

# Westfield State University

Policy concerning:

**Section** Administrative

**Number** 0090

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APPROVED: March 1991

REVIEWED: April 2007

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## MAILROOM GUIDELINES

### PURPOSE

To define procedures in the handling and processing of mail at Westfield State University.

### POLICY

#### A. DESCRIPTION OF SERVICE

1. The University mailroom provides daily incoming, outgoing, and intra-university mail for the Westfield State University community. The following policies have been established to enable the Mailroom to provide effective, cost-conscious service to the community within the operational budget.

#### B. OUTGOING U.S. MAIL

1. All outgoing U.S. Mail must have the sender's NAME and/or DEPARTMENT and WESTFIELD STATE UNIVERSITY written on the envelope as the return address in order to have the University pay for postage and charge the fee back to the appropriate campus unit. Any mail without a return address will be held as a dead letter. Envelopes preprinted with WESTFIELD STATE UNIVERSITY as the return address will not be processed unless the DEPARTMENT NAME is added.
2. Bulk mailings must be coordinated in advance with Mailroom staff. The Mailroom has a bulk mail system that cleanses addresses and sprays a zip-plus-4 bar code for each registered bulk mail address. This is done when the user department provides the Mailroom with a disk or an electronic attachment that is in ASCII Comma Delimited text which consists of the address in one field and the city in another. The per piece cost is a significant savings to the user department. This system, in most instances, replaces the need for labels and pre-sorting; however, it is critical to notify the Mailroom in advance with your bulk mail intention to ensure proper direction for processing. The primary requirement is that bulk mailings be at least 200 pieces. Any questions should be directed to the Mailroom staff at x5248. This procedure has saved thousands of dollars in postage as well as saving significant processing time for the staff.

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3. Premium cost mailings (express, priority/certified) must be completed and signed by the user department prior to processing in the Mailroom.
  4. Use of bar-coded business reply envelopes should be coordinated with the Mailroom to assure compliance with the USPS requirements for optical scanning and position. Inappropriate materials are returned to the University as “undeliverable” at a per piece cost.
  5. Undated materials (e.g., catalogs, newsletters) will be shipped at the lowest applicable rate.
  6. No postage will be paid by the University for personal mail.
  7. Mail that cannot be processed will be placed in the “DEAD LETTER BOX” for sixty days, after which it will be discarded.
  8. No one will be admitted to the Mailroom except authorized Mailroom personnel transporting mail; and employees of the U.S. Postal Service, U.P.S., and other carriers engaged in pick-up or delivery services.
  9. Only first class mail will be forwarded to former students or community members who request temporary forwarding.

## **C. INTRA-UNIVERSITY MAIL**

1. All materials for distribution should be signed/their origin clearly marked for internal distribution.
2. All incoming U.S. mail and intra-campus mail will be processed within twenty-four hours of receipt.
3. No solicitations from vendors, outside organizations, etc., will be distributed by Mailroom/University personnel.

## **D. OVERNIGHT PACKAGES**

1. To insure timely delivery of items delivered by express mail services, these items must be directed to the specific office of the addressee.

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Mailroom staff will ask the couriers to deliver the package or letter to the specific office first to avoid delivery delays.

2. In instances where the courier is not successful in reaching the addressee, the item may be left at the Mailroom. Mailroom staff will provide notice to the addressee that an overnight package has arrived and is available in the Mailroom. The notification process described above in no way guarantees 24-hour delivery.

## E. STUDENT MAIL

1. Student mail is received daily and sorted for delivery by noon each business day. The mail is sorted and delivered to each residence hall by Mailroom staff and is distributed by Residential Life staff. Package notifications for pickup are sent to students by the Mailroom staff. Window service at the Parenzo Hall Mailroom is available between the hours of 8:30 AM – 4:30 PM, Monday through Friday and closed during lunch from 12:00N – 1:00 PM.

## REVIEW

This policy shall be reviewed annually by the Assistant Vice President of Administration.