

<b>Volume G2:</b> General Administrative	<b>G2.02.3</b> <b>Mail Services</b>  <b>Effective Date:</b> 04/02/2008 <b>Last Revised:</b> 03/20/2018	<b>Responsible Office:</b> Mail Services and Shipping/ Receiving
<b>Chapter 02:</b> Auxiliary Services		<b>Responsible Officer:</b> Mail Services Manager

## POLICY STATEMENT

Northeastern Illinois University (the "University") provides mail service exclusive for official University business. Mail services for official business include receiving and delivery of incoming/outgoing domestic and international mail, and the delivery of inter-office mail to University employees and departments.

## PURPOSE OF THE POLICY

This policy provides an overview of policy and procedures regarding the use of NEIU Mail Services that operate to support official University business.

## WHO IS AFFECTED BY THIS POLICY

The University Community

## DEFINITIONS

**FOAP:** The term for the framework used to classify expenditures in the University's financial Chart of Accounts. A FOAP is made up of four major elements, the Fund, the Organization, the Account, and the Program, and is required in order to properly charge the costs of all mailing and shipments.

**Mail Usage Request Voucher:** A form indicating the department/organization and FOAP responsible for the cost of a specific mailing or shipment.

**Mailroom:** The portion of the Mail Services department responsible for the receipt, mailing, postage application, and business functions of the Mail Services operation. Currently located in FA-003, this operation includes both the Mailroom, and Shipping and Receiving. It handles all inter-department non-stamped mail, notices and circulars, and all outside mail, parcels, and freight.

**Shipping & Receiving:** The portion of the Mail Services department responsible for the receipt and origination of parcels and freight shipments. Current location is H-006.

## REGULATIONS

Northeastern Illinois University's Mail Services operation is subject to all Federal and State statutes and regulations regarding the shipment and handling of hazardous materials and other materials requiring special handling and/or packaging. Users must contact Mail Services to verify that their mail or parcels conform to all applicable packing, labeling and addressing guidelines.

Private carriers such as UPS and FedEx set rates for postage, parcels and freight; these costs may change at any time. Users can check with the private mail carrier or call Mail Services to obtain the latest rate information.

Below are links to the website homepages for the private carriers most frequently providing services to the University. These websites contain links to the latest information regarding rates as well as the policies governing the shipment of hazardous materials or other materials requiring special handling.



[USPS - The United States Postal Service \(U.S. Postal Service\)](#)

[UPS - United Parcel Service](#)

## PROCEDURES

### 1. HOURS OF OPERATION

Mail Services operates between 8:00 a.m. and 4:00 p.m., Monday through Friday excluding holidays and emergency closures. The final daily delivery of mail to the University's assigned United States Post Office occurs between 2:00 p.m. and 2:30 p.m. each business day. Mail pickup and delivery within the University is scheduled to occur once a day. Specific pick up and delivery times at individual department locations are not set and frequency may be reduced at any time.

A mailbox is located at the east end of Village Square for convenience. Please see the pickup times displayed on that mailbox for the last drop off time. Drop off times are subject to change at any time.

**IMPORTANT:** Mail Services operation times and pickup/delivery schedules are subject to change at any time due to staffing levels, weather conditions, or changes in schedules and operations made by the common carriers. When mailing or shipping time sensitive materials, University departments must contact the Mail Services Manager at extension 5319 or the Mailroom clerk at extension 5292 or the Shipping and Receiving clerk at extension 5318 as soon as possible to determine a pickup time.

### 2. REQUIRED FORMS

A Mail Usage Request Voucher must accompany every outgoing mailing and shipment. This form lists all basic mail and shipping categories handled by the United States Post Office and the major private cargo carriers. New forms are available from Mail Services. Mail Usage Request Vouchers must display the name and FOAP for the department/organization originating a particular mailing or shipment.

### 3. PICK-UP AND DELIVERY CRITERIA

Faculty, staff, and student organizations may utilize the campus mail service when their mailing or shipment is central to the mission of the University and when such mailings or shipments relate to the conduct of official University business.

To initiate mail service for a new FOAP, the Financial Manager must direct a memorandum to the Manager of Mail Services. This memorandum must clearly state the official name of the department or organization to which the FOAP belongs; its full and valid Fund, Organization, and Program codes; and a list of each individual in that area who will be receiving mail and/or parcels.

An addressee's name and department must clearly appear on all interoffice mailings. **Do not address interoffice mail only using room numbers as department locations change frequently.** All interoffice mail is routed by department, regardless of the department's physical location. The inclusion of the full department name on interoffice mail is essential.

Forwarding mail to employees who have left the University rests with that employee's former department. Mail Services does not perform this service.

### 4. HANDLING, PACKING, AND DAMAGE POLICIES

Departmental mail pickup and drop off locations must be clearly marked for delivery personnel. Departments must communicate all changes in office location to mail services in advance of any move or closure. Distribution of mail amongst the employees beyond the established pickup/drop off point of a department is the responsibility of that department.



Responsibility for the proper packing, labeling, and addressing of all mail and parcels rests with the person or department originating a particular mailing or shipment. All outgoing mail and parcels must include a return address to the University which includes the name of the person or department originating it.

Responsibility for Items lost or damaged in transit rests with the private mail carrier handling a particular mailing or shipment. Direct all claims for loss or damage directly to the carrier and/or contact the vendor providing the goods.

Mail Services is not responsible for the receipt or handling of any personal packages or freight. If packages are expected for which there is no associated Purchase Order the department expecting the shipment should contact Shipping and Receiving to notify them of the exception and the reason for it. When Shipping and Receiving delivers packages for which there is no associated Purchase Order, the person accepting the package will be required to sign an exception form.

## **5. MAIL SERVICES BILLING AND COST RECOVERY**

Billing for postage and freight charges occurs monthly except when extenuating circumstances prevent it. The Mailroom prepares the monthly billing by tallying the Mail Usage Request Vouchers tendered by each department/organization during the preceding month and inputting the expenses into the University's financial system.

To view and verify postage charges Financial Managers must access their budgetary information via NEIUpport. The Line Account code for all postage and shipping charges is 711261.

## **6. AVAILABLE SERVICES**

- First class mail is weighed and metered postage is affixed.
- Stamps, postcards, and stamped envelopes are not available for personal use and are not sold through Mail Services. Purchase stamps for personal use from the University's information desk located in Village Square.
- Certified, registered, international, priority, priority express, next day air, insured, and international mail services are available.

## **7. BULK RATE PERMIT USE**

Use of the bulk rate permit requires that a mailing consist of a minimum of 200 pieces of identical mail and be imprinted with the bulk rate permit number. All mail that will bear the bulk rate permit number must display a University return address that includes the name of the person or department originating the mailing and be accompanied by a Mail Usage Request Voucher. In cases where third party printing vendors or other parties take bulk mailings directly to the post office, the department or person responsible for that mailing must contact Mail Services.

## **8. MAIL SERVICES CONTACT INFORMATION**

Mail Services personnel can assist the University in saving money on postage and shipping. Users are encouraged to contact the staff to best determine the most economical shipping method for a particular mailing or shipment.

Direct rate policy questions, service issues, and general business questions to the supervisor of Mail Services at extension 5319.

Direct questions regarding specific charges, monthly bill computation, rate policies, and Mail Services Number verification requests should be directed to the Mailroom clerk at extension 5292.

Direct questions regarding freight shipments, weighing, and the shipment or delivery of large or sensitive items should be directed to the Shipping and Receiving clerk at extension 5318.



Direct questions regarding Mail Services, charge back policies, and account FOAP verification should be directed to the Mailroom clerk at extension 5292.

## HISTORY

03/20/2018 – Revised; updated bulk rate permit section, terminology, and contact information  
 08/27/2013 – Revised; revised policy code number  
 01/19/2012 – Revised; entire revision to policy  
 Formerly Fiscal Agent Handbook Policy L6: Campus Mail Service, effective dated 03/24/2003

## APPENDIX

Appendix A – [Mail Usage Request Voucher Form](#)

## CONTACT INFORMATION

Please direct questions or concerns about this policy to:

Contact	Phone	E-Mail
Mail Services Manager	773-442-5319	<a href="mailto:r-edrington@neiu.edu">r-edrington@neiu.edu</a>

## DISCLAIMER

The University reserves the right to modify or amend sections of this policy at any time at its sole discretion. This policy remains in effect until such time as the Responsible Officer calls for review. Requests for exception to any portion of this policy, but not to the policy statement, must be presented in writing to the Responsible Officer.



## APPENDIX A – MAIL USAGE REQUEST VOUCHER FORM

### Mail Usage Request Voucher

<b>Priority Mail</b>		<b>COST</b>
# OF PCS		Return Receipt Requested <input type="checkbox"/>

<b>Priority Mail Express</b>	
# OF PCS	Return Receipt Requested <input type="checkbox"/>

<b>International Mail</b>			
# OF PCS		Priority <input type="checkbox"/>	Express <input type="checkbox"/>

#### Domestic Mail

##### First Class

Item	# of PCS	Certified	Return Receipt Requested	
Letters				
Flats				
Parcels				
Postcards				

##### Library Rate

# OF PCS		
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##### Media/Book Rate

# OF PCS		
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##### First Class Preort

# of PCS	1oz.	2oz.	9oz.-13oz.	

#### UPS

TRK # (1Z 6E2 918)	Service	Insured Amount	

QuantumView Notify	
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Dept Name \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Acct Data \_\_\_\_\_

Date \_\_\_\_\_

Total \$
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