



BUSINESS POLICY AND PROCEDURE MANUAL	Date Issued: 11/93	Revision Date:	Page: 1 of 1
			Classification Code: 08-09
	Section: FACILITIES & SERVICES		
Subject: MAIL SERVICES			

GENERAL STATEMENT OF POLICY

Southeast Missouri State University Mail Service operates to assist individuals and departments with distribution of mail and inter-office correspondence. University mail services are provided exclusively for official use.

The Vice President for Finance and Administration shall be responsible for developing operating procedures to implement this policy.



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OPERATING PROCEDURES

1. The purpose of the University Mail Service is to serve the official mailing needs of the University, and it has been given the following responsibilities:
 - A. The delivery and collection of all mail and inter-office correspondence to and from the various departments of the University in a timely manner.
 - B. The processing of all outgoing mail in a manner to be both cost efficient and timely.
 - C. To offer mailing services to the departments and to assist with mass mailings.
 - D. To serve as a central control over all postal permits issued to the University, and to assure that proper funds are deposited in these accounts.
 - E. To act as liaison between the University and the U.S. Postal Service.

General Procedures -

1. University mail services are provided exclusively for official University use. “Official” generally is defined as that which pertains specifically to the professional duties of employees and which is consistent with the mission and purpose of the University. Questions concerning use of intra-campus mail should be directed to the Associate Director of Facilities Management.
2. Use of intra-campus mail by outside organizations (such as unions, civic clubs, etc.), companies (with the exception of companies that are tenants of the University), or individuals is prohibited. Tenants of the University (i.e. companies located in the Innovation Center or Autism Center) may utilize the University Mail Service provided they have established a billing account with the university.
3. Intra-campus mail may not be used to distribute political material in support of a candidate or an issue. (Political material may be distributed in accordance with Policy 01-05, Guidelines concerning Partisan Political Action on Campus.)
4. Use of intra-campus mail for distribution of coupons, flyers, etc., to promote a commercial operation or to personally benefit an employee is prohibited.
5. In certain circumstances, promotional material may be distributed to faculty and staff members as part of a Staff Benefit Program. These distributions must have the approval of the Director of Human Resources or designee.



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6. Departments may distribute material announcing a cultural, non-profit or educational event as part of a reciprocal agreement with another school or institution, i.e., symphony concerts, artist-lecture series, continuing education opportunities. Approval for the distribution of such material must come from the appropriate department head or his/her designee.
7. The use of intra-campus mail for sending chain letters is prohibited. All such materials will be returned to the department or destroyed.
8. Failure to follow Mail Services Policy and Procedures may result in postage and handling charges being assessed to the individual(s) responsible for improper usage.

Delivery of Mail -

1. Mail sorting/delivery points are identified by a four-digit mail stop code. Departmental mail stop codes are maintained on the department web site at www.semo.edu/univreceiving/univrec_directory.htm. Mail stop codes for faculty and staff members can be found on the University web site (www.semo.edu) by completing a “people search”. To insure uninterrupted delivery of mail and correct assignment of mail stop codes, Mail Services should be contacted when an individual or office relocates on campus.
2. All First Class mail is delivered and dispatched the same day it is received. Intra-campus mail is delivered on the next available delivery. Express mail arriving late in the day (less than 1 hour before office closing) is delivered the following morning. Packages may remain in the Mailroom as long as one day.
3. Departments on campus receive pick-up and delivery once a day. The last delivery to the Cape Girardeau Post Office leaves the Mailroom 30 minutes before office closing, and all mail received until that time will be dispatched.
4. Incoming U.S. mail is sorted and delivered by mail stop code or department/office name. All departments should inform their correspondents of the proper form of address. Sample address formats are described in Addendum I. Mail addressed with an individual’s name only may not be sorted and delivered accurately. Incoming mail improperly addressed will be delayed and may be returned to the sender.

Off-Campus Mail (first, standard, etc.) -



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1. All outgoing University mail should have a University return address in the upper left hand corner of the mail piece. University mailing labels are available through Central Receiving for larger envelopes or packages.
2. All outgoing University mail must be identified with a departmental index code to which the postage will be charged. Identification can be done by affixing a barcode label (supplied by Mail Services) in the upper left corner by the return address, imprinting or hand-writing the index code in the upper left corner by the return address, or securely attaching a notation to the top piece of bundled mail.
3. The mailing department should make sure that all outgoing mail has a complete address including a Zip Code. International mail must have the name of the country clearly marked in English.
4. Special handling (i.e., certified, return receipt, etc.) must be clearly indicated. Mail will be sent the least expensive way unless otherwise noted.
5. Mail bags or mail trays/tubs are provided at the various mail pick-up locations. Mail carriers will only pick up material placed in these receptacles. Parcels and bulk mailings too large to fit in these receptacles may be placed adjacent to them, but must be clearly marked as outgoing mail. If time and space permits, mail carriers may pick up these items. To insure prompt delivery, Mail Services should be notified when there are large parcels and bulk mailings, and a special pick up will be provided.

Permit Imprinted Mail -

1. The University maintains mail permits with the Cape Girardeau Post Office. U.S. Postal regulations govern the use of the permits. These rules and regulations are numerous, varied and subject to change. Contact Mail Services with any questions you may have before preparing a mailing. The following are general procedures for permit mailings.
 - A. All permit mailings must be processed through University Mail Service.
 - B. Material being mailed using a University permit must have a University return address.
 - C. No advertising (other than University advertising) may be included in material mailed under the standard non-profit permit. If the mailing contains advertising, they may still be mailed, but a higher commercial rate must be used.
 - D. Permits are for University business only. Use of them for other purposes could result in the Postal Service revoking the permits.



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- E. With approval, honorary, professional and student organizations may be qualified to use the University permits. Organizations must contact Mail Services before preparing mailings with University permit imprints. These mailings must be processed thru Mail Services.
- F. Large mailings should be delivered (or request for a pick up) to Mail Services at least three working days in advance of the mailing deadline.
- G. Permit mailings must be boxed by the department. With advance notice, Mail Services will provide U.S. Postal trays/buckets for this purpose. Permit mailings addressed by departments must be boxed in Zip Code order.

Intra-Campus Mail -

1. Intra-campus mail envelopes should be used for all on campus mail. The envelopes are re-usable and can be obtained from Mail Services.
2. The address on intra-campus mail should contain the department’s mail stop code and the individual or department to whose attention the communication is directed. Examples of addressing intra-campus mail are described in Addendum I. A list of departmental mail stop codes can be found at www.semo.edu/univreceiving/univrec_directory.htm.
3. Intra-campus mail must be separated from outgoing mail. Pick-up points have separate receptacles for this purpose. Mixing intra-campus with outgoing mail may delay delivery.

Residence Hall Mail -

1. The U.S. Postal Service delivers resident students’ mail directly to all campus Residence Halls that have an open access common area. University Mail Services delivers USPS mail to Residence Halls that are locked to the general campus community. Intra-campus mail and misdirected mail is delivered by Mail Services to all Residence Halls daily.
2. Operating procedures governing student mail are the responsibility of Residence Life, as is the forwarding of student mail.

Personal Mail -



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1. As a convenience to University Faculty and Staff, stamped mail will be collected from the departments and delivered to the Cape Girardeau Post Office. It must have the correct postage affixed, be sealed and bundled with a rubber band separately from departmental mail.
2. Faculty/Staff members are expected to receive their personal mail at their home addresses. This includes bills, magazines, sales catalogs, personal packages, etc.
3. No personal mail is to be billed to a departmental account. Any mail that appears to be personal will be returned to the appropriate Department Head for clarification.

Forwarding of Mail -

Forwarding of mail is the responsibility of each department. Mail will be delivered to the office or department as addressed and the determination as to whether the mail should be forwarded is the responsibility of the department.

Stamps -

The University does not routinely utilize postage stamps for outgoing mail. Postage meter imprints or pre-printed permits are used. Any postage stamps purchased with University funds must be obtained through Mail Services with prior approval of the Associate Director of Facilities Management.

Other Services/Notes -

1. All work is done in Mail Services on a “first class priority” basis. First class and campus mail is processed before standard mail. Within these classifications, mail is processed on a first in - first out basis on small mailings. Larger mailings (over 2,000 pieces) should be scheduled with Mail Services. Priority will be given to scheduled mailings.
2. Large packages or excessive amounts of any classification of mail cannot be picked up by the regular Mail Service carrier. If such a mailing occurs, it is necessary to notify Mail Services that a package/mail pick-up is required.
3. Express Mail, next day UPS, Federal Express, etc. is processed by Mail Services. Unless the department specifies a particular courier, the least expensive will be used.
4. Addressing service is available through Mail Services. Material should be delivered to Mail Service at least three working days in advance of the anticipated mailing date. For information concerning details of this service, contact Mail Services.



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Addendum #1

ADDRESSING MAIL

Intra-Campus Mail

When addressing mail to other individuals or offices on campus, the use of the mail stop code will assist Mail Services in sorting and delivery. If you choose to use the mail stop code numbers, it is only necessary to address your mail with a name or office/department along with the code.

Mail to an individual: John Smith 4800
 Mail to a department: Printing Service 4800

If you choose not to use the mail stop code, address your intra-campus mail with the name and/or office, and building where you want your mail to be delivered:

Jane Smith
 Dept. of English
 Grauel Bldg.

Mail from Off-Campus

When giving your campus address to sources outside the University, you should include your mail stop code number in the address. This will assist Mail Services in quickly identifying your delivery location and speed up the processing of your incoming mail. Several methods of including your mail stop code number are shown below. (Note: prefixing the code number with MS or Mail Stop is optional.)

1. Southeast Missouri State University
John Smith
Printing Service
Mail Stop 4800
 One University Plaza
 Cape Girardeau, MO 63701

2. Southeast Missouri State University
John Smith
Mail Stop 4800
 One University Plaza
 Cape Girardeau, MO 63701

3. Southeast Missouri State University
John Smith
Printing Service 4800
 One University Plaza
 Cape Girardeau, MO 63701

4. Southeast Missouri State University
John Smith MS4800
 One University Plaza
 Cape Girardeau, MO 63701