
- 4) Package will be separated and placed in designated location.
- 5) Management will check the package more thoroughly unless deemed unsafe to handle.

- 6) If the package is deemed unsafe, authorities will be called and area evacuated of personnel until authorities have cleared the package.
- c. The following list are conditions which make a package suspicious:
 - 1) Stains
 - 2) Smells
 - 3) Leaking
 - 4) No return address
 - 5) Odd packaging
 - 6) Overpaid postage
 - 7) Excessive tape
- d. UH Delivery procedures and descriptions noted above are exactly the same as adapted from the U. S. Postal Service (USPS).
- 2. Lost Package
 - a. Delivery Services will work with the individual to determine whether we received this package or not.
 - b. If Delivery Services did not receive the package, the individual will have to discuss options with the specific carrier of their package.
 - c. If Delivery Services did receive the package, all efforts will be used to locate the package and track when and where it is/was located, utilizing Delivery Services' internal tracking system.
- 3. Stolen Package
 - a. "Stolen" is defined by UH Delivery Services, as well as the USPS, as any package that is taken knowingly and willingly by someone other than the intended individual.
 - b. If a package is stolen, then the intended recipient of the package must contact the UH Police Department (UHPD) to submit a police report in regards to the package. Delivery Services will be involved as much as it needs to be for resolution.

IV. REVIEW AND RESPONSIBILITY

Responsible Party: Associate Vice President for ~~Finance~~Administration

Review: Every ~~three~~five years on or before August 31

V. APPROVAL

Carl Carlucci
Executive-Senior Vice President for Administration and Finance

Renu Khator

President

Date of President's Approval: September 7, 2011

REVISION LOG

| Revision Number | Approved Date | Description of Changes |
|------------------------|---------------------------|--|
| 1 | 05/ 07 27/1999 | Initial version (<u>originally a Policy and Procedure</u>) |
| 2 | 08/12/2003 | Applied new MAPP template. Removed reference to MAPP 05.02.01. Added Section III procedures for outgoing departmental USPS mail and metered mail; removed definition section |
| 3 | 09/07/2011 | Applied revised MAPP template and added new Revision Log. Updated requirements for the Department Mail Card (DMC). Updated the UH postal web site location. Updated Addendum A with new Departmental Mailing Card |
| <u>4</u> | <u>TBD</u> | <u>Changed the policy name from "Non-Permit Mailing" to "Delivery Services Policy." The entire procedure was rewritten to emphasize mailing services, including documentation on residence halls and mail, suspicious/lost/stolen packages, and the Departmental Mailing Card (DMC). Changed the review period from every three years to every five years on or before August 31. Removed Addendum A</u> |


Addendum A

Departmental Mailing Card

Postal Services
comments and/
or customer
instructions

Sample

DEPARTMENTAL MAILING CARD (DMC)

| | | |
|---|--|---|
| POSTAL SERVICES  0073017952 <small>FINANCE</small> | DATE | NO. OF MAIL PIECES |
| PRINT PREPARER'S NAME | PRINT TITLE | PHONE # |
| PRINT PREPARER'S NAME | PREPARER'S SIGNATURE | |
| PRINT CERTIFYING NAME | CERTIFYING SIGNATURE | |
| OUTGOING U.S.P.S. MAIL PREPARATION | | |
| This card must accompany all outgoing U.S.P.S. mail. The bar coded account number will be charged for all items batched behind this card. A separate DMC must be used for letter mail (#10 envelopes), oversized envelopes and international items. | | |
| DOMESTIC MAIL —Letter mail will be sent “First Class.” No marking required. Larger pieces (over 11 oz.) will be sent “First Class/Priority” unless marked otherwise (Fourth Class, Book or Library Rate). Items weighing over 16 oz. and addressed to a military address require a Customs Declaration form. | | |
| INTERNATIONAL MAIL —All mail will be sent “Air” unless marked otherwise. All items weighing 16 oz. or over must have the appropriate Customs Declaration form attached. | | |
| CERTIFIED SIGNATURE —Any First Class mailing of \$100 or more must have the prior approval of the department’s certified signatory. (Examples: 225+ letter size/#10 envelopes or 115 oversized envelopes) Do not break large mailings into small bundles—use one DMC. | | |
| Returned for: | | |
| <input type="checkbox"/> Invalid Acct # | <input type="checkbox"/> Requires Customs Declaration Form | <input type="checkbox"/> UH Return Address Required |
| <input type="checkbox"/> Insufficient Address | <input type="checkbox"/> Requires Certified Signature | <input type="checkbox"/> DMC Bar Code Unreadable |

Revised 08/10