

# LUTHER COLLEGE

## POLICIES AND PROCEDURES

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Department:	Information Technology Services
Subject:	Mail Services
Date Issued:	April 11, 2006
Updated and Reviewed By:	Finance & Administration Team – March 2023
Approved By:	VP for Finance & Administration – April 2023

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### 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 USPS, UPS, or FedEx.
  - 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. Incoming college mail is picked up from the USPS Monday through Friday.
- B. Faculty, staff and departmental mail, including 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 once per day to mailing collection sites in each building. Locations can request more than one delivery per day or change the approximate time of delivery based on their needs. Packages are delivered in the afternoon.
- C. Student mail is distributed to individual mailboxes in the Dahl Centennial Union throughout the day. Packages are posted first, followed by first-class, intra-campus and priority mail. Other items from outside organizations such as gifts, flowers, and treats may also be picked up by students from the Mail Center.

- D. All outgoing and intra-campus mail is picked up once per day from mailing collection sites in each building. Locations can request more than one pickup per day or change the approximate time of pickup based on their needs.
- E. The Mail Center offers outgoing package service via USPS, UPS or FedEx. The Mail Center also offers the purchase of stamps; it does not provide registered mail or money orders.
- F. Faculty/staff may use the Mail Center for personal use. Cash, check or the employee's Luther ID card (for payroll deduction) may be used to pay for personal transactions.
- To have charging privileges, an eligible employee must sign a payroll deduction authorization form. Signing the form allows the College to deduct the employee's charges from their next paycheck.
  - Faculty and staff must have their Luther ID to charge their purchase. At the time of purchase, the buyer will receive an itemized receipt.
- G. Students may use cash or check at any time, and their student ID (for charging their student account) from mid-August to April 30.
- H. Private mailboxes are provided for faculty and students. Students access mailbox numbers and combinations through their Norse Hub accounts.
- I. Intra-campus mail must have the recipient's name, department/building, or post office box number.
- J. Bulk mail is done in cooperation with the Document Center. Procedural details can be found at the [Document Center website](#)
- K. 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 will distribute mass mailing advertisements approved by the Dean of Student Engagement from local merchants for a fee of \$300.
  - The Mail Center will distribute political mass mailings approved by the Dean of Student Engagement.
  - The Mail Center 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.
- 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 and packages should be left alone. Security should be contacted immediately, 563-387-2111.
- N. Mail and packages may be sent from the Mail Center. Stamps are available for purchase at the Mail Center.

## **Confidentiality and Record**

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