

LUTHER COLLEGE

POLICIES AND PROCEDURES

Department:	Book Shop
Subject:	Mail Services
Date Issued:	April 11, 2006
Date Revised:	
Approved By:	

I. Policy

This policy outlines the mail service provided at Luther College.

II. Scope

This policy applies to all mail for students, faculty, staff and departments, whether off-campus or intra-campus mail.

III. Terms and Definitions

- Intra-campus mail – mail that originates on campus and is meant for delivery to an individual or department on campus.
- Off-campus mail – mail received or sent through the United States Postal Service (USPS).
- USPS – United States Postal Service (USPS) is the government department responsible for the processing and posting of mail and packages.
- UPS – United Parcel Service is a private package handler.
- FedEx – Federal Express is a private package handler
- Mass mailing – a single mailing meant for distribution to each mail recipient on campus.
- Bulk mailing – a single mailing at reduced postal rates for distribution to recipients off campus.

IV. Procedures and Guidelines

- A. The incoming college mail is picked up from the USPS Monday through Friday. Saturday mail is picked up from the USPS during the regular academic year when classes are in session.
- B. Faculty, staff and departmental mail, including UPS packages, are delivered to mailing collection sites in each building. An individual from the respective area further sorts and distributes the mail for that area.
 - Mail is delivered and collected twice a day, once in the morning after 9:00 a.m. and in the afternoon after 1:00 p.m.
- C. Student mail is distributed to individual mailboxes in the Centennial Union throughout the day. First-class, intra-campus and priority mail are posted first. However, during the first week of classes each semester, packages will also have high priority.

- D. All outgoing and intra-campus mail is picked-up twice a day from mailing collection sites in each building.
- E. The Mail Center/SPO offers outgoing package service via the USPS, United Parcel Service (UPS) or FedEx.
- F. Faculty/staff may use the Mail Center/SPO for personal use. Cash, check or the employee's ID card may be used to pay for personal transactions.
- G. Private mailboxes are provided for faculty and students. Students access mailbox numbers and combinations through their My.luther.edu accounts.
- H. Intra-campus mail must have the recipient's name, department or post office box number.
- I. Bulk mail is done in cooperation with the Print Shop and Mail Center/SPO.
- To qualify for bulk mailing status, the mailing must have a minimum of 200 pieces. For first class presort, the minimum amount is 500 pieces.
 - A Luther College imprint needs to be stamped in the upper left-hand corner. If the department doesn't have an imprint, a Luther College non-profit stamp can be metered onto the individual pieces.
 - The recipient's address can only be printed by the Print Shop to qualify for bulk mail. The departmental bulk mailing request must include the following:
 - o Five identical samples of the actual mailing and all envelopes being used
 - o A completed PostalSoft form
 - o An Excel-formatted spreadsheet of recipient's to include the following: Name 1, Name 2 (if applicable), Address 1, Address 2 (if applicable), City, State, and Zip Code.
 - o And the department's CBORD number.
 - Postalsoft will create the necessary labels (if applicable.)
 - Staples cannot be used to seal the brochure. The USPS will reject the mailing.
- J. Mass mailings can be divided into three groups – students, faculty/staff or both. The mailing may originate from on campus or off campus.
- The Mail Center/SPO will distribute mass mailing advertisements from local merchants for a fee.
 - The Mail Center/SPO must receive 48-hour notice for an intra-campus mass mailing.
- K. The College will bring outgoing USPS mail downtown after 3:00 p.m. The USPS picks up mail in the mailbox between Main Building and the Centennial Union at 5:00 p.m.
- L. The College has the right to reject and return any mail or package if the sender's information cannot be determined, use of the official mail services is questioned, or the material being mailed does not meet USPS mail rules and regulations.
- M. Suspicious mail should be left alone. Security should be contacted immediately, ext. 2111. Tips for identifying suspicious mail and/or packages are as follows:
- Stains or discoloration
 - Leakage
 - Unusual odor
 - Item has been opened and a suspicious substance is visible
 - Restrictive markings, such as confidential, personal, etc

- Excessive postage
- Excessive securing material, such as masking tape, string, etc.
- Handwritten or poorly-typed address
- Incorrect titles
- Titles, but no names
- Misspellings of common words
- No return address
- Address to someone no longer with your organization or otherwise outdated
- City or state in the postmark that does not match the return address
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires and/or tin foil
- Other irregularities that arouse suspicion on the part of the recipient

N. Mail and packages may be sent from the Mail Center/SPO. Stamps in various denominations are available to purchase.

O. The College through a partnership with the National Association of College Stores (NACS) can offer significant savings on shipments using Fed Ex including the following:

- Up to 28% savings on select FedEx Express Services
- Up to 30% savings on FedEx Ground Services
- Up to 10% savings on select FedEx Home Delivery Services
- The Mail Center/SPO is registered with NACS for this program. By using the Mail Center/SPO, college departments will automatically receive any discounts available.

P. Freight shipments are not handled by the Mail Center/SPO. However, up to 60% savings are available to college departments through the NACS shipping program. This includes any department shipping or receiving freight. The two freight companies involved in the program are Yellow Freight and Overnite Transportation. Contact the Luther Book Shop via email castde01@luther.edu or ext. 1037.

V. Confidentiality and Record

Applicable USPS mail policies and guidelines regarding mail security and safety are followed by the Mail Center/SPO.