

SAINT LEO UNIVERSITY
MAILROOM



Service/Reference Manual

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INTRODUCTION

Thank you for choosing your University Mailroom Services here at Saint Leo. We aim to provide the highest quality and most efficient services to our customers. This Mailing Service Guide will aid in accomplishing these goals through educating customers about the processes, procedures, and policies that the University Mailroom Services adheres to and is guided by. This guide provides basic information that will enable you to be able to easily and quickly determine how to meet your mail needs and ensure a smooth and efficient flow of your mail. Saint Leo University Mailroom Services is here to assist in the departmental mailing requirements on University Campus and prior to the entry of the USPS. By working together, we can maintain service excellence within our mail processes and services.

University Mailroom Services Vision Statement

Saint Leo University Mailroom Services is a support service dedicated to serving and enhancing the overall quality of Saint Leo University's Mission, while meeting and exceeding the mailing needs of our students, faculty, and staff. A top priority of the support services provided by the University Mailroom is ensuring timely and accurate delivery of mail and related services, and quality customer service to our surrounding community. In addition, we seek to reduce operational and postage costs incurred by the University while simultaneously increasing our ability to better serve and meet the needs of our customers through providing the highest quality level of service. Our ultimate goal is to provide a quality and cost effective service that uses effective and efficient methods to meet our customers' mailing needs.

University Mailroom Services Mission Statement

The Mission of Saint Leo University's Mailroom Services is to provide the most time and operationally efficient services while maintaining cost effectiveness, in order to meet and exceed the mailing needs of its community.

Departmental Responsibilities

The University Mailroom Services is a dedicated support service for Saint Leo University and undertakes the following tasks with the highest quality level of service possible:

- ✓ Collection, processing, and distribution of all incoming and outgoing mail/packages (student, faculty, and staff) on campus
- ✓ Coordination of mail/package distribution between University and USPS, UPS, and FEDex
- ✓ Processing/preparing outgoing packages for shipment
- ✓ Providing student mailboxes to residential students on University Campus
- ✓ Ensuring University is in compliance with USPS and other mailing regulations/guidelines
- ✓ Educate mailers of mailing options that will be efficient in both cost and time while still meeting their needs

General Information

Location – located between Alumni/Roderick Hall and Crawford Hall

Contact Information:

Office: (352)588-8396

Fax: (352)588-7884

Hours of Operations - Monday – Friday, 8am – 5pm

Faculty/Staff Mailing Address:

Name:_____

Saint Leo University

33701 State Road 52

MC:___ PO Box 6665

Saint Leo, FL 33574-6665

Student Mailing Address:

Name:_____

Saint Leo University

33701 State Road 52

MC:___ PO Box 5555

Saint Leo, FL 33574-5555

Mail/Package Delivery Schedule

<i>Delivery Service Provider</i>	<i>Estimated Delivery Time</i>	<i>Estimated Pickup Time</i>
USPS – Post Office	9:15 am	3:00 pm
UPS	11:30 am	1:30 pm
FEDex Ground	1:30 pm	1:30 pm
FEDex Express	3:00 pm	3:00 pm
Office Depot	11:45 am	11:45 am

INCOMING/OUTGOING MAIL

University Mailroom Services will process all incoming/outgoing mail for the campus. This includes sorting student and faculty/staff mail, metering departmental mail, and receiving and distributing packages around campus for both students and faculty/staff. Our department is also responsible for enforcing the U.S. Postal regulations and educating University Campus Personnel about postal regulations and changes.

Services Provided – Students

Mail Boxes (Mail Codes) - Student Mail boxes are assigned to residential students only at the beginning and throughout the school year. The Mail Code (box) that a student is assigned at the beginning of their first year will be the mailbox they are assigned for the duration of their stay at Saint Leo University. The exception is if the student fails to complete the proper forms and checkout at the end of each spring semester, resulting in an inability to determine if student is returning next fall and potential loss of assigned Mail Code (MC).

Students losing or failing to return their key at the end of the spring semester will be charged a non-refundable fee of \$100 for lock change. If one loses their mail key during the year, a charge of \$100 will be incurred unless they are able to locate their key and the lock did not have to be re-cored. **Mail placed in the students' mail box is not permitted to be passed through the window; it is the students' responsibility to carry their key with them to check their mailbox.**

Packages - All student mail is received from the US Post Office at 9:30am Monday – Friday and placed in the students' mail box by 12:00 (noon) pm. Any item/package unable to fit in the students mail box will have a notification slip placed in their box and may be picked up at the window between 8 am and 5 pm, Monday – Friday except on University recognized Holidays. Please ensure that you have valid picture ID to receive your package. For packages being shipped via private carrier service (UPS, FEDEX, etc.) please allocate for a minimum of 30 minutes processing time after deliver is complete. The University Mailroom Services Staff will sign for and track any/all packages that come through our department. If you (the student) are attempting to locate a package, please have tracking number available to expedite the process of locating your package. If you do not have a tracking number, please provide the carrier and approximate date(s) of delivery so we can run a broad search in an effort to locate your package. Please note that packages without a tracking number and/or proper addressing will be more difficult and timely to locate if at all.

Outgoing Mail/Packages – The University Mailroom Services does not provide postage for students to purchase or use to mail letters or packages via the US

Post Office. Packages can be sent via UPS or FEDEX using a credit card by filling out the UPS/FEDEX forms available at the Mailroom or online at the couriers' website. For students needing a call tag or pick up using one of these carriers please notify the University Mailroom Services staff and leave package for pick up there. The drivers are unable to pick up packages from the Residence Halls or other buildings around campus.

Services Provided – Faculty/Staff

Mail Boxes (MC's) – Department mail boxes are located in the University Mailroom. It is the department staffs responsibility to regularly check their mail box to receive mail and small packages. The University Mailroom Services will not deliver mail to the department.

Packages – All departmental packages will be delivered to the University Mailroom and signed for by its staff. These packages will be checked in and delivered by University Mailroom Staff throughout the afternoon. If department needs package sooner, they must either notify the Mailroom before the first delivery run service or come by and pick up the package. Please notify University Mailroom Staff of missing a package(s) and have either tracking number or date of delivery and carrier used so we may help to locate your package as quickly as possible. Please note that not having a tracking number may delay us in locating the package in question.

Paper Delivery – The University Mailroom does paper deliveries for University Campus departments. We will not deliver paper until a work order is handed to us by the Copy/Duplication Center for delivery. Please allow for 24 to 48 hours after order is received by University Mailroom for delivery of orders above 4 cases, 4 cases and below will be delivered within 24 hours of the Mailroom Staff receiving a delivery order.

Outgoing Mail/Packages – The University Mailroom only provides metering of University/Departmental mail, all personal mail for faculty/staff needs to have postage on it. Postage can be purchased at the US Post Office or online at the chosen carrier's (USPS, UPS and FEDEX) website. For all University/Department packages being sent out, please bring to University Mailroom in box. We have limited supply of large boxes and only next-day packaging material readily available. For office depot returns please have confirmation number on package and have pre-scheduled pickup through office depot.

MAIL PREPARATION AND BILLING (DEPT. ONLY)

Metered Mail

Preparation

- ✓ Bring all mail (intercampus, stamped, and metered) to University Mailroom prepared
 - Mail that does not meet the following may be returned due to improper preparation
- ✓ Provide department billing code with outgoing mail
- ✓ Have all letters addressed and facing in the same direction with all flaps open, closed, or sealed prior to delivery
- ✓ Separate mail requiring postage (metering) from intercampus mail and stamped mail
 - There are two drop boxes located next to the front window for your convenience. Place intercampus and already stamped mail in the appropriate boxes.
 - Separate international mail from domestic
- ✓ Have return address with departmental Mail Code (MC) to ensure mail unable to be delivered is returned to correct department
- ✓ Intercampus Mail
 - Please include date, Name of recipient, department mail code, and sender name and department mail code on envelopes
- ✓ Mail received before 2:45pm will be metered and mailed same day
 - Large mailings (over 250 pieces) must be received before 12:00pm (noon) for same day service
- ✓ University Mailroom does not provide postage to none University related mail
 - Please visit the US Post Office behind St. Edwards Hall for personal mail requiring postage

Meter Mailing Options

- First Class – accounts for majority of mail
- Certified Mail – we have supplies to accommodate this service. Please have form completed prior to delivery of mail to University Mailroom. Additional postage required to use this service.
- Return Receipt – we have supplies to accommodate this service. Please have form completed prior to delivery of mail to University Mailroom. Additional postage required to use this service.

- Registered Mail – Service typically used for international mail. Please contact University Mailroom prior to using this service as additional postage and forms are required.
- Media/Library Mail – for departments sending books/media mail that does not need to be sent first class and may be mailed at lower postage rate saving money. See your Mailroom Staff for more information.

Packages

UPS and FEDEX are our preferred carriers to send packages weighing over 3 lbs and overnight letters.

- Packages being sent UPS must be received prior to 1:30 pm for same day service. UPS drop box is picked up at 5pm and limits size available to be shipped (please use only for next day letters).
 - Services provided include
 - Ground
 - 3 Day Select
 - 2nd Day
 - Next Day
- Packages/Letters being sent FEDEX Express must be received prior to 3:00pm for same day service. Drop box is picked up at 3pm and limits size available to be shipped (please use for next day letters and medium size packages).
 - Services Provided include
 - Express Saver (3 Day)
 - 2nd Day Air
 - Next Day

Bulk Mail

Bulk Business Mail (3rd Class Mail) is an efficient and cost-effective method for communicating generic information to a large population. This service guide is designed to help simplify and inform individuals about the process of preparing and mailing a bulk mail project. We are presently equipped to process small bulk business mailings of less than 3000 pieces in a timely and effective manner. The Campus Mailroom is providing this reference service guide for our customers to aid in the quality and timeliness of our ability to serve the University community.

When should you contact the Campus Mailroom to use our services?

While we gladly accept walk-in jobs and projects, our ability to serve you in a time-effective manner is enhanced with a little planning. The optimal time to contact the Campus Mailroom regarding a large (bulk) business mailing is prior to scheduling the project with the printer/duplicating service. Contacting us prior to the printer/duplicating service will provide us the opportunity to save you time and money by ensuring that your mailing will meet the Bulk Mail requirements set forth by the US Post Office.

What information should I have when I contact the Campus Mailroom for a bulk mail project?

The following information is required:

- Number of pieces in the mailing
- Date of event or mailing to be sent
- Type of mail piece desired to be used (sample preferred)

Please do not hesitate to contact us if you have any questions or need additional information.

Who should I contact?

Please contact Sean VanGuilder, Mailroom Operations Manager, @ (352)588-8396 or email @ sean.vanguilder@saintleo.edu. Sean serves as the primary contact for all bulk mail jobs.

Bulk Mail Requirements

- ✓ 200 piece minimum
- ✓ Must contain University related information
- ✓ Cannot be anything required to be sent 1st Class (checks, containing personal information, etc.)
- ✓ Only eligible for domestic mail
- ✓ Have Mailing List checked against NCOA (National Change of Address Database) or other acceptable list
 - Must provide documentation or Mailing List for Mailroom to hit list against database (please provide adequate time if list is provided before mailing needs to take place)
- ✓ Requires use of correct permit number from mailing location
- ✓ All pieces must be delivered to University Mailroom in Zip Code order, we will process the mailing to prepare it correctly for Non-profit 3rd Class mail eligibility (label and bundling).
- ✓ Size and Shape must meet USPS specifications to be qualified for 3rd Class Mailing
 - Letters:
 - Minimum – 3.5 x 5 inches
 - Maximum – 6.125 x 11.5 inches
 - Thickness: between .007 and .25 inches
 - Flats
 - Minimum – anything that exceeds the maximum for a letter
 - Maximum – 12 x 15 inches
 - Thickness: up to .75 inches

If you need additional assistance please do not hesitate to contact your Campus Mailroom at (352)588-8396 or stop by our campus location just west of Roderick and Alumni Halls, north of DeChantal Hall.