MAILROOM POLICIES & PROCEDURES

Policy Id:
Bus.014 – Mailroom Policies and Procedures

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Mailroom Policy Statement

The Mailroom Services Policy and responsibility includes the prompt and accurate daily delivery of interoffice and United States Postal Service (USPS) mail to the College community and for the preparation of outgoing mail. With each delivery of mail to an office, interoffice and USPS mail is picked up for postage metering and distribution. Several special services are offered by the Mailroom such as bulk mail preparation and services offered via the USPS such as certified mail and return receipt.

Related Documents:

UPS Overnight Delivery Approval Form (Form Bus.014.1)

Contacts:

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Delivery and Pickup

The Mailroom has scheduled runs for delivery and pick up of mail to departments on campus, generally once in the morning and again in the afternoon. If outgoing mail is not ready by the afternoon pickup, it can be brought to the Mailroom no later than 3:00 pm for same day processing. Mail received at the Mailroom after 3:00 pm will be mailed out the next day. When small printing/copy jobs are completed, they will also be picked up from the print shop, if requested.

Change of Address

Department Chairs/Secretaries are asked to send a list of changes (additions/deletions) each semester for both full-time and part-time teachers/staff to Mr. Michael Merseburg, Mailroom, Rm. L2.66.00 or to mmerseburg@jjay.cuny.edu

Incoming Mail

Incoming United States Postal Service (USPS) mail is delivered to the mailroom at various times daily. The mail is sorted and delivered on campus during the twice-daily scheduled runs.

Incoming Parcels and Packages

All incoming parcels and packages, including USPS, United Parcel, messenger and next day air services are processed by the Central Receiving Department. Incoming parcels and packages are delivered daily to all departments.

Personal Mail

Faculty and staff are prohibited from using the College's facilities and address for the mailing and receipt of personal mail. Outgoing personal mail will be returned to sender unless stamped.

Interoffice Mail

Interoffice envelopes should be used when sending interdepartmental mail. There are two sizes of envelopes: 4" x 9-1/2" and 10"x13" with a tie and button close. The Mailroom maintains a supply of used interoffice envelopes. If an office has accumulated a large number of interoffice envelopes, the extra envelopes may be sent to the Mailroom. If you don't mind using "previously owned" envelopes, come to the Mailroom.

When addressing an interoffice envelope, be sure that all previous markings have been crossed out to ensure proper delivery. The address should always appear on the next available line. Please print clearly. Use the full name and the correct department and room number.
Outgoing Mail

All outgoing mail to be meter stamped must have the John Jay College return address including the sender's name and department. Special mailings pertaining to grant-related work or conferences must also be identified. This identification will be used to charge back postage usage to departments.

UPS (Overnight Delivery)

To send mail via UPS for overnight delivery, the sending department must have signed authorization from the director, chairperson or vice president in charge of the department.

The UPS Approval Form (Form Bus.014.1) can be downloaded in .pdf format. This signed authorization/approval form must be presented to the mailroom staff before mail can be sent.

UPS Mail is only sent from the Mailroom, Rm. L2.66.00. It must be received by 2:00 pm for same day pick-up.

If a sending office has an account with FedEx or any other express service carrier, it is the responsibility of that office to prepare their mail for pickup by that express carrier. The sending office staff should affix any address label clearly indicating their account number.

Should a member of the sending office be unavailable for pick-up by the carrier, they are asked to call ahead and arrange pick-up at Central Receiving & Stockroom, stressing that this office closes promptly at 5:00pm. If the carrier has not come by 5:00pm, Central Receiving will not be responsible for delivery of the item.

Central Receiving will notify the sending office by email that the packet was not picked up on time. If the packet was picked up by the carrier, the sending office will be notified by email and the receipt provided by the carrier will be sent to the office via interoffice mail.

UPS Approval Form

Bulk Mailings

All mailings of 200 or more pieces MUST be sent out by bulk mail. Considerable cost savings can be achieved through the use of bulk mail discounts. We appreciate the efforts of those departments who have followed this procedure already.

In order to qualify for bulk mail rates, addresses must follow the Proper Addressing Format.

The Mail Prep Center has automated systems and equipment to verify addresses, presort and print envelopes to take advantage of these discounted postage rates.
The appropriate Mail Prep Center form must be completed fully prior to sending large and/or bulk mailings. These forms are available in the mailroom, L2.66.00.
When planning a large/bulk mailing, please contact Mr. Mike Merseburg, Mailroom Coordinator at ext. 8532 to discuss your needs. The primary requirement to send a bulk mailing is that the **database file used for addressing must be saved in Excel CSV format**, and emailed to mmerseburg@jjay.cuny.edu. If you are unfamiliar with Excel or this specific format, please call Michael Merseburg at ext. 8532 for assistance.

**Non-mailable Items**

The following items **should not** be sent in regular envelopes: paper clips, metal pieces, keys, pencils, glass parts or buttons. These items can jam or damage mailing equipment. Envelopes and cards that are less than 3" in height or 5" in length are also classified as non-mailable.

**Charge Backs**

Grant programs, IFR programs and outside services/groups will be invoiced quarterly for the cost of postage and for services provided including UPS overnight delivery.

**Proper Addressing Format**

The following format is recommended to ensure efficient handling and delivery to the US Postal Service:

- The complete mailing address should be located in a block format in the center area of the envelope. The return address is located in the center of the back flap on envelope.
- Type or machine-print the complete address. Avoid handwritten addresses.
- Ensure print is clear and sharp. Use standard business fonts. Address characters should not touch or overlap.
- Black ink on a white background is best.
- Maintain a uniform left margin.
  - Use upper case letters.
  - Omit all punctuation.
  - Include floor, suite and apartment numbers whenever available.
  - Use standard two-letter State abbreviations in capitals
  - For international mail, the country's name should appear in capital letters without abbreviations.
  - When using window envelopes, be sure the entire address is always visible. There should be sufficient spacing around the address to allow for the shifting of contents within the envelope.
  - **Do not** staple the envelope.

The lower 3/4" portion of the front side of the envelope, directly below the address, is reserved for postal bar codes. This area must remain clear.
For assistance with the design of envelopes, contact Laura Devries - Coordinator of Graphic Design, 212-237-8444. She is familiar with postal regulations pertaining to the design of mailing pieces, or email her at graphics@jjay.cuny.edu or ldevries@jjay.cuny.edu.

Address labels, if used on parcels, packages or envelopes, must also be addressed according to the recommended format. Labels must be applied straight and parallel to the bottom edge.

For additional information on addressing formats, zip code, or current postage rates, call the Mailroom at ext. 8532/4 or click here to go to United States Postal Service.

**International Mail:**

Except for certain restrictions, most items can be mailed to foreign countries. Please contact the Mailroom to determine specific classification and required documentation.

**Certified Mail:**

Certified mail provides a mailing receipt to the sender with a record of delivery maintained at the destination Post Office. No record is kept at the entry Post Office and no insurance coverage is provided. Certification may be used only on First Class Mail. A return receipt to provide "proof of delivery" to the sender can be obtained for an additional fee. A numbered label and completed "Return Receipt" must be filed and affixed to each letter. Labels and Return Receipts can be obtained from the Mailroom.

**Return Receipts:**

A return receipt offers proof of delivery on certified mail shipments. The return receipt identifies the article number of the mailing, the person who signed for it and the date it was delivered.

**Business Reply Mail:**

This service enables mailers to receive replies by "First Class" mail by paying reply postage only on the mail which is returned to them with a small handling charge per piece. Please contact Laura Devries, Coordinator of Graphic Design, extension 8444, or at graphics@jjay.cuny.edu for design assistance when preparing Business Reply Envelopes due to the unique zip codes required.