

**Mail Room Policies & Procedures:  
Revised & Implemented on the 29<sup>th</sup> of May, 2008.**

1. Mail is picked up from US Post Office @ 9:00am by Mail Room Staff
  - a. Mail is sorted into Faculty/Staff, Student, & Unknown
    - i. Faculty/Staff Mail is distributed to mailboxes by 11:00am
    - ii. Student Mail is sorted and distributed to mailboxes by 12:00pm
      1. Student Packages: notification slips are written and the package tracking # is scan into the system (packages without tracking # are assigned tracking # by the system)
        - a. Package is placed on corresponding Mail Code shelf and notification slip placed in box
        - b. Please allow 30 minutes for processing after packages from private carriers have been delivered
      2. Student Mail & Packages that do not have Mail Code or Correct Address will be delayed in the distribution process
    - iii. Mail Distribution
      1. Mailboxes will not be checked for any student or faculty/staff
        - a. Mail will not be pulled from mailbox and distributed through the window
  - b. Mail that has Unknown Destination & requires further information
    - i. Insufficient address
      1. Missing Mail Code
        - a. Person's name is looked up in the Student Mail Code Directory for final destination
      2. Incorrect Mail Code
        - a. Mail with incorrect address will be looked up in Student Mail Code Directory
          - i. Mail that is deliverable will be placed in correct box with address correction request
          - ii. Mail that is undeliverable will handled as follows:
            1. First Class: Any type (Priority, express, presorted, etc.) – returned to Post Office
            2. Presort Standard with Return Service Requested – returned to Post Office
            3. Magazines – returned to Post Office

4. Other – Destroyed per request of US Postmaster @ Saint Leo Post Office

ii. Forwards

1. The University does not pay postage to forward mail for staff or students
2. Students/Staff who wish to have mail forwarded must provide self-addressed printed labels. The University will forward mail for three months after closure of mailbox, once that time has passed all mail will be returned to Post Office for proper handling. It is box holder's responsibility to change addresses with senders to ensure mail will reach final destination. Students/Staff who do not provide forwarding labels will have mail returned to Post Office for processing.

iii. Address

1. Correct Mailing Address is as follows:

Students:

Students' Name  
Saint Leo University  
33701 State Rd. 52  
PO Box 5555 MC# \_\_\_\_\_  
Saint Leo, FL 33574

Staff/Faculty:

Staff/Faculty Name  
Saint Leo University  
33701 State Rd. 52  
PO Box 6665 MC# \_\_\_\_\_  
Saint Leo, FL 33574

2. Incorrect Mailing Address

- a. Any mail that does not have the complete address may be considered undeliverable by the Carrier and may not get delivered due to insufficient address
- b. Students/Staff are responsible for providing the sender with the correct address