

MAIL SERVICES GUIDE

**University of North Texas
Health Science Center at Fort Worth**

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University of North Texas

Health Science Center at Fort Worth

MAIL SERVICES GUIDE

1. Introduction

Mail Services is responsible for the sorting, distribution, and collection of all campus mail, outgoing official University of North Texas Health Science Center (UNTHSC) mail, and all student mail of an academic nature.

For additional information, please contact Mail Services at 817-735-2219.

2. Services Provided

- A. Mail Services Schedule: The Mail Room is open from 8:00 a.m. to 5:00 p.m. Monday through Friday, in compliance with the Policies and Procedures of the UNTHSC. Mail received by 4:00 p.m. is dispatched the same day; mail received after 4:00 p.m. is distributed the following day unless arrangements are made by the sending department to personally hand-carry the mail to the U.S. Post Office. Mail arriving after 4:00 p.m. will not be processed until the next day; thus allowing Mail Services personnel to process all mail received prior to 4:00 p.m.

All outgoing mail leaves Mail Services for the Post Office via Mail Services personnel between 4:00 and 5:00 p.m. each day, depending on the volume of accountable items to be date stamped. This excludes Federal holidays when UNTHSC offices are scheduled to work; on these days, mail will be held until the next business day. Special services including Registered, Certified, Insured, and Express Mail are not offered on Federal holidays.

- B. Pickup and Delivery: Mail Services provides scheduled carrier pickup and delivery service twice daily to various UNTHSC departments and clinics. Interdepartmental-sized letters and small packages are picked up by Mail Services personnel; large packages should be brought to Mail Services for dispatch.
- C. Campus Mail: Campus interdepartmental mail requires no postage. Interdepartmental envelopes are available through Mail Services and should be used for all such mail. Campus mail is restricted to official State of Texas business mail. A list of designated mail pickup and deliveries to departments and clinics is available upon request.
- D. Postage Metering: Mail Services provides postage metering service for all outgoing official UNTHSC mail. Billing for postage is done by interdepartmental transfers. Metering service is not available for personal mail or for agencies not a part of the UNTHSC. The use of state appropriated funds is prohibited for the mailing of

Christmas, get well, sympathy, and birthday cards. The mailing of matter to influence legislation is also prohibited. Postal regulations state that all mail metered by the UNTHSC must have a return address which contains the department name and the title name (University of North Texas Health Science Center - FW). Mail Services requires a DeptID number in addition to the return address.

The use of postage stamps for official mail is prohibited, except with special permission granted from the State Comptroller's office.

Use of state postage for personal use is prohibited by Texas law. See "Purchasing & Central Services: Purchasing: General Policy 29. Purchase for Personal Use."

E. Prepaid Postage: Prepaid postage may be obtained by one of the following procedures:

- 1) Business reply: Business reply envelopes must be printed with the UNTHSC's permit number 4734 in compliance with the format requirements of the U.S. Postal Service. Departments should contact Biomedical Communications for more information before having special department envelopes printed. Business Reply envelopes are available through Biomedical Communications. Mail Services requires department name and DeptID number in upper left hand corner for proper billing and delivery.
- 2) Metered Mail: Prepaid postage can be metered on envelopes containing the printed (not typed or copied) words: "No postage stamp necessary, postage has been prepaid by" immediately below the University of North Texas Health Science Center-FW return address. Metered mail **must be posted** on the date metered if date is needed on the envelopes. Most prepaid envelopes are metered without a date.

F. Hazardous, Restricted, or Perishable Matter: All outgoing and incoming mail must conform to the U.S. Postal Service requirements for acceptance of hazardous, restricted, or perishable matter. Consult U.S. Postal Service or Mail Services for further information.

G. Incoming Mail: Departments are responsible for giving complete address information, including department or individual recipient's name, for mail which is to be sent to the UNTHSC.

H. Personal Mail: Use of the UNTHSC address for receiving personal mail is prohibited.

I. Student Mail: All student mail must be of an academic nature. Use of the UNTHSC facilities for personal mail is prohibited. For proper preparation of student mail, see Student Mail in **Section 3. Mailing Procedures**.

J. Mail Services will not be responsible for outgoing delivery of personal stamped mail.

- K. Mail Services personnel are prohibited from accepting cash for the purchase of stamps for personal use by faculty, staff, or students.

3. Mailing Procedures

A. Separation and Preparation

The proper preparation of mail is essential to ensure expeditious processing and movement of mail. Your help will assist with the rapid and efficient routing of campus mail as well as the routing of mail to the U.S. Post Office.

HAVE MAIL READY at your pickup station: Separate mail into each category and secure individual bundles with rubber bands as follows:

- 1) Campus mail addressed to designated stops only, with department name clearly visible in interdepartmental envelopes only.
 - 2) Mail to be metered:
 - a) Unsealed letters should have flaps overlapping each envelope.
 - b) Letters should be folded and stuffed neatly to allow easy flow through metering machine and to seal properly.
 - c) Oversized letters and flats should be taped to secure contents.
 - d) Postal regulations require that contents be declared on all international mail for customs and that envelopes be addressed in English.
 - e) All mailing labels must be completed by the department sending the mail. The return address and DeptID number must be included.
 - f) A postage requisition slip must be attached to each category of mail with DeptID number (not name) at top, dated, and signed with class of service desired.
 - 3) Mail Services requires mail to be separated by category: metered, interdepartmental, business reply, special service, and student mail.
- B. Addresses: All outgoing mail must have a complete address, including zip code. Improperly addressed mail will be returned to the sender. Addresses should be printed or typed clearly and located at the center of the envelope. See "Addressing Envelopes per U.S. Postal Service Regulations" on the Mail Services website.
- C. Classification of Mail: All mail sent to the Mail Room must have class of mail checked on the postage requisition slip. If class is not checked, mail will be sent as First Class or Air Mail, if foreign.

- D. Zip Code: All domestic mail (fifty states) must have zip code.
- E. Return Service Guaranteed: All packages must be clearly marked with the statement "Return Services Guaranteed" directly under the return address.
- F. Student Mail:
- 1) Mail Services requires a student mailbox number and name on all correspondence with the exception of material for all students of one class.
 - 2) Mail Services will not be responsible for interchanging of Christmas cards/gifts, Valentine cards, taking of telephone messages, or anything not of an academic nature. Anything received of a religious nature must be approved by the Vice President of Student Affairs prior to distribution.
 - 3) Delivery of First Class and interdepartmental mail to the clinics and departments, as well as metering and preparation of mail for delivery to U.S. Postal Service, has priority over student mail. Student mail will be processed as soon as possible.
 - 4) A student mailbox number should not be given out as a mailing address for receiving personal mail.
 - 5) Student mailboxes are not for personal incoming mail unless of an academic nature.
 - 6) All personal mail received will be returned to the sender.
 - 7) Students will keep the mailbox number assigned to them as long as they stay with that graduating class.
- G. Mailing of X-Rays: Since x-ray sleeves can be used many times for mailing before discarding, make sure any previous address or mailing class is marked out. All x-rays should have a typed label with full address and zip code.

4. Optional Services

A. Registered and Certified Mail:

Registered mail is accounted for by an identification number from the time of mailing to the time of delivery, and Certified mail provides a record of delivery. Both records are maintained by Mail Services and the U.S. Postal Service making the delivery.

All Certified and Registered Mail must be completely addressed and tagged with the appropriate label upon presentation to Mail Services. These "tags" or "stickers" may be obtained from Mail Services or any U.S. Post Office.

All departments will be responsible for labeling all optional service mail along with the "Return Receipt Requested" card. All labels should have the return address with the DeptID number typed at the top. Any mail that is to be registered or certified should be marked "Registered" or "Certified" on the envelope and must be sent First Class. If the piece of mail has no monetary value, certified is sufficient. Do not register a piece of mail that includes only correspondence. If a piece of mail is to be registered, the value should be clearly marked on a slip of paper and attached to the envelope. Postal regulations state that registered mail must not be in a padded envelope. All seams must be secured well with gummed paper. If a return receipt is desired, forms may be picked up at Mail Services or any U.S. Post Office.

- B. Insured Mail: The sender may obtain payment for loss of, rifling of, or damage to domestic mail by having it insured. You may insure Parcel Post and Media Mail. Sealed envelopes should be endorsed "Contains Parcel Post Mail" or "Contains Media Mail." Articles that are so fragile as to prevent their safe carriage in the mail regardless of the packaging cannot be insured. Articles not adequately prepared to withstand normal handling in the mail cannot be insured. Liability for Insured Mail is from \$.01 to a maximum of \$5,000.00. The value must be in accordance with U.S. Postal Regulations. Each mailer is responsible for obtaining a record of mailing, date, brief description of item, and value of each parcel. Claim forms are available in Mail Services or U.S. Post Offices.

Mail Services will provide all optional services forms. Each department will be responsible for putting the correct name and address on all labels.

5. Domestic Mail

A. First Class

- 1) First Class includes letters (minimum size 3-1/2" x 5"; maximum size 6-1/8 " x 11-1/2"); postcards (minimum size 3-1/2" x 5"; maximum 4-1/4" x 6"); all matter wholly or partly in writing, typing, carbon copies, and/or matter sealed or closed. If a letter is thicker than 1/4", it will be charged as a flat.
- 2) First Class Flats are large envelopes. Mark as "First Class" and seal. Do not use Parcel Post Merchandise labels; UNTHSC mailing labels are available through Biomedical Communications. If a flat is thicker than 1/4", it will be charged as a parcel.

B. Standard Mail (For Nonprofit Organizations)

- 1) Standard Mail consists of matter which is not required to be mailed as First Class Mail; it must be less than 16 ounces in weight. See **Section 7: Non-Profit Standard Mailing Service.**
- 2) Standard flats can weigh up to, but not including 16 ounces and must not contain handwriting, typing, or carbon copies, with the exception of a letter

enclosed. A combination of First Class letter and Standard Class material may be mailed in the same flat within the United States.

C. Package Services: Package Services (Parcel Post) mail includes merchandise, printed matter, and all other matter not included in First or Standard mail. The contents should be marked on the same side as address, such as: "Printed Matter", "Merchandise," etc. All packages must be addressed on one side only and be securely wrapped. The address side of the package must include "University of North Texas Health Science Center – FW", name of department, and DeptID number in the return address. If packages are to be insured, the desired amount should be written on the address side of the package and on the Postage Requisition slip from the department. The maximum weight limit for domestic mail is 70 pounds; maximum size is 108 inches length plus girth. A First Class letter may be enclosed in the package. If the package contains breakable matter, it should be marked "Fragile". Packing requirements must be in accordance with U.S. Postal Service regulations.

D. Media Mail: Media mail includes complete books, including books issued to supplement other books of 24 pages or more, at least 22 of which are printed, consisting wholly of reading matter or scholarly bibliography or reading matter with incidental blank spaces for notations and containing no advertising matter other than incidental announcements of "Books" on the "address" side.

E. Library Mail

Library Mail rate is for items on loan or exchange. Only the articles specifically described in this section may be mailed at the fourth class library rate. The identification statement "Library Rate" must be placed conspicuously on the address side of the package. Each package must show in the address the name of a school; health science center; university; public library; or name of a nonprofit religious, educational scientific, philanthropic, agricultural, labor, veterans, or fraternal organization. Library rate may also be used for mail cooperatively processed by libraries or loaned or exchanged between libraries, organizations, or associations and their members, readers, or borrowers. The following may be mailed at the library rate.

- 1) Books, consisting wholly of reading matter, scholarly, bibliography, or reading matter with incidental blank spaces for notations and containing no advertising other than incidental announcements of books.
- 2) Printed music, whether in bound form or in sheet form.
- 3) Bound volumes of academic thesis in typewritten or duplicated form.
- 4) Periodicals, whether bound or unbound.
- 5) Sound recordings

- 6) Other library materials in printed, duplicated, or photographic form or in the form of unpublished manuscripts.

6. International Mail

All international mail must be clearly marked on a separate postage requisition slip as to the class in which it is to be sent. If airmail, check "Foreign" and circle "Airmail". If sent Surface, check "Foreign" and write "Surface" next to it.

- A. Letter Mail: Letters, letter packages, aerogrammes (air letters), postcards.
- B. Letter and Letter Packages: All First Class international mail, except postcards, must be in an envelope or package. It is subject to the weight and size limits of letter mail. All international mail must have the name of the country in English on the line of the address. Weight Limit: All countries - 4 pounds. Items not acceptable as printed matter or communications, having the character of actual and personal correspondence, whether written or voice recorded, must be sent as letter mail. Call the U.S. Post Office or Mail Services for applicable rates.
- C. International Postcards: Dimensions: Maximum 4-1/4" x 6", Minimum 3-1/2" x 5"
- D. Printed Matter: Includes printed literary items (books, magazines, newspapers, other periodicals); printed commercial items (such as advertising matter, catalogs, price lists); and any other matter produced or reproduced in several identical copies by any process other than handwriting or typewriting. Weight limits vary for mail to different countries. Call the U.S. Post Office or Mail Services for applicable rates. First Class letters cannot be enclosed or attached to flats or packages for "Printed Matter" rate. Printed Matter must be marked "Printed Matter".
- E. Return Receipt: If a return receipt is requested on a foreign piece of mail, the letter cannot be sent certified; it must be registered. The international return receipt is different from the certified return receipt and can be obtained from Mail Services or the U.S. Post Office.
- F. Media Mail: These consist of publications entered domestically as second class when mailed by the publishers or by registered news agents.
- G. Parcel Post: Weight limits vary for parcels to different countries. Limits range from 22 to 66 pounds. Consult U.S. Post Office or Mail Services for more information on weight limits and forms required for mailing. Forms are available in Mail Services.
- H. Books: Includes complete books and books issued to supplement other books. Must be 24 pages or more (at least 22 of which are printed); consist wholly of reading matter or scholarly bibliography or reading matter with incidental spaces for notation; and contain no advertising other than incidental announcements of books appearing in book pages or as loose enclosures.

- I. Packaging: All articles except post cards must be enclosed in either an envelope or package. Registered parcels must be sealed. For all countries, the sealing of ordinary parcels, i.e. unregistered and uninsured parcels, is optional.
- J. Prohibited Articles: Consult U.S. Post Office or Mail Services.
- K. Customs Declarations and Other Forms: Consult U.S. Post Office or Mail Services.
- L. Registration: Available to practically all countries. Consult Post Office or Mail Services.
- M. Insurance: Available to many countries. Consult U.S. Post Office or Mail Services.

7. Non-Profit Standard Mailing Service

Non-Profit Standard Mail rate, formerly Bulk Mail, is a third class rate that costs less because the bulk characteristics allow quicker handling of large quantities. Therefore, departments are encouraged to use standard mail when conditions merit. The UNTHSC pays the annual fee for Non-Profit Permit #798. All departments are responsible for the preparation, traying, and labeling of all standard mailings or for using a mailing company. The U.S. Postal Service Postage Statement form must also be completed.

The standard mail rate is applied to mailings of identical pieces separately addressed to different addresses with zip codes in quantities of not less than 50 pounds for the entire mailing or of not less than 200 pieces. All pieces in a standard mailing must be identical as to size, weight, and number of enclosures. The printed textual matter need not be identical. The sender's return address must be "UNT Health Science Center, 3500 Camp Bowie Blvd, Fort Worth, TX 76107". The inclusion of department name, suite/room numbers, other campus addresses, etc. are not allowed. A Permit #798 imprint must appear on the front of each piece. This imprint should be applied by the printer. No hand-written messages should be included in the contents except for the address and signature. A standard mailing cannot convey a message to an individual and must contain Health Science Center related matter.

- A. Size and Shape: All mailing pieces must be at least 0.007" thick. All mailing pieces which are 1/4" thick or less must be rectangular in shape and at least 3-1/2" high and at least 5" long. Maximum size: length - 15"; height - 12"; thickness - 3/4".
- B. Preparation for Mailing: The sender must sort bulk mail numerically by zip code, face all addresses in same direction, and band into bundles. Each bundle must be banded both in horizontal and vertical directions with large rubber bands. Coded pressure labels should be placed on the top piece of each bundle. Rubber bands and pressure labels are provided by Mail Services. Bundles should not exceed 4" in thickness and should be prepared according to U.S. Postal Service requirements. Consult U.S. Postal Service or Mail Services.

C. Dispatch: Departments are responsible for taking standard mailings to the Bulk Mail Center at the Jack D. Watson Carrier Unit. Mailing service vendors may also be used to prepare and deliver standard mailing to the Jack D. Watson Post Office.

D. Special Note

- 1) Foreign mail may not be sent by standard rate.
- 2) Standard mailings are low priority and may take two to three weeks to reach some outlying post offices.
- 3) Mail may be folded over and stapled or taped; however, envelopes are recommended.
- 4) The standard rate is restricted to mail less than sixteen ounces per envelope.
- 5) When individual pieces are sealed, a sample copy should be included for U.S. Postal Services inspection.
- 6) Standard mail is not sealed against postal inspection.
- 7) The number of pieces MUST be known.

The standard rate is made available from the U.S. Post Office because we are doing a portion of the work for them. It is most important that instructions be followed.