

DATE: October 23, 2009
TO: Executive Committee Members, Assistant Vice Presidents, Chairs, Directors, Department Heads, Assistants to the Deans and Vice Presidents, and Departmental Administrators
FROM: Harry S. Lynch, Jr.
Executive Vice President for Business Affairs/Chief Financial Officer

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SUBJECT: An Important Announcement Regarding Mail Services

Given the growth of the HSC, the institution finds it necessary to standardize mail delivery to ensure that mail is delivered in a timely and efficient manner. Effective immediately, Mail Services will require the use of University Mail Stop Codes (MSCs) on **all** inter-office, intra-campus and intercampus mail delivered by Mail Services. This includes the HSC Long Campus, the HSC Greehey Campus, all HSC off campus locations and VA Hospital intercampus mail.

Please confirm that your department has an MSC so that mail can be properly delivered. Please label all mail with the correct delivery information including: Mail Stop Code (MSC), Department Name, Building with room number, and full name of recipient. Please see example below.

New Intercampus Mail Format:

MSC _____
Department Name
Building and Room Number
Attention: _____

Mail Services FAQ(s)

Where can I find a list of all Mail Stop Codes for UTHSCSA or VA Hospital?

The currently assigned MSCs by department can be found at <http://www.uthscsa.edu/business/genservices/mailcodes.pdf>. The list is also available in Excel on the Mail Services website at <http://www.uthscsa.edu/business/genservices/mailguide.asp>. If you are unable to access a computer you can call Mail Services at 210.567.5992 for assistance.

What if the department I'm sending mail to does not have a MSC?

Indicate all other delivery information including Department Name, Building, and recipient name. Mail Services will advise the department to obtain an MSC.

How do I request a mail code number?

The department needs to complete the Mail Stop Code Request Form located at <http://www.uthscsa.edu/business/forms/NewMailStopCodeRequestForm.pdf> and send it to David Reina, Mail Services Supervisor. The form should state how the number will be listed in the telephone directory, project ID for billing purposes, and an authorized signature for the project. Departments are only charged for outgoing, external mail using the project ID assigned to each MSC. There is no charge for delivery of campus mail.

Will Mail Services return mail if not properly addressed?

Mail Services will make every effort to properly deliver mail to the proper location; however, delivery cannot be guaranteed if critical delivery information is not included in the delivery instructions. The use of the MSC should ensure mail is properly routed and delivered.

For more detailed information on Mail Services at HSC please go to <http://www.uthscsa.edu/business/genservices/mailguide.asp> and if you are unable to find an answer to your question or concern at the above link please contact the Supervisor of Mail Services, David Reina at reina@uthscsa.edu.