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# Mail Services

# Procedures Manual

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## INTRODUCTION

### Business Services

Business Services provides centralized procurement services and other services as provided herein to the University of Alabama in Huntsville (UAH/University) Community and is organized within the Finance and Administration Division of the University of Alabama in Huntsville. Business Services must conform to Federal, State, and University purchasing codes, statutes, and policies. As the primary University interface for campus departments and hundreds of businesses, Business Services is especially responsible for projecting a positive and professional image for the University.

Business Services comprises of Procurement Services, Contract Administration, Central Receiving & Shipping, **Mail Services**, and the UAH Copy Center. Business Services strives to provide quality service with the highest possible degree of proficiency.

### Procedures Manual

The purpose of this manual is to help the University Community better understand procedures that guide the Business Services' operations. The procedures in this manual are subject to change because of the rapidly evolving environment (e.g., computer systems, software, administrative procedures, and state laws). Therefore, this department may update and revise portions of this manual periodically. Additional information, training materials, forms and other guidance can be found on the Business Services website. The Procurement Services team is always ready, willing and able to guide you to success.

The procedures contained herein should be used under normal operating circumstances. Exceptions are allowed when, in the opinion of the Chief Financial Officer, the Chief Financial Officer's designee or the Director of Procurement & Business Services the exception is in the best interest of the University. Exceptions must be properly justified and documented.

This manual has been designed to address most situations; however, it cannot cover all eventualities.

*\*\*\* Exceptions to normal procedures may also be authorized at the discretion of the Director of Procurement & Business Services on an as needed basis. \*\*\**

## **MAIL SERVICES**

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## **I. GENERAL**

### **I.1. Responsibility**

The primary responsibility of Mail Services is to provide for the postal needs of the University of Alabama in Huntsville (UAH/University) Community, including faculty, staff, and students.

Mail Services is located in the Central Mail Facility (CMF), in the Central Receiving Building, on John Wright Drive and may be contacted at 256-824-6116.

### **I.2. Policy**

Mail Services operates under the “centralized mailroom” concept, channeling resources to provide postal support in the most timely, accurate, and cost-effective manner possible.

Mail Services will develop, revise, and notify users of all postal policies and procedures. Furthermore, all reasonable efforts will be made to provide users with ease of access to the services offered by Mail Services.

Departmental faculty, staff, and students are urged to comply with the policies adopted by UAH and contained in this manual. Changes affecting the availability of or accessibility to the services specified in this manual will be posted immediately with alternate course(s) of action.

### **I.3. Authority**

Under the direction of the Chief Financial Officer, the Chief Financial Officer’s designee or the Director of Procurement & Business Services, Mail Services complies with all federal, state, and local postal regulations and observes the policies, guidelines, and provisions established with private industry and/or commercial mailers.

## **II. HOURS OF OPERATION**

### **II.1. Normal Workdays**

Mail Services’ hours are from **7:15 a.m. – 4:00 p.m., Monday through Friday**, except holidays. Please direct any questions or concerns to Mail Services at 256-824-6116 during normal work hours.

## II.2. Holidays

Christmas holiday hours are from **8:00 a.m. – 12:00 p.m.** unless otherwise posted prior to the beginning of the holiday period. **Delivery and collection services are not provided.**

## III. DELIVERY AND COLLECTION

### III.1. Workday Delivery and Collection

Mail Services' couriers make delivery, and collection runs every business day. Delivery and collection are limited to the main campus. Departments unable to meet scheduled delivery and collection times can bring mail to the Central Mail Facility for immediate processing.

**Mail Service:** Mail Services' couriers conduct delivery and collection from **11:00 a.m. – 12:30 p.m.** each business day.

### III.2. Holiday Delivery and Collection

Mail Services will process incoming and outgoing mail during the scheduled holiday hours (see Section II.2, "Holidays"). **Delivery and collection services, however, are not provided.**

**Outgoing Mail:** *Departmental* personnel may bring outgoing mail to the Central Mail Facility for processing and dispatching. Outgoing mail will be processed "on demand" the next business day. Exceptions to this policy may be granted if coordinated in advance with Mail Services.

**Incoming Mail:** *Authorized* personnel may pick up incoming mail at the Central Mail Facility. All incoming mail not collected during the holiday will be delivered on the first business day following the holiday.

## IV. MAIL PREPARATION REQUIREMENTS

Faculty, staff, and students using Mail Services should familiarize themselves with the mail preparation requirements and guidelines in this section.

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*NOTE: These requirements and guidelines are designed to enhance the capabilities of Mail Services and to maintain the highest standards of quality and efficiency.*

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#### IV.1. On-Campus and Interdepartmental Mail

On-Campus mail delivery and collection services are provided to

- Expedite internal communications between faculty, staff, and student body personnel while acting in an official capacity.
- Support University goals and objectives.

These services are offered to all departments located on the main campus grounds.

##### **ADDRESS INFORMATION**

All addresses must include a valid department name and office name and may include the name of a specific person and building. Delivery and collection services, however, are not provided on a room-to-room basis. Abbreviations, such as for department or building, are acceptable.

##### **Example of valid on-campus/interdepartmental address:**

TO: Chemistry Department Office	FROM: Bursar's Office
ATTN: Dr. U. R. Receiving	Dr. I. M. Sending
MSB	UC

##### **PHYSICAL LIMITATIONS**

Mail delivery and collection services are normally limited to standard, legal-sized, and flat-sized envelopes. (Flat-sized envelopes are generally the brown 6"x9", 9"x12", and 10"x13" envelopes, and which are sealed by a clasp, self-sealing tape, or gummed flap.) Contact Central Receiving at 256-824-6315 for delivery and collection of boxes, parcels, containers, and other non-flat articles of mail.

##### **DELIVERY AND COLLECTION SITES**

All buildings serviced by Mail Services have a designated mail drop area, which serves as the sole delivery and collection site for that building. Deposit all on-campus/interdepartmental mail, international mail, and accountable mail in the receptacles marked "CAMPUS MAIL" provided at these sites.

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*NOTE: To avoid delays in processing and handling, do not deposit **off-campus** mail in receptacles marked "CAMPUS MAIL."*

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##### **SORTING AND BUNDLING REQUIREMENTS**

Single mailings with 50 or more articles of on-campus/inter-departmental mail originating from the same department or office must be sorted by building destination and bundled with rubber bands.

##### **ORGANIZATION CODES**

On-campus/interdepartmental mail does not require postage; therefore, organization codes are not necessary.

## IV.2. Off-Campus Mail, Domestic

Personal mail can be dropped off in any Off-Campus mail location on campus when it already has postage. Personal Accountable Mail (Certified, Express, Insured, Registered, etc.) or personal International Mail will need to be taken to the local Post Office.

All Outgoing Mail leaves each day at 2:00 p.m. To give Mail Services time to process mail, please have it in the Mailroom no later than 1:00 p.m. All mail after 2:00 p.m. (First Class Mail, Accountable Mail, Standard Mail, ect.) will go out the following day.

Off-Campus domestic mail includes all classes of ordinary outgoing mail destined for addresses within the continental United States, Alaska, Puerto Rico, and Hawaii.

### **DESTINATION ADDRESS**

Per U. S. Postal Service (USPS) requirements, all articles of mail must bear a valid and legible address. As a minimum, the destination address should contain the following:

- Name of addressee or business
- Street, rural route, or Post Office box
- City
- State
- ZIP code

### **RETURN ADDRESS**

The return address should include the same information as provided in the "Destination Address". The return address should be located in the upper left-hand corner of the envelope's face. Ensure that the bottom line of the return address does not extend below the top line of the destination address.

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*NOTE: The U. S. Postal Service uses an Optical Character Reader (OCR) to sort mail, and improper addressing may cause mail to be misrouted. Prior to printing new or additional stationery, departments should consult the Mail Services staff to ensure compliance with postal regulations.*

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### **PHYSICAL LIMITATIONS**

The U. S. Postal Service will accept for delivery any article that meets the size specifications in Table MS-1:

**Table MS-1, Delivery Specifications**

Dimension	Measurement
Weight	69-pounds or less
Length + Girth	108-inches or less

To find Length + Girth:

1. With a tape measure, measure the longest side or edge of the package. This measurement is the length.
2. At a right angle to the longest side, wrap the tape measure around the package and measure the perimeter or the distance around the package. This measurement is the girth.
3. Add the length measurement to the girth measurement.

Additional restrictions prohibit the mailing of guns and weapons, combustibles, biodegradable items, and certain other articles. Please consult the Mail Services Staff before mailing questionable items.

### **DELIVERY AND COLLECTION SITES**

All buildings serviced by Mail Services have a designated mail drop area, which serves as the sole delivery and collection site for that building. Deposit all off-campus mail in receptacles marked "OFF CAMPUS MAIL" provided at these sites.

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*NOTE: To avoid delays in processing and handling, do not deposit **campus** mail in receptacles marked "OFF CAMPUS MAIL."*

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### **SORTING AND BUNDLING REQUIREMENTS**

Multiple articles of off-campus mail originating from the same department or office and bearing the same organization code should be bundled together with ¼-inch wide rubber bands. Bundles should not exceed reasonable thickness (grab-size).

**Envelopes can be unsealed, but do not mingle sealed and unsealed envelopes in the same bundle. Envelopes should face in the same direction with flaps closed.**

### **SEALING LETTERS AND FLAT-SIZED ARTICLES**

**Letters:** Mail Services provides an automated service to seal letter-sized envelopes of off-campus mail. Standard and legal envelopes must fit the dimensions specified in Table MS-2:

**Table MS-2, Envelope Dimensions for Sealing**

<b>Dimension</b>	<b>Minimum (in inches)</b>	<b>Maximum (in inches)</b>
Length	5	11½
Height	3½	6⅞
Thickness	.007	¼

Mail Services will seal articles of letter-sized mail if provided in the required format, as follows:

- Ensure that each article of unsealed mail is the same shape and size.



- Turn each article of mail in the same direction.
- Flaps must be closed as if sealed; **please do not nest envelopes with flaps open!**
- Bundle unsealed articles separately from sealed articles. Do not mix sealed and unsealed envelopes in the same bundle.

Meters will only easily seal #10 envelopes. Departments must seal other size envelopes.

**Flat-Sized Articles:** Due to equipment and time limitations, Mail Services does **not** provide a sealing service for flat-sized articles, or envelopes larger than the dimensions in Table MS-2. Consequently, unsealed oversized envelopes (e.g., 9"x12" brown envelope) will be returned to the sender.

### **PACKAGING REQUIREMENTS**

Departments are responsible for packaging articles of off-campus mail. The mailroom may be a resource for supplies of packaging materials.

A secondary package service now exists. Mail Services can provide a full postage label for packages through the new package stations. The department's address and the sender's address, along with both emails and package dimensions are required.

Contact Mail Services for assistance in advance with your packaging needs.

### **ORGANIZATION CODES**

U. S. Postal Service regulation requires that all articles of mail must bear the appropriate amount of postage. Postage is based on class of delivery, weight, and destination. Mail Services uses a mail-processing machine to determine postage and track cumulative postage expenses per departmental organization code. Therefore, all articles of off-campus mail must bear a valid organization code.

Organization codes should be hand-written, typed, or stamped in the upper right-hand corner of the envelope's face. When mailing bundles of off-campus mail from the same department and organization code, only the top article of mail must bear the organization code.

## **IV.3. Off-Campus Mail, International**

Off-campus international mail includes all articles of outgoing mail destined for addresses outside the continental United States, Alaska, Puerto Rico, and Hawaii.

### **ADDRESS INFORMATION**

U. S. Postal Service regulation reserves the bottom line of the destination address for identifying the name of the destination country. **The name of the destination country must be spelled out in all capital letters, without abbreviations (e.g., "CANADA" rather than "Can."; "UNITED KINGDOM" rather than "UK").**

**PHYSICAL LIMITATIONS**

International parcels are subject to weight limitations and restrictions, depending on the destination country and class of delivery. Contact Mail Services for additional information.

**SORTING AND BUNDLING REQUIREMENTS**

Multiple articles of international mail originating from the same department or office and bearing the same organization code should be bundled together with ¼-inch wide rubber bands.

**DELIVERY AND COLLECTION SITES**

All buildings serviced by Mail Services have a designated mail drop area, which serves as the sole delivery and collection site for that building. Place all international mail in the "ON CAMPUS" receptacle.

Envelopes for air mail must be marked to distinguish international mail from standard mail and must be kept separate from other mail.

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*NOTE: To avoid delays in processing and handling, do not co-mingle articles of international mail in the same bundle with domestic mail.*

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**IV.4. Standard Bulk Mail**

For assistance with standard bulk mailing, Mail Services is to be contacted in advance to assist you with this need.

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*NOTE: U.S. Postal Service regulation requires that all mail be affixed with the appropriate amount of postage.*

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**IV.5. Special Services**

Special services offered by the USPS include the following special categories of mail: Certified, Registered, Insured, and Express. Mail Services offers all special services offered by the USPS, except the sale of money orders.

To obtain a special service on articles of mail, write or type the name of the special service desired (e.g., "REGISTERED") in the upper right-hand corner of the envelope face. Place the mail in the receptacle marked "ON CAMPUS MAIL" in the nearest mail drop area.

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*NOTE: Mail Services is unable to process **personal** special services mail (i.e., Certified, Registered, Insured, Delivery Confirmation, Signature Confirmation, Air Mail). Personal shipments requiring tracking and/or insurance may be shipped via UPS or through a local U. S. Postal Service branch. Mail Services will continue to provide regular stamped and metered personal domestic mail service.*

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The paragraphs below contain additional instructions regarding special services.

**CERTIFIED MAIL**

Provided by request, this service is designed to safeguard articles of mail that are both non-negotiable as a form of currency and non-tangible in nature. Examples of articles best suited for the service of certified mail usage are:

- Graduation diplomas
- Legal documents
- Checks
- Correspondence requiring a receipt for delivery

All articles of Certified Mail must bear the appropriate amount of First-Class postage including the appropriate fee(s) for certification. Departments need to contact Mail Services before fully preparing a certified mailing. If the department is requesting tracking and receipt notification, the department must notify Mail Services in advance via email.

## **V. STANDARD BULK MAIL PROCEDURES**

### **V.1. Total Piece Count**

The total piece count is the total number of pieces in the mailing. The total piece count must be provided to Mail Services for each mailing submitted. You must have a minimum of 200 pieces per mailing. Write the total piece count on the top article of the bundle.

### **V.2. Organization Code**

A valid UAH organization code must be provided to Mail Services for each mailing submitted. Write the organization code on the top article of the bundle.

### **V.3. Detailed Sorting and Bundling Instructions**

The U.S. Postal Service does not want the mail bundled unless it is in mailbags (or trays, except for oversized items, when the minimum to fill a mailbag cannot be met). Mail Services will provide assistance with the bundling and sacking of Standard Bulk Mail.

All articles of Standard Bulk Mail must be sorted and bundled by destination ZIP code. Every bundle must be secured with ¼-inch wide rubber bands. The top article of each bundle must have a sticker, total piece count, and valid UAH organization code. See Sections V.4. through V.7.

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*NOTE: Bundles should be no thicker than the average person's hand-grasp, approximately four-inches or twenty-five articles of mail.*

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#### **1. Five-Digit Bundles:** (All articles have the same five-digit ZIP code):

- a. If ten or more articles have the same five-digit ZIP code, separate them from the rest of the mail.
- b. Bundle these articles together and secure with rubber bands per banding instructions in Section V.4., "Bundling and Banding."

- c. Place a red “D” sticker on the top article of each five-digit bundle in the lower left-hand corner of the article (see example).
- d. Isolate the completed bundles from the remaining articles of mail and go to step 2.

**Example, Five-Digit Bundles**

D	

2. **Three-Digit Bundles** (All articles have the same three-digit ZIP code prefix):
  - a. If ten or more articles have the same three-digit prefix, separate them from the rest of the mail.
  - b. Bundle these articles together and secure with rubber bands per banding instructions in Section V.4., “Bundling and Banding.”
  - c. Place a green “3” sticker on the top article of each three-digit bundle in the lower left-hand corner of the article (see example below).
  - d. Isolate the completed bundles from the remaining articles of mail and go to step 3.

**Example, Three-Digit Bundles**

3	

3. **Area Bundles** (Articles addressed to the same area as defined in *3-Digit ZIP Code Prefix Groups – ADC Sortation*, Figure MS-1):
  - a. If ten or more articles are addressed to the same area according to *3-Digit Prefix Groups – ADC Sortation* (Figure MS-1), separate them from the rest of the mail. (Area bundles are no longer grouped by state but by specific three-digit ZIP code prefixes.)
  - b. Bundle these articles together and secure with rubber bands per banding instructions in Section V.4., “Bundling and Banding.”
  - c. Place an orange “A” sticker on the top article of each area bundle in the lower left-hand corner of the article (see example below).
  - d. Isolate the completed bundles from the remaining articles of mail and go to step 4.

**Example, Area Bundles**

A	

**4. Mixed State Bundles** (Articles meeting none of the above criteria):

- a. Sort remaining articles of mail by state.
- b. Bundle these articles and secure with rubber bands per banding instructions in Section V.4., "Bundling and Banding."
- c. Place a "MIXED STATES" facing slip over the top article of mail in each bundle, or place an "X" sticker in the lower left-hand corner of the top article (see example below).

**Example, Mixed State Bundles**

X	

**VI. PERSONAL MAIL****VI.1. Collection**

Mail Services will accept and dispatch personal mail collected during scheduled delivery and collection. Individuals are responsible, however, for sealing and affixing proper postage to personal mail. Mail Services will only provide transportation of personal mail to the U.S. Postal Service branch.

Personal mail that already has postage (stamped, pre-paid, etc.) may be dropped Mail Services, Central Receiving Building Rm.104 or in any designated mail drop box marked OFF CAMPUS located in each building on campus.

All OFF campus mail is processed and picked up by the United States Postal Service each day between 2130 p.m. to 2:00 p.m.. All mail processed after this time goes out the following day.

Mail Services is unable to process personal Special Services mail (i.e., Certified, Registered, Insured, Delivery Confirmation, Signature Confirmation, Air Mail). Personal shipments requiring tracking and/or insurance may be shipped through UPS or through a local U. S. Postal Service branch. Mail Services will continue to provide regular stamped and metered personal domestic mail service.

Mail Services cannot process outgoing personal metered international mail.

**VI.2. Unlawful Use of State Funds**

As a reminder to all University employees, using state funds to purchase stamps for personal mail is unlawful. Submitting articles of personal mail with a departmental organization code may result in adverse administrative action(s).

## **VII. INCOMING MAIL TO THE UNIVERSITY**

### **VII.1. UAH Mailing Address**

The U. S. Postal Service (USPS) official mailing address for all incoming mail to the University is:

**The University of Alabama in Huntsville  
Attn: Recipient and Department Name  
301 Sparkman Drive  
Huntsville, AL 35899**

The ZIP code 35899 is assigned to all buildings on the UAH campus including Technology Hall, Shelbie King Hall, and the National Space Science and Technology Center (NSSTC). This address and ZIP code will route all U.S. Postal Service mail to Mail Services. The recipient's name and department are necessary so mail can be properly sorted for campus delivery.

Mail Services sorts all campus mail by department and delivers it to the appropriate mailbox in the mail drop area of each building. The recipient's name and department are the minimum required information on intra-campus mail. Building and room numbers are optional additional information but should not be substituted for the recipient's name and department.

The direct mailing address to be used for Alabama Credit Union is:

**Alabama Credit Union  
851 John Wright  
Huntsville, AL 35899**

### **VII.2. Aerophysics Research Center**

The only facility associated with the University exempt from the 35899 ZIP code is the Aerophysics Research Center (ARC), located on Redstone Arsenal. The correct ZIP code for the ARC is 35898. The direct mailing address is:

**Aerophysics Research Center (ARC)  
Attn: Recipient  
P.O. Box 999  
6230 Anderson Road  
Redstone Arsenal, AL 35898**

If UAH is included in the ARC address, mail will automatically come to Mail Services and it will be the responsibility of the ARC to pick up all mail shipments.