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## **OBJECTIVE**

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To provide comprehensive mail services to all university departments and staff.

## **POLICY**

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Applies to: All university staff that send United States Postal Service or intercampus mail on behalf of the university.

Issued: 07/1985

Revised: 07/2006

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### **I. General Overview**

- A. University Mail Services (UMS) operates under the direction of the assistant director of Receiving and Mail Services. UMS is responsible for distributing intercampus mail, metering United States Postal Service (USPS) mail and managing outbound mail shipments. Aggregation of metered USPS and outbound mail shipments are an integral part of the university's overall cost reduction strategy.
- B. UMS manages and handles outbound mail according to federal regulations and university guidelines. Incoming US mail is delivered directly to departments and students by USPS and is not handled or processed by UMS.
- C. The content of intercampus mail is restricted to the official business of the university.
  - 1. Official business is defined as communications essential to the instructional, research, and community service programs and activities of the institution; as differentiated from private business or personal mail.
  - 2. These services are not available to personal and private business of university students, faculty, and staff members, or to outside agencies, organizations, and commercial firms for activities not directly sponsored or conducted by the university.
  - 3. UMS will deliver intercampus mail to one designated delivery point within a university building located on the Columbus main campus. In those cases where entry to the building's mailroom is restricted (key, key card, etc.), it is the responsibility of the building coordinator to provide UMS with an appropriate, no cost access.
  - 4. Exceptions to service parameters require the approval of the director of Receiving and Mail Services.



## PROCEDURE

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### I. Definitions

Intercampus or campus mail – written communications distributed to university departments.

Official university communications – written materials that are necessary to fulfill the academic, research and public service mission of the university or the support of such functions.

Meter mail – an electronic process of applying appropriate postage to mail.

Columbus main campus – demographic definition applies to UMS only: North - Ackerman Road, East - Fourth Street, South - King Avenue, West - North Star Road and Don Scott Airport - Case Road location. Locations outside these demographic parameters must make their own arrangements for campus mail pick up.

UMS – University Mail Services.

USPS – United States Postal Service.

### II. Services Provided

#### A. Outgoing Mail

1. University Mail Services meters USPS mail and processes mail for pick up. A [Mail Monitoring Receipt Form](#) (MMR) must be completed and accompany the outgoing mail.
2. All outgoing mail is processed and enters USPS mail stream the same day UMS receives it.
3. All shipments of parcels and express items are processed by University Mail Services and picked up by couriers on the same day. Complete an [Express Shipping Form](#) to begin the process.



4. Key attributes of utilizing UMS for outbound mail and parcels include:
  - a. Discounts lower than standard rates.
  - b. Interdepartmental billing.
  - c. Single point of contact for customer service and issue resolution.

**B. Intercampus Mail**

1. Columbus campus – Intercampus mail is collected daily by UMS staff and delivered same or next business day. There are two types of intercampus mail:
  - a. Mail addressed to an individual. This mail should be in campus envelopes or folded to business envelope size and marked campus mail. Identify the mail with the individual's complete campus address: name, department, building and room number.
  - b. Official announcements or notices for mail distribution to all departments, faculty, and staff.
2. Regional campuses – All intercampus mail addressed to regional campuses is held in UMS for pick up by staff from the regional campuses.

**RESOURCES**

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The Ohio State University, University Mail Services, 614-292-2694  
<http://receivingandmail.osu.edu>