MAIL SERVICES

Mission: The mission of the Mail Services is to offer cost-effective mail services to the university community, striving to provide quality and timely service to all academic and administrative units of the University.

The Mail Services department exists to serve the faculty, staff, and administration by providing professional mail services in a friendly efficient manner. We prepare, sort, and deliver Inter-campus and U.S. Postal Service mail. Whether it’s a few pieces or a large bulk mailing, the mail center can help you coordinate or prepare all your mailing needs.

University Mail Services provides:

- Sort and deliver incoming mail
- Pick-up, meter, and send out all University related outgoing mail.
- Facilitate the outgoing shipment of University related packages.
- Consult with academic and administrative units to determine cost efficient and expedient methods.

LOCATION: Kitson Hall 2nd Floor Room 216 North Campus.

BUSINESS HOURS: 8:00 A.M. to 4:30 P.M. Monday through Friday (Except for the holidays observed by the University of Massachusetts Lowell)

OFFICE EXTENSION: 42378

CONTACTS:
Manager of Office Services: Scott Merrill
Ext. 42491 Scott_Merrill@uml.edu

Mailroom Supervisor: Christos Protonotarios
Ext. 42378 Christos_Protonotarios@uml.edu

Definitions:
1. Letters are 4 ½ inches in width and 9 ½ inches in length and are used for First Class correspondence.
2. Flats are envelopes that vary in size. A flat can be as small as 5 ½ x 8 ½ or as large as 15 x 10 inches. Flats are used primarily for First Class correspondence.
3. Trays are containers for carrying letter size mail. Each tray holds approximately 400 letters. Trays are supplied by the U.S. Postal Service.
4. Bins are also supplied by the U.S. Postal Service and are box type containers that hold flats, books, magazines, etc.
5. A Package is several pieces of mail secured together and handled as a single unit.
6. Mail Sacks are cloth bags used to mail bulk mailings. These bags are obtained from the Post Office.
7. Other items that are supplied by the U.S. Postal Service for University Mail Services use are:
   - Return Receipts
   - Certified Slips
   - Registered Mailing Number
   - Mailing Certificates
   - Express Envelopes
   - Bulk Mailing Forms, Labels, and Bulk mailing sacks
• Priority Envelopes
• Priority Stickers
• Delivery Confirmation
• Signature Confirmation

Personal mail use of the University Mail Services is prohibited. Such mail includes, but is not limited to, fraternal and church bulletins, personal effects, book and club mailings, personal check books, postage due mail, personal mail which is registered, certified or insured, and magazines, periodicals and newspapers not specifically used in the course of university business.

All U.S. mail must be processed through the U.S. Postal system. Such mail must be posted and can be placed in the Outgoing Stamped Mail box at the Central Mailroom located on the 2nd Floor of Kitson Hall (Room 216) or at the various campus mailstops.

Stamps may be purchased at the University of Massachusetts Lowell bookstores. Stamps cannot be purchased at the Faculty/Staff Mailroom.

PRIVATE MAIL AND PERSONAL MAIL

The following classifications are example of non-U.S. stamped (university mail) which are not to be processed within the university mail system:
• Any material, if stamped, which would be prohibited by Federal Postal Regulations.
• Personal unstamped mail involving operation of employees and/or student organizations outside of the recognized university structure.
• Literature, circulars or notices originated by non-university employees and/or student organizations.
• Petitions, money solicitations and membership recruitment materials not originated or permitted by the university administration
• Election or campaign materials.
• Items of material value, such as money, money orders, checks, etc.
• Commercial solicitations.
• Personal greetings, books, and like materials.

INCOMING MAIL

Sorting

All mail that is received through the University Mailroom is sorted by mail destined for on and off-campus delivery. Which includes pre-stamped mail and mail to be metered, intra-campus mail, and mail received from the University of Massachusetts Lowell Bookstores.

All U.S. Postal Service (USPS) mail deliveries for UMass Lowell (North Campus) and all Inter-Office mail pieces are delivered to the centralized mailroom located in Kitson Hall. Mail deliveries are then sorted and processed for pick-up in Kitson 216.

The following outlines a daily timeline for the distribution of mail.
• Internal Office mail is received and processed through the day as it is received at the Central mailroom.
• U.S. Postal Service mail is received from the US Post Office daily.
  ▪ The mail (Internal and USPS) is processed and sorted for the various departments located throughout the University.
• Once the sort is completed, the mail is placed in the departmental mailboxes and will be ready for pick up (dependent upon mail volume).
• All outgoing mail must be brought to and placed in the respective outgoing mailboxes at the Central Mailroom or designated mailstops on campus.
• All outgoing mail is processed and scheduled for delivery to the U.S. Post Office at 2:30PM. (The US Post Office will not accept large mail drops after 3:00PM for same day processing.) Single pieces of mail can still be dropped off by an individual at the U.S. Post Office during their standard hours of operations.
• All Internal Mail will be sorted and prepared for delivery the next business day on campus as scheduled.
• Standard Business hours are Monday to Friday.

Special Deliveries (Fed Ex, UPS, and Other Carriers)
These services are provided by Distribution Services in Central Receiving.

• Deliveries that are shipped priority/overnight, if addressed with the property facility address, will be delivered directly by the carrier. Please make sure the sender includes the department, room number and floor on the shipping label.
• Special Deliveries that are shipped standard/ground will be delivered to central receiving and delivered by the University courier service. Please make sure the sender includes the department, room number and floor on the shipping label.

Postal Deliveries
Mail is received from the U.S. Post Office weekdays at the University Mailroom for North Campus and directly delivered to South Campus, East Campus, and Downtown.
Mail is then delivered to the U.S. Post Office from the University Mailroom weekdays.

Signature Required Mail
There are several types of signature required mail that is signed for by the Central Receiving personnel when it is delivered by the Post Office: Express Mail, insured, certified, signature required, and registered mail. The mail is then received into the receiving system and distributed on campus to the appropriate personnel/departments.

Inter-Office Mail
Inter-Office mail consists of enveloped correspondence between staff, faculty, and administrators. Inter-Office mail is delivered and picked up from the respective mailstops once daily. Once the mail arrives it is sorted and processed for the various mailstops. To ensure proper delivery, please follow these guidelines:
• Inter-Office envelopes please include the full name and department when addressing Inter-Office envelopes. For accurate delivery, it is important to mark out all previous address markings and to place the new address on the last line, rather than between markings.
• Internal Parcels – wrap carefully and address with the full name and department.

Outgoing Mail
The U.S. Postal Service now uses computer scanning to handle the millions of pieces of mail delivered each day. Standardizing addresses helps move your mail faster and more reliably. Please follow the guidelines for standardized addressing listed below:
• Always put the addressee name on the first line. If you are sending mail to someone at a company, put the company name on the second line.
• In addition to street address and P.O. Box number, please include the following:
  a) N (North), S (South), E (East), W (West), NE, NW, SE, SW
b) AVE (Avenue), ST (Street), DR (Drive), RD (Road), PL (Place), CIR (Circle), BLVD (Boulevard), or CT (Court)
c) RM (Room), STE (Suite), or APT (Apartment) number

- Put the Zip code on the same line, after the city and state. Include the ZIP+4 code, if you know it. ZIP codes can be found at www.usps.com
- Capitalize and justify all type to the left. Do not punctuate
- For international mail, full country name must be in English, in all CAPS, and by itself on the last line
- Always include a complete return address

**Postage Required Mail**

After mail has been picked up from the mailstops and sorted, mail requiring postage is placed in a postal bin to be metered. The various types of classes that are used for mailing are: first class, priority, library rate, media mail rate, surface rate, pre-sort, and international air. If there are any special services required such as express mail or certified mail, it is done at the same time. After the mail is processed, it is placed in the appropriate U.S. Postal bin.

**Addressing Do’s and Don’ts**

**DO:**
- Date material accurately because there is no way of knowing when a piece of mail entered the system.
- Check the mailstops in your campus building, University Mail delivers to mailstops, not to individual departments or offices.
- Use return addresses on all sealed envelopes. Undeliverable mail cannot be returned without a return address.

**DO NOT:**
- Do not mix outgoing U.S. mail with campus mail. U.S. mail is brought directly to the U.S. Post Office. Any campus mail mixed in may be sent to the U.S. postal facility and returned as postage due items. This not only delays things, but a fee is charged to the University Mail.
- Do not address Campus Mail to post office boxes. Any mail sent to post office box addresses, require postage.

**First Class Mail**

First Class mail is material that is entirely or partially handwritten or typewritten. Typewritten addresses expedite the delivery of mail. First Class Mail also includes postcards, completed forms, statements, greeting cards, personal notes, business replies, letters, checks, money orders, bills, and matter sealed and closed against postal inspection. First Class mail goes through the mail stream unsorted at the full postage rate.

**Parcel Post**

Parcel Post mail is materials printed or duplicated only (no originals or personalized materials), merchandise or other mailable material weighing 16 ounces or more and not requiring priority treatment. The maximum weight for Parcel Post is 70 pounds and the maximum size is 108 inches in length and girth combined.
Library Mail & Media Mail
Library is an economical Media Mail postage rate used to mail books on loan. The Media Mail rate can be used by university departments for other limited educational materials such as recording tape, prescribed audio-visual materials, film, scientific instructional kits, or museum materials. It is considered media when no advertisements are enclosed.

International Mail
International surface & airmail is available to most countries. However, certain restrictions may apply. Certain international items require specific customs documentation. If customs regulations are not followed, some mailed items may be impounded by customs. If you are sending International mail, contact the Mailroom personnel to determine the proper classification and documentation.

Express Mail
Express Mail is an extremely reliable and fast delivery service available from the U.S. Postal Service. It reaches all major markets in the U.S. and 84 foreign countries. Express Mail provides for the shipment of letter, documents, and other items that can be mailed according to U.S. Postal regulations. Express mail is expensive; make sure you absolutely need it there the next day. Priority Mail normally can be delivered in two days, at one third of the cost of Express. We recommend utilizing that service when at all possible instead of Express Mail.

Priority Mail
Priority Mail is normally for 1st Class mail that weighs over 13 ounces. You can send letters via this method as well. Priority Mail Flat Rate options offer one low price regardless how much the item weighs (up to 70 pounds) or the domestic destination. Only USPS-produced Priority Mail Flat Rate packaging is eligible for Flat Rate pricing (exception: USPS-produced Priority Mail envelopes smaller than 12.5” x 9.5”). Otherwise, weight and destination determine postal rates for Priority Mail. Priority Mail is a two to three day service in many major markets. When using Priority Mail, we recommend using priority envelopes that are available at no charge from your local Post Office or at the Central Mailroom.

Special Handling Mail
Certified Mail provides a receipt to the sender and a record of delivery at the destination post office. No insurance coverage is kept and no record is kept at the entry post office. A return receipt to provide the sender with proof of delivery can be obtained for an additional fee. Certified Mail travels with all other First Class Mail and maintains identity until it arrives at the delivering post office.

Return Receipt is a service provided when you require information showing when and to who a piece was delivered. This information is available as an additional service with registered, certified, insured and express mail. Fill out the front and the back of the return receipt, and secure it to the back of the article.

Registered Mail, the most secure mail the USPS offers, provides added protection and security for valuable mail, plus evidence of mailing and delivery. The extra security can delay this mail by 24 to 48 hours over normal delivery. Registered mail is protected against loss or damage (up to $25,000) when it is registered at a value and a fee is paid.
A Certificate of Mailing is an inexpensive method to furnish evidence of mailing. This is used in distributive or bulk mailings. Certifications of Mailing do not offer any proof of delivery, but simply prove that an item was accepted for mailing by the U.S. Postal Service. The Certificate of Mailing form is filled out and placed at the front of the mailing by the mailroom personnel. The fee for certificate is also placed on the form using the University meter machine to obtain the postage meter tape.

Insured Mail can be obtained for Domestic Mail that has been lost, rifled, or damaged, by having it insured. You can also buy insurance for Parcel Post. It is available for merchandise mailed at the Priority Mail or First Class Mail rates. Please see the Mailroom personnel for help in insuring an article prior to mailing.

Special Handling is a requirement on all parcels containing special care items. The service is available for Third and Fourth Class rate only.

Postal Requirements, before mail is routed to the U.S. Post Office, it has to be separated into the appropriate postal bins. All letters are metered and then put into trays. Flats, which are envelopes over 9 ½ inches in length and 6 ½ inches wide, are placed in postal bins. All pre-stamped, pre-sorted, and international mail is kept separate, as are books, films, and priority mail.

Forwarding Mail for employees who have left the University is delivered to the department where they worked, and it is up to the department to forward such mail. The decision regarding policies on forwarding/returning and sending out address corrections for a former employee’s mail is up to each individual department. It is the responsibility of the employee to leave his/her mailing address with their respective department upon leaving the university.

Mail Delivery

The East and South Campus locations are serviced directly by the U.S. Postal Service. They will deliver all mail addressed correctly to the corresponding mailstops located on both campuses. The North Campus mail is delivered to the central mailroom and sorted to each departmental mailbox.

Bulk Mailing

Definition

Bulk mailings are discounted Third Class service for volume mailers who follow procedures that enable the Postal Service to automate processing.

Requirements

To qualify for Third Class bulk, you must have at least 200 pieces or at least 50 pounds. Pieces must be identical in size and weight. The Bulk Permit imprint has to be in the upper right hand corner of each piece. Each mailing must be in zip code order starting with the smallest number up to the largest. An exact number of pieces and the account number to be charged must accompany each mailing. A Third Class bulk requisition form must be sent two weeks in advance to the University Mail Service for processing. This will insure proper postage being available at the U.S. Post Office prior to the arrival of the Bulk Mailing.
**PAPERWORK**

When bulk mailings are delivered to the U.S. Post Office, a Statement of Mailing with Permit Imprints form must accompany them. It is the responsibility of the vendor processing the mailing to fill out the Statement of Mailing and computing the correct postage.

**SPECIAL HANDLING**

**FED EX, UPS, AND OTHER CARRIERS**

- Deliveries that are shipped priority/overnight, if addressed with the property facility address, will be delivered directly by the carrier. Please make sure the sender includes the department, room number and floor on the shipping label.
- Special Deliveries that are shipped standard/ground will be delivered to central receiving and delivered by the University courier service. Please make sure the sender includes the department, room number and floor on the shipping label.

**SAFETY PROCEDURES**

If a package or envelope appears suspicious, **DO NOT OPEN IT.**

**Call the University of Massachusetts Lowell Police: 44-911**

**Handling of Suspicious Package or Envelopes**

1. Do not shake or empty the contents of any suspicious package or envelope
2. Do not carry the package or envelope to show it to others or allow others to examine it.
3. Isolate the package, do not sniff, touch, taste, or look closely at it or any contents that may have spilled.

**Identifying Suspicious Packages and Envelopes**

Some characteristics of suspicious packages and envelopes include the following:

Inappropriate or unusual labeling

a. Excessive postage
b. Handwritten or poorly typed addresses
c. Misspelling of common words
d. Strange return address or no return address
e. Incorrect tiles or title without a name
f. Not addressed to a specific person
g. Marked with restrictions, such as “Personal”, “Confidential”, or “Do Not X-Ray”
h. Marked with any threatening language
i. Postmarked form a city or state that does not match the address.

2. Appearance

a. Powdery substance felt through or appearing on the package or envelope
b. Oily stains, discolorations, or odor
c. Lopsided or uneven envelope
d. Excessive packaging material such as masking tape, string, etc.

3. Other suspicious signs

a. Excessive weight
b. Ticking Sound
c. Protruding wires or aluminum foil