

Mail Services

- Authority** This Guide Memo was approved by the Vice President for Business Affairs & Chief Financial Officer and the Vice President for Land, Buildings & Real Estate
- Applicability** This policy applies to all Stanford University employees and students.
- Summary** This Guide Memo describes mail services provided to the University by both the U. S. Post Office and internal interdepartmental mail services. Section headings are:
1. U.S. MAIL SERVICE
 2. INTERDEPARTMENTAL MAIL SERVICES
 3. ADDRESSES FOR INTERDEPARTMENTAL MAIL

1. U. S. MAIL SERVICE

a. Incoming Mail –

- (1) **Campus Mail** – U. S. Mail for campus departments is received and sorted at the U. S. Post Office, Stanford. Mail carriers deliver mail once a day to departmental building delivery points. Mail carriers drop mail for Medical School departments at Stanford Health Services (SHS) Mail Services.
- (2) **Medical Center** – U. S. Mail for the Hospital, patients, and the Medical School is received and sorted at SHS Mail Services and delivered on the same schedule as Interdepartmental (ID) Mail (see 2.b(2)).
- (3) **SLAC** – A Mail & Delivery Services (MDS) courier delivers mail to the SLAC National Accelerator Laboratory (SLAC) once a day.
- (4) **Post Office Boxes** – Rented boxes at the Post Office are serviced Monday through Saturday.

b. Outgoing Mail –

- (1) **Pick-up Point** – Carriers pick up mail at delivery points as a courtesy to customers. Because of limited capacity by the mail carrier, large outgoing mailings may not be picked up. U. S. Post Office mailboxes are also provided throughout the campus for outgoing mail. Collection hours are posted on each box.
- (2) **Preparation of Materials** – Departments can save on delivery time by separating stamped material from metered material, and by further sorting the material into letters, big envelopes and packages. Metered mail must be bundled by separate classes of mail with all addresses facing the same way. Medical Center metered mail to be picked up by SHS Mail Services must also have the mail metering reference number marked on the top piece of each bundle. For more information about mail metering reference numbers, contact SHS Mail Services.
- (3) **Hazardous Materials/Dangerous Goods** – Departments must not use U.S. Mail for shipment of Biological or other hazardous materials, including Dry Ice. All shipments of hazardous materials/Dangerous Goods must be prepared and shipped only by trained and certified individuals. For further information and assistance go to: <http://hazmatshipping.stanford.edu>
- (4) **Postal Information** – Brochures may be obtained at the Post Office which have information about postage rates, classes of mail, and general regulations for domestic and foreign mail.

- c. **Format for Return Addresses** – A complete return address must be given to all correspondents. The electronic equipment for sorting mail scans the last two lines of the address. For fastest delivery, the preferred format for campus address information is:

Line 1. Person's Name
Line 2. Stanford University
Line 3. Department, Building and Room Number
Line 4. Stanford, CA 94305-*nnnn* (Zip+ 4)

If the words "Stanford University" appear in either of the last two lines, the mail is delivered in bulk to the Stanford Post Office, where it is sorted by hand.

- d. **Misaddressed Mail** – Stanford Post Office carriers take undeliverable first-class mail with incorrect or insufficient addresses to the Information Section in the Registrar's Office. The Information Section tries to locate the addresses. If located, the mail is forwarded through Stanford Interdepartment Mail, a unit of Mail and Delivery Services. If not, the mail is returned to the Post Office. SHS Mail Services returns undeliverable mail to the Postal Service. Departments that receive mail for a person who has left should make a notation to that effect on the mail and return it to the sender.
- e. **U.S. Mail Bulk Mailing** –
- (1) **Advance Planning** – Departments are encouraged to call Mail and Delivery Services (MDS) for consultation early in the planning stages of a bulk mailing of U.S. Mail. Mailing requirements and cost estimates should be reviewed with MDS before the material is printed. Postal regulations and machine capabilities may affect the printing specifications and costs.
 - (2) **Mail Preparation Services** – Please contact Stanford Acquisition Support (SAS) for help in selecting a mailing vendor, or contact the vendor of your choice directly, for mailing services such as folding, inserting, metering, etc. The department or the vendor should deliver the prepared materials to MDS for distribution by U. S. Mail.
 - (3) **Mailing Permit** – Postal regulations require that the use of Non-Profit postage permits must be reviewed and authorized by MDS.

2. INTERDEPARTMENTAL MAIL SERVICES

- a. **Eligibility to Use Services** – Interdepartmental (ID) Mail Services are provided primarily for conveyance of messages concerning the University's official business between the various University departments and administrative units. All organizations with responsibility to the University or to the Associated Students of Stanford University (ASSU) are entitled to use ID Mail. ID Mail may not be used to distribute commercial or partisan political advertising.
- b. **Distribution of Interdepartmental Mail** – Services for the collection, sorting and delivery of mail are located on the main campus, at the Medical Center, and at the SLAC National Accelerator Laboratory. Delivery schedules are established by each mailroom.
- (1) **Campus Mail** – ID mail on campus is collected and delivered on a daily schedule, Monday through Friday. Afternoon ID mail delivery service is available at additional cost.
 - (2) **Medical Center Mail** – Campus mail addressed to departments in the Medical Center is presorted at MDS, picked up once a day by a courier from SHS Mail Services and resorted. SHS Mail Services collects and delivers ID mail at the Medical Center twice a day for the School of Medicine and the Stanford Clinics. There is one delivery a day at the Hospital. SHS Mail Services also delivers U.S. Mail on these schedules. Mail for patients is delivered once a day.
 - (3) **SLAC Mail** – Campus mail addressed to the SLAC National Accelerator Laboratory (SLAC) is pre-sorted at MDS, delivered once a day by an MDS courier, resorted at the SLAC mail room and delivered to SLAC departments.

c. **Size of Packages –**

- (1) **Campus Mail** – The size of package that may be sent by ID Mail is limited to 10 x 13 x 2 inches. MDS can arrange to deliver larger packages for an additional fee.
- (2) **Medical Center Mail** – The maximum size of packages delivered by SHS Mail Services is 50 lbs or 2 cubic feet.
- (3) **SLAC** – The maximum size of packages delivered by the SLAC Mailroom is 50 lbs or 2 cubic feet.

d. **Inspection of Interdepartmental Mail –**

- (1) **Regular ID Mail** – The MDS supervisor may open interdepartmental mail for inspection when the addressee cannot be determined.
- (2) **Mail Marked "Confidential"** – Interdepartmental mail marked "Confidential" may be opened only by the addressee or his or her designee. When the addressee cannot be determined, the MDS supervisor or an employee of SHS Mail Services is authorized to open the mail to determine the addressee.

e. **ID Mail Mass Mailing** – ID mail job with 400 pieces or more will be considered a mass mailing job. Envelopes or flyers received in mail code order will qualify for free ID Mail distribution service. If the mass mailing envelopes or flyers are not in mail code order, the department must fill out the Mailing Services order form and pay a sorting charge.

- (1) **Lead Time Required** – Turnaround time is five (5) working days for a job that is received in mail code order, and seven (7) working dates for material that is not in mail code order. When preparing dated material, departments should consider the ID Mail Mass Mailing turnaround time in their planning schedule. If dated material is not received at MDS within the required lead times, MDS may request that the department resubmit the material with a more current date.
- (2) **Mail Preparation Services** – Please contact Stanford Acquisition Support (SAS) for help in selecting a mailing vendor, or contact the vendor of your choice directly, for mailing services such as folding, inserting, metering, etc. The selected mailing vendor will prepare the bulk mailing and bring forms to MDS for signature prior to delivering mail the U S Postal Service.
- (3) **Facilities Service Request** – A Facilities Service Request directed to Mail & Delivery Services must be submitted prior to any bulk mailing. The mailing vendor must have the Service Request number prior to bringing the postal form to MDS for signature

3. ADDRESSES FOR INTERDEPARTMENTAL MAIL

- a. **Sufficient Address Required** – The mailrooms are authorized to return ID mail to the sender if sufficient address is not provided. Requirements are:
 - (1) **Campus:** name and mail stop
 - (2) **Medical Center:** name, department, room number, and mailcode
 - (3) **SLAC:** name and mail stop
- b. **Mailcode Information** – MDS assigns the mail code number in accordance with University and Postal Service requirements. Mailcodes for individuals are available online using the WHOIS or PHONE commands.

c. Changes of Address –

- (1) Department Move –** If an entire office or department is moving, at least two weeks in advance the appropriate mailroom should be notified of the effective date and the new location. Newly organized departments or departments relocating to another area should contact MDS for changes and information on campus mail delivery and mail code assignment. The department also needs to submit a Change of Address form to the Post Office. The Post Office might assign a new Zip+ 4 to the department.
- (2) Individual Move –** Changes of work location for individuals should be entered by the department through PeopleSoft HRMS.

d. Mailing List Corrections –

- (1) MDS Labels** are generated from PeopleSoft HRMS and should be updated in the registry (Stanford.You) by the individual.
- (2) Labels with no Source Identification** should be corrected and sent to the originator of the mailing.