

The University of Michigan – Flint Mailroom User Guide

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Daily Schedule: (Monday – Friday)	Hours of Operation	8:00 a.m. – 5:00 p.m.
	A.M. Mail Delivery/Pick up	9:30 a.m. – 10:45 a.m. <i>(Printing Services, William S. White, University Pavilion, North Bank Center, Residence Hall, Thompson Library, Hubbard & Recreation)</i>
	P.M. Mail Delivery/Pick up	1:00 p.m. – 2:15 p.m. <i>(French Hall, Murchie Science, Harding Mott University Center)</i>

Outgoing Mail to U.S.P.S. 3:00 p.m.

Preparation of General Mail to be processed

U.S. Mail Pieces

- A. Personal Mail – each mail piece must have postage affixed and separate from University mail pieces. Stamps and envelopes are available through Printing Services and stamps are available through the Bookstore.
- B. University Mail –
 - a. Mail pieces must include the mailing department’s return address

The University of Michigan – Flint
Department’s Name

303 E. Kearsley St.
Flint, Michigan 48502-1950

- b. If a shortcode is going to be used, other than the department's default shortcode, the mail pieces should be rubber banded together and the shortcode noted on the top piece
- c. Envelopes must face the same direction, with flaps up, and rubber banded together. Special treatment pieces should be separated and marked:
 - 1. Air mail and foreign pieces (including Canada and Mexico) should be marked with a paper clip.
 - 2. Certified, registered, express, insured, etc. should be marked with special treatment forms available from the Mailroom or with a note attached to the piece.
- d. Mail Piece Dimensions, Weights and Thicknesses:
 - Regular Letter – Minimum size: 3 ½" x 5"
Maximum size: 6 1/8" x 11 ½"
Maximum weight: 3.5 oz.
Maximum thickness: ¼"
 - Flat – Maximum size: 12" x 15"
Note: anything larger will be charged as a parcel
Maximum weight: 13 oz.
Note: anything over 13 oz. automatically goes priority
Maximum thickness: ¾"
 - Postcard – Minimum size: 3 ½" x 5"
Maximum size: 4 ¼" x 6"
Minimum thickness: .007"
- e. Non-standard business envelopes and manila envelopes (all sizes) must be sealed by the sending department.
- f. If window envelopes are used, a complete address, including the zip code must be visible.
- g. Mail can be brought to the Mailroom as late as 3:00 p.m. to go to the U.S.P.S. Please call ahead if you have large quantities.

Campus Mail

A. Address information must include the person's name and department or department's name. A person's name alone is not acceptable addressing and may result in Mailroom staff opening the mail piece to identify the sender for return of the mail piece.

B. The use of standard white business envelopes, for campus communications, may result in postage being applied and charged to the sending department, unless these pieces are separated and marked as campus mail. A paper clip flags these pieces for the Mailroom staff.

Off Campus Delivery

A. Ann Arbor Courier

- a. Schedule – Monday, Wednesday and Friday
- b. Special Requests – contact the Mailroom staff at 2-3141 or Bob Keller at 2-3358.
- c. Hand delivery/pick up

1. Address must include:

HAND DELIVERY – ANN ARBOR (preferably in red ink)

2. Hand deliveries to Ann Arbor should be limited to:

- ✓ Non-replacement items
- ✓ Urgent items
- ✓ High value items

3. All other University mail that needs to be sent to Ann Arbor should be sent to the Mailroom through regular campus mail.

Supplies Available from the Mailroom

A. Bulk Mail – trays and tubs

B. Envelopes

- a. Recycled campus envelopes – limited to availability.
- b. Flats and boxes for priority and express mail.

C. Zip Code Directory can be found on-line at www.usps.com.

D. Forms: certified, insured, express, priority, customs, etc.

Bulk Mailing Information

The term “bulk mail” refers not just to a large quantity of mail, but also to a mailing that is mailed at a reduced postage rate. To qualify for the reduced postage rates, the U.S.P.S. requires mailers to meet certain criteria.

Using the 5-digit zip code to sort the mailing, U.S.P.S. labels speeds up the delivery time while allowing a reduced postage rate.

The United States is divided into many geographical areas as noted by the first 3 digits of the zip code. Michigan has twenty one (21) geographic areas (480-499) with Flint and Burton designated as 485 and the small cities around Flint, extending up into the Eastern thumb area designated as 484. The U.S.P.S. in Flint serves both of these geographic areas.

Each geographic area is divided into sections as indicated by the last 2 digits of the 5-digit zip code. Flint 48423 indicates the Davison U.S.P.S. branch and 48439 indicates the Grand Blanc U.S.P.S. branch

The U.S.P.S uses the MERLIN system to evaluate each mailing to see if it’s acceptable for the reduce mail rates. **Suggestion: before printing a large mailing, department’s may want to have the Mailroom take a sample of the mail piece to the U.S.P.S. to be evaluated by the MERLIN system.** Mailing that are not acceptable will be charged a surcharge or may be rejected for mailing.

All reduced postage rate mailings must be sorted in zip code order. We’ll need a list of all zip codes represented with the total number of mail pieces for each zip code.

Example:

46520 – 4	48423 – 35
48059 – 7	48430 – 16
48060 – 15	48439 – 47
48061 – 5	48503 – 13
48327 – 15	48509 – 6
48328 – 9	48602 – 19

- 1) Place mailings in zip code order in trays or tubs.
- 2) Do not bundle, no rubber bands.
- 3) Non-typical letters and flats must be sealed.
- 4) No foreign mail pieces, including Canada and Mexico.
- 5) If window envelopes are used, the total address must be visible.

Addresses using **ALL CAPITAL LETTERS** with no punctuation.

First Class Presort

- Must have 500 pieces or more.
- Mail that is personal (checks, bills, awards, etc.).

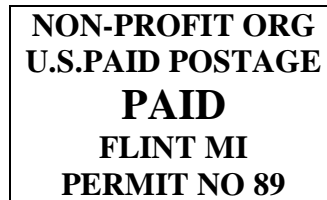
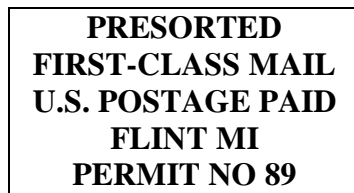
Non-profit Standard

- Must have 200 pieces or over 50 pounds.
- Weight up to 3.3 ounce (3.3 ounce to 1.0 pound for piece/pound rate).
- Must be all University material and information.
- Non-personal (form letter).

Pre-sorted Standard

- Must have 200 pieces or over 50 pounds.
- Use for CO-OP mailings (with business or an organization for profit).
- Non-personal (form letter).

Permit Imprint – all pieces must be identical in size and weight



Metered Mail

- Postage is applied to each individual piece
- Can be different weights
- Non-typical envelopes or flats must be sealed

Out Source Mail

- Mailed by non-university printer or mail house.
- Contact Mailroom staff with the name of the printer or mailer, shortcode to be charged, piece count and the total postage cost of the mailing.

Addressing Example:

JANE C DOE
123 W APPLE AVE
FLINT MI 48503-4652

If you have any questions, call John Haley at 2-3149 or e-mail jhaley@umflint.edu or Laura Rouse at 2-3141 or e-mail lrouse@umflint.edu.

New Services Provided through the Mailroom

The mailroom staff has two new services available to all campus departments:

- 1) We have a new software program available through Pitney Bowes called “Address Right Pro”. This software allows us to run a department’s spread sheet of address information against the U.S.P.S. national data base of addresses. By running the list through this software program helps eliminate duplicate addresses It also provides a list of bad addresses that mail pieces that would fail U.S.P.S. delivery system and be returned to your department as “undeliverable” will not be mailed out; thereby, saving postage expenses, and also verifying that the individual that you are trying to reach out to still lives at that address. The list of bad addresses will be returned to your department for further investigation or elimination from your mailing list.
- 2) We also have a new address printer model #DA50S purchased through Pitney Bowes that will qualify certain classes of mail for automated postage rate discounts. This printer will allow us to utilize barcode technology and the ability to print labels for department mail pieces. The Mailroom staff feels that we could handle a mailing up to 3,000 pieces with this printer.
- 3) For classes of mail that may be eligible to receive reduced postage rates (1st Class Presort or Non-Profit Standard), please contact the Mailroom staff. They’ll need some information from your department in advance of the mailing.

Both services will provide cost savings in postage so please contact the Mailroom staff at 2-3141 for further details.

U.S.P.S. Certified, Registered, Express Mail, Signature Confirmation, Delivery Confirmation and Insured Mail

CERTIFIED MAIL

Certified mail provides a receipt, to the sender, and a record of delivery at the U.S.P.S. It may be used only on first class mail containing matter of no intrinsic value. Certified mail is handled in transit, along with ordinary mail. No insurance coverage is provided on certified mail pieces. A return receipt and restricted delivery service may be obtained with payment of additional fees.

Certified mail is deliverable:

- 1) in the United States; it’s territories and possessions,

- 2) through the Army, Navy and Air Force post offices,

The mail courier will deliver non-restricted certified mail to the addressee or an authorized representative. If the mail piece can't be delivered, a "Delivery Notice" is left and the mail piece is returned to the U.S.P.S. If the mail piece is not called for in five (5) days, a second notice is issued. After fifteen (15) days, the mail piece is returned to its sender.

If Special Mail Services form requests a seven (7) day delivery, the U.S.P.S. will return the mail piece after one (1) delivery attempt.

REGISTERED MAIL

Registered mail is the safest way to send valuables through the mail system. It's kept separate from the ordinary mail. The full value of the mail piece must be declared when mailing for security and insurance purposes (up to (\$100,000)). Only first class mail pieces can be registered.

Registered mail is recommended for items such as:

- 1) Negotiated instruments payable to bearer
- 2) Non-negotiated instruments such as:
 - a) registered bonds
 - b) warehouse receipts
 - c) checks and drafts
 - d) deeds, wills and abstracts
 - e) money, jewelry, gems and precious metals

EXPRESS MAIL

Use express mail when delivery time is essential. Contact the Mailroom for zip code confirmation that the U.S.P.S. services the Addressee's area. Prepare the piece exactly as any other out going piece, properly addressed and sealed. Attach a memo or Special treatment form and separate from all other outgoing mail pieces.

SIGNATURE CONFIRMATION

When you want to track a package and who signed for it.

DELIVERY CONFIRMATION

For tracking packages when no signature is required.

INSURED MAIL

For items of value that must be signed for.

Shortcode Assignment for Postage Billing

All mail pieces sent through the U.S.P.S. for campus departments are billed to the department's shortcode. The Mailroom will automatically charge each department's designated default shortcode if another shortcode is not identified for a mailing. For departments that charge postage to more than one shortcode, it is imperative that the department clearly bundles and identifies those mail pieces with the proper shortcode.

Example: A faculty member has a project/grant for which a shortcode has been assigned. If postage charges need to be billed to this project/grant, the mail pieces must be bundled and the shortcode to bill postage clearly identified. If this doesn't happen, postage charges will automatically be billed to that faculty member's department's default shortcode. In order to correct the postage billing mistake, a credit will be issued to the incorrect shortcode and a debit will be issued to the correct shortcode through the University's postage service unit billing (SUB) process.

Postage data is collected through the Mailroom's mail management equipment and then sent to Bob Keller for processing and loaded into the MAIS SUB financial system. This process takes place at the end of each week for that week's mailing activities.

The Mailroom, upon request, can provide details of postage charges made to a specific department.

Correspondence Received from Outside the Univeristy of Michigan – Flint

Departments receiving correspondence through the U.S.P.S. from outside sources should use the following address format:

The Univeristy of Michigan – Flint
Department Name
Contact Name
303 E. Kearsley St.
Flint, Michigan 48502-1950

By following the above format helps insure delivery of your mail pieces to your office.

If, at any time, you feel that you have not received a piece of mail that should have arrived, call the Mailroom at 2-3141 to have Mailroom staff look for the specific mail piece. Mail pieces received that lack the necessary address information described above can make the piece undeliverable. The undeliverable mail pieces are held for an extended period of time in the Mailroom before being returned to the U.S.P.S.

Univeristy of Michigan – Flint Zip Codes

There are two officially recognized addresses for the University of Michigan – Flint by the U.S.P.S.:

303 E. Kearsley St.
Flint, Michigan 48502-1950

602 Mill St.
Flint, Michigan 48503-1960

There is a third officially recognized address by the U.S.P.S. for the students living on campus in student housing:

First Street Residence Hall
301 E. First St.
Flint, Michigan 48502-1950

If you have any questions or concerns, contact the Mailroom staff at 2-3141 or Bob Keller at 2-3358.